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**DESCRIPTION OF FACILITY**

Formal instruction is provided in the nursing classroom and the lab at the American Red Cross-Jacksonville Training Center in Jacksonville, Florida. Total square footage of the training center is 1,482 square feet which includes the nursing classroom, a nursing laboratory, two administrative offices and one storage space. The lab area is furnished with workstations that include all of the equipment found in a basic resident room as well as modern practice manikins. Additional equipment includes three adult manikins, four hospital beds, walkers, wheelchairs and other equipment used in the health care environment is available. Students have access to restrooms and a break room with refrigerator and microwave. Academic and practical skills that are required will be conveyed in the classroom and lab. These skills will culminate as students perform in a licensed Duval County clinical setting working with actual patients under instructor supervision.

The American Red Cross-Jacksonville Training Center and grounds are owned by the American Red Cross. There is ample on-site parking and no parking fees. The building address is 751 Riverside Avenue, Jacksonville, Florida, 32204, and is directly next to the Cummer Museum of Art and Gardens. Students may enjoy taking breaks or strolling along the St. John’s River Walk. Exact directions can be found by visiting [www.mapquest.com](http://www.mapquest.com).

**OWNERSHIP**

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, but are not separate legal entities. The governing body of the American Red Cross is the Board of Governors, which has all powers of governing and directing, and of overseeing the management of the business and affairs of the organization.

The Current Board of Governors includes: Jennifer Bailey, VP of Apple Pay; Ajay Banga, President & CEO of MasterCard; Afsaneh M. Beschloss, President & CEO of The Rock Creek Group; David Brandon, Chairman & CEO of Toys”R”Us, Inc; Herman E. Bulls, Vice Chairman of Americas at Jones Lang LaSalle; Steven H. Collis, Chairman & CEO of AmerisourceBergen Corporation; Enrique A. Conterno, Senior VP & President of Lilly Diabetes, Eli Lilly & Co. President of Lilly USA; Richard K. Davis, Chairman, President & CEO of US Bancorp; Joseph E. Madison, Broadcaster Sirius XM Radio, Inc; Bonnie McElveen-Hunter, CEO of Pace Communications, Inc; Gail J. McGovern; David Thomas, Ph.D., H. Naylor Fitzhugh Professor of Business Administration-Harvard University Business School; Tina M. Tyler, Kirt A. Walker, President & COO of Nationwide Financial Services; and Dennis Woodside, COO of DropBox, Inc.

The Chairman of the Board, Bonnie McElveen-Hunter and the President and Chief Executive Officer (CEO), Gail McGovern are significant leaders of the American Red Cross. The Chairman leads the Board of Governors in the governance and oversight of the organization.
The President and CEO executes Red Cross strategies and leads the operations and business activities of the Red Cross.

As a national corporation chartered by Congress, the American Red Cross is authorized to conduct business in all 50 states. The American National Red Cross is doing business in the state of Florida under the name American Red Cross Training Center.

**PHILOSOPHY AND PURPOSE**
The Nurse Assistant Training Program is rooted in six principles of care: *Safety, Infection Control, Dignity, Independence, Privacy, and Communication*. 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 health care settings.

The purpose of the Nurse Assistant Training 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 health care for clients at home and patients in hospitals and other health care facilities.

**NURSE ASSISTANT TRAINING PROGRAM**
Total cost payable to American Red Cross for this training is $1250.00 (includes $150.00 non-refundable application fee). Each student will be responsible for additional expenses, such as the purchase of red scrub pants and white scrub tops, white shoes or sneakers (closed toe/non-canvas type) and a watch with a second hand.

**Tuition:**
- Background check: included in application fee
- Application Fee (Non-refundable): $150.00
- Textbook *: $60.00
- Adult CPR And AED Certifications: $90.00
- Nursing Assistant Graduation Pin and Certificate: included in tuition
- American Red Cross ID Badge: included in tuition
- Tuition: $950.00
- TOTAL: $1250.00

**Student Responsibility:**
- Estimated Costs
  - Physical Exam: $25.00-$75.00
  - PPD (TB) Test or (if needed) Chest X-Ray: $5.00-$50.00
  - State Certification Exam: $240.00
  - Uniform (white scrub top, red scrub pants): $40.00-$80.00
  - White shoe or sneakers (closed toe/non-canvas): $20.00 - $50.00
  - Watch with a second hand: $5.00 - $20.00

*The student textbook is the American Red Cross Nurse Assistant Training copyrighted 2018 published by StayWell. The text is the most recent publication available, confirmed as of July 2018.*

*Tuition is to be paid by Credit Card or ATM with a Credit Card Logo only. Tuition must be paid in full before class start date.*
**Payment Policies**

Prospective students will pay their tuition into 2 payments, Application fee of $150.00 and a second payment of $1100.00 prior to the start of class. Students receiving third party funding for a portion of their tuition will typically submit their personal fee portion as one payment. To help keep our program costs as low as possible, the American Red Cross is unable to offer payment plans.

