COLLEGE OF THE CANYONS

Certified Nursing Assistant (CNA) and Home Health Aide (HHA) STUDENT HANDBOOK

Fall 2013
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CNA/HHA Student Contract

By signing below, the Certified Nursing Assistant (CNA) or Home Health Aide (HHA) student verifies the following:

I have read and will abide by the information in the College of the Canyons Catalog pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

I will comply with the dress code policy established by the Clinical Affiliates and the College of the Canyons CNA/HHA program as stated in the CNA/HHA Student Handbook. I understand that the dress code policy may vary according to the Clinical Affiliates where I am assigned. I also understand that I am representing College of the Canyons CNA or HHA Program while at the Clinical Affiliates and must conduct myself according all policies established in the Student Handbook.

I verify that I have read and understand the information contained in the CNA/HHA Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

_________________________________   __________________
Print Name                        Date

_________________________________
Signature

ALLIED HEALTH OFFICE COPY

DJM 8/13
CNA /HHA Student Contract

By signing below, the Certified Nursing Assistant (CNA) or Home Health Aid (HHA) student verifies the following:

I have read and will abide by the information in the College of the Canyons Catalog pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

I will comply with the dress code policy established by the Clinical Affiliates and the College of the Canyons CNA/HHA program as stated in the CNA/HHA Student Handbook. I understand that the dress code policy may vary according to the Clinical Affiliates where I am assigned. I also understand that I am representing College of the Canyons CNA or HHA program while at the Clinical Affiliates and must conduct myself according all policies established in the Student Handbook.

I verify that I have read and understand the information contained in the CNA/HHA Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

________________________________________  ____________
Print Name                                      Date

________________________________________
Signature

STUDENT COPY

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SECTION I

OVERVIEW OF PROGRAMS
APPROVING AGENCY

The College of the Canyons CNA/HHA Programs is approved by the California Department of Public Health (CDPH).
The respective office address is:
CDPH
P.O. Box 997416
Sacramento, CA 95899-7416
(916) 327-2445 Fax: (916) 324-0901

CLINICAL FACILITIES

The following clinical facilities have contractual relationships with the College of the Canyons and are used in CNA program as clinical sites:

- Providence Holy Cross Medical Center
  Sub Acute Unit
  11600-A Indian Hills Road
  Mission Hills, CA 91345

The following clinical facilities have contractual relationships with the College of the Canyons and are used in HHA program as clinical sites:

- Henry Mayo Newhall Memorial Hospital
  23845 McBean Parkway
  Valencia, CA 91355-2083
- Providence Holy Cross Medical Center
  Sub Acute Unit
  11600-A Indian Hills Road
  Mission Hills, CA 91345
CNA/HHA PROGRAMS

CNA Nursing 50 Catalog Description:

Presents the fundamental nursing skills needed to care for the hospitalized patient. Includes clinical practice in a skilled nursing facility with emphasis on the role and responsibilities of the nurse assistant, safety principles and infection control, basic patient care skills, and emotional, social, and spiritual needs of the patient. Upon completion, the student will be eligible to take the California test for certification.

Student Learning Outcome:

Lecture:

1. Articulate principles of safety, infection control, and emotional, spiritual, and social needs of patients.

Lab:

1. Provide safe, basic patient care for the adult and geriatric patient in a skilled nursing facility environment.

Course Objectives:

Lecture:

1. Describe the role and responsibility of the Nursing Assistant.
2. Explain the needs of long term care patients.
3. Explain the ethics and confidentiality considerations required in patient care.
4. Outline different methods of providing safe care to patients.
5. Measure and reduce anxiety by providing the patient an opportunity to develop realistic expectations during their hospitalization.
6. Describe the legal responsibilities of the nurse aide in giving safe nursing care to patients.

Lab:

1. Recognize and report to the appropriate person abnormal observations and vital signs found in patients.
2. Adapt patient care skills to meet the individual needs of patients.
3. Demonstrate safe nursing care to adult patients.
4. Demonstrate ability to follow direction from registered nurse or licensed vocational
nurse.
5. Measure and reduce anxiety by providing the patient an opportunity to develop realistic expectations during their hospitalization.

HHA Nursing 51 Catalog Description:

Provides theory and practical application of knowledge and skills needed to function as a home health aide. Emphasizes interpretation of client needs, personal care services, nutrition, and cleaning and care tasks in the home. Upon completion, the student will be eligible for California certification.

Student Learning Outcome:

Lecture:

1. Delineate the role of the Home Health Aide incorporating client health care, social, and personal needs.

Lab:

1. Demonstrate the skills necessary to function in the role of Home Health Aide.

Course Objectives:

Lecture:

1. Explain the purpose and goals of home care, as well as the role and responsibilities of the certified home health aide.
2. Compare and contrast the medical and social needs of clients based on the unique demands of the home health environment.
3. Summarize the impact that illness has on the family unit.
4. Outline the steps and guidelines for common personal care skills.
5. Delineate the key principles of nutrition including specialized diets, fluid control, and potential feeding adaptations.
6. Compare and contrast the HHA’s role and responsibility for maintaining a clean, safe, and healthy environment.

