



# **HOME HEALTH AIDE PROGRAM HANDBOOK**

Revised 12/6/17

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## **Clovis Adult Education MISSION STATEMENT**

*The purpose of Clovis Adult Education is to offer lifelong educational opportunities and services which address the unique needs of our diverse community of adult students by providing the means to become productive community members, workers, effective family members, and lifelong learners.*

Further, the staff of the Nursing Education Program believes that every person should have the opportunity to improve his or her quality of life through basic education, completion of secondary and post secondary educational goals, vocational training and retraining. We also believe that the acquisition of life skills is relevant to everyone's life. We believe that the opportunity to improve oneself and their position in life is through the pursuit of educational goals throughout a lifetime.

We believe that people are the nation's most important resource, and by improving that resource through continuing education and training, we build a stronger and better society.

## PHILOSOPHY OF EDUCATION

The Philosophy of Education of the Clovis Unified School District is based upon the principle that each student shall be given an opportunity for systematic development of intellectual, social and vocational competence. It is concerned with the promotion of physical and mental health, and the creation of satisfying human relationships in a setting of moral and ethical values.

Our concern for the welfare of the individual is based upon the concept that there are varieties of talent, motivation, aptitude, achievement and of excellence. Each student shall, therefore, be offered educational opportunities in terms of his/her own needs and abilities.

Students shall be given the benefit of an educational program designed to suit their capabilities and encouraged to develop to the limit of their potential. The educational environment within the school shall also provide for the development of critical thinking on the part of the students so they may attack all problems courageously and think and act intelligently. Therefore, it becomes the responsibility of the Governing Board and the entire staff of the District to encourage each student to make the most of his/her abilities whatever they may be.

Education is recognized as growth; therefore, our educational environment is designed to stimulate continual positive growth of the individual. The philosophy of the Clovis Unified School District affirms not only that education involves the transmission of national culture; but also that it crystallizes thinking so that each person may create an inner culture of his/her own which will enable him/her to cope with circumstances rather than be subjected to them. The educational program will also provide the opportunity whereby pupils can gain knowledge and develop understanding about their world. They must become cognizant of the human culture that will help them evaluate our past legacy and better understand the present in order to plan intelligently for the future.

Finally, the educational philosophy of the Clovis Unified School District is designed to serve the American ideals of Liberty, justice, pursuit of happiness, and equality of opportunity; on the basis of these concepts to provide a framework within which each student may attain the highest fulfillment as an individual and as a responsible member of our free society.

## **PHILOSOPHY: HOME HEALTH AIDE**

The faculty of Clovis Adult Education's Home Health Aide Program subscribes to the philosophy of the Clovis Unified School District.

We believe that the Home Health Aide:

- is an important member of the health care team, who under the direction of licensed nursing staff, provides patient centered nursing care.
- recognizes the patient as a unique entity, as well as, an integral part of the family, a culture and part of the community.
- assists in meeting the patient's physical, emotional, psychological, and spiritual needs.
- is a part of a helping profession and a caring person with a reverence for life.
- is committed to the educational standards of excellence that will assist the graduate to have marketable skills and will permit articulation in the nursing profession.

**CLOVIS ADULT EDUCATION  
STUDENT LEARNING OUTCOMES  
SLOs**

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Clovis Adult Education students will become:

**SLO 1: Active Problem Solvers**

Apply critical thinking skills and problem-solving processes  
Utilize technology on the job and in day-to-day life

**SLO 2: Goal Setters and Achievers**

Establish and accomplish constructive short-and long term goals

**SLO 3: Effective Communicators**

Use spoken and written communication competently and confidently  
Use technology creatively and ethically

**SLO 4: Quality Producers**

Demonstrate a strong work ethic  
Strive for excellence  
Work well independently and with others

**SLO 5: Involved Community Members**

Respect the rights of others  
Make a positive contribution to your family, school, workplace and community.

## THE SIX PILLARS OF CHARACTER

### **TRUSTWORTHINESS:**

Be honest. Don't deceive, cheat or steal. Be reliable – do what you say you'll do. Have the courage to do the right thing. Build a good reputation. Be loyal – stand by your family, friends, and country.

### **RESPECT:**

Treat others with respect; follow the Golden Rule. Be tolerant of differences. Use good manners, not bad language. Be considerate of the feelings of others. Don't threaten, hit or hurt anyone. Deal peacefully with anger, insults and disagreements.

