



CAREGIVER TRAINING INSTITUTE
A Division Of
BRYAN UNIVERSITY

PROGRAM POLICIES & PROCEDURES



AUGUST 1, 2023

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CTI PROGRAM POLICIES & REQUIREMENTS

Caregiver Training Institute (CTI) was established in Portland, Oregon, in 2008. It is a career medical training school dedicated to providing quality education to those interested in joining the medical field. Caregiver Training Institute focuses on training nursing assistants and medication aides for positions in long-term care facilities and hospitals. Our classes are taught by enthusiastic instructors who train and guide their students to an understanding of how to give the highest quality care to people in need of medical assistance.

In July 2023, Caregiver Training Institute joined with Bryan University to offer our students additional credentialing opportunities through Bryan University's educational pathways to support and sustain CTI's mission and vision. With this partnership, CTI students will enjoy increased educational opportunities to become better prepared with the knowledge, practical, and professional skills that will lead directly to promising careers.

MISSION STATEMENT

Here at The Caregiver Training Institute, we believe in the following:

- That all individuals are unique and valued.
- That all individuals have a right to achieve the highest personal potential possible.
- That all individuals have a right to learn and be successful.
- That all students have equal access to education.
- That the healthcare industry must be a cooperative partner in healthcare education.
- That all students will receive fair treatment from institutions.
- That all students are responsible for their own actions and learning.

PROGRAM / CLASS INFORMATION & REQUIREMENTS

Program Classes & Schedules

Caregiver Training Institute Offers Faculty-led Training Programs.

- Students have the option of attending the didactic classroom portion of the **Nursing Assistant (NA-1), Certified Nursing Assistant 2 (CNA-2), and Medication Aide (MA)** programs either in an on-campus classroom setting, or in a virtual Zoom class setting.
- Attending class on-campus offers in-person interaction; attending class virtually can be more convenient and flexible than in a traditional in-person learning platform.
- **Students who elect to attend a faculty-led virtual Zoom class must have a reliable computer or tablet with a microphone and camera, an internet connection, and an email address.**

NA-1 Faculty-led Program

- NA-1 students learn the responsibilities, duties, and skills to help patient with activities of daily living and other healthcare needs. Upon successful completion of the program, students will be issued a Certificate of Completion and be eligible to apply for certification as a CNA by competency examination with the OSBN.

- **OSBN approved NA-1 programs are comprised of at least 105 hours of instruction**, divided into a minimum of 37 hours of classroom and 28 hours of lab instruction, and at least 40 hours of instruction in a clinical setting.
- Caregiver Training Institute offers a variety of schedules for students to choose from that meet or exceed OSBN mandated hours of instruction.
- **Classes are offered on accelerated day, evening, and weekend schedules year-round and range in length between 4-to-7 weeks.**
 - **Accelerated Day Classes** allow students to complete the program quicker.
 - **Evening Classes** give students more time to read and absorb the required chapters, review, and prepare for exams.
 - **Weekend Classes** are designed for students who have commitments during weekdays and evenings that preclude them taking other schedules.
- In-person skills labs of up to 10 students per instructor on campus emphasize the importance of learning by doing.
- Supervised clinical rotations of up to 10 students at a healthcare facility provide students with practical work experience.

CNA-2 Faculty-led Program

- CNA-2 students receive specialized training to assist licensed nursing personnel in hospital and other settings in providing nursing care for patients. Upon successful completion, Caregiver Training Institute will issue a *Certificate of Completion* and students will be listed by the OSBN as CNA-2s on the OSBN registry.
- **OSBN approved CNA-2 programs are comprised of at least 88 hours of instruction.** The program is divided into a minimum of 60 hours of classroom and lab instruction, and at least 28 hours of supervised instruction in a clinical setting.
- **Caregiver Training Institute offers alternating 3-week day and evening schedules throughout the year that meet or exceed OSBN mandated hours of instruction.**
- In-person skills labs of up to 10 students per instructor on campus emphasize the importance of learning by doing.
- Supervised clinical rotations of up to 10 students at a hospital/acute care setting provide students with practical work experience.

Medication Aide (MA) Faculty-led Program

- MA students receive additional training to administer non-injectable medications, prepare and administer routine medications to patients, stock and maintain a sufficient drug inventory to ensure adequate supplies, and document the administration and effectiveness of medications, taking note of any adverse side effects. Upon successful completion of the program, students will be issued a *Certificate of Completion* and be eligible to apply for certification as a CMA by competency examination with the OSBN.
- **OSBN approved MA programs consist of at least 84 hours of instruction**, divided into a minimum of 60 hours of classroom and lab instruction, and at least 24 hours of supervised one-on-one instruction in a clinical setting.
- **Caregiver Training Institute offers alternating 6-to-8-week evening and weekend schedules 4-5 times year that meet or exceed OSBN mandated hours of instruction.**

- In-person skills labs of up to 10 students per instructor on campus emphasize the importance of learning by doing.
- Supervised one-on-one clinical instruction at a healthcare facility provides students with practical work experience.

AHA BLS CPR Class

- **American Heart Association – Basic Life Support (AHA-BLS) CPR Classes**
- These 4-hour classes are designed for healthcare professionals and other individuals who need to know how to perform CPR and other basic cardiovascular life support skills in a wide variety of in-facility and pre-hospital settings.
- Two-year AHA BLS CPR certification cards are issued upon completion of training for adults, infants & children, as well as instruction in the use of an AED, what to do in the presence of an advanced airway, rescue breathing and what steps to take when someone is choking.
- Students are required to bring a current government issued photo ID to their CPR training class.

ADMISSION POLICY

Eligibility Requirements

NA-1, CNA-2 & MA Programs

- **Information Session Completion Requirement:**
 - **All students must view a current CTI ONLINE INFORMATION SESSION prior to registering into the school's NA-1, CNA-2 or MA programs, and submit a signed/dated digital signature acknowledging they have watched the entire Information Session and have received, understand, and agree to comply with the information covered in the presentation.**
 - **Information Sessions about Caregiver Training Institute's NA-1, CNA-2 and MA programs are available online on our website at www.CNATrainingOregon.com.** They offer a realistic picture of Nursing Assistant and Medication Aide jobs, discuss school policies and provide detailed information about the requirements, costs, skills and training needed to become a CNA, CNA-2 or CMA in Oregon.
 - During the Online Information Session, students will provide their contact information and complete preliminary no-obligation paperwork in the class registration packet.
- **Eligibility Documentation Submission Deadline:**
 - **NA-1, CNA-2, and MA program students must provide copies of any required eligibility documentation WITH THEIR REGISTRATION PACKET at least five (5) business days prior to the first day of class.**
- **Age Requirement:**
 - **Students must be at least 16 years of age to register into the NA-1 program.**
 - **The signature of a Parent/Legal Guardian is required for all NA-1 students who are under the age of 18 attesting that as the Parent/Legal Guardian they have read, understand, and agree the student is to abide by all the rules, regulations, policies, terms and conditions as set by Caregiver Training Institute, LLC and the Oregon State Board of Nursing (OSBN).**
 - **Students must be at least 18 years of age to register into the CNA-2 and MA programs.**
- **Photo ID Requirement:**

- It is the policy of Caregiver Training Institute that all students must present a **current government issued, signature-bearing, photo ID with their legal name and birth date for identity verification at least five (5) business days prior to the first day of class.**
- **Good Health Certification Requirement:**
 - **NA-1, CNA-2, and MA** program students must certify on a ***Student Statement of Good Health*** form that they are free from contagious disease, physically and mentally fit, and be able to successfully participate in skills labs and clinicals **at least five (5) business days prior to the first day of class.**
- **English Language Literacy Requirement:**
 - **All students must be able to read, comprehend, speak, and write in English at the sixth-grade level or above.**
 - The OSBN does not consider English as a second language a disability.
 - Students will not be allowed to have an interpreter in the classroom or clinical.
- **Criminal Background Check Requirement:**
 - **All students must complete a state and national criminal background check.** Some crimes may preclude clinical placement and OSBN certification/licensure.
 - Healthcare training partners will make all eligibility and clinical placement decisions relative to screening results.