Lab:

1. Demonstrate effective infection control techniques.
2. Safely perform hygiene and personal care procedures.
3. Demonstrate appropriate body mechanics.
4. Demonstrate methods to maintain a clean, safe, and healthy environment in the home.
5. Demonstrate appropriate ways to respond to emergencies in the home.
SECTION II

GENERAL INFORMATION FOR ALL STUDENTS
**DEPARTMENT AND CAMPUS EXTENSIONS**

Campus resources can assist students in many ways. All extensions listed can be reached directly by dialing (661) 362 – and the extension.

<table>
<thead>
<tr>
<th>Department</th>
<th>Extension</th>
<th>Instructor</th>
<th>Extension</th>
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<td>Allied Health</td>
<td>3369/3557/3647</td>
<td>CNA: Anh Vo</td>
<td>3702</td>
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<td></td>
<td></td>
<td>Terri Gately</td>
<td>661 373-4601</td>
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<td>HHA:</td>
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<tr>
<td>Child Development</td>
<td>3541</td>
<td>Mary Corbett</td>
<td>3042</td>
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<tr>
<td>Computer Center</td>
<td>3302</td>
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<td>DSPS</td>
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<td>Library</td>
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<td>Aliso lab 323</td>
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<td>Tutor Learning Center (TLC)</td>
<td>3349</td>
<td>Skills Lab Coordinator: Tina Waller</td>
<td>3154</td>
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<tr>
<td>Assistant Directors:</td>
<td></td>
<td>Diane Baker</td>
<td>5052</td>
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<td></td>
<td></td>
<td>Amy Shennum</td>
<td>5864</td>
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<td>Mary Corbett</td>
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<tr>
<td>Assistant Dean, Program Director:</td>
<td></td>
<td>Diane Morey</td>
<td>3214</td>
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<tr>
<td>Dean:</td>
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<td>Cynthia Dorroh</td>
<td>3366</td>
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</tbody>
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STUDENT INJURIES/ILLNESSES REPORTING

An accident/injury occurring in connection with the school’s regular curriculum program, in the clinical or classroom areas which involves injuries to the student or others, must be reported to the instructor immediately. It is the student’s responsibility to report all injuries and seek follow-up.

In the event of an injury, the following are guidelines for care:

- If the injury is a **True Medical Emergency** dial “7” if on COC campus or report to the nearest emergency room. If the injury happens in the local area, the nearest emergency room is Henry Mayo Hospital at 23845 McBean Parkway, Valencia, CA 91355 – (661)253-8000. Contact Judi Nugent or Christina Chung in Human Resources immediately (within 8-hours).

- For non-sterile needle stick injuries and other **Non-emergency** injuries requiring medical care, please notify contact Judi Nugent in the Human Resources for authorization for treatment (within 24-hours). Human Resources will provide the appropriate paperwork regarding the injury.

- Unless the nursing student has pre-designated their personal physician, injured students will be sent for treatment to:
  
  **U.S. Healthworks Medical Group**
  25733 Rye Canyon Road
  Valencia, CA 91355
  (661)-295-2500
  Hours: 8:00am-5:00pm (M-F)

  **U.S. Healthworks Medical Group**
  22840 Soledad Canyon Road
  Saugus, CA 91350
  (661)-253-8800
  M – F: 8:00 a.m. – 8:00 p.m.
  Sa – Su: 8:00 a.m. – 6:00 p.m.

  **U.S. Healthworks Medical Group**
  16300 Roscoe Boulevard, Suite 1-A
  Van Nuys, CA 91406
  (818) 893-4426
  24 hours a day/7 days a week

- If the student is injured and unsure about medical care, the Student Health and Wellness Center at the COC Valencia campus is an excellent resource. Health center clinic hours for Fall/Spring semester are:
  
  - Monday 8:30 am – noon and 1:30-6:00 pm
  - Tuesday 8:30 am – noon and 1:30-4:30 pm
  - Wednesday 8:30 am – noon and 1:30-4:30 pm
  - Thursday 8:30 am – noon and 2:00-6:00 pm
  - Friday 8:30 am -12:30 pm

  Faculty may use their own judgment when advising the student during hours that the Student Health and Wellness Center is unavailable. If appropriate, the student may wait to see Student Health and Wellness Center the following day.
Or

The student may proceed to U.S. Healthworks for medical treatment if they prefer to seek medical care when Student Health & Wellness Center is unavailable (contact Judi Nugent in Human Resources).

➢ For CNA/HHA student injuries sustained after normal office hours (on/off campus), please contact Judi Nugent or Christina Chung as follows:

   o **True Medical Emergency** (Emergency Room or Paramedic) - Immediately contact Judi Nugent on her cell phone at 661/435-1807 or IF Judi is unavailable, call Christina Chung on her cell phone at 818/636-8437.
   
   o **Non-emergency** – Contact Judi Nugent at via telephone (x3308) or email on the next business day for authorization for treatment paperwork. Please feel free to contact Judi Nugent on her cell phone with any questions.

ALWAYS THINK SAFETY. Injury can be prevented by following general rules, eliminating hazards which might cause accidents, reporting unsafe equipment to the instructor, and performing psychomotor assignments in a thoughtful and careful manner.
MALPRACTICE INSURANCE

CNA /HHA students are required to carry their own malpractice insurance.

PAGERS AND CELL PHONES

It is expected that pagers and cell phones will be turned off (or on vibrate at the discretion of the instructor) during classroom lecture. Messages can be checked during break. In the clinical area, pagers may be put on vibrate in the clinical area. Cell phones need to be turned off in the clinical area as all hospitals prohibit the use of cell phones.