### **RESPONSIBILITY:**

Do what you are supposed to do. Persevere; keep on trying! Always do your best. Use self-control. Be self-disciplined. Think before you act—consider the consequences. Be accountable for your choices

### **FAIRNESS:**

Play by the rules. Take turns and share. Be open-minded; listen to others. Don't take advantage of others. Don't blame others carelessly.

### **CARING:**

Be kind. Be compassionate and show your care. Express gratitude. Forgive others. Help people in need.

### **CITIZENSHIP:**

Do your share to make your school and community better. Cooperate. Stay informed; vote. Be a good neighbor. Obey laws and rules. Respect authority. Protect the environment.



## CONTRACTUAL AGREEMENT

All hospitals and other healthcare sites that have entered into a contractual agreement with Clovis Adult Education (CAE) to furnish clinical training sites for Home Health Aide students require students to comply with the following:

All CAE Allied Health Careers students will:

1. become CPR certified – BSL – American Heart Association
2. maintain confidentiality regarding any information learned during the administration of nursing care.
3. show proof of physical, clearance and evidence of being negative for tuberculosis (skin test – CXR)
4. wear the designated nursing uniform with student identification only in classroom and or during hospital/clinical rotations. HHA's will wear all white uniforms.
5. demonstrate professional conduct at all times as outlined in the policy manual for the Nurse Assistant and Home Health Aide programs.
6. neither consume alcohol or drugs, during, or immediately prior to, coming to school or to a hospital/clinical assignment.
7. not visit patients on days other than those assigned for clinical training experience.
8. notify the school instructor at least one 1/2 hour prior to the start of class (theory and or hospital/clinical) when planning to be absent. Any student who is absent for 2 class or clinical days without teacher notification, will be immediately dropped from the program. **Any student who is absent for theory (4 hours) will copy down the objectives and present them and answers to the NATAP instructor within one week. Objectives must include answers that you have prepared and will be reviewed with the instructor on the make-up day.** With two theory absences the student will most likely be dropped due to the lack of more make-up days available. **Any clinical absence must also be made up.** Upon the second clinical absence and the student will be dropped from the program. (1 clinical make up day is scheduled for the program.) All make-up hours are hour per hour missed.
9. comply with the following “No cheating policy”: The first offense of cheating will result in a zero for the assignment, and completion of a Record of Infraction will be signed by the student. Repetition of cheating will result in immediate referral to the Faculty Committee for disciplinary action to determine if student will be terminated from the program. This will also apply to students who give their work to other students, or give answers to others, or engage in talking during a test.
10. will be in Nurse Assistant uniform dress code during the Graduation ceremony.

The undersigned verbalized the understanding of the contractual agreement and agrees to abide by its contents.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## ENTRANCE REQUIREMENTS

### Applicants are required to:

- Be 18 years of age
- Be a Certified Nurse Assistant
- Pay required fees, tuition and malpractice insurance fees
- Participate in state required Live Scan fingerprinting for all nursing program applicants on the first day of class: (paid for by the school)
- Meet all health requirements including:
  - A 2 tiered skin test for Tuberculosis (TB). The TB test MUST be within 1 month of the start of class.
  - A chest x-ray will be required if you have a positive skin test or are known to be positive. (CXR)
  - Physical examine by a Nurse Practitioner, Physician's Assistant or Medical Doctor, using the physical form provided by the school. The physical form must state the following as per Title XX11: *"The applicant has had/has not had a health condition that would create a hazard to himself, fellow employees, or patients."*
  - Hepatitis vaccine, a series of 3 injections which includes the initial injection, 1 month later a second injection and at 6 months the third and final injection. The initial injection must have been received prior to the student attending class. Alternately, the student may provide a Hepatitis titer showing a positive immunity.
  - Influenza vaccination.
  - BLS certificate

## **CLOVIS ADULT EDUCATION NURSE ASSISTANT PROGRAM EXPENSES**

### **Program Expenses Include**

Class Fee \$ 3500.00 which includes:  
Malpractice insurance  
Uniform patch  
Nursing Tote

### **Required Items**

Textbooks- required for the first day of class  
White scrub top and pants (purchase from Scrubs and Beyond)  
White leather closed toe shoes  
Watch with second hand  
Black pen and small note pad

At the successful completion of this 40 hour program, graduating students will receive a certificate of completion and the Home Health Aide certification will be added to the student's CNA certification. Please call Nursing Education Office staff at (559) 327-2881, should you have questions.