CNA-2 Program

- **OSBN Registry Requirement:**
 - **CNA-2 program students must be listed on the OSBN registry as a CNA in good standing in Oregon prior to being able to register into a CNA-2 program.**
 - If a student is transferring from another state, they must wait until they are listed on the OSBN website as a CNA in good standing in Oregon to enroll in the CNA-2 program.
 - A student who was previously certified as a CNA, CNA-2, or CMA from any state, and who had their certificate put on probation, suspended, or revoked, may not be allowed to test for OSBN certification. The OSBN will make a final determination after the completion of the student's training program at the time the student applies for certification testing on a case-by-case basis.
- **OSBN NA-1 Training Requirement:**
To qualify for CNA-2 training, **OSBN regulations require students to have:**
 - Completed a Board-approved nursing assistant level one education program; and
 - Passed the NA-1 education program's competency evaluation.
 - The OSBN will accept a student's CNA certification as evidence in support of them having completed a NA-1 training program.

Medication Aide Program

- **OSBN Registry Requirement:**
 - **MA students must be listed on the OSBN registry as a CNA in good standing in Oregon prior to being able to register into a MA program.**
 - The OSBN will accept a student's CNA certification as evidence in support of them having completed a NA-1 training program.

- If a student is transferring from another state, they must wait until they are listed on the OSBN website as a CNA in good standing in Oregon to enroll in the MA program.
- A student who was previously certified as a CNA, CNA-2 or CMA from any state, and who had their certificate put on probation, suspended, or revoked, may not be allowed to test for OSBN certification. The OSBN will make a final determination after the completion of the student's training program at the time the student applies for certification testing on a case-by-case basis.
- **OSBN NA-1 Work Experience Requirement for MA Students:**
To qualify for MA training, OSBN regulations require students provide documentation of on-the-job experience:
 - Documentation of *at least six (6) months on-the-job experience*, which must total a minimum of 832 hours, in a paid position as a Nursing Assistant, under the supervision of a nurse since the completion of their NA-1 training program.
 - If a MA student worked in an assisted living facility or a home care agency, the nurse must have supervised the student's work and written the care plans for the clients the student cared for.
 - It is a condition of the program that a MA student provide the **letter from their current employer or former employer** stating they were a paid employee under the supervision of a nurse, their time on the job, and the position they were employed in **at least five (5) business days prior to the first day of class.**

Registration Requirements

NA-1, CNA-2, & MA Programs

- Registration into a NA-1, CNA-2, or MA class is closed *five (5) business days prior to the first day of class.*
- Before a tuition payment reserving a student's seat in class will be accepted, students must first meet all eligibility criteria. All students must:
 1. Submit a digital signature acknowledging they have viewed a NA-1, CNA-2, or MA Online Information Session on the Caregiver Training Institute website, and have received, understand, and agreed to the information covered in the presentation.
 2. Turn in their completed, signed, and dated registration packet and eligibility documentation.
 3. Provide a copy of a current government issued, signature-bearing, photo ID with their legal name and birth date for identity verification.
- The registration process is completed when a student contacts the business office to select a class/clinical schedule and make their tuition payment.
- **Students must make the following minimum tuition down payment to reserve their seat in an upcoming class:**
 - ❖ NA-1 Program - \$800.00
 - ❖ CNA-2 Program - \$600.00
 - ❖ MA Program - \$800.00
- **A \$100.00 non-refundable enrollment processing fee is Included as part of the tuition payment.**

- Students must **PAY THEIR PROGRAM TUITION IN FULL** at least two (2) business days prior to the first day of class **UNLESS THEY SET UP A TUITION PAYMENT PLAN** at least two (2) business days prior to the first day of class.

Class Waitlists

- Caregiver Training Institute maintains class waitlists for classes where all available seats have been filled. If students registered into the class drop the class and seats become available, waitlisted students will be contacted and offered an available open spot in the class.
- **Students who have met all their eligibility criteria and submitted their completed, signed and dated registration packets may elect to join a class waitlist.**
 - Waitlisted students are notified on a first-come-first-served basis when openings occur.
 - Notification priority order is based on the date students completed all their pre-registration requirements, with preference being given to those students who also made a payment towards their tuition.

Admission into a training program does not guarantee that a student will successfully pass the program and receive a certificate of completion. Successful completion of the program does not guarantee that a student will successfully pass OSBN testing and obtain a CNA or CMA certification.

CRIMINAL HISTORY CHECK POLICY

- In compliance with OSBN requirements, **NA-1, CNA-2 and MA** students must undergo a state and nationwide criminal background check. The criminal background check will include a social security number trace, state/national criminal background history, sex offender registry check and OIG LEIE check.
- Under OHA regulations for clinical trainings, students must undergo a criminal background check prior to their initial clinical placement, but no more than three (3) months before beginning their training program. A criminal background check is considered current when a student is enrolled and progressing through their training program. Subsequent criminal background checks may not be required except for cause, or at re-entry into a program from which the student has taken leave or fallen out of progression.
- It is the policy of Caregiver Training Institute that NA-1, CNA-2, and MA criminal background check clearance forms must be completed, signed, and received by the business office with a student's registration packet **at least five (5) business days prior to the first day of class.**
- **NA-1, CNA-2, and MA student criminal background checks will be run prior to the first day of class.**
- The information from the criminal history background check may take from a few days to a couple of weeks to be returned to us, depending upon the individual's background.
- **Some crimes may preclude clinical placement and OSBN certification/licensure.**
- **Healthcare training partners will make eligibility and clinical placement decisions relative to screening results.**
- **In reviewing criminal background check information, the OSBN will consider the nature of the crime, facts of the case, relevancy of the crime, and mitigating factors.**

1. A conviction of any of the following crimes or offenses is “potentially disqualifying”, unless otherwise provided by law:
 - All felonies
 - All misdemeanors
 - Any U.S. military crimes or international crimes
 - Sex offender registration
 - Conditions of parole, probation, or diversion program
 - Unresolved arrest, charge, pending indictment or outstanding warrant
2. Conviction of any of the following crimes are “likely to result in denial”, unless there are significant mitigating circumstances.
 - Aggravated murder
 - Murder
 - Rape 1
 - Sodomy 1
 - Unlawful sexual penetration 1
 - Sexual abuse 1
3. The following “potentially disqualifying” crimes may preclude CNA-2 students from attending clinicals in a hospital environment and completing their program. *Healthcare training partners will make all eligibility and clinical placement decisions relative to screening results.*
 - Charged with or convicted of a felony
 - Charged with or convicted of a misdemeanor involving fraud, dishonesty, or moral turpitude
 - Charged with any crime relevant to health care services
- **Caregiver Training Institute may deny admission to individuals who have been convicted of crimes, or have a history of crimes, that may not:**
 - Allow students to be certified in the State of Oregon as a CNA or CMA;
 - Prevent CNA-2 students from attending clinicals in a hospital.
- **Caregiver Training Institute reserves the right to dismiss any student, without refund, for failure to disclose all their criminal history information to us.**

PHYSICAL RESTRICTION POLICY

- **NA-1, CNA-2, and MA** program students are required to sign and submit a ***Statement of Good Health***, certifying they are in good health, free from contagious disease, and have no existing conditions that would deter with their ability to participate fully in their training program and perform the essential functions of a CNA or CMA when registering into NA-1, CNA-2 & MA programs ***at least five (5) business days prior to the first day of class.*** (For example – be free of infectious disease, able to talk and hear; able to stand for long periods of time; able to stoop and bend; able to lift, and/or move up to 10 pounds constantly (*more than 2/3 of the time*); able to lift, and/or move up to 25 pounds frequently (*up to 2/3 of the time*); able to lift and/or move up to 50-100 pounds occasionally (*up to 1/3 of the time*).
- **Any subsequent physical restriction or medical/mental incapacitation that may hinder the successful and/or safe performance of the skills in class/clinical settings must be reported immediately to the school.**