Students will be financially responsible for treatment of any accident or illness which occurs while the student is engaged in any classroom, lab or clinical experience activity. If transportation to a hospital is recommended by EMS personnel but refused by the student, an EMS refusal form must be signed by the student.

**Financial Aid**

The American Red Cross Training Center does not offer financial aid. However, scholarships are accepted from recognized community agencies. The funding agency determines who qualifies for their scholarship. If the American Red Cross receives scholarship assistance donations, every effort will be made to offer enrollment program fee assistance to qualified enrollees. The terms of the scholarship requirements are pre-determined by the donor(s) and must be adhered to by the American Red Cross.

**PROGRAM LEARNING OBJECTIVES**

Students enrolled in the American Red Cross Nurse Assistant Training Program will:

- Recognize the importance of the nurse assistant’s role in improving the quality of life for people in the health care system
- Encourage people to be as independent as possible
- Support and maintain the rights of residents, clients and patients
- Be sensitive to the physical and psychosocial needs of people in the health care system
- Observe and document a person’s physical condition and overall well-being
- Be a good team player and work well with team members

**NURSE ASSISTANT CURRICULUM SUMMARY**

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction To The Course</td>
<td>1.75</td>
<td>NA 100</td>
</tr>
<tr>
<td>Being A Nurse Assistant</td>
<td>1.5</td>
<td>NA 101</td>
</tr>
<tr>
<td>Nurse Assistant Responsibilities and Training</td>
<td></td>
<td></td>
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<tr>
<td>Working as a Member of the Health Care Team</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Art of Caregiving</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionalism</td>
<td>2.0</td>
<td>NA 103</td>
</tr>
<tr>
<td>Protecting the People in Your Care</td>
<td>1.0</td>
<td>NA 102</td>
</tr>
<tr>
<td>Acting in an Ethical and Professional Manner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legislation That Influences the Delivery of Health Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Behaviors That Can Result in Legal and Disciplinary Actions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using Ethics to Guide Behavior</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avoiding Legal and Ethical Difficulties on the Job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient Abuse Prevention</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understanding People in Your Care</td>
<td>1.0</td>
<td>NA 104</td>
</tr>
<tr>
<td>Human Growth and Development</td>
<td></td>
<td></td>
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<tr>
<td>Basic Human Needs</td>
<td></td>
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<tr>
<td>Sexuality and Intimacy</td>
<td></td>
<td></td>
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<tr>
<td>Culture</td>
<td></td>
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<tr>
<td>Spirituality</td>
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</table>
NURSE ASSISTANT CURRICULUM
SUMMARY (continued):

Communicating with People

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>NA 105</td>
<td>1.0 hour</td>
<td>Communication Basics</td>
</tr>
<tr>
<td>NA 106</td>
<td>1.0 hour</td>
<td>Communicating with Those in Your Care</td>
</tr>
<tr>
<td>NA 107</td>
<td>4.0 hours/2 lab hrs.</td>
<td>Communicating with Family Members</td>
</tr>
<tr>
<td>NA 108</td>
<td>2.25 hours</td>
<td>Communicating with Other Members in the Health Care Team</td>
</tr>
</tbody>
</table>

Appendix A

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA 106</td>
<td>1.0 hour</td>
</tr>
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</table>

Understanding The Body and How it Works

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>NA 107</td>
<td>4.0 hours/2 lab hrs.</td>
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</table>

Controlling The Spread Of Infection

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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<tbody>
<tr>
<td>NA 108</td>
<td>2.25 hours</td>
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</table>

Preventing Injuries

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA 109</td>
<td>1.75 hours/0.875 lab hrs.</td>
</tr>
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</table>

Responding to Emergencies

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>NA 110</td>
<td>4.5 hours/2.375 lab hrs.</td>
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</tbody>
</table>

Measuring Vital Signs and Other Data

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>NA 111</td>
<td>4.5 hours/2.375 lab hrs.</td>
</tr>
</tbody>
</table>

Assisting with Positioning and Transferring

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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<tbody>
<tr>
<td>NA 112</td>
<td>2.5 hours/1.875 lab hrs.</td>
</tr>
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</table>

Providing Restorative Care

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>NA 113</td>
<td>4.0 hours/2.25 lab hrs.</td>
</tr>
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</table>

Maintaining A Comfortable Environment

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA 114</td>
<td>11.0 hours/6.5 lab hrs.</td>
</tr>
</tbody>
</table>