**NOTE:** Prices subject to change without notices

## **TESTING: MAKE UP POLICY**

Student may make up a total of 2 missed tests. Students must make arrangements with the instructor for taking the make-up test. The missed test must be taken within one week or student will receive a zero.

Your instructor will leave your make-up test in the nursing office for you to take, you must call the nursing office and schedule an appointment to take the test on Mondays, Wednesdays or Thursdays after 12:30 pm.

There is no make-up testing on Tuesdays or Fridays in the Nursing Office. If your instructor wishes to monitor your testing, in their classroom, on those days that is acceptable as per the Nursing Director.

**NOTE:** There is no make-up testing for the midterm or final exams!

## **PROGRAM PERFORMANCE STANDARDS**

**Upon completion of the Home Health Aide Program, the graduate will be able to:**

- Develop interpersonal caregiver-patient relationships.
- Contrast and explain the role change of the individual in illness and health.
- Assist patients to meet basic human needs.
- Relate scientific theory to the performance of nursing skills.
- Assist in providing patient-centered nursing care.
- Describe factors, which influence individual patient care including cultural, spiritual, socioeconomic, and respectful manner.
- Discuss the legal and ethical position of a home health aide, and other healthcare professionals, in relation to the care of patients.
- Relate with patients and visitors in an empathetic and tactful manner.
- Effectively utilize communication skills.
- Promptly report observations accurately and objectively to licensed personnel.
- Perform all clinical duties and assignments in a safe, professional manner.

## **PROTOCOL FOR STUDENTS INTERACTIONS WITH FACULTY AND OFFICE STAFF**

Due to the phenomenal growth of the Allied Health Careers programs in the last few years, it has become necessary to develop specific procedures and protocols to deal with situations that were previously handled informally.

### **Grade Information**

Weekly test grades, midterms and final grades will not always be available on the day of the test. Instructors will provide grades by the next class session.

### **Office Conferences**

Any student who desires to have a conference with the Program Director or office personnel, will make an appointment to do so with the Secretary. If the purpose of the conference is to discuss a complaint, student will put the complaint in writing prior to the conference.

### **Passing Grade Requirements**

A student must complete each class with a grade of 78% or above. It is important that early in the course, students in danger of not passing seek help by consulting their instructor. It is essential for all nursing students to put forth their best effort in achieving passing grades.

## ATTENDANCE

The hourly requirements for attendance and curriculum in the Home Health Aide program is mandated by the California Department of Public Health Services and, therefore must be **strictly** adhered to. The Home Health Aide is a short term, 40-hour program, no absences are allowed.

Additionally, students must obtain prior authorization from their instructor **before leaving early** from theory class or a hospital/clinical. The Student **must submit in writing** their name, the time that the student expects to leave and the reason for leaving. This should only be done in the case of an emergency.

Students are expected to return from all breaks on time. If you are late in returning the door will be locked and you will be considered absent for that class. Leaving class without knowledge of the instructor is an **unexcused absence** and will result in disciplinary action.

### **Additional Concerns:**

#### **Pregnancy:**

The student will be allowed to remain in the program during pregnancy providing they meet the following requirements:

Prior to attendance at Clinicals the student must provide a written clearance from physician stating the student may participate in clinical training without physical restrictions or limitations. The student's physical condition must permit them to meet all clinical objectives, as no light duty is available. This initial clearance needs to be presented to both the instructor and Director of Nursing Education. As the pregnancy continues, additional notes from the student's physician, stating that they are able to continue in Clinicals without any restrictions must be provided on a monthly basis.

**Note:** Students must notify their instructor as soon as they suspect they are pregnant. This will insure the student is excluded from any observational experience involving the use of X-ray or any other activities which could jeopardize the pregnancy.

**Personal Injury**

A student must immediately report any personal injury occurring while on Clovis Adult Education grounds or at any clinical training site, using the Student Accident Report form. This form must be completed by the student and the instructor and submitted to the Clovis Adult Education Nursing office immediately after the incident. If a doctor's treatment is required, please notify, the Nursing Education Office at 559-327-2860. A written medical release, from a physician, must be submitted prior to returning to class.



## EXPECTED PROFESSIONAL CONDUCT

The personal appearance and demeanor of the student identifies them as a professional to the public. Their image reflects on the student as an individual, on the sponsoring school, and on the healthcare profession. A well-groomed and healthy nurse assistant student demonstrates pride in their profession.