- **Caregiver Training Institute reserves the right to require a doctor's release** for a student to be admitted into a training program, or to continue in a training program, if a student has a physical or mental health condition, disease/illness, or develops a medical /mental incapacitation that impairs or limits their ability to safely participate in the program and perform the essential functions of a CNA or CMA.
- **If a doctor's release sets limitations or restrictions** that interfere with or preclude a student from participating in classroom labs or going into the clinical rotation, their program will be put on hold, and **it may affect their ability to complete the program within the OSBN mandated timeframe of four (4) months following the last day of classroom instruction.**
- Being pregnant, or becoming pregnant, during the program may affect being in the program. A doctor's release is needed if a student has or develops a pregnancy-related condition that impairs their ability to safely participate in the program and perform patient care activities in the clinical setting.
- **If a student is not able to complete the clinical portion of their program within the required timeframe, they may be terminated from the program, without refund.**

FINANCIAL POLICIES & REQUIREMENTS

Caregiver Training Institute believes that the expectation of both the student and the school is that the fee assessment and penalty process should be **fair and equitable** and **have meaningful and uniformly applied consequences** for those who do not register and pay in a timely manner. Students are required to sign an **Enrollment Agreement & Financial Disclosure Statement** prior to enrolling in their program. By agreeing to the terms of the Enrollment Agreement & Financial Disclosure Statement, students acknowledge they have received, read, and understand the terms of the agreement, the school's program policies and financial responsibility related to the cost of attendance at Caregiver Training Institute. Financial responsibilities include the obligation to pay any additional incurred fees, fines, or penalties; and any repercussions involved in the debt collections process.

Price List

- **PROGRAM TUITION / CLASS PRICES**

NA-1 Faculty-led Program Tuition (includes \$100.00 non-refundable enrollment processing fee) - Class, Labs & Clinical; Criminal Background Check; Course Pack; Gait Belt.	\$1,550.00
CNA-2 Faculty-led Program Tuition (includes \$100.00 non-refundable enrollment processing fee) - Class, Labs & Clinical; Criminal Background Check; Course Pack.	\$1,150.00
Medication Aide (MA) Faculty-led Program Tuition (includes \$100.00 non-refundable enrollment processing fee) - Class, Labs & Clinical; Criminal Background Check; 140 Must Know MEDS; Course Pack.	\$1,500.00
Medication Aide (MA) Continuing Education (CEUs) (Cost per hour)	\$25.00
CPR-AHA BLS Class	\$80.00

- **SKILLS LAB SUPPLY FEES**

NA-1 Program	\$25.00
CNA-2 Program	\$25.00

MA Program	\$20.00
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- PROGRAM SCREENING PRICES**

Substance Abuse Screening	\$60.00
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- MEDICAL EQUIPMENT PRICES**

BP Cuff/Stethoscope Basic Kit	\$45.00
Blood Pressure Cuff	\$30.00
Gait Belt	\$11.00

- TEXTBOOK-HANDBOOK-WORKBOOK PRICES**

NA-1 Program Textbook	\$50.00
CURRENT CTI NA-1 Program Handbook	\$30.00
CURRENT CTI CNA-2 Program Workbook	\$60.00
MA Program Textbook	\$90.00
CURRENT CTI MA Workbook	\$40.00
MA Drug Book (<i>a current edition required</i>)	\$55.00
CPR Book (<i>optional</i>)	\$18.00
Shipping & Handling Fee	\$15.00

- ADDITIONAL FEES** (*if applicable*)

Cancellation Fee – NA-1, CNA-2, MA Programs	10%
NSF Check Fee	\$35.00
Payment Plan Fee – NA-1, CNA-2, MA Programs	\$45.00
Payment Plan Late Fee – NA-1, CNA-2, MA Programs	\$75.00
Rescheduling Fee – NA-1, CNA-2, MA Programs (<i>rescheduling fee limit</i>)	\$50.00
Instructor Tutoring (<i>one-on-one / 2-hour minimum</i>)	\$55/hour

- OSBN CERTIFICATION FEES**

*OSBN-CNA Testing Fee	\$106.00
*OSBN-CMA Testing Fee	\$60.00
**FIELDPRINT Fingerprint Collection Fee	\$70.50

*OSBN fees are paid by the student upon completion of the program when they submit their *License Application*, along with their training program *Certificate of Completion* and processing fees, to schedule certification testing through the OSBN Online Nurse Portal at <https://www.oregon.gov/osbn/Pages/index.aspx>.

**Background check fingerprint collection fees are paid by the student after submitting the testing *License Application* and fees to the OSBN.

Registration Tuition Payment Requirements

NA-1, CNA-2 and MA Programs

- The registration process is completed when a student contacts the business office to select a class/clinical schedule and make their tuition payment.
- NA-1 Tuition- \$1,550.00 / CNA-2 Tuition - \$1,150.00 / MA Tuition - \$1,500.00
- Students must make the following minimum tuition down payment to reserve their seat in an upcoming class:



- ❖ NA-1 Program - \$800.00
- ❖ CNA-2 Program - \$600.00
- ❖ MA Program - \$800.00
- **A \$100.00 non-refundable enrollment processing fee is Included as part of the tuition payment.**
- **Students must PAY THEIR PROGRAM TUITION IN FULL *at least two (2) business days prior to the first day of class UNLESS THEY SET UP A TUITION PAYMENT PLAN at least two (2) business days prior to the first day of class.***

Tuition Payment Plan Policy

- Caregiver Training Institute offers a **TUITION PAYMENT PLAN** for the convenience of students.
- No tuition payment plan fees will be incurred if a student wishes to make payments prior to the start of their program and pays the balance **IN FULL *at least two (2) business days prior to the first day of class.*** In that event, any administrative fees that may have been incurred to set up a tuition payment plan will be reimbursed.
- **Sponsored students and partially sponsored students ARE NOT ELIGIBLE FOR A TUITION PAYMENT PLAN.**
- **To set up a tuition payment plan, NA-1, CNA-2 and MA program students must at least two (2) business days prior to the first day of class:**
 1. Sign the tuition payment plan paperwork; and
 2. pay a \$45.00 tuition payment plan fee; and
 3. make the minimum tuition down payment.
- **The FINAL TUITION PAYMENT for the balance owed must be received *no later than the business day prior to the final exam,* or the student will incur an additional \$75.00 LATE PAYMENT PLAN FEE, and they will NOT BE ELIGIBLE TO TAKE THEIR FINAL EXAM until all fees have been paid.**
- Student programs will be placed on hold until they have made their final tuition payment and late payment fee. **Students who do not pay their tuition and any outstanding fees in full will be dropped from their program for non-payment.**

AHA BLS CPR Class Fees

- AHA BLS CPR classes are offered at the school for \$80.00 and must be paid for **IN FULL** when registering for the class.

Other Payment Fee Requirements

Substance Abuse Screening Fee

- Substance abuse screening tests are required for participation in NA-1, CNA-2, MA program clinicals.
- **All students must pay their \$60.00 substance abuse screening fee *IN FULL by the first day of class.***
- Substance abuse screening is available for purchase **ONLY THROUGH THE SCHOOL.**

Skills Lab Supply Fees

- Skills Lab supply fees are required for participation in NA-1, CNA-2, MA programs.
- Skills Lab Supply fees are as follows:
 - ❖ NA-1 Program - \$25.00

- ❖ CNA-2 Program - \$25.00
- ❖ MA Program - \$20.00
- Students must pay their required Skills Lab Supply Fee **IN FULL** *by the first day of class.*

Textbooks / Workbooks Fees

- All required textbooks and program materials are available for purchase at the school and are *required by the first day of class.*
- CTI NA-1, CNA-2, and MA Handbooks & Workbooks are available for purchase **ONLY AT THE SCHOOL.**
- Textbooks and school handbook/workbook purchases must be paid for **IN FULL** prior to being issued.