ALLIED HEALTH OFFICE

The Allied Health Office is an integral part of the various nursing programs at COC. The staff manages all departments in the Allied Health Division: RN Program, continuing education courses, EMT, Medical Assisting, Nursing Assistant, Home Health Aide, Phlebotomy, and Health Science courses. In addition the Allied Health Office staff maintains records for all nursing faculty and administrators as well as preparing reports to statewide and nationwide accrediting agencies.

All health data and specific student requirements are mandated by the State of California and clinical facilities. Students are allowed to fax health data to the Allied Health Office for convenience. The fax machine is not to be used to send class assignments (such as case studies) to the office.

Communication between the Allied Health Office and students is primarily via email. All electronic communication will be sent via the college assigned email address only (@my.canyons.edu).

The most efficient way in which students can communicate with the Allied Health Office is via email at Nursing@canyons.edu.

Although office hours are subject to change, the Allied Health Office is open Monday-Friday 0800-1600. The office telephone number is 661-362-3369, 661-362-3557 or 661-362-3647.
LEARNING RESOURCES

Tutoring Learning Computer Lab (TLC)
Tutoring in English and Math is available. The TLC hours vary during the year. It is the student’s responsibility to ascertain the current hours.

Library
The student ID functions as a library card and can be used from semester to semester while enrolled at the College of the Canyons. The ID must be presented in order to check out materials. Since the library is open to the public, anyone not enrolled may access the library. In this event, please refer to library lending policies.

Disabled Students Programs & Services
Difficulty with course content may warrant further investigation. Testing for a learning disability can be scheduled with the Disabled Students Programs & Services (DSP&S) office located in Seco Hall – 103; www.canyons.edu/offices/dspss; 661-362-3341 or TDD 661-255-7967.

If a student has been diagnosed with a learning disability, and has documentation from the DSPS office, it is the student’s responsibility to notify the faculty. The department is willing to meet any reasonable request for assistance and accommodation. However, the responsibility remains with the student to provide relevant and recent documentation from a learning specialist that such a disability exists as well as the recommendations made by the learning specialist for helping the student. Since student disability test results are governed by legislation guarding privacy and can only be given to the department by the student, he/she is responsible for providing the above information to each of his/her instructors in the CNA/HHA program.

IDENTIFICATION

Students are required to have COC ID for use on campus. In addition, students may be required to get separate hospital ID when orienting to a specific facility. Hospital ID must be worn at all times.
A student must have a valid Social Security Number to be in the program.

GIFTS

The department has a long time policy of requesting that no gifts be given to faculty. Instead, students are encouraged to write a note to faculty or to donate to nursing scholarships.

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SECTION III

POLICIES & STANDARDS
**REQUIREMENTS**

As stated in Admission Packet for the CNA /HHA Program and the STUDENT HANDBOOK CONTRACT, the following must be provided on or before the assigned deadline.

**Upon Admission**
Background Check & 10 Panel Drug Screen (and on admission to the program)
Physical Exam

The following items need to be current

CPR card
Fire card
TB test results

Immunization
Malpractice insurance

**Please note:**

Items must be current for the entire semester. For example, if a CPR card expires in March of the spring semester, it must be renewed prior to the established deadline and documentation for the renewal submitted to the Allied Health Office by the deadline.

Failure to meet deadlines:
Meeting deadlines is a necessary part of the role of the CNA/HHA. Documentation of the above items is required to meet the contractual agreements of clinical affiliates. A student will not be permitted to continue with the clinical portion of the program without current documentation. Therefore, failure to submit these items by the deadline will result in being dropped from the program. There will be no extensions of the deadline and only those exceptions described below are allowed. Students are given notice well in advance of the deadline.

Deadlines are provided to students during orientation and at the end of each semester. As a courtesy, the Allied Health Office sends a reminder notice; however, the student is ultimately responsible for submitting the documentation by the established deadline.

Exceptions:

1. Immunizations cannot be done before they are due. You must provide a letter stating when you have an appointment to obtain the necessary immunizations.

It is the student’s responsibility to submit documentation for any of the above exceptions by the updated deadline established by the Allied Health Office. Failure to do so will result in being dropped from the program.
REGISTRATION POLICY

College policy states that fees are due at the time of registration. If all fees are not paid, student will be removed from all courses.

BACKGROUND CHECKS

To comply with The Joint Commission, state, and local regulations regarding background checks for healthcare providers, the following position statement has been adopted from the Orange County/Long Beach (OC/LB) Consortium for Nursing, by College of the Canyons CNA/HHA Program: CNA/HHA students must have clear criminal background checks to participate in placement(s) in clinical facilities. The background check is not a requirement for the CNA/HHA program but will be completed after an invitation for admission is received. Background checks are required for registration in clinical nursing courses. The initial background check satisfies this requirement during continuous enrollment in the program; should the educational process be interrupted, a new background check will be required.