Assisting with Personal Cleanliness & Grooming

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA 105</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>NA 106</td>
<td>1.0 hour</td>
</tr>
<tr>
<td>NA 107</td>
<td>4.0 hours/2 lab hrs.</td>
</tr>
<tr>
<td>NA 108</td>
<td>2.25 hours</td>
</tr>
<tr>
<td>NA 109</td>
<td>1.75 hours/0.875 lab hrs.</td>
</tr>
<tr>
<td>NA 110</td>
<td>4.5 hours/2.375 lab hrs.</td>
</tr>
<tr>
<td>NA 111</td>
<td>4.5 hours/2.375 lab hrs.</td>
</tr>
<tr>
<td>NA 112</td>
<td>2.5 hours/1.875 lab hrs.</td>
</tr>
<tr>
<td>NA 113</td>
<td>4.0 hours/2.25 lab hrs.</td>
</tr>
<tr>
<td>NA 114</td>
<td>11.0 hours/6.5 lab hrs.</td>
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</tbody>
</table>
Shampooing a Person’s Hair in Bed
Helping a Man Shave
Helping a Person to Change Clothes

**NURSE ASSISTANT CURRICULUM SUMMARY (continued):**

**Assisting with Personal Cleanliness & Grooming - Continued**
- Helping a Person to Put on Compression Stockings
- Providing Hand and Foot Care
- Providing Perineal Care
- Helping a Person with a Complete Bed Bath
- Helping a Person with a Shower or Tub Bath
- Giving a Back Rub

**Assisting with Meals & Fluids**
- 2.5 hours / 1.5 lab hrs.  NA 115
  - What is Good Nutrition?
  - Planning a Healthy Diet
  - Factors that Affect What and How We Eat
  - Special Orders Concerning Nutrition
  - Meal Time when a Person is Receiving Health Care
  - The Importance of Fluids
  - Other Ways of Providing Nutrition and Fluids & Helping a Person to Eat

**Assisting with Elimination**
- 8.5 hours / 5 lab hrs.  NA 116
  - Introduction of Elimination
  - Promoting Normal Elimination
  - Assisting the Person to Use a Toilet, a Portable Commode, a Bedpan or a Urinal
  - Problems with Elimination
  - Special Tasks Related to Assisting with Elimination
  - Helping a Person to Use a Portable Commode
  - Helping a Person to Use a Bedpan
  - Helping a Person to Use a Urinal
  - Collecting a Routine Urine and Stool Specimen
  - Collecting a Clean Catch Urine Specimen
  - Providing Catheter Care and colostomy care
  - Emptying a Urinary Drainage Bag

**Promoting Comfort & Rest**
- 2.5 hours / 2 lab hrs.  NA 117
  - Promoting Comfort
  - Promoting Rest

**Assisting with Admissions, Transfers & Discharges**
- 2.0 hours / 0.75 lab hrs.  NA 118
  - Assisting with Admissions
  - Assisting with Transfers
  - Assisting with Discharges

**Providing Care for People with Specific Illnesses**
- 2.5 hours / 0.75 lab hrs.  NA 119
  - Musculoskeletal, Cardiovascular, Neurological, and Respiratory Conditions
  - Diabetes
  - Kidney Failure
  - Cancer
  - HIV/AIDS
  - Mental Health Conditions

**Providing Care for People with Dementia**
- 2.0 hours  NA 120
  - Types of Cognitive Changes
  - Dementia
  - Initial and Annual Dementia Management
  - Challenging Behaviors
  - Communicating with a Person with Dementia

**Providing Care for People at The End of Life**
- 2.0 hours / 0.75 lab hrs.  NA 121
  - A Peaceful and Comfortable Death
  - Providing End-of-Life Care
  - Providing Care in the Hours Before and After Death
  - Providing Postmortem Care

**Providing Care to Infants and Children**
- 1.5 hour  NA 122

**Providing Care for People in Their Homes**
- 1.0 hours  NA 123
  - Overview of Home Health Care
  - The Home Health Aid’s Role
  - The Home Health Care Environment
  - Care giving Skills in the Home

**Entering the Workforce**
- 1.5 hours  NA 124
  - Planning Your Job Search
  - Applying for Jobs
  - Going on Job Interviews
  - Responding to a Job Offer
  - Becoming a New Employee

**Enjoying Professional Success**
- 1.0 hours  NA 125
  - Basic Expectations to Those Employed as Nurse Assistants
  - Dealing with Violence and Harassment in the Workplace
  - Contributing to a Positive Work Environment
Definition of 1 Clock Hour
1 clock hour = 50 minutes of instructor led training followed by an appropriate break.
**The course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses.