Medical Equipment Fees

- All required medical equipment is available for purchase at the school and is *required by the first day of class.*
- Medical equipment purchases must be paid for **IN FULL** prior to being issued.

Misc. Fees

- **One-on one instruction is available for students who require extra tutoring for a fee of \$55.00/hour, with a two (2) hour minimum.**
- There is a \$35.00 NSF fee for a check that is returned for non-sufficient funds or as the result of a stop payment.
- All fees (payment plan fees, late fees, cancellation / rescheduling fees, NSF fees, copy fees and other administrative processing fees, etc.) cannot be paid in installments and are due immediately.
- Students **DO NOT PAY A FEE** for copies of their instructor classroom/clinical evaluation sheets; immunization record(s); AHA BLS CPR card; payment receipts; or certificate of completion.

RESCHEDULING FEES POLICY

NA-1, CNA-2, & MA Program Rescheduling Fees

- **NA-1, CNA-2, and MA program students may RESCHEDULE THEIR PROGRAM AT NO COST** if they notify the school of their intention to reschedule their class ***at least two (2) business days prior to the first day of class.***
- Students will incur a **\$50.00 RESCHEDULING FEE** if they notify the school of their intention to reschedule their program ***LESS THAN two (2) business days prior to the first day of class,*** except in cases of emergency or in extenuating circumstances.
- **NA-1, CNA-2, and MA program students may RESCHEDULE THEIR PROGRAM A MAXIMUM OF TWO (2) TIMES, incurring a \$50.00 rescheduling fee each time they reschedule their class.**
- **Rescheduling fees must be paid at the time students reschedule their program.**
- A student **MAY NOT** reschedule their program and switch into another scheduled class for any reason once they have started their class.

CPR Class Rescheduling Fee

- Students may reschedule their AHA BLS CPR class **AT NO COST** if they notify the school of their intention to reschedule their class *at least two (2) business days prior to the scheduled class*.
- **STUDENTS WILL BE REQUIRED TO PAY THE FULL COST OF ENROLLING IN A NEW AHA BLS CPR class, except in cases of documented emergency or in extenuating circumstances, if they:**
 - fail to notify the school business office of their intention to reschedule their class *less than two (2) business days prior to the start of class*;
 - fail to attend their scheduled class; or
 - show up to class more than 15 minutes late to class.

CANCELLATION & REFUND POLICY

Cancellation, Rescheduling & Relocation of Classes

- Caregiver Training Institute reserves the right to cancel, move, and reschedule a training program or class due to circumstances that are beyond our control, such as: low enrollment, inclement weather, power outage, instructor illness/unavailability, pandemic, or unanticipated clinical facility closures to training.
- The school will use all reasonable endeavors to avoid changes of this nature and will notify students as soon as the change is known.
- If training programs or classes must be cancelled and/or rescheduled, Caregiver Training Institute will reschedule students to the next available training, with the student's consent. Should the offered alternative not be an acceptable option for the student, a full refund of pre-paid fees for which services have not been provided will be issued.

NA-1, CNA-2 & MA Program Tuition Refunds

- **A FULL REFUND OF TUITION AND FEES PAID** will be given if Caregiver Training Institute discontinues a program before a student's course is completed after the tuition and fees have been paid.
- **A REFUND OF TUITION AND FEES PAID, minus the \$100.00 non-refundable enrollment processing fee**, will be given if a student notifies the school business office of their intention to withdraw from their scheduled program *in writing at least five (5) business days prior to the first day of class*.
- **A REFUND OF TUITION AND FEES PAID, minus a 10% program cancellation fee**, will be given if a student notifies the school business office of their intention to withdraw from their scheduled program *in writing at least three (3) business days prior to the first day of class*.
- **NO MONEY WILL BE REFUNDED if:**
 - a student fails to notify the school of their intention to withdraw from class *in writing*;
 - a student fails to attend their scheduled program on the first day of class, *except in cases of documented emergency or in extenuating circumstances*;
 - a student is involuntarily terminated from the program;
 - a student fails to meet the program completion requirements; or
 - a student fails to meet program attendance requirements.

AHA BLS CPR Class Refunds

- A **FULL REFUND** will be given if a student notifies the Caregiver Training Institute business office of their intention to withdraw from their scheduled AHA BLS CPR class **at least two (2) business days prior to the start of class.**
- **NO MONEY WILL BE REFUNDED**, and students will be required to pay the full cost of enrolling in a new AHA BLS CPR class, *except in cases of documented emergency or in extenuating circumstances*, if the student:
 - fails to attend their scheduled class;
 - shows up to class more than 15 minutes late;
 - fails to notify the school business office *at least two (2) business days prior to the start of class.*

Textbooks/Workbooks/Medical Equipment Refunds

- There are **NO REFUNDS** for textbook, workbook, and medical equipment purchases. **ALL SALES ARE FINAL.**

Substance Abuse Screening Service Fee Refunds

- A **FULL REFUND** will be given for any substance abuse screening services not utilized.
- **NO MONEY WILL BE REFUNDED, and students will be required to pay the full cost of purchasing a new substance abuse screening test** if a student leaves the testing site **PRIOR TO BEING RELEASED BY THE PROVIDER** and has not provided an adequate specimen (*i.e.-sufficient volume, acceptable temperature, etc.*) Failure to do so will invalidate the substance abuse screening and be considered a refusal to test.

Refunds Processing

- When a refund is issued to a student by the Caregiver Training Institute, **the refund may take up to a maximum of ten (10) business days to be processed.**
- Credit card refunds will be processed using the same payment card that the original payment was made on, or by check.

FINANCIAL ASSISTANCE

Caregiver Training Institute does not offer scholarships, and occupational vocational training courses are not typically eligible for federal financial aid. For more information on financial aid possibilities, check the *Tuition Assistance* tab on the school's website: cnatrainingoregon.com/tuition-assistance. The following are a partial description of various types of financial aid that may be available to students:

- **Long-Term Care Facility Employee Grants**
The Omnibus Budget Reconciliation Act (OBRA) of 1987 & 1990 **requires any long-term care facility (aka nursing home) that accept Medicare / Medicaid patients to reimburse newly employed Certified Nursing Assistants (CNAs) who have personally paid for their NA-1 Program training costs.** New CNAs may receive reimbursement for up to 12 months after completing their NA-1 training program. See *DHS Nurse Aide Training Reimbursement Form SDS*

0451B for more information. **Keep your receipts of payment for your NA-1 training (tuition, textbooks, other required course materials) and OSBN certification fees to be reimbursed.** Reimbursement may be prorated depending upon the length of employment and the percentage of Medicare / Medicaid patients in the facility population. ***A facility is not required to reimburse the nursing assistants in cases where the expenses were paid by an employer, education training program, or reimbursed by a previous employer.***

- **Scholarships**
Scholarships are funds provided from private, non-federal sources that do not need to be repaid. Some long-term care facilities and hospitals award educational scholarships to employees.
- **WorkSource Funding**
Students may be eligible to sign up for WorkSource funding at any Employment Office to help cover the cost of their CNA vocational training program if they are unemployed. If you are working part-time, or are under-employed, funding may be available to you through WorkSource, SE Works, or Human Solutions.