Background checks will minimally include the following:
• Seven years history
• Address verification
• Sex offender database search
• Two names (current legal and one other name)
• Three counties
• OIG search
• Social Security Number verification

Students will be unable to attend clinical facilities for the following convictions:
• Murder
• Felony assault
• Sexual offenses/sexual assault
• Felony possession and furnishing (without certificate of rehabilitation)
• Drug and alcohol offenses (without certificate of rehabilitation)
• Other felonies involving weapons and/or violent crimes
• Class B and Class A misdemeanor theft
• Felon Theft
• Fraud

Students may be denied access to clinical facilities based on offenses appearing on the criminal record which may have occurred more than seven years ago. Students must provide schools with information allowing the school (and clinical facilities as necessary) access to the background check. If the student’s record is not clear, the student will be responsible for obtaining documents and having the record corrected to clear it. If this is not possible, the student will be unable to attend clinical rotations. Clinical rotations are a mandatory part of the CNA/HHA programs; therefore the student will be ineligible to continue.
BACKGROUND CHECK

Additionally Livescan fingerprinting is required by CDPH. The results are sent directly to CDPH and records are from your entire lifetime. CDPH determines whether you will receive certification. Refer to the list of disqualifying penal code sections.

Disqualifying Penal Code Sections

If they have been convicted of any of the penal codes listed, CNA/HHA applicants will be automatically denied certification or ICF/DD, DDH, or DDN applicants will be denied employment.

All CNA/HHA applicants should review this list carefully to avoid wasting their time, effort and money by training, testing and submission of fingerprints since they cannot receive the required criminal background clearance if they have been convicted of any of these violations.

Section
187 Murder
192(a) Manslaughter, Voluntary
203 Mayhem
205 Aggravated Mayhem
206 Torture
207 Kidnapping
209 Kidnapping for ransom, reward, or extortion or robbery
210 Extortion by posing as kidnapper
210.5 False imprisonment
211 Robbery (Includes degrees in 212.5 (a) and (b))
220 Assault with intent to commit mayhem, rape, sodomy, oral copulation
222 Administering stupefying drugs to assist in commission of a felony
243.4 Sexual battery (Includes degrees (a) - (d))
245 Assault with deadly weapon, all inclusive
261 Rape (Includes degrees (a)-(c))
262 Rape of spouse (Includes degrees (a)-(e))
264.1 Rape or penetration of genital or anal openings by foreign object
265 Abduction for marriage or defilement
266 Inveiglement or enticement of female under 18
266a Taking person without will or by misrepresentation for prostitution
266b Taking person by force
266c Sexual act by fear
266d Receiving money to place person in cohabitation
266e Placing a person for prostitution against will
266f Selling a person
266g Prostitution of wife by force
266h Pimping
266i Pandering
266j Placing child under 16 for lewd act
266k Felony enhancement for pimping/pandering
267 Abduction of person under 18 for purposes of prostitution
273a Willful harm or injury to a child; (Includes degrees (a)-(c))
273d Corporal punishment/injury to a child (Includes degrees (a)-(c))
Section
273.5 Willful infliction of corporal injury (Includes (a)-(h))
285 Incest
286(c) Sodomy with person under 14 years against will
(d) Voluntarily acting in concert with or aiding and abetting in act of sodomy against will
(f) Sodomy with unconscious victim
(g) Sodomy with victim with mental disorder or developmental or physical disability
288 Lewd or lascivious acts with child under age of 14
288a(c) Oral copulation with person under 14 years against will
(d) Voluntarily acting in concert with or aiding and abetting
(f) Oral copulation with unconscious victim
(g) Oral copulation with victim with mental disorder or developmental or physical disability
288.5 Continuous sexual abuse of a child (Includes degree (a))
289 Penetration of genital or anal openings by foreign object (Includes degrees (a)-(j))
289.5 Rape and sodomy (Includes degrees (a) and (b))
368 Elder or dependent adult abuse; theft or embezzlement of property (Includes (b)-(f))
451 Arson (Includes degrees (a)-(e))
459 Burglary (Includes degrees in 460 (a) and (b))
470 Forgery (Includes (a)-(e))
475 Possession or receipt of forged bills, notes, trading stamps, lottery tickets or shares (Includes degrees (a) - (c))
484 Theft
484b Intent to commit theft by fraud
484d-j Theft of access card, forgery of access card, unlawful use of access card
487 Grand theft (Includes degrees (a)-(d))
488 Petty theft
496 Receiving stolen property (Includes (a)-(c))
503 Embezzlement
518 Extortion
666 Repeat convictions for petty theft, grand theft, burglary, carjacking, robbery and receipt of stolen property

Certification of applicants with convictions on this list MAY be reconsidered by ATCS only if misdemeanor actions have been dismissed by a court of law or a Certificate of Rehabilitation has been obtained for felony convictions. Any other convictions, other than minor traffic violations, must also be reviewed by ATCS.
ATCS 98-4 (4/02)
INFECTION CONTROL GUIDELINES

Students must complete the following by the date set in orientation before entering program.

- Mumps positive titer
- Rubella positive titer
- Rubella positive titer
- Varicella positive titer
- Hepatitis B vaccine begun (series of three); and positive titer submitted when series finished
- TDAP (tetanus/diphtheria and pertussis vaccine) within 10 years
- The following are required before entering program and annually:
  - Physical exam
  - TB clearance
  - Flu vaccine or waiver

All documentation (in progress and complete) must be submitted to the Allied Health Division Office by the deadlines given. Vaccinations can be obtained from the Student Health and Wellness Center at College of the Canyons.

