

State of Massachusetts American Red Cross Nurse Assistant Training Program Participant Catalog

July 2018- June 2019

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OWNFRSHIP

The American National Red Cross exists pursuant to a charter granted in 1905 by an act of the United States Congress. Chapters of the American Red Cross are local units of the corporation, not separate legal entities. As a national not for profit corporation chartered by an act of Congress, the American Red Cross is authorized to conduct business in all 50 states.

MISSION STATEMENT

The mission of the American Red Cross Nurse Assistant Training Program (the "NAT Program") is to prepare Nurse Assistants who provide high quality and compassionate care for residents in nursing homes, assisted living facilities, private homes, and patients in hospitals.

PHILOSOPHY AND PURPOSE

The NAT Program is rooted in six principles of care: **Privacy, Dignity, Independence, Communication, and Safety.** The program is designed to motivate the participant and establish a deeper appreciation of his/her important role in providing quality nursing care in a variety of healthcare settings.

The purpose of the NAT Program is to provide the information and skills that will enable nurse assistants to provide quality care for residents in nursing homes, as well as supplemental information and skills to enable them to provide quality healthcare for clients at home and patients in hospitals and other healthcare facilities. The course is led by Registered Nurses and Licensed Vocational Nurses who have completed a training course and meet all Federal, State, and American Red Cross instructor requirements.

PROGRAM OVFRVIFW

The NAT Program meets the Massachusetts Health and Human Services Department requirements for Nurse Assistant Training in Massachusetts. All classes are taught by highly experienced and professional nurses with a small student to instructor ratio to provide quality training. The expectation of excellence is high within our fast-paced and focused program. We train our students to provide compassionate care for people within the health care system.

Through lecture, video, role-playing, and hands-on laboratory and clinical practice, our students learn procedural skills such as bathing, dressing, positioning, and vital signs. Students will also learn key communication techniques through life skills training including resume workshop and interview preparation to prepare students for employment after graduation. After students graduate the NAT Program, they are eligible to sit for the Nurse Assistant Competency Exam to become a Certified Nurse Assistant.

NURSE ASSISTANT TRAINING PROGRAM

Tuition

Total cost payable to American Red Cross for this training is \$1250.00 (includes \$250.00 non-refundable application fee). Each student will be responsible for additional expenses (see below).

Tuition includes

Application Fee (non-refundable): \$250.00

Tuition: \$1000.00

TOTAL: \$1250.00

Included in the program:

Background check, assessment test (if needed), textbook, First Aid/CPR/AED training.

Student Responsibility

Physical Exam: \$25.00-\$75.00

Tuberculosis/TB Test: \$5.00-\$50.00

Uniform (white scrub top, red scrub pants): \$20.00-\$30.00

White tennis shoes: \$20.00--\$50.00

Watch with a second hand: \$10.00-\$30.00

Competency Evaluation Program (CEP Test): \$100.00-\$110.00

Prospective students can pay their tuition in 2 payments: Application fee (\$250.00); and Tuition (\$1000.00) prior to the start of class. Students can also pay the full program cost (\$1250.00) in 1 payment.

If an outside source is covering all or a portion of the program cost, a signed authorization from the agency/source must be provided at the time of registration. If the agency is paying anything less than the full amount for the program, the student is responsible for the total remaining balance. The remaining balance is due at the time of registration.

Tuition is to be paid by Credit Card, Cashier's Check, or Money Order payable to "American Red Cross".

TRANSFER/WITHDRAW/REFUND POLICIES

Students requesting transfers up to 3 days prior to class starting can transfer to the next scheduled class that has availability. Students will be allowed only one free transfer prior to class starting.

Sometimes students have significant life events that make them unable to attend or complete a NAT course. Students providing documentation of a personal health issue within 5 business days or death in the immediate family (we may require verification of death and relation to the deceased) may be eligible for a refund or transfer into another class.

Refund Law (as per M.G.L. Chapter 255, Section 13K):

- 1. You may terminate this agreement at any time.
- 2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program. Refund Amount \$1000.00.
- 3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. Refund Amount \$1000.00.

- 4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount \$750.00.
- 5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount \$500.00.
- 6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7. Refund Amount \$250.00.
- 7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement. Administrative Cost Equal: \$0
- 8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.
- 9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Refunds must be requested in writing to the Program Manager. Students dismissed from the program for academic, attendance/punctuality, or behavior issues are not eligible for refunds.

COURSE COMPONENTS

Lecture: Note taking and pre-reading are mandatory and add to the learning process.

Activities: Activities are designed to involve students in the experiential learning process.