JOB PLACEMENT SERVICES

Caregiver Training Institute offers career training programs but does not provide job placement services. We cannot guarantee that every student who completes our programs will find employment. However, **to assist students who have successfully completed their programs in their job search endeavors, we do offer nursing facilities, hospitals, and other healthcare providers the opportunity to meet with and recruit our students at Job Fairs on our campus, as well as provide space on our website at www.CNATrainingOregon.com for healthcare employers to list their current job openings and career opportunities.** For additional information, check the *Job Board* tab on the school's website: cnatrainingoregon.com/job-board. We will also gladly provide students with copies of their classroom/clinical evaluation sheets to aid them in the job search process.

PROGRAM SUPPLY LIST

NA-1 Program Supplies

Required the First Day of Class:

- **Name Badge** (provided at no cost by the school)
- **Face coverings** must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.
- **Current edition of CTI NA-1 Program Handbook** (available for purchase only at the school for \$30)
- **CTI Policy/OSBN & DHS Handbook** (provided at no cost by the school)
- **Textbook for the NA-1 Program** (available for purchase at the school for \$50.00)
- **Medical equipment** (available for purchase at the school in a kit for \$45.00, or priced individually)
 1. **Blood Pressure Cuff**
 2. **Stethoscope** (If you provide your own blood pressure cuff, it **MUST NOT HAVE** a stethoscope attached to the cuff.)
 3. **Gait Belt** (provided at no cost by the school)



- **Black Pen** – NOTE: All tests are required to be taken with a black pen. *(provided at no cost by the school)*
- **Highlighters, Note-taking Supplies** *(i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)*

Required for Labs/Clinicals:

- **Name Badge**
- *Face coverings or PPE must be worn in labs when required by the CDC, OHA, or other State of Oregon government regulatory bodies, and by facilities during clinicals.*
- **Uniform** – Scrubs / any color or pattern *(we recommend 2 sets)*
- **Shoes** – Fully enclosed non-skid soled work shoes that medical personnel wear. Athletic shoes are acceptable. No Crocs, slip-ons (flats, loafers) or open-heel shoes are allowed.
- **Wristwatch, with a second hand**
- **Medical equipment**
 1. **Blood Pressure Cuff**
 2. **Stethoscope** *(If you provide your own blood pressure cuff, it MUST NOT HAVE a stethoscope attached to the cuff.)*
 3. **Gait Belt** *(provided at no cost by the school)*
- **Textbook, CTI Program Handbooks**
- **Highlighters, Note-taking Supplies** *(i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)*

CNA-2 Program Supplies

Required the First Day of Class:

- **Name Badge** *(provided at no cost by the school)*
- *Face coverings must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.*
- **Current edition of CTI CNA-2 Program Workbook** *(available for purchase only at the school for \$60)*
- **CTI Policy/OSBN & DHS Handbook** *(provided at no cost by the school)*
- **Black Pen** – NOTE: All tests are required to be taken with a black pen. *(provided at no cost by the school)*
- **Highlighters, Note-taking Supplies** *(i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)*

Required for Labs/Clinicals:

- **Name Badge**
- *Face coverings or PPE must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies, and by facilities during clinicals.*
- **Uniform** – Scrubs / any color or pattern *(we recommend 2 sets)*
- **Shoes** – Fully enclosed non-skid soled work shoes that medical personnel wear. Athletic shoes are acceptable. No Crocs, slip-ons (flats, loafers) or open-heel shoes are allowed.
- **Wristwatch, with a second hand**
- **CTI Program Workbook & Handbook**



- **Highlighters, Note-taking Supplies** (i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)

MA Program Supplies

Required the First Day of Class:

- **Name Badge** (provided at no cost by the school)
- *Face coverings must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.*
- **Current edition of CTI MA Workbook** (available for purchase only at the school for \$40)
- **CTI Policy/OSBN & DHS Handbook** (provided at no cost by the school)
- **Textbook for MA Program** (available for purchase at the school for \$90)
- **140 Must Know Meds** (provided at no cost by the school)
- **Current edition of a Nursing Drug Book for MA Students** (available for purchase at the school for \$55)
- **Black Pen** – NOTE: All tests are required to be taken with a black pen. (provided at no cost by the school)
- **Highlighters, Note-taking Supplies** (i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)

Required for Labs/Clinicals:

- **Name Badge**
- **Face coverings or PPE must be worn in labs when required by the CDC, OHA, or other State of Oregon government regulatory bodies, and by facilities during clinicals.**
- **Uniform** – Scrubs / any color or pattern (we recommend 2 sets)
- **Shoes** – Fully enclosed non-skid soled work shoes that medical personnel wear. Athletic shoes are acceptable. No Crocs, slip-ons (flats, loafers) or open-heel shoes are allowed.
- **Wristwatch, with a second hand**
- **Textbook, Drug Book, CTI Program Handbook & Workbook**
- **Highlighters, Note-taking Supplies** (i.e.-paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.)

SUGGESTION: It is recommended that you bring a sack lunch as you will only have a 30-minute lunch break. If you choose to leave for lunch and return late you it will be documented as missed time in the program that you will have to make up. The school has a Student Lounge with refrigerators, microwaves, and vending machines for your use. Facility clinical site accommodations vary.

DRESS CODE POLICY

All students enrolled in school training programs are expected to present a clean, neat, well-groomed and professional appearance throughout the program. Reasonable accommodations will be made for employees' religious beliefs consistent with the school's necessity to present a conservative, professional appearance.

Personal Appearance

- **Personal Hygiene** – Maintain proper body hygiene on a regular basis throughout the program, including but not limited to bathing, oral hygiene and other personal care.
- **Perfume/Aftershave/Deodorant** – All fragrances, perfumes, colognes and/or aftershaves are strongly discouraged in the classroom environment and ARE PROHIBITED in clinical. Clinical sites are scent free zones. Fragrant perfume, aftershave, hair spray, lotions can cause allergies and nausea in residents.
- **Hair** – Hair must be clean and neat. Shoulder length or longer hair, braids, beaded cornrows, dreadlocks, or hair extensions are to be pulled back from the face and secured at the back of the neck.
- **Facial Hair** – Beards and moustaches must be kept clean, short and neatly trimmed.
- **Nails** – Fingernails are to be kept clean and maintained at a length not to exceed the fingertip to prevent injury to the patient. Artificial nails ARE PROHIBITED during the program and must be removed. Chipped nail polish is an infection control policy at all facilities. Students may be sent home from clinical if their nail polish is chipped.
- **Makeup** – Makeup should be conservative. Extremes styles should be avoided.
- **Jewelry** – All jewelry must be kept to a minimum. Wedding bands, engagement rings, a watch with a second hand, and small post earrings are allowed. Students are encouraged not wear rings that pose a risk of skin damage to residents. No dangling earrings that hang below the earlobe are allowed.
- **Facial Piercings** – Discreet facial piercings may be allowed, dependent upon facility policy. Tongue and/or nose accessories may be required to be covered or removed dependent upon facility policy. In the case of ear spacers, the opening must be covered, but do not remove the spacer.
- **Tattoos** – Tattoos and other body art are discouraged, and may be required to be covered, in accordance with facility policy.