### **Uniforms:**

Student uniforms must be worn during both theory classes and clinical hours. Uniforms are to be clean, neatly pressed, and in good repair. The standard uniform includes white scrub top and pants. If wearing a long sleeved shirt under the scrub top it must be plain white. If a student wishes to wear a jacket it must be a matching navy blue long sleeved uniform scrub. The school patch is to be sewn securely on left sleeve 2" below shoulder seam. The school approved ID picture badge is to be worn on the left side of the uniform at all times.

Students are required to wear white leather closed-toed shoes that are polishable with white unadorned socks.

All students are required to have, as part of their uniform, a watch with a second hand, a stethoscope, a gait belt, a writing pad and a black ink pen.

Failure to comply with dress code policy will be grounds for dismissal from Theory and or Clinical for the day. This will constitute an absence and the student may not progress in the program.

Uniform dress will be evaluated daily for the following:

- Neatness and appropriate fit of the uniform
- Condition of shoes and uniform
- Hair meeting dress code
- Nail length and grooming
- Absence of jewelry
- Presence of odors- body, perfume, cologne

Any policies regarding professional dress or etiquette, which are enforced for employees of a Clinical facility in which students receive training, will also apply to students.

**Hair:**

A student's hair must be neat, clean and completely off the face and not covering the eyes. Long hair must be well secured, up and off the collar of the uniform. Hair may be worn in a high bun, no ponytails are allowed. Extreme hair styles or non-naturally occurring hair colors are not permitted.

For students with facial hair, beards, mustaches and sideburns must be neatly trimmed.

**Tattoos and Body Piercings:**

Tattoos must not be visible, they must be completely covered by the uniform or a white shirt worn under the white scrub uniform top.

Body piercing jewelry of the nose, tongue, and other facial areas, must not be worn while in uniform. They are not allowed due to infection control issues.

**Makeup and Perfume:**

Makeup is to be light and conservative. False eyelashes and heavy dark eye makeup are allowed.

Perfumes and colognes are not allowed as they are maybe offensive to a sick patient.

**Nails:**

Fingernails must be kept short (not to extend beyond the end of the finger). Only clear nail polish is acceptable when in uniform. Acrylic nails and/or nail art are not permitted.

**Jewelry:**

One small pair of earrings may be worn. Dangle earrings and hoops are not permitted. A Wedding band and/or engagement ring may be worn, necklaces, bracelets and chains of any sort are not allowed due to safety and infection control.

**Classroom Etiquette:**

No eating or drinking is allowed in the classroom. Please use the your class breaks and the students break room for meals and refreshment.

Cell phones are not to be visible or used in the classroom unless under the direction of the instructor. Cell phones may be kept on vibrate for emergency purpose only. If an emergency call occurs, inform the instructor immediately.

Be sure to respect one another at all times.

**Clinical Site Etiquette:**

It has become vital to the availability of clinical training sites, that each student and faculty member project a professional image at all times.

**Smoking and Eating:**

Smoking and eating during clinical is permitted in designated areas only. Any student found taking a break in a non-designated area, will be immediately dismissed from clinical, which constitutes a clinical absence. Any student taking an unassigned break will be dismissed at the Instructor's discretion. Dismissed students will be referred to the Nursing Director's office on campus.

**Speech and Conversation:**

Be aware of your responsibility and legal implications in respect to the rights of others. Do not discuss any disease or symptoms in a place where you might be overheard and infringe on someone's right to privacy. Practice professional speech in all conversations with staff and fellow students at all times.

**Conduct:**

Unprofessional conduct or profanity while on duty will not be tolerated. Any verbal bullying or physical abuse of a patient or fellow student will result in automatic program dismissal and potential legal action.

The student is expected to respect the patient's rights and their personal belongings and at all times.

All students are urged to practice the 6 Pillars of Character, found on page 7.

## EVALUATION OF STUDENT PROGRESS

### **Student Evaluation:**

The Home Health Aide Faculty will measure individual student progress and achievement of course objectives through the use of the following methods:

### **Classroom Theory Instruction and Evaluation**

#### **Written Test:**

- Students must achieve a grade of 78% to successfully complete this program.
- Student progress is also documented on the Individual Training Progress (ITP)

#### **Skills Practical:**

- Each student demonstrates competence in fundamentals and clinical nursing skills by participating in return demonstrations prior to clinical practice.
- During clinical, training skills mandated by the state, are checked off by the instructor and evaluated during patient care in the facility. Two student evaluation conferences are set-up with the student and instructor, to discuss progress and or needs of improvement at Mid-term and at final.