Video: Videos and instructor demonstrations are used to provide a standardized method for all nursing skills to help ensure standardization of quality, and to present real life scenarios for the student.

Lab sessions: Lab sessions allow students to demonstrate competency in each skill prior to the clinical experience.

Clinical experience: The clinical component of the program will provide students a real world, hands-on learning opportunity in a long-term healthcare facility.

ADMISSION POLICY

You must attend a mandatory information session prior to signing up for a class; there is no cost to attend. Please bring a photo ID with you. At the Information Session you will learn what the course includes, pricing, policies and procedures, along with a list of the required documents that are due prior to signing up for a class, and how exactly to register. No registration will be accepted without attending the session.

Please register for a NAT (CNA training) Information Session at www.redcross.org, under Training and Certifications. Students enrolling in the Nurse Assistant Training Program must be at least 16 years of age and possess a valid Social Security Card. Prospective student without a US HS Diploma or GED will be required to take and pass an assessment test prior to admission.

DOCUMENTS REQUIRED UPON REGISTRATION

- 1) Nurse Assistant Training Registration Form
- 2) Background Check Release Form
- 3) Enrollment Agreement
- 4) Education proof of HS Diploma or GED, if not must pass an assessment test.
- 5) Copy of Government issued photo ID/Passport
- 6) Red Cross TB Form documenting negative TB test (must be completed within 6 months of the start of class); a negative chest x-ray will be accepted.
- 7) Red Cross Physical Form completed by Healthcare Practitioner (must be completed within 1 year of the start of class)
- 8) Payments

The registrations process may be initiated with the first 5 items and the \$250 nonrefundable application fee. All items listed above, including <u>full</u> payment, must be received to secure a spot in a particular course. Class registration is done on a first come first serve basis and class may fill to capacity.

Notes:

If a student requires or requests any accommodations, they must first seek approval from the Program Manager and Lead RN prior to registration, to be granted in the American Red Cross' sole discretion; documentation must be provided.

The classroom, lab and clinical sessions require the ability to learn in a fast-paced academic environment coupled with strenuous physical activity. If you have any conditions that could affect your ability to participate including learning disability, pregnancy, chronic condition or an injury, please provide written permission from your physician or clinician. Applicable conditions revealed after enrollment without permission to participate will be grounds for non-refundable dismissal.

CEP EXAM

Upon successful completion of the Nurse Aide Training Program, you are eligible to take the State Exam to become certified as a Nurse Aide in Massachusetts. The application form for the State Testing and a copy of your American Red Cross Nurse Aide Training certification will be given to you at graduation. It is the student's responsibility to mail the form, including a copy of your American Red Cross Nurse Aide Training certificate, and a money order or Bank Check in the amount of \$100.00 made out to "ARC/Nurse Aide Program". The State Testing Agency will schedule your test and notify you of your test date upon receiving your application.

BACKGROUND CHECK/PRIOR CONVICTIONS

The American Red Cross has the right to deny a student enrollment based on a prior conviction, and in such cases, the Application Fee will be forfeited. Please contact the Nursing Training Programs Coordinator regarding your questions and concerns about prior convictions.

GRADING

Students are expected to come prepared to class with all homework assignments completed. Students are required to pass written exams (quizzes and a final exam) with a minimum of 80%. Students have the opportunity to retake quizzes up to two times, and may retake the final exam one time. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will be dismissed from the program. A written Progress Report will be given to all students midway thru the program.

Students are required to demonstrate competency of all skills required in the program. Evaluation of competency occurs both in the lab and clinical components of the program.

All skills listed in the Nurse Assistant Training Student Handbook will be performed with 100% accuracy. This is mandatory before attending clinical setting. In the clinical setting students are expected to demonstrate respect, truthfulness, reliability, timeliness and good judgment in providing safe care to residents.

STUDENT DRESS CODE

The Nurse Assistant student uniform is a **white scrub top, fire-engine red scrub pants, and white shoes**. Students are expected to be in uniform every day of class, clinical, State exam days, the job fair, and graduation. A watch with a second hand is part of your uniform. Failure to follow the dress code will result in a Student at Risk and if not corrected will result in dismissal from the program.

Shoes should be an athletic/tennis shoe and must be closed toe and closed heel. Shoes may have some other small color or design, as long as they are mostly white.