Required Uniform

Classroom

- **The Student ID Name Badge provided by the school must be worn at all times.**
- Face coverings must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.
- **Students enrolled in school training programs can elect to wear scrubs; or neat, clean, casual dress throughout the program during class sessions.**
 - Clothing must be neat and in good repair (*no rips, tears, holes, fading or fraying*); fit properly (*not tight or revealing*); be clean (*freshly laundered, no stains*), and wrinkle-free.
 - No halter tops, crop tops (*that show midriffs*), or low-cut tops (*that show cleavage*), are allowed.
 - No shorts, or skirts or dresses above the knee are allowed.
 - Proper undergarments must be worn. (*No sagging – if the undergarment can be seen the student may be sent home and will incur makeup time.*)
- **Be aware that classroom temperatures may be variable – so dress in layers.**

Labs

- **The Student ID Name Badge provided by the school must be worn at all times.**
- Face coverings or PPE must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.
- **All students enrolled in school training programs will dress in scrubs during skills labs.**
 - Scrubs of any color/pattern are acceptable. Scrubs must be in good repair (no tears or holes), fit properly (not too tight or revealing) and be neat, clean (no stains), and wrinkle-free.
 - Solid color long-sleeved tops or plain pocket tee-shirts may be worn under a scrub top. Long sleeved shirts must not contain any logos and may not be discolored.
- **Footwear must be fully enclosed non-skid soled work shoes that medical personnel wear.**
 - Athletic shoes are acceptable; no hiking or combat-style boots.
 - No Crocs, slip-ons (flats, loafers), or open-heel shoes are allowed.
- Headscarves, hats, and other head coverings are not allowed except to accommodate medical or religious customs and observances.
- **A watch, with a second hand, is required for checking vital signs.**

Clinical Rotation

- **The Student ID Name Badge provided by the school must be worn at all times.**
- Face coverings or PPE must be worn when required by the CDC, OHA, or other State of Oregon government regulatory bodies.
- **All students enrolled in school training programs will dress in scrubs during their clinical rotation.**
 - Scrubs of any color/pattern are acceptable. Scrubs must be in good repair (no tears or holes), fit properly (not too tight or revealing) and be neat, clean (no stains), and wrinkle-free.
 - Solid color long-sleeved tops or plain pocket tee-shirts may be worn under a scrub top. Long sleeved shirts must not contain any logos and may not be discolored.
 - No sweaters, jackets or hoodies are allowed during the clinical rotation. Lab coats over scrub tops are acceptable.
- **Footwear must be fully enclosed non-skid soled work shoes that medical personnel wear.**
 - Athletic shoes are acceptable, no hiking or combat-style boots.
 - No Crocs, slip-ons (flats, loafers), or open-heel shoes are allowed.
- Headscarves, hats, and other head coverings are not allowed except to accommodate medical or religious customs and observances.
- **A watch, with a second hand, is required for checking vital signs.**
- The facility has the final determination as to whether a student's personal appearance and dress meets facility requirements.

Dress Code Violations

- **If a student fails to comply with the school or facility dress code and personal appearance standards, they will be sent home and incur makeup time.**

Uniform Vendor List

Scrubs are available for purchase from the following vendors:

- **Medline SuitesStyle**
Caregiver Training Institute Online Scrub Store, *(CTI student discounted scrub options)*
www.CNATrainingOregon.com, 1-877-278-2712, suitestyles@medline.com
- **Scrubs and Beyond**
Clackamas Promenade, 8982 SE Sunnyside Rd, Clackamas OR 97015
503-654-7228 *(10% discount for students)*
- **Scrubs and Beyond**
Cascade Plaza, 8585 SW Cascade Ave, Ste 131, Beaverton, OR 97008
503-605-1384 *(10% discount for students)*
- **Uniform Destination Outlet Store**
Columbia Gorge Premium Outlets, 450 NW 257th Way, Troutdale OR 97060
503-661-1600
- **Burlington Coat Factory**
10506 SE 82nd Ave, Happy Valley, OR 97086
503-774-8955
- **McCanns**
2600 SE 182nd Ave, Gresham, OR 97030
503-492-7777 *(10% discount for students)*
- **Scrub Med**
1400 SW Marlow Ave, Portland, OR 97225
503-203-1526 *(10% discount for students)*
- **Scrubmed.com**
- **Target-Online**
- **Wal-Mart**

Tailored and specialty-made scrubs are available from the following vendor:

- **Dress Code Uniforms**
8300 E Mill Plain Blvd, Vancouver WA 98664
360-695-9600 *(5% discount for students)*

CLINICAL SCREENING REQUIREMENTS POLICY

The Oregon Health Authority (OHA) established administrative requirements for health professional student placements in clinical training settings within the state of Oregon effective July 1, 2014. In addition, clinical sites may require students to complete additional site-specific trainings pertaining to privacy/confidentiality, standards of behavior, and safety, security & documentation protocols.

TB (Tuberculosis) Screening Requirements & Documentation

Under OHA regulations for clinical trainings, students must undergo a TB screening prior to their initial clinical placement, and only after that in the case of known exposure.

- **TB Tests MUST NOT be more than one (1) year old and must not expire during the program.** (Note: The expiration date of a TB test is documented as one (1) year from the date the TB test was read.)
- **For the TB test and/or Chest X-ray to be valid and acceptable,** we will only accept copies of TB test and Chest X-ray documentation on a document appropriately signed or officially stamped and dated by a qualified medical professional, or an authorized representative of the local health department, that is submitted in English on business letterhead.
- **TB test documentation must provide information detailing the TB test placement (the date and site placed, the lot #/expiration date, who administered the TB test) and the TB test results (the date read, induration in “mm”, test results, and who read the results).**
- Students may provide a copy of a current QuantiFERON Gold blood test, T-SPOT blood test, TB Skin Test (PPD), and/or current Chest X-ray for TB documentation, from their physician, a current or former employer, or another source.
- **If a student tests positive to the TB Skin Test (PPD), they must obtain a Chest X-ray for TB screening at their own expense prior to going into their clinical rotation.**
- If a student has **ACTIVE TB**, or is currently undergoing treatment for active TB, the student will not go into the clinical setting until their treatment is completed.
- If a student has **LATENT TB**, or is currently undergoing treatment for latent TB, they may proceed into the clinical setting with their physician’s release for latent TB or for treatment of latent TB.

NA-1 & MA Program Students

- It is the policy of Caregiver Training Institute that all **NA-1 and MA program students** must obtain and submit documentation to the school business office of a **current negative QuantiFERON Gold blood test, negative T-SPOT blood test, negative TB Skin Test (PPD), and/or a Chest X-ray for TB documentation**, conducted in a manner consistent with CDC guidelines as set by OHA regulations, **by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
- TB test results must be read no sooner than 48 hours after the TB test is placed, and no later than 72 hours after test placement, or the submitted documentation will not be accepted for approval.

CNA-2 Program Students

- It is the policy of Caregiver Training Institute that all **CNA-2 students** must obtain and submit documentation to the school business office of a current negative **QuantiFERON Gold blood test, negative T-SPOT blood test, negative TB test via Two Step TB Skin Test (PPD), and/or current Chest X-ray for TB documentation**, conducted in a manner consistent with CDC guidelines as set by OHA regulations, **by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
- For Two Step PPD tests, the test results must be read within 48-72 hours of the first placement. If negative, a second PPD test must be placed within 7 to 21 days of the reading of the first test. The TB test results from the second placement must be read 48-72 hours after the placement.

Substance Abuse Screening Requirements & Documentation

- **All students are required to have a substance abuse 10-panel drug screen prior to the start of their clinical rotation as set by the OHA regulations to screen for substance abuse and misuse.** Under OHA regulations for clinical trainings, students must undergo a substance abuse screening prior to their initial clinical placement, but no more than three (3) months before beginning their training program. Subsequent substance abuse screenings checks may not be required except for cause, or at re-entry into a program from which the student has taken leave or fallen out of progression.
- **SUBSTANCE ABUSE SCREENING TESTS ARE ONLY AVAILABLE THROUGH THE SCHOOL. All students must pay their \$60.00 substance abuse screening fee IN FULL *by the first day of class.***
- It is the policy of Caregiver Training Institute that confirmation of completed substance abuse screening services must be received by the school business office ***by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.***
- **Students are encouraged to pay for and get their drug screening as soon as possible.** The information from the substance abuse 10-panel drug screen may take from a few days to a couple of weeks to be returned to us, depending upon the individual's background, which could delay your ability to proceed into clinicals.
- **Substance abuse screening services are provided by:**

O'Brien Drug Testing
Executive Center
1217 NE Burnside Rd,
Bldg. A Ste 202
Gresham, OR 97080
(503) 907-1301