Meeting Deadlines:
These requirements must be maintained throughout the CNA/HHA program. Each clinical facility mandates that students complete and maintain the above infection control standards. It is the student's responsibility to meet all requirements. Regulations are such that students are not allowed into the clinical area without the required documentation. **Therefore, if these requirements are not completed with documentation submitted to the Allied Health Office by the deadlines established, the student may be dropped from the program and their seat given to someone on the waitlist.**

See the absence policy for the procedure to follow for illness. Dismissal from the clinical area due to illness is at the instructor's discretion. Documentation from a physician may be required to return to the clinical facility.

HEALTH REQUIREMENTS

Students must be free from any condition (e.g., communicable diseases, infections, injuries, or any physical or psychological disorder) that would prevent the safe and successful performance of responsibilities and tasks. Any condition described above which a student develops after admission to the program may be considered sufficient cause for dismissal or suspension from the program.

The Director of the Nursing Program, in collaboration with the nursing faculty, reserves the right to request that a CNA/HHA student be examined by a health care provider if
there is evidence that the student is not able to perform as described above. The
provider completing the examination must be acceptable to the Director and faculty.

If at any time during the semester a student is injured, becomes seriously ill, has surgery,
or becomes pregnant, a physician’s note must be provided before returning to class or
clinical. This release must specifically state that the student may participate in both
clinical and classroom sessions without restrictions. The note is to be given to the clinical
instructor and the Allied Health Office for placement in the student’s file.
PROFESSIONAL CODE OF CONDUCT

Upon accepting admission to the CNA or HHA program, you begin a career in the healthcare industry that requires individuals carry themselves with the utmost professionalism. Working effectively as a member of a team is a key to success in the field of nursing. As a CNA or HHA student your first role as a team member begins in the classroom. You represent The College of the Canyons CNA/HHA program on campus and in the community. When you begin your clinical rotation you are a member of a clinical team which includes your clinical instructor. When you complete the course and work as a CNA/HHA you will be a member of a team of coworkers.

The nature of nursing requires intelligence, honesty, integrity, and a mature approach to responsibility. As a CNA/HHA student, remember that all patient information is privileged and must remain confidential. At no time should patient information be discussed with family or friends. Do not discuss patient information outside of the classroom or nurse’s station. While appropriately discussing patient information ensure that the discussion is not overheard by hospital visitors.

As a student and a team member you must abide by a professional code of conduct, as set below, and make it a part of your daily routine.

1. In order to function within the scope of your practice as a CNA/HHA:
   - Do not attempt to perform a procedure which you have not been taught in class. But, you are expected to know what you have been taught! This is a legal principle, as well as a requirement of your education.
   - Do not show favoritism or familiarity with patients. Students must not establish any other than professional relationships with patients or their visitors.
   - Never discuss your own personal, financial, or health issues with patients. Avoid telling “all” about yourself. Let the patient do the talking. Be a good listener.
   - Never suggest treatments or remedies to patients.
   - Be sincerely interested, but do not pry. When you are in doubt about anything, check with your instructor so that you may avoid making a mistake.
   - Never bring food to patients without permission from the R.N. caring for the patient.
   - Do not eat, drink or attend to personal needs in patient care areas.
   - Always clean up after yourself.
   - At the end of a clinical day students must meet with the instructor before leaving the clinical area.
   - Do not accept money or gifts from patients. Be pleasantly stubborn in your refusal. Suggest they write a note to the nursing department indicating their pleasure with your care. You may also suggest that money can be directed to the College Foundation Nursing Scholarship Program.