ADMISSION POLICY
Students enrolling in the Nurse Assistant Training Program must be at least 18 years of age, or have obtained a high school diploma or GED. No additional educational requirements are required for those 18 years and over. However, fundamental reading and writing skills in English are essential. Those that do not have a high school diploma/GED will be required to take and pass a TABE test prior to admission. Minimum score required on TABE Test is and Math- Grade 8 Level and Reading - Grade 8 Level. The training materials are written at an eighth grade reading level. Credit for previous training is not granted. Please note that an American Red Cross background check will need to be completed as part of the application process.

ADMISSION CRITERIA
1. Attend a program information session either online or in person.
2. Submit copy of high school diploma or GED if under the age of 18, or proof of age if 18 or older.
3. If no high school diploma/GED, complete the TABE test (picture ID required to take test).
4. Submit completed student forms and agreements:
   a. Enrollment Agreement
   b. American Red Cross Application/Program Registration Form
   c. Copy of Government issued photo ID
   d. American Red Cross Background Release and Clearance Report
   e. Proof of negative TB skin test or negative chest x-ray (completed within the last year)
   f. Physical form completed by Health Care Practitioner (completed within the last 6 months)
   g. Acknowledgement of Receipt of Student Catalog and Handbook
   h. Authorization for Release of Information
   i. Media/Photo Release
   j. Payment

GRADING
Students must demonstrate mastery of all skills. Testing of these skills occurs during the skills practice sessions in the laboratory setting and during the clinical experience in the health care facility. The student must also pass multiple written competency examinations with a minimum score of 80% on each one. If a student does not achieve a score of 80% on a quiz, they must take a make-up quiz the next day. A third quiz attempt will be given following the second attempt if the student fails the first re-take (second attempt). If the student fails all three quiz attempts, they will be withdrawn from the program. The student must achieve a minimum passing grade of 80% on one of the three attempted quizzes. The student only has a second attempt (one make-up exam) to achieve the 80% on their final examination. Any student who does not pass the final examination with an 80% or higher, will not be permitted to participate in clinicals or to graduate. All questions and exams are equally weighted. Final
grades are listed as a Pass/Fail basis only. In order to graduate, each student must achieve a “Pass” grade on theory and a “Pass” grade on skill performance.

STATEMENT OF EQUAL ACCESS AND EQUAL OPPORTUNITY
The American Red Cross Training Center shall not discriminate on the basis of race, creed, color, religion, age, sex, or handicap in the educational programs or activities which it operates with regard to admission, employment, and treatment of staff and students. The American Red Cross Training Center’s grievance procedure shall be used for all complaints of discrimination, including allegations of violations of the regulations and any other federal or state regulations concerning discrimination which require grievance procedures.

Legal Reference: Title VII of the Civil Rights Act
Florida Statutes 230.00, 413.08 (03)
Title IX of the Education Amendment of 1972
Section 504 of the Rehabilitation Act
Title VI of the Civil Rights Act

CANCELLATION AND REFUND POLICY
Should a student’s enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:
1. Cancellation can be made in person, by electronic mail, certified mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement.
3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the application fee which is $150.00.
4. Cancellation after attendance has begun through 40% completion of the program will result in a Pro Rata tuition refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. Books can be returned if still in the original packaging and there are no visible signs of use. The fee for those items if not returned in new condition is $60.00.
7. In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
8. Refunds will be made within 30 days of termination of students’ enrollment or receipt of Cancellation Notice from student.
9. Any course may be rescheduled or cancelled by the Admissions Representative if less than eight (8) students are registered. If a course is cancelled by the Red Cross, the student may transfer to another class (no additional charges) or receive a full refund.
10. Students requesting transfers up to 5 business days prior to class starting can transfer to the next scheduled class that has room.
11. Students will be allowed one free transfer prior to class start. Additional transfer requests prior to class starting will require a payment of a $150 processing fee.
12. Students requesting a transfer after class has started must have a valid reason such as a family emergency, medical issue, death in the family, etc. These transfers will be handled as refunds under the guidance described above. The student can then register for a future class.
13. Students who have completed the classroom portion but are not able to complete the clinical portion due to an emergency as described above will have 60 days to complete the clinical experience.
STUDENT SERVICES

Counseling

The goal of the American Red Cross Training Center is to provide a comprehensive program with a coordinator who holds the hand of each student starting from the point of their initial interest, throughout the training experience, and continue even through job placement. Prior to registration, all potential nurse assistant applicants will meet with the Program Admissions Representative. The purpose of this meeting is to discuss program content and responsibilities of a nurse assistant in a long-term care facility. The admissions representative will also ask questions about the applicant’s availability for the length of the course, the need for childcare, and other details that might affect the learning process for the student.