PERMITTED

- Scarf or skirt (neutral colors) for those with religious necessity
- Small earring studs and rings with personal significance (limit one per hand)
- Natural makeup
- Nails trimmed not extending beyond tips of fingers. No colors or designs

NOT PERMITTED

- Cellular phones (should be put away and turned off during class and clinical)
- Hats or scarves (religious exception)
- Dangling jewelry or visible facial piercings (nose, eyebrow, lip, chin, etc.)
- Long, loose hair, extreme hair color or styles
- Acrylic nails or overlays
- Heeled, open-back, or clogged shoes
- No jackets over the uniform attire, unless they are professional scrub jackets. If you are cold, we allow a long-sleeve red, white, gray or black shirt under the white scrub top.
- Please cover tattoos for the clinical experience

RESUME BUILDING/JOB FAIR

- Students will have the opportunity to create or edit their resume during the resume workshop and life skills portion of the course; this is a required portion of the course.
- The NAT Program hosts a job fair for all students. The job fair will help students find a job but does not guarantee employment. Students will have the opportunity to complete job applications and schedule interviews with prospective employers. The American Red Cross does not provide job placement for students.

ATTENDANCE

The student is required to satisfactorily complete all the course instruction (this includes didactics, lab, and clinical). You are expected to be on time for class. Time will be measured by the classroom clock only. It is necessary to attend each day of the program. Missing class can result in dismissal from the program. Tardiness will not be tolerated; a Student at Risk form will be given and you will be dismissed.

If a student is unable to attend class, due to an emergency, the student must call the instructor and leave a message by 8:00 A.M. An emergency number for your local class will be provided on your first day of the NAT portion of the program.

Clinical hours differ from classroom hours. Clinical hours are depending on the location. You will be given a schedule of hours when you register.

ADDITIONAL STUDENT GROUND RULES

- Use of cell phones, pagers, and other electronic devices, including tablets, iPads, iPods, etc are prohibited and must be stored away. Cell phones are to be used only in designated areas.
- Smoking is prohibited in the building and on the premises. Smoking is prohibited during clinical experience including breaks.
- If weather conditions are poor and the city schools are delayed or closed in the county; classes will be delayed or cancelled and time will be made up as directed by the Program Manager.
- Additional student ground rules will be provided on the first day of class.
- Cheating is grounds for immediate dismissal from the program, with forfeit of all fees.

STUDENT COMPLAINT RESOLUTION PROCESS

Students are encouraged to communicate any complaints to their instructor and work to identify an appropriate resolution.

If the student's complaint has not been resolved the student should complete a complaint form. Complaint forms are available at the Health Department customer service office. Student complaints should be addressed, in writing, to Joel Brava, Program Manager at 16 Belmont Street, Easton, MA 02375, or emailed to joel.brava@redcross.org.

The American Red Cross will respond to the student complaint within 30 days from the submission of the written complaint by the student. A written record of student complaints will be maintained by the American Red Cross for a period of at least one year following the graduation or withdrawal of the student.

This school is licensed by the, Office of Private Occupational School Education, any student not satisfied with the outcome of their complaint by the American Red Cross may file a complaint in writing and mail to:

Office of Private Occupational School Education
Division of Professional Licensure
1000 Washington Street, Suite 710
Boston, MA 02118
Occupational.Schools@state.ma.us
617-727-9932

SCHOOL CALENDAR

The American Red Cross observes the holidays listed below. If a holiday falls on a Saturday, it is observed on the preceding Friday. If a holiday falls on a Sunday, it is observed on the following Monday.

New Year's Day Labor Day

Christmas Day Independence Day Thanksgiving Day Memorial Day

NON-DISCRIMINATION & ANTI-HARASSMENT POLICY

The American Red Cross fosters equal employment opportunity for all applicants, volunteers and employees, without regard to race, color, sex, religion, national origin, age, handicap or veteran status, except when, with reasonable accommodations, age or handicap substantially limits ability to meet or perform legitimate service standards or poses a safety hazard. If a student believes that she or he has been subjected to illegal harassment, the student must bring the matter to the immediate attention of the instructor. All reports of harassment will be promptly investigated and, if appropriate, remedial action will be taken.

Revised once a year or as needed

(Rev. June 25th, 2018)

CLASS LOCATIONS

Braintree

140 Wood Rd.
Braintree MA 01284
(978) 289-3400

http://www.redcross.org

Easton

16 Belmont St.
Easton MA 02375
(508) 238-0628

http://www.redcross.org

Gardner

34 Pearly Lane
Gardner Ma 01440
(978) 537-3339
http://www.redcross.org

Lawrence

60 Island St.

Lawrence MA 01840

(617) 588-4133

http://www.redcross.org

Peabody

85 Lowell St.
Peabody MA 01968
(617) 588-4133
http://www.redcross.org

Springfield

150 Brookdale Ave.

Springfield MA 01104

(413) 442-1506

http://www.redcross.org

Worcester

2000 Century Dr.
Worcester MA 01606
(508) 595-3715

http://www.redcross.org

Training Support Center

1-800-733-2767