2. You must be self-motivated in promoting an environment of teamwork.
   The following describes how you can do this:
   - Accept and value the contributions everyone makes to the group. Specifically, you must listen carefully, think before you say or do something, and be organized when you ask a question. Be an active thinker and not a passive receptacle of information.
   - Value your own and your teammates time by BEING PUNCTUAL.
   - Accept the diversity in everyone’s style. Even though you know yourself best, be aware that other approaches may be just as effective as yours.
• Be honest at all times.
• Treat yourself and all team members with respect and courtesy. (Don’t burn bridges!)
• Promote independence and mutual growth by seeking knowledge and sharing it with the group. Give each other encouragement and seek out opportunities to obtain all of the skills and knowledge of nursing. Consider the “see one, do one, teach one” motto as a means of mastering the many skills required of you.
• Listen openly to new ideas and other perspectives.
• Walk a mile in each others shoes. Especially, consider those in a different role than your own. Ex: nurse managers, patients, instructors, R.N.’s on the units you are on as a student, pharmacist, pharmacy tech, etc. An effective and efficient team is composed of individuals who work jointly toward a common goal. Delivering quality patient care is the goal that is carried out by everyone from the housekeeping staff to the hospital CEO.
• Commit to resolving conflict without resorting to using power. Always follow the chain of command in resolving problems. Consult your instructor for ANY and ALL concerns. Many conflicts are due to misunderstanding or a lack of communication. You must communicate over and above what you think is the bare minimum. Communicate in a fair and nonjudgmental manner, be objective.
• Take responsibility for your own emotional well-being (For example: If you feel bad about something, it is your responsibility to do something about it).
• Ensure that you work well as a group on the unit by doing the following.
  a. Stay focused on the cumulative goal of the group and assume responsibility for achieving that goal.
  b. Make decisions together as much as possible. Students need to collaborate and consult with the team members, including hospital staff as well as instructor and fellow students.
  c. Realize that each group member is accountable for the result and consequences of his/her actions.
  d. Prioritize your duties and do not over commit. Each group member has the right to say no, as long as it does not mean neglecting his or her responsibilities. As an example, Mary is having an extremely busy day and is asked by a fellow student if she can help her bathe a patient. Mary must know her limits and not say yes at this time but offer other solutions. Mary may know that she will be less busy in an hour and can offer to help at that time. Another solution is for Mary to quickly help her classmate find someone else who may be able to help her. Mary must realize that there will be a time when she will need help; therefore she should offer a solution that is realistic and satisfying to her classmate. It is NOT OKAY for a student to say no to a procedure simply because he or she does not want to do it.
3. Foster open communication and a positive work environment by:
   • Using the concept of “The Golden Rule” ("Do unto others as you would have them do unto you"). The example with "Mary" (above) demonstrates this well. Communicate clearly with sincerity and honesty. Be aware how miscommunication or a lack of communication can lead to conflicts. Strive hard to be clear and specific in your communication style. Also put the same effort toward understanding others. To ensure you understand, you can clarify by repeating in your own words what you believe has been said.
• Being acutely aware of specific details when you are given instructions and also when you are giving someone instructions. Do not assume something is obvious. Repetition is better than misunderstanding.
• Acknowledging and apologizing if you have caused an inconvenience or have made a mistake. Begin by notifying your instructor IMMEDIATELY.
• Making sure you know all of the facts that are relevant to the issue before you draw conclusions about anything.
• Maintaining confidentiality as it relates to patient information as well as information related to your classmates. Redirect classmates who are talking about someone to speak directly to the person. Gossiping is unprofessional behavior.
• Avoiding the spread of rumors. Rumors are generally a negative force that does not contribute to a positive work environment.
• Discussing with your instructor if you become aware of unsafe or unethical behavior. Be prepared to describe it specifically and objectively. In other words, describe the facts without judgment.
• Using the principle of communication that stresses the effectiveness of using “I” statements. For example: “I feel/ I believe/It is my perception…” rather than “You make me feel…” or “You did…”. A “You” statement implies that you are blaming someone and can make someone feel like they are being attacked. It puts them in a position to be defensive. The goal is to have a pleasant and positive work environment.

4. Be approachable and open to feedback by doing the following:
• Take responsibility for your actions and words. Be accountable by following through on your commitments. Do what you say you will do.
• When you are given advice or criticism, take time to reflect on it, rather than blaming, defending, or rejecting. Think of it as an opportunity to improve on your weaknesses and be receptive to improving yourself. Experts in the field of communication report that there is always a little bit of truth in every criticism.
• When in any doubt, ask for clarification of the behavior you have perceived.
• Stay focused on what you can learn from a situation.

References
STANDARDS OF STUDENT CLINICAL APPEARANCE

Uniforms with the COC patch and photo ID must be worn during clinical. Uniforms must be a white Uniform.

Uniforms must be kept clean and neat. No uniforms/scrubs will be worn on campus or to any skills lab after wearing the uniform in the hospital as this is a violation of infection control policies.

While in a clinical facility in the role as a student, dress code per course is required including wearing the COC photo ID. If uniform top has a zipper, it must be zipped up all the way.

Long sleeves either in the form of a shirt or lab coat may be worn with uniform. Shirts may be turtle-neck or crew neckline but must be white and in good condition. Shirts may not be made of thermal material, contain any logos, and may not be discolored. Faculty will ask for the shirt or lab coat to be removed for any of the above conditions or if the garment interferes with a professional appearance.

Shoes: Shoes worn in clinical must be all white, sturdy and safe. Shoes and laces must be kept clean. Open toed/open backed shoes are not allowed in clinical facilities.

COC Photo ID: Obtained at the COC Student Center. ID is worn on the front of the uniform above the waist. The title on the ID must be listed as “Student CNA.”

COC Patch: The COC patch is worn on the left shoulder of the uniform and lab coat. It must be sewed in the correct place.

Hair: Shoulder length or longer must be pulled back and off the collar. Hair accessories are not permitted.

Nails: Nails must be kept short to prevent injury to the patient. Artificial nails must be removed. No nail polish may be worn. Violation of this policy will result in removal from the clinical area.

Make-Up: Make-up should be carefully applied so that it enhances the wearer. Extremes should be avoided.

Facial Hair: Men’s facial hair must be short and neatly trimmed to allow for proper fit of isolation masks.

Chest Hair: If chest hair is visible, student must wear white, short sleeve, crew neck shirt under the uniform to cover the chest hair.

Tattoos: All tattoos must be covered.
Jewelry: No jewelry other than wedding rings and a watch with a second hand should be worn while in uniform. One ear accessory per ear (a stud-type earring) that does not hang below the ear lobe may be worn. No tongue accessories are acceptable. No other body piercing accessories are allowed.

Gum: Gum is not allowed while in uniform.

Smoking: Smoking is not allowed in college classrooms or clinical facilities. Those who wish to smoke should do so only in designated areas. Be aware that smoking immediately before patient care may be hazardous to the patient. The student may be asked to change his/her uniform if smoke can be detected on the uniform.

Perfume/Aftershave/Deodorant: Perfume and aftershave should not be used when caring for patients. These odors may be nauseating for an ill person or cause allergic reactions. Please use a reliable deodorant. The synthetic fabric of some uniforms picks up body odor which may be difficult to eliminate. Good oral hygiene is also necessary.