The course instructor may complete an “At Risk Memorandum” form for students enrolled in the Nurse Assistant Training Program. This form documents the instructor’s concern with challenges the student is facing. The instructor will initiate a personal meeting with the student to share the documentation, discuss the student’s deficiencies, and develop a plan for improvement. Instructors are also available for individualized assistance each day before class or after class IF ARRANGED IN ADVANCE.

Instructors shall be available to students who wish to discuss the merits and advantages of pursuing further training in the nursing field, including the responsibilities of a licensed practical nurse and/or a registered nurse. Students may also discuss the nature of work for nursing assistants in home health care or in acute care fields.

Students with Special Needs

Self-identification and documentation of disabilities help us serve you better. While the American Red Cross Training Center makes no pre-admission inquiry about an applicant’s disability, such knowledge can often be helpful in the admission process. We recognize that the decision to disclose a disability is a personal choice that every applicant may exercise. We respect the choice; however, we encourage applicants with hidden disabilities, such as a learning disability, an emotional disability or chronic medical condition, to disclose such conditions and provide us with the necessary data. It is only through self-disclosure that informed and fair decisions can be made by both the students and the learning institution regarding the suitability of the Nurse Assistant Training Program. This information is also useful after the student is enrolled in helping the faculty and staff provide needed services or in referring students for appropriate services. Accommodations can be made only after the student provides the appropriate documentation to his/her counselor (the Admissions Representative).

For students with a physical disability, there are designated parking spaces available for accessibility. Modifications to the work area and curriculum can be provided when necessary on a case-by-case basis. The faculty and staff of the American Red Cross Training Center will make every appropriate and possible accommodation to provide the best learning environment for every student.

Transfer Credit

Transferability of credit is at the discretion of the accepting institution and it is the student’s responsibility to confirm whether credits will be accepted by another institution. The American Red Cross Training Center does not accept transfer credits from any institution.

Student Housing

Housing arrangements for out-of-town applicants, or students, will be the responsibility of the student. The American Red Cross Training Center does not have the resources to accommodate these arrangements.
Student Records
Each student’s educational record will be retained indefinitely by the American Red Cross Training Center. A complete student record will include the student’s application or enrollment agreement, all documents evidencing a student’s eligibility for enrollment into the program, financial records, certificates, academic transcript, record of progress, and student counseling or advising records.

Student Placement
The American Red Cross Training Center will make available, at no charge, at the time of graduation and on an on-going basis, a list of local prospective employers of Nurse Assistants. Such lists shall contain the names and phone numbers of area long-term care facilities, temporary nursing agencies, and other potential employers. Students shall have access to these listings. In addition, the Nurse Assistant Admissions Representative works closely with hiring agents from potential employers. These agents will be invited to participate in graduation ceremonies and other activities.

ALTHOUGH THE AMERICAN RED CROSS TRAINING CENTER WILL ASSIST WITH EMPLOYMENT, THE AMERICAN RED CROSS TRAINING CENTER DOES NOT IN ANY WAY IMPLY OR GUARANTEE A JOB AS PART OF THE TRAINING OR PLACEMENT PROCESS.

RULES AND REGULATIONS
1. Any student requesting transfers after class has started must have a valid reason for not being able to finish the current class, such as a family emergency, health issue, death in the family, etc. No exceptions. Additional transfer requests prior to class starting will require payment of $150 registration fee. All transfers must be approved by Senior Program Managers.
2. Students who complete the classroom portion, but are unable to complete the scheduled clinical due to an emergency as noted above will have 60 days to complete the clinical experience; they do not have to formally transfer to another class. However, they must provide documentation verifying the emergency within two (2) weeks to the Program Manager.
3. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata tuition refund computed on the number of hours completed to the total program hours. In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received. Cancellation after completing 40% of the program will result in no refund. Refunds will be made within 30 days of termination of student’s enrollment or receipt of Cancellation Notice from student.
4. The textbook can be returned if no visible signs of use. The fee for those items if not returned in new condition is $60.
5. Students are expected to actively participate in class discussions and activities. Students will not be allowed to sleep or lay their head on the tables.
6. Use of cell phones, pagers and other electronic devices, including tablets, ipads, ipods, etc. are prohibited and must be stored. Cell phones must be set to silent and messages are to be answered at lunch time only. Cell phones are not to be answered in the classroom, restroom, elevators, stairwells or hallways of the buildings. Refer emergency calls to the American Red Cross Emergency Number. Your instructor will inform you of the emergency number.
  