- **Substance abuse screening services are typically available Monday through Thursday between 9am and 5pm** (closed 12pm-1pm for lunch). *Appointments are not necessary, but as hours of operation may be subject to change, students are encouraged to call first.*
- **Students are required to bring to substance abuse screening sessions:**
 1. **a copy of their receipt of payment** (sales receipt, copy of credit card payment, email from CTI confirming sponsor payment authorization)
 2. **a current government issued, and a (2) signature-bearing, photo ID with their legal name.**
- **Students WILL NOT be serviced without either their PHOTO ID or PROOF OF PAYMENT. NO EXCEPTIONS.**
- **IN COMPLIANCE WITH SUBSTANCE ABUSE TESTING AND MONITORING PROTOCOLS:**
 - **STUDENTS MUST NOT LEAVE THE TESTING SITE UNTIL AN ADEQUATE SPECIMEN HAS BEEN PROVIDED** (*i.e., sufficient volume, acceptable temperature, etc.*) **and they are released to leave the site by the provider.** Failure to do so will **INVALIDATE THE SUBSTANCE ABUSE**

SCREENING, officially be considered a refusal to test, and students will be required to purchase and take a new substance abuse screening test.

- **If a student's screening results are positive for any reason, results will be sent to a Regional Lab. THE LAB WILL ATTEMPT TO CONTACT STUDENTS ONLY THREE (3) TIMES.** Students must have their voicemail box set up and able to receive messages so the lab can leave them a call-back number. **If students do not answer their phone by the third time the regional lab calls, their drug screening results will be returned and deemed positive.**
- Medical marijuana, or its metabolite, is not an accepted substance in urine drug screens and may result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from urine drug screening.
- **Healthcare training partners will make all eligibility and clinical placement decisions relative to screening results.**

Suspected Substance Abuse Policy

- **SUSPECTED ABUSE:** Students are expected to come to class/clinical not impaired by any recreational drug or alcohol.
- **Students suspected of drug and/or alcohol impairment by Caregiver Training Institute staff or clinical facility staff may be sent home, incurring makeup time, and required to submit to a mandatory substance abuse screening test at their own expense before continuing in the program.**
- The substance abuse screening test will be scheduled by Caregiver Training Institute within 24-hours of the reported impairment.
- Students will be required to pay for the substance abuse screening test in full prior to it being administered.
- Refusal to consent to a substance abuse screening test within the required timeframe may result in termination from the program, **without refund.**
- If the student successfully completes a required substance abuse screening test, they will be allowed to proceed in the program and into the next scheduled clinical rotation, dependent upon space availability.
- Evidence of drug and/or alcohol impairment may result in termination from the program, **without refund.**

Post-Accident Screening Policy

- **POST-ACCIDENT TESTING:** Any student involved in an on-the-premises accident or injury under circumstances that suggest possible impairment by drugs or alcohol in the accident or injury event may be sent home, incurring makeup time, and required to submit to a mandatory substance abuse screening test at their own expense.
- Refusal to consent to a substance abuse screening test within the required timeframe may result in termination from the program, **without refund.**
- If the student successfully completes a required substance abuse screening test, they will be allowed to proceed in the program and into the next scheduled clinical rotation, dependent upon space availability.
- Evidence of drug and/or alcohol impairment may result in termination from the program, **without refund.**

CLINICAL IMMUNIZATION REQUIREMENTS & DOCUMENTATION

Consistent with CDC guidelines and as set by the OHA regulations, students are required to obtain and provide documentation the following immunizations: Hep B (*Hepatitis B*), MMR (*measles, mumps & rubella*), Tdap (*tetanus, diphtheria & pertussis*) and Varicella prior to the start of their clinical rotation.

NA-1 & MA Program Students

- Students in the **NA-1 and MA Programs at Caregiver Training Institute ARE NOT REQUIRED TO OBTAIN AND PROVIDE OHA REQUIRED IMMUNIZATION DOCUMENTATION.**
 - ✓ Under OHA regulations, clinical facilities that have less stringent requirements for their employees may request an exemption from specific provisions of the OHA requirements through the student's training program provider.
 - ✓ Caregiver Training Institute has pursued obtaining exemptions from all the school's clinical NA-1 and MA program training partners.
- **COVID-19 VACCINATION REQUIREMENT: Students must provide documentation of being FULLY VACCINATED against COVID-19 or a school COVID-19 vaccination exemption form.**
- **FLU VACCINATION REQUIREMENT:** Clinical sites **MAY REQUIRE** that NA-1 and MA students obtain and provide documentation of receiving the Influenza vaccine (*Flu*) prior to the start of their clinical rotation during the flu season or during a declared pandemic. Clinical sites will notify the school of timeframe requirements.
- It is the policy of Caregiver Training Institute that **ANY REQUIRED CLINICAL IMMUNIZATION DOCUMENTATION** for students in the **NA-1 and MA Programs** must be received by the school business office ***by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.***

CNA-2 Program Students

- **CNA-2 program students MUST OBTAIN AND PROVIDE DOCUMENTATION of the following immunizations consistent with CDC guidelines and as set by the mandatory hospital requirements:**
 - ✓ **Hep B** (*Hepatitis B*): documentation of three (3) shots given; a positive titer for Hepatitis B antibodies; or the first shot given in the series that is no more than 30 days old.
 - ✓ **MMR** (*Measles, Mumps & Rubella*): documentation of two (2) injections of MMR; ; or a titer to establish immunity; or the first shot given in the series that is no more than 30 days old.
 - ✓ **Varicella** (*Chicken Pox*): documentation of two (2) injections of Varicella; or a titer to establish immunity; or the first shot given in the series that is no more than 30 days old; or medically documented history of the disease.
 - ✓ **TDAP** (*Tetanus, Diphtheria & Pertussis*): documentation of TDAP within past 10 years.
 - ✓ **Influenza** (*Flu*): documentation of current Influenza immunization when injection is available during the flu season. Hospitals will notify the school of timeframe requirements.
- **COVID-19 VACCINATION REQUIREMENT: Students must provide documentation of being FULLY VACCINATED (14 days past last required dose) against COVID-19 or a school COVID-19 vaccination exemption form.**
- It is the policy of Caregiver Training Institute that **ANY REQUIRED CLINICAL IMMUNIZATION DOCUMENTATION** for students in the **CNA-2 program** must be received by the school business

office ***by the first day of labs***, or students **will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**

- Some acute care/hospital settings **MAY REQUIRE** that CNA-2 students obtain and provide documentation of having health care insurance coverage prior to the start of their clinical rotation. It is the policy of Caregiver Training Institute that if student health care insurance is required, documentation of coverage must be received ***by the first day of labs***, or the students **will be removed from their scheduled clinical rotation and moved to a wait list to go into the clinical setting.**

Immunization Documentation

- In the event immunization documentation is required, evidence of immunizations may be demonstrated through the following:
 - a. A document appropriately signed or officially stamped and dated by a qualified medical professional or an authorized representative of the local health department that is submitted in English on business letterhead. Documentation must include the following:
 - (1) The month and year of each dose of each vaccine received; or
 - (2) The month and year of proof of immunity to the disease via blood titer; or
 - (3) The month and year the diagnosis of the disease was confirmed.
 - b. An official record from the Oregon ALERT Immunization Information System.
- **IMMUNIZATION EXEMPTIONS** Individual student exemptions to specific immunization requests may be possible but are dependent upon the clinical training setting.
 - a. Documentation for exemption requires a written statement of exemption signed by a licensed independent practitioner.
 - b. Non-medical exemptions from immunizations are not allowed.
- **Healthcare training partners will make eligibility and clinical placement decisions.**
- In the event a student is missing or has incomplete immunization documentation required by the clinical site, or if an individual student exemption to a specific immunization is not accepted by the clinical site, **the student will be unable to complete the program and will not be entitled to a refund.**

CPR CLINICAL TRAINING REQUIREMENTS & DOCUMENTATION

- NA-1, CNA-2 and MA students must obtain and provide documentation (in the form of an e-card or paper card) of the completion of **CPR** (*cardiopulmonary resuscitation*) **BLS** (*basic life support*) training that complies with the standards set by the **AHA** (*American Heart Association*) prior to the start date of their clinical rotation in accordance with OHA requirements; and for NA-1 students, to complete their training program in compliance with OSBN regulations.
- **It is policy of Caregiver Training Institute to only accept AHA BLS CPR training.**
- **Student AHA BLS CPR cards must maintain current certification status during their clinical rotation.**

CPR Training – Scheduled at Caregiver Training Institute

- It is the policy of Caregiver Training Institute for **AHA BLS CPR TRAINING, PURCHASED AND SCHEDULED THROUGH THE SCHOOL** by NA-1, CNA-2, and MA program students, that the CPR class must be completed by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.
- The e-card must be received by the school business office prior to the beginning of the student's clinical rotation, or the students will be removed from their scheduled clinical rotation and moved to a wait list to go into the clinical setting.