Belongings: Hospitals do not provide lockers for students and there is limited space for items brought to clinical.
STUDENT IMPAIRMENT BY ALCOHOL, DRUGS, AND/OR EMOTIONAL ILLNESS

Substance abuse among CNA/HHA students is a major issue as it can place vulnerable patients at risk, as well as compromise the integrity of the learning environment. CNA/HHA students are at high risk for developing substance abuse behaviors due to the inordinate levels of stress, burn-out, and the high demands of CNA/HHA program.

Chemical Dependency and Emotional/Mental Illness:

In addition, chemical dependency and mental illness are diseases and should be treated as such. It is the responsibility of the student who suffers from any of these conditions to seek voluntary diagnosis and treatment. It is recognized that the nature of these illnesses requires extensive and thorough rehabilitation. The Counseling and Nursing Departments as well as the Student Health Center can provide accurate information regarding treatment centers.

Procedure:

- Any student demonstrating characteristics of chemical dependency, emotional, or mental illness will be directed to a health care provider for diagnosis and treatment.
- If the student is in a patient care setting, the student will be removed from the clinical setting immediately by the instructor and referred to seek appropriate attention with a physician or the COC Student Health Center.
- The student must meet with the Director of the Nursing Program and will be referred to the Dean of Students Services for further action.
- The student may be dropped from the program.
- In order to return to the clinical setting, a physician’s release is required stating that the student is deemed safe and may return without restrictions.

This information will be discussed in new student orientation as well as provided in this handbook.

NOTE: The Nursing Department is subject to College of the Canyons policy regarding drug and alcohol abuse by students. A student will be dismissed from the program if he/she is deemed unsafe to practice. Students are advised to read the College of the Canyons policies governing student rights and responsibilities in the College Catalog. Every attempt will be made to help a student find appropriate agencies to help in rehabilitation. Crisis counseling is available in the Student Health and Wellness Center.

EXAMINATION ISSUES

Exams: Students will not be allowed to make up missed examinations.
Quizzes: Quizzes in lecture and clinical may be made up only at the discretion of the instructor.

Reviewing examinations is up to the discretion of each course lecture instructor. Faculty may choose to review the exams in class or individually in their offices. Students need to check with each individual instructor.

No books, pencils, pens, or cell phones are allowed while reviewing an exam. The intent of a review is to understand how to improve on the next exam and also to gain an understanding about questions answered incorrectly. Test reviews are not meant to be study sessions. Exams will not be available for review until all students have taken the exam.

CHEATING

It is expected that College of the Canyons CNA/HHA students will exhibit the highest standards of ethical behavior in their clinical and scholastic endeavors. Nurses provide care and advocacy for vulnerable populations and must conduct themselves with integrity.

In the event that any student in the CNA/HHA program is found guilty of cheating, he/she will be subject to disciplinary action as stated in the College of the Canyons catalog. In addition to cheating on tests, it is considered cheating to submit another student’s graded work as your own. This too, is subject to disciplinary action.

If there is any written work required in the CNA/HHA program the following would apply: Plagiarism is grounds for disciplinary action as noted in the college catalog and schedule of classes. It is the student’s responsibility to understand how to properly cite references and the correct use of quotation marks. It is inappropriate to submit a paper with all quotations. Students must demonstrate understanding of material by being able to write papers in their own words keeping quotations to a minimum.
College of the Canyons CNA/HHA Program Academic Integrity Pledge

On my honor as a College of the Canyons a CNA/HHA student, I have neither given nor received unauthorized assistance on this assessment (i.e. quiz, exam, paper), nor have I tolerated others' use of unauthorized aid.

<table>
<thead>
<tr>
<th>Printed Name</th>
<th>Student ID #</th>
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Signature

Date

This applies to every CNA/HHA program assessment (i.e. quiz, exam, paper) for the entire length of the CNA/HHA program. Violation of this code is grounds for disciplinary action as described in the CNA/HHA Student Handbook and the College of the Canyons Catalogue.
DISCIPLINARY MEASURES

It is expected that all COC CNA/HHA students exhibit the highest standards of ethical behavior in their clinical and scholastic endeavors. CNAs and HHAs provide care and advocacy for vulnerable populations and must conduct themselves with integrity at all times. Behaviors which would be cause for faculty review and referral to the Vice President of Student Services with possible failure, suspension, or dismissal include but are not limited to the following:

1. Irresponsible or careless attitude
2. Untrustworthy or improper behavior
3. Breaching patient confidentiality
4. Physical or mental illness deemed sufficient to interfere with meeting objectives and progressing in the CNA/HHA program.
5. Dishonesty in classroom and/or clinical areas
6. Falsification of records
7. Behavioral evidence or actual impairment of substance abuse
8. Unsafe clinical practice that jeopardizes patient health or safety

UTILIZATION OF PATIENT INFORMATION

Clinical Preparation: All accessed patient information must be hand written. No patient records may be duplicated or electronically transmitted.

During Clinical Hours: Patient information may be accessed and utilized per hospital policy with clinical instructor guidance. All documents containing patient information must be disposed of appropriately before the student leaves the clinical area.

Patient confidentiality must be protected at all times. Any evidence of a breech in Health Insurance Portability and Accountability Act will follow the Performance Improvement Procedure. The following are some examples of acts that would constitute a breech in HIPAA laws:

- Accessing patient information not required for care.
- Photographs of patients or patient records obtained via cell phone or any other means.
- Posting photographs and/or any patient information on the web or social networking sites.