Cell phones are to be used only in designated areas.
7. If you are found with a cell phone – on or off – or any other electronic device anytime during the class time it can result in immediate dismissal from the program.
8. Storage areas are not to be accessed during class time, only during lunch or break time.
9. Students are expected to be on time for class. Tardiness or leaving early on more than two occasions will result in review by Lead RN and/or Program Manager which may lead to program dismissal. These will be reviewed on a case by case basis. Time will be measured by the classroom clock only. Missing more than two class sessions (or the amount of time outlined by the state guidelines) will result in dismissal from the program. All missed time must be made up. There are no excused absences.
10. The student is expected to be on time for clinical assignments. Clinicals are mandatory. The need for make-up will be on an individual basis and must be made up within 60 days. If any clinical time is missed, the student will not be permitted to graduate with his/her class unless that time is made up before graduation.

11. The student will also keep resident information confidential. **No electronic devices are allowed to be on or visible at the clinical site.** Students found using a cell phone in patient care areas or hallways at the clinical site will be sent home immediately. Students are never permitted to post clinical or resident information or pictures on social media sites.

12. Students are expected to listen to different opinions and treat others with respect. Argumentative or disruptive behaviors, fighting, use of profanity or foul language will result in immediate dismissal from the program. Physical/verbal threatening or provoking behavior towards any student, American Red Cross Staff or Clinical Facility staff will not be tolerated for any reason and will be grounds for immediate termination. Students must report this behavior to the Instructor or other American Red Cross staff immediately. Illegal drug use and/or consumption of alcohol prior to or during classroom or clinical experience are prohibited and will result in immediate dismissal from the program.

13. Cheating, lying, falsifying information and/or stealing will result in immediate dismissal from the program.

14. The student dress code is designed to enable students to comply with principles of safety and infection control while also projecting a professional appearance. Students are required to adhere to the following program dress code while participating: white scrub top, red scrub bottom, which fit appropriately and white non-skid, non-canvas (tennis/athletic) shoes. Items not permitted include: sandals (flip flops), coats (hoodies/jackets), hats, sunglasses, scarves, dangling jewelry, hair color beyond natural tone, extreme nail color, artificial nails and all facial and tongue piercings. Nail length must be ¼ inch or less from the tip. Pierced ears with small studs are permitted. Loose hair must be pulled back and tattoos must be covered for clinicals. Coats and jackets must be removed in the classroom and clinical settings; only white scrub uniform jackets are permitted or white, black, red, or grey long sleeve shirts underneath the scrub tops while in colder climates.

15. The American Red Cross uniform is required for graduation, state testing and job fair events.

16. Students needing to cover their head or otherwise modify their attire due to religious or other reasons will be addressed on a case-by-case basis by the program manager. The final decision will be based on the clinical site dress code.

17. Each student will present an oral presentation. It is a class requirement and will provide the students an opportunity to gain up to an extra 4% towards the final exam: 1% for an outline, 1% for the presentation, 1% for a handout and 1% for a poster.

18. Review Class is part of the curriculum and student attendance is mandatory and students are expected to be present the entire class.

19. Breaks will be taken at assigned times only. Breaks taken outside of assigned times will be counted as missed time from class, counted toward hours missed and subject to make-up.

20. No food is allowed in the classroom during class time. Students may have a drink provided it is covered with a lid. No student is permitted to bring in food for potlucks or parties. A graduation ceremony will be provided to all classes, refreshments will be provided by Red Cross staff.

21. Smoking is prohibited in the building and on the premises, including inside vehicles in the American Red Cross parking lot.

22. Children and other student guests are not permitted in the building, classroom, clinical setting, review class, or state testing, even during lunch breaks. There is a no visitor rule.

23. Students will handle classroom supplies, books and medical equipment in an appropriate manner. Failure to do so may result in dismissal from the program.

24. If weather conditions are poor and the city schools are delayed or closed where the classroom is located; class will be delayed or cancelled and time made up as directed by Program Manager.
CLASS ATTENDANCE POLICY
Each student is required to satisfactorily complete the course instruction (this includes didactics, lab, and clinical/externship time). You are required to attend all classes. An employer will not tolerate tardiness, leaving early, excessive absences, or a poor attitude. Therefore, these behaviors are also not tolerated by this institution. It is highly recommended to be at least ten minutes early for class. It is a great habit to create and employers will frequently look for this when considering you as a hire.

ABSENCES
The nurse assistant training program is a fast paced program; therefore attendance and punctuality are essential. More than 50% of a class session absence (or more than 2 occurrences) will not be tolerated. Any time missed within these guidelines must be made up prior to the final exam. However, there is no make-up day for a student who misses the CPR. Students who are absent for the CPR day will be transferred to the next class. Excused absences are determined on a case-by-case basis by the program manager and will have to be emergency situations with written documentation provided such as an illness with a physician’s note, death in the family, etc.