#### **Class Participation:**

- The student will share ideas and learned experiences with peers.
- Participation in theory and clinical classes will be reflected in a student's overall performance evaluation.
- Disruptive behavior in the classroom will be considered failure to comply with student performance standards and will be referred to Director of Nursing and possibly the Faculty Committee for dismissal from the program.

A student, who has failed the course, may apply to repeat the course once if space is available.

### **Clinical Instruction and Evaluation**

Each student will receive 2 state required clinical evaluations during clinical rotation.

#### **Evaluations will be conducted according to the following procedures:**

- Dates and times for each evaluation will be assigned.
- Student will meet with the instructor in clinical and their performance will be reviewed individually.
- There will be a mid-term evaluation and a final evaluation
- Grades for evaluations will be either "Pass" or "Fail."

## TERMINATION POLICY

### **Program Termination:**

A student may be removed from the program for any of the following reasons such as:

### **A Failure to:**

- meet academic performance standards.
- to meet clinical performance standards.
- to meet attendance requirements.
- to meet any other requirements as set forth in the student handbook.

### **Examples of these failures include, but are not limited to:**

- Consistent poor judgment
- Patient/Resident endangerment
- Acts of dishonesty

Termination is handled on an individual basis and the initial recommendation to remove the student from the program is made by the instructor to the Nursing Director and may be taken to the faculty committee. Clovis Adult Education administration has the right to review documentation and to make the final decision according to Clovis Unified School District policy.

## **DISCIPLINARY ACTIONS**

**For infractions of program regulations that result in a student being unable to meet course objectives, the following actions will be taken:**

1. A Record of Infraction form will be completed by the instructor documenting the infraction, the student may be placed on probation. Signatures of both the instructor and the student are required to verify that all parties understand the action taken. A second infraction by the student requires that a contract for behavioral improvement to be drawn up.
2. The student will be referred to the Director of Nursing Education, the Faculty Committee and/or Learning Director.

**NOTE:** Any student behavior which is interpreted as patient endangerment may result in the immediate dismissal of a student following a Faculty Committee hearing and without progressing through the steps of the disciplinary procedure.

## SAMPLE OF RECORD OF INFRACTION

### CLOVIS ADULT EDUCATION RECORD OF INFRACTION

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

INFRACTION: (DESCRIBE AS OBSERVABLE BEHAVIOR)

Absent from clinical on 9/8/16. Student did not notify facility, school, or instructor prior to clinical absence as required.

This is considered an unexcused absence. Student will need to sign a behavioral contract.

INSTRUCTOR'S SIGNATURE: \_\_\_\_\_

I HAVE READ AND UNDERSTAND THE REASON FOR THIS DOCUMENTATION.

STUDENT'S SIGNATURE: \_\_\_\_\_

THIS RECORD HAS BEEN READ AND REVIEWED BY THE NURSING FACULTY  
AND THE DIRECTOR OF NURSE EDUCATION DURING A STAFF MEETING ON:

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ACTION TAKEN: A behavioral contract signed by student. Next absence without notification to Instructor will be evaluated by the Nurse Faculty Committee

## STUDENT GRIEVANCE PROCEDURE

### **Informal Process:**

If for any reason you have a problem with your classes or with an employee here at Clovis Adult Education, you should:

- Try to work out the problem by talking with your instructor or the employee. You must do this within (5) working days of the problem.
- If the problem is not resolved:
- You can make an appointment with the Director of Nurse Education if not resolved then you make an appointment with the Learning Director.
- CalWorks participants should make an appointment with the Academic Department Learning Director, who is the CalWorks Coordinator. The CalWorks Coordinator and the Department of Social Services representative for Clovis Adult Education will try to solve the problem.

### **Formal Process:**

If the issue is not resolved informally, you may file a complaint in writing to the appropriate Learning Director.

- A formal complaint form is available from the Learning Director. The Learning Director will respond within five (5) working days.
- If you are not satisfied with the decision from the Learning Director, you can appeal in writing to the Assistant Superintendent, Educational Services for Clovis Unified School District. Or you may contact the Council on Occupational Education. The office of the Career Technical Education Learning Director can give you information on these procedures and contacts.