Remember you cannot remove charts from these areas and you are not allowed to have any patient contact outside of scheduled clinical time. **Under no circumstances may you photocopy, photograph, or take hard copies of patient information from the hospital area.**
ATTENDANCE POLICY

The nursing faculty believe competency in nursing and practice requires regular attendance.
In the event a clinical absence is necessary due to personal illness or emergency, it is the student’s responsibility to notify the clinical instructor. The student must notify the instructor prior to the start of the clinical shift.
The CNA course and HHA course have the additional requirements of specific hours established by California Department of Public Health (CDPH). As a student in either of these two courses you are required to attend the hours designated by CDPH for the course. You cannot miss any classes and there is only a minimal amount of time that may be missed and still meet the requirements of the course.

Classroom/Clinical/ Lab Attendance:
1. If a student is absent for hospital orientation, he/she will be dropped from the course.
2. A tardy includes being late or leaving early to class, lab or clinical. Three (3) tardies equal one (1) absence. Leaving at any time during the course and then returning which is beyond the time allowed for a break or lunch is considered time missed and is considered a tardy.
3. Tardies cannot be made up.
4. Due to the requirements by CDPH the student may not be absent. Thus 3 tardies will equal an absence and the student will be dropped from the course.
5. For each tardy a clinical performance contract will be issued. With the third one the student will be dropped from the course.

ON CAMPUS BEHAVIOR

CNA/HHA students are expected to act professionally at all times. It is a violation of professional behavior for students to cause a disturbance in any college area. In addition students must be dressed appropriately when on the campus of any clinical facility. Students who are reported to the nursing department for having behaved unprofessionally will receive a Performance Contract for that behavior. This Performance Contract will be treated like any Contract in the clinical area.

Advisory/Referrals

If the student is having difficulty in theory or clinical a referral or advisory may be written for the student to allow the student to improve in either area.

Theory or Clinical Performance Contracts

If the student demonstrates unacceptable Theory or Clinical Behavior or there are specific issues that arise, the student will be given a theory or clinical performance contract. Receiving a total of 3 theory and/or clinical performance contracts, the student will be required to drop the course.
College of the Canyons CNA/HHA Program Referral/Advisory

STUDENT’S NAME: ____________________________________________

Date issued:__

☐ Skills Lab

☐ TLC

☐ Other

Explanation of the above:

Plan of Action:

Student’s comments:

Instructor Signature:

Student Signature: (indicates the student has received this notice and plan of action):

Follow up/evaluation:

Date:
College of the Canyons CNA/HHA Program Theory Performance Contract

STUDENT’S NAME: _____________________________________________________________

Date of Incident: ______________________________

Date contract is being issued:__

NOTICE OF UNSATISFACTORY PERFORMANCE IS ISSUED FOR THE FOLLOWING REASONS: (mark applicable box)

☐ Classroom Behavior ☐ Assignments missing ☐ Requirements missing

☐ Attitude ☐ Teamwork ☐ Attendance ☐ Tardiness ☐ Other

Factual explanation of the above:

Plan of Action:

Student’s comments:

Instructor Signature:

Student Signature: (indicates the student has received this notice and plan of action)

Follow up/evaluation: __________________________ Date: __________________________
College of the Canyons CNA/HHA Program Clinical Performance Contract

STUDENT’S NAME: _______________________________________________

Date of Incident: __________________________

Date contract is being issued:__

NOTICE OF UNSATISFACTORY PERFORMANCE IS ISSUED FOR THE FOLLOWING REASONS: (mark applicable box)

☐ Skills ☐ Appearance ☐ Professional Growth ☐ Department Procedures
☐ Dependability ☐ Time Management ☐ Patient Care ☐ Attitude ☐ Teamwork
☐ Attendance ☐ Tardiness ☐ Other

Factual explanation of the above:

Plan of Action:

Student’s comments:

Instructor Signature:

Student Signature: (indicates the student has received this notice and plan of action)

Follow up/evaluation:

Date:
FAILURE/WITHDRAWAL FROM COURSE

When a student fails a course, the COC CNA/HHA student ID badge must be submitted to the Nursing Department.

GRIEVANCE POLICY

A student having a grievance with a faculty member will be initially required to consult with that faculty member to resolve the issue. If resolution is unsuccessful, arrangements should be made to meet with the Assistant Director or the Director of the Nursing Program.

If further guidance is needed, see the “Student Grievance Policy” in the College of the Canyons catalog under “Regulations and Policies.”

INCOMPLETE GRADE POLICY

Incomplete grades may be assigned when course requirements are not met due to unforeseen circumstances. The student must be passing the course and this is only for an event that happens at the end of the semester. This grade will be given in accordance with the College of the Canyons grading policy as found the College catalog. Students must meet with faculty to discuss the reasons for the incomplete, whether or not an incomplete is appropriate to the circumstances, and ways in which the situation can be resolved. The CDPH requirements for the hours of the course would need to be taken into consideration. Most times an incomplete will not be appropriate for the CNA/HHA courses.

INTELLECTUAL PROPERTY RIGHTS

Lecture materials obtained from the COC CNA/HHA Program are for the personal use of the enrolled student only and may not be posted online. Permission for audiotape or videotape must be obtained from faculty.