TARDINESS
The day class and lab start at 9am sharp and the evening class starts at 5pm sharp. Students are considered late if they arrive after 9am on days or after 5pm on evenings. Breaks will be taken at assigned times only. Breaks taken outside that time will be considered missed time from class and will be subject to make-up. All class time missed must be made up by the student prior to the final exam. Students will receive a Student At-Risk Form for any time missed.

COURSE AND HOLIDAY DATES
Enrollment is open and is on a first come, first served basis. Enrollments will be taken until the class is full. When a class reaches its capacity, prospective students can be put on a waiting list (in case there is a cancellation by another student) and/or enrolled in the next scheduled class.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Schedule</th>
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<tbody>
<tr>
<td>August 27, 2019 to October 2, 2019</td>
<td>(Daytime Class Schedule)</td>
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<tr>
<td>October 14, 2019 to November 19, 2019</td>
<td>(Daytime Class Schedule)</td>
</tr>
<tr>
<td>December 16 – December 20, 2019</td>
<td>Test Prep</td>
</tr>
<tr>
<td>December 2, 2019 to February 10, 2020</td>
<td>(Evening Class Schedule)</td>
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<tr>
<td>January 6, 2020 to February 4, 2020</td>
<td>(Daytime Class Schedule)</td>
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<tr>
<td>March 2, 2020 to April 6, 2020</td>
<td>(Daytime Class Schedule)</td>
</tr>
<tr>
<td>May 4, 2020 to June 9, 2020</td>
<td>(Daytime Class Schedule)</td>
</tr>
<tr>
<td>May 4, 2020 to June 30, 2020</td>
<td>(Evening Class Schedule)</td>
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**Course Location**
Classes (day and evening) are given at the American Red Cross Training Center located at 751 Riverside Avenue, Jacksonville, FL 32204. Clinicals will be located at various clinical partner sites throughout the local community.

**Holidays**
School will be closed on the following dates in 2019 and 2020:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Day</th>
<th>Date</th>
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<tbody>
<tr>
<td>Memorial Day</td>
<td>Monday</td>
<td>May 27, 2019</td>
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<tr>
<td>Independence Day</td>
<td>Wednesday</td>
<td>July 04, 2019</td>
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<tr>
<td>Labor Day</td>
<td>Monday</td>
<td>September 02, 2019</td>
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<tr>
<td>Thanksgiving Day</td>
<td>Thursday</td>
<td>November 28, 2019</td>
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<tr>
<td>Christmas Day</td>
<td>Tuesday</td>
<td>December 25, 2019</td>
</tr>
<tr>
<td>New Year’s Day</td>
<td>Tuesday</td>
<td>January 1, 2020</td>
</tr>
</tbody>
</table>

**DISCIPLINE**
Abuse of the policies and procedures as outlined in this Nurse Assistant Training Program Catalog and Student Handbook will be dealt with by the Instructor and the Admissions Representative. Disciplinary action may include:

A. Class and/or clinical probationary period
B. Dismissal from the program

**Re-entry Policy**
There may be opportunity for individuals who have withdrawn or been dismissed to re-enroll in another Nurse Assistant Training Program. Re-entry is an option for students who failed to complete their course of enrollment due to academic reasons (failure of the written exam, difficulty mastering skills, etc); illness; or reasons other than disruptive behavior, academic dishonesty or falsifying student records, possession of non-prescribed drugs, weapon possession or alcoholic beverages. A student must interview with the Admissions Representative in order to determine eligibility for re-entry. If eligible, the cost of the course would be the tuition, certifications and non-refundable fee. The cost for books and materials is waived if the student has the current course manual, materials, and supplies received initially. If the student does not own these materials, the total cost of $1250 will apply.

**DISMISSAL/UNSATISFACTORY CONDUCT POLICY**
Students who encounter difficulty with skills may inform the Instructor and will be offered individualized counseling, tutoring, or other assistance as determined appropriate and is noted on the “Student Progress Memorandum” form. A student may be dismissed, at the discretion of the Instructor or Program Manager, due to the following reasons:
1. Repeated tardiness (2 or more times) and/or class absences without prior notification
2. Failure to make up excused absences
3. Failure to demonstrate skills
4. Failure to achieve required 80% or more on written exams and the final exam
5. Disruptive behaviors, academic dishonesty or falsifying student records (including clinical records), foul language, possession of non-prescribed drugs, weapon possession, or alcoholic beverages
6. Theft of property from the school, the clinical setting, staff, other students or others
7. Failure to arrive at the clinical setting in appropriate uniform, one warning will be given before dismissal
8. Failure to pay tuition fees
9. Failure to pass background screening
ACADEMIC AND DISCIPLINARY ACTIONS APPEAL PROCESS
If a student wishes to appeal an academic or disciplinary action, he/she must first go to the instructor with the appeal in writing within 48 hours. If the discussion is not satisfactory, the NAT Admissions Representative should be contacted in writing. A meeting will be scheduled to discuss concerns. If unable to reach consensus, then the next step is for the student and instructor to discuss the situation with the Program Manager for final appeal. The student has 48 hours to submit in writing to the next level of authority. Each level will have 48 hours to respond to the student’s appeal. An appeal will be taken seriously and evaluated objectively by the Admissions Representative and Program Manager.
1. Level one (initial level) – Instructor
2. Level two – Admissions Representative
3. Level three (final level) – Program Manager
Appeals will be considered by the above individuals fairly and without discrimination. All appeals must be in writing and submitted to the appropriate individuals. Within 48 hours after receiving written appeals, a meeting will be scheduled to discuss and conclude.