Please see a full description of procedures and contact personnel on page 28. of this handbook.



## **CRIME AWARENESS AND CAMPUS SECURITY**

Clovis Unified Police Services employ officers for the purpose of maintaining security for all district campuses. These officers regularly patrol the campuses, and are available on call when an incident arises. They exercise the same powers and authority as officers of the Clovis Police Department for the provision of campus security when needed. It is the responsibility of all students and staff to immediately notify the on-site administrator, or designee, of any criminal activity occurring on campus. Students may notify any adult education employee, who will notify the administration or, depending on the nature and severity of the incident, will directly contact the Clovis Unified Police Services or the Clovis Police Department.

All visitors and non-students are to report to the administrative offices for permission to be on campus. Our campus has signs clearly posted directing all visitors to the appropriate offices. We do not permit unauthorized visitations to classes, or loitering by non-students.

The Clovis Adult Education campus, as well as, all district school facilities, are “Drug Free Zones,” and are clearly posted as such. The possession, use or sale of alcoholic beverages and drugs is prohibited at all times. All federal, state and local laws, and district rules and regulations, are strictly enforced. Clovis Unified School District’s campuses are smoke free.

## GRADING SCALE

100	A	4.0
99		
98		
97		
96	A-	3.8
95		
94		
93		
92	B+	3.3
91		3.2
90	B	3.1
89		
88		
87		
86	B-	2.8
85		2.7
84	C+	2.3
83		2.2
82	C	2.1
81		
80		
79	C-	2.0
78		
77	D+	1.9
76	D	1.8
75		1.7
74	D-	1.4
73		1.2
72-0	F	1.0

### Grading Policy

**All** VN, Nurse Assistant, Home Health Aide and Nurse pre-requisite classes must obtain a 78% to successfully pass course content. Students will be notified by their instructors if they are not within the targeted percentile.

Students will be counseled and remediation will be provided.

This grading policy has been approved by the Board of Vocational Nurse and the Clovis Unified School District.

## RENEWAL OF CERTIFICATION

Please bear in mind, any student interested in the Home Health Aide program must be a Certified Nurse Assistant in good standing in the California registry to begin additional training as an HHA.

If you are a Certified Nurse Assistant in good standing in the California registry, you will qualify for a two-year renewal of your certificate if:

- You have worked at least one day in a long term care facility for pay, providing nursing services in the last two years, and
- You can certify that you will have completed the 48 hours of in-service/or continuing education in the last two years, and at least 12 hours of education in one year.
- You are fingerprinted and subsequently cleared for criminal convictions
- Specific in-service topics are mandated by SB11, OSHA, TITLE 22, and OBRA
- Check with your facility or agency for further independent requirements

Certified Home Health Aide's who have been issued HHA certificates and are in good standing on the California registry, will be required to renew for a two-year period, according to the month and year of their birth, as they renew their CNA.

- Individuals who are certified as both a CNA and an HHA will expire on the same date.

**Renewal notices will be sent to all certificated HHAs, to the address of record, approximately five months before the certificate is due for renewal.**

# CLOVIS ADULT EDUCATION UNIFORM COMPLAINT PROCEDURES

## INFORMAL COMPLAINT PROCEDURES

**If you should have a concern or complaint about a CAE employee/policy/procedure/ or student, we need to know about it! We recommend that you take the following steps:**

1. If possible, try to discuss and settle your concerns with the individual. If your unsettled concern is with another student, notify your teacher immediately.
2. Any unresolved concerns or complaints should be taken to the designated department personnel listed below. An appointment will be scheduled within 5 working days. These employees are trained to listen to your concerns and can help you get a response. If the designated employee is not available, report your concerns to the appropriate department office.

Department	Name	Room	Phone
Nurse Education:	Gwen Ross-DON	(A-8)	(559) 327-2841
Office Manager:	Jaylene Phillips	Admin.	(559) 327-2871
Community Education:	Kelly Peterson	(G-1)	(559) 327-2858

3. If your concern should need further attention, the following school administrators will address your issue.

Ricky Tally	Job Placement	(559) 327-2822
Barbie Hansen	Guidance Learning Director	(559) 327-2861
Courtney McMahon	Learning Director	(559) 327-2872
4. The site lead Administrator will also be notified of your concerns.

Ed Schmalzel	Clovis Adult Director	(559) 327-2870
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5. District complaint review will rest with the Education Services Area Administrator for Clovis Unified School District: Steve France (559) 327-9380
6. Clovis Adult Education is accredited by both the Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC) and the Council on Occupational Education (COE). Should you have additional concerns or complaints regarding any CTE Programs you may direct them to: Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898 / FAX: 770-396-3790, [www.council.org](http://www.council.org).

## FORMAL COMPLAINT PROCEDURES

**Individuals wishing to file a formal written complaint may pick up a form in any of the CAE department offices, or from the district website, [www.cusd.com](http://www.cusd.com). Any of the persons listed on this page can help you complete the complaint form. When filing a formal complaint, please follow these guidelines.**

1. A complaint is a written statement alleging discrimination, or a violation of Federal or State law within the programs listed in the CUSD Complaint Procedures pamphlet.
2. Submit your form in a timely manner. All deadlines and procedures are posted on the district website under Administrative Regulation No 9207
3. Include important information such as: who, what, where, when, how, and why. Also list any witnesses involved.

**CLOVIS ADULT EDUCATION  
1452 DAVID E. COOK WAY  
CLOVIS, CA 93611**

**NURSING EDUCATION PROGRAM  
WORKERS COMPENSATION DISABILITY BENEFITS**

I understand that if I am receiving Workers Compensation or Disability Benefits of any kind, I am obligated to report the particulars in writing to the Nurse Education Office. I am aware that I will not be able to attend clinical classes during the time I am receiving said benefit.

It has been explained to me that the Clovis faculty will make every effort to assist me to make up missed coursework or to transfer to another program in the event of a long convalescence.

I am aware that any request for "light duty" during a clinical rotation must be accompanied by a doctor's release. The release must specifically describe in detail all limitations and non-limitations. This information will enable the clinical instructor to modify course objectives so that I can meet them. **Obviously, there will be occasions when objectives cannot be met through modification therefore you may not be able to complete this program until another class.**

**Sign:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**I have read and understand the contents of the Nurse Assistant Program Student Handbook.**

**Student's Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **CLOVIS ADULT REFUND POLICY**

### **General Information:**

It is the intent of CUSD Clovis Adult Education to have a fair and equitable refund policy for the refund of registration fees in the event that the class is cancelled or the student does not plan to attend. The following procedures have been established as part of this policy:

1. **Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of the program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancelled. No written notice by student is required
2. **Refunds for students who withdraw before the first day of class:** If fees are collected in advance of the start date of the program, and the student does not begin class or withdraws on the first day of class, the student will receive a full refund less a drop fee of \$25.00 per class. No written notice by the student is required.
3. **Refunds for students enrolled prior to visiting the institution:** students who have not visited Clovis Adult Education campus prior to enrollment will have the opportunity to withdraw, without penalty, within three days following attendance at the regularly scheduled orientation or following a tour of the facility and inspection of the equipment
4. **Refunds for withdrawal after class commences:** If fees are collected in advance of the start date of a class or program, and the student withdraws on or before the second day of class, the student will receive a full refund, less a processing fee. No refund after second class session.
5. **Receipt or other proof of payment is required for all refunds of fees.**
6. **Refunds for students whose circumstances fall outside of the above information:** If the student feels that they should receive a refund, the student must submit a signed appeal letter, along with payment verification, to the CAE school principal/director for review. The student will receive a determination notice from the CAE principal/director within 14 calendar days.

**All refunds will be processed within 45 days with proof of payment.**

## NURSING STAFF CONTACT INFORMATION

### Nursing Department Information

If you have any questions or concerns regarding the Nursing Program please contact the Nursing Office at 559-327-2860.

Gwen Ross, R.N., B.S.	Program Director	<a href="mailto:gwenross@cusd.com">gwenross@cusd.com</a>
Pat Brown	School Secretary 1	<a href="mailto:patbrown@cusd.com">patbrown@cusd.com</a>
Melissa Dixon	Administrative Secretary	<a href="mailto:melissadixon@cusd.com">melissadixon@cusd.com</a>

### Nurse Assistant and Home Health Aide Teacher Emails

You may contact these staff members at their school email address regarding any concerns you may have.

[karenmayes@cusd.com](mailto:karenmayes@cusd.com)  
[elainesimes@cusd.com](mailto:elainesimes@cusd.com)  
[carmenrivera@cusd.com](mailto:carmenrivera@cusd.com)