GRIEVANCE PROCEDURES
Healthy relationships and good, clear communication are integral to the success of any community. The American Red Cross strives to keep lines of communication open and clear among its students, faculty and staff. Therefore, if a student has a grievance, he/she must vocalize such a grievance to his/her instructor without fear of reprisal. The instructor should make every effort to address the student’s concerns promptly and if necessary, steps should be taken within 48 hours to remedy the situation.
If after this attempt, the grievance has not been resolved, the student has 48 hours to submit his/her grievance in writing to the next level of authority.
1. Level one (initial level) – Instructor
2. Level two – Admissions Representative
3. Level three (final level) – Program Manager
All written grievances will be considered by the above individuals fairly and without discrimination. Within 48 hours after receiving a written grievance from a current student, a meeting will be scheduled to discuss and resolve. A dismissed student who has a grievance involving expulsion must submit their grievance in writing within two weeks of dismissal.

If a student is not satisfied with the resolution, the unresolved case should be presented to the senior program manager for review within five working days from the date the resolution was presented. The senior program manager will make a final ruling on the case.
If a student feels that a grievance remains unresolved after exhausting the school’s grievance policy, he/she should contact the Commission for Independent Education. Contact information for the Commission for Independent Education can be found on page 16.

GRADUATION
An American Red Cross Nurse Assistant certificate of completion will be awarded to all students successfully completing the program. Successfully completing the Nurse Assistant Training Program is the passing of multiple written exams and the final exam with a minimum score of 80%, demonstration of skills, and completion of clinical hours. Students will also receive certification in Adult CPR and AED. Students will be able to invite family and friends to participate in the graduation ceremony.
Administration, Faculty and Staff
Nurse Assistant Training Program - State Program Operations and Business Development Manager /Admissions Representative:
- Nicholas Fischer, MBA – Master of Business Administration, Major- Health Care Management: University of North Alabama; Bachelor of Science, Major – Exercise Science: Florida State University

Nurse Assistant Training Program - State RN Lead Instructor/Compliance:
- Tina Trotta, RN – Associate of Science in Nursing, Major: Nurse Education; Quinsigamond Community College

Nurse Assistant Scheduling Coordinator/Admissions Representative:
- Teresa Pratt - Bachelor of Science in Human Resources and Business Administration, Franklin University

Nurse Assistant Training Program Instructors:
- Elaine Nicholson, RN – Associate of Science in Nursing, Major: Nursing; Community College of Rhode Island
- Susan Leisner, RN – Associate of Science in Nursing, Major: Nursing; Suffolk County Community College
- April Bell, RN – Associate of Science in Nursing, Major: Nursing: Florida Community College of Jacksonville; Bachelor of Science in Nursing: University of West Florida
- Daphnee Newton, RN – Associate of Science in Nursing, Major: Nursing: Jersey College

Licensure Information
American Red Cross – Jacksonville Training Center
751 Riverside Avenue
Jacksonville, FL 32204
Telephone: (904) 248-4088
Licensed by: Florida Commission for Independent Education
Department of Education; License No.5150.

Additional information regarding this institution may be obtained by contacting the Commission at: 325 West Gaines Street. Suite 1414
Tallahassee, FL 32399-0400
Phone: (888)-224-6684

State CNA testing is conducted by:
Prometric-FL Nurse Aide
7941 Corporate Drive
Nottingham, MD 21236
Phone: (888) 277-3500 Fax: (800) 813-6670

In order for a student to be employed as a certified nursing assistant, he/she must successfully pass the Prometric CNA Exam and meet all the requirements to be licensed by the Florida Board of Nursing. The application and candidate information bulletins are available through the state’s contracted test administrator, Prometric.

Website: http://www.prometric.com/Florida  Email: FLCNA@prometric.com