CPR Training – Not Scheduled at Caregiver Training Institute

- It is the policy of Caregiver Training Institute that current e-card documentation of **AHA BLS CPR TRAINING NOT PURCHASED AND SCHEDULED THROUGH THE SCHOOL** by NA-1, CNA-2, and MA program students, must be submitted to the school business office by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.

ADMINISTRATION OF EXAMINATIONS

NA-1 Program Testing

- It is a condition of the program that NA-1 program students will take quizzes throughout the program as a benchmark to measure student progress in the program. **Quiz results are utilized as a study tool in a manner conducive to the enhancement of student learning.**
- At the completion of the classroom portion of the program, NA-1 program students will take a **FINAL EXAM.**
 - It is the requirement of the State Board of Nursing (OSBN) that a score of 75% or greater on the final exam is required to pass the didactic portion of the NA-1 Program and go into the clinical portion of the program.
 - **Students with any makeup time remaining will not be allowed to take their final exam and move forward into clinicals until all the missing time is made up.**
 - **Students who have not turned in their required clinical screening, training and immunization documentation by the first day of labs will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
 - Students will have **two (2) hours to take the final exam** and are not allowed to leave the classroom during the test.
- **FINAL EXAM RESULTS:**
 - **Caregiver Training Institute contacts students via email to notify them if they passed or failed their final exam.** Final exam scores are not included in the email.
 - **Students must pass their final before proceeding into the clinical rotation.** If a student does not pass their final on the first attempt, their originally scheduled clinical dates may not be available to them.

- **FINAL EXAM REVIEW / RE-TESTING:**
 - If students fail to pass the written final exam the first time with a score of at least 75%, **they will be given an opportunity to re-test two (2) times.** It will be a different version of the final exam they originally took.
 - **If a student fails their final exam, they will be given an opportunity to go over their test.** The student will be observed during this time and **no note taking will be allowed.** The purpose is to allow for the student time to study the areas they were weak in and return better prepared to re-test.
 - **Students who desire to review their test or re-take their final exam will need to contact the business office to schedule an appointment no sooner than the business day following the date they initially took their final.**
 - **THE FINAL EXAM MAY ONLY BE TAKEN THREE (3) TIMES.** It is recommended that students retake the final exam a minimum of three (3) days after initially taking the final exam to allow them time to study the areas they were weak in and return better prepared to re-test.
 - **Re-testing is done in the school's computer lab.**
 - ✓ Students may not leave the testing room during the exam.
 - ✓ Personal items are not allowed in the testing room. *(Student purses, backpacks, jackets, cell phones, electronic devices, writing implements, etc. will be stored by office staff.*
 - ✓ Students will be asked to empty their pockets.
- **If NA-1 program students fail to pass the final exam on the third try, they will not be eligible to proceed into the clinical setting and will be dropped from their program, without refund.**

CNA-2 Program Testing

- It is a condition of the program that CNA-2 program students will take a **PRE-TEST** as a benchmark to measure student progress in the program. **Pre-test results are utilized as a study tool in a manner conducive to the enhancement of student learning.**
- At the completion of the classroom portion of the program, CNA-2 students will take a **FINAL EXAM.**
 - **Students with any makeup time remaining will not be allowed to take their final exam and move forward into clinicals until all the missing time is made up.**
 - **Students who have not turned in their required clinical screening, training and immunization documentation by the first day of labs will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
 - Students will have **90 minutes to take the final exam** and are not allowed to leave the classroom during the exam.
- It is a condition of the program **that a score of 80% or greater on the final exam is required to pass the classroom portion of the CNA-2 Program and go into the clinical portion of the program.**
- **FINAL EXAM RESULTS:**
 - **Caregiver Training Institute contacts students via email to notify them if they passed or failed their final exam.** Final exam scores are not included in the email.

- **Students must pass their final before proceeding into the clinical rotation.** If a student does not pass their final on the first attempt, their originally scheduled clinical dates may not be available to them.
- **FINAL EXAM REVIEW / RE-TESTING:**
 - If students fail to pass the final exam the first time with a score of at least 80%, **they will be given an opportunity to re-test two (2) times.** It will be a different version of the final exam they originally took.
 - **If a student fails their final exam, they will be given an opportunity to go over their test.** The student will be observed during this time and **no note taking will be allowed.** The purpose is to allow for the student time to study the areas they were weak in and return better prepared to re-test.
 - **Students who desire to review their test or re-take their final exam will need to contact the business office to schedule an appointment no sooner than the business day following the date they initially took their final.**
 - **THE FINAL EXAM MAY ONLY BE TAKEN THREE (3) TIMES.** It is recommended that students retake the final exam a minimum of three (3) days after initially taking the final exam to allow them time to study the areas they were weak in and return better prepared to re-test.
 - **Re-testing is done in the school's computer lab.**
 - ✓ Students may not leave the testing room during the exam.
 - ✓ Personal items are not allowed in the testing room. *(Student purses, backpacks, jackets, cell phones, electronic devices, writing implements, etc. will be stored by office staff.*
 - ✓ Students will be asked to empty their pockets.
- **If CNA-2 program students fail to pass the final exam on the third try, they will not be eligible to proceed into the clinical setting and will be dropped from their program, without refund.**

MA Program Testing

- It is a condition of the program that MA program students will take a **MIDTERM EXAM approximately halfway through the program** as a benchmark to measure student progress in the program. **Midterm results are utilized as a study tool in a manner conducive to the enhancement of student learning.**
- At the completion of the classroom portion of the program, MA students will take a **FINAL EXAM.**
 - **Students with any makeup time remaining will not be allowed to take their final exam and move forward into clinicals until all the missing time is made up.**
 - **Students who have not turned in their required clinical screening, training and immunization documentation by the first day of labs will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
 - Students will have **two (2) hours to take the final exam** and are not allowed to leave the classroom during the test.

- It is a condition of the program that a **score of 80% or greater on the final exam at the end of the classroom portion of the program is required to pass the classroom portion of the MA Program and go into the clinical portion of the program.**
 - Students with any makeup time remaining will not be allowed to take their final exam until all the missing time is made up.
 - Students will have **two (2) hours to take the final exam** and are not allowed to leave the classroom during the test.
- **FINAL EXAM RESULTS:**
 - **Caregiver training institute contacts students via email to notify them if they passed or failed their final exam.** Final exam scores are not included in the email.
 - **Students must pass their final before proceeding into the clinical rotation.** If a student does not pass their final on the first attempt, their originally scheduled clinical dates may not be available to them.
- **FINAL EXAM REVIEW / RE-TESTING:**
 - If students fail to pass the written final exam the first time with a score of at least 80%, **they will be given an opportunity to re-test two (2) times.** It will be a different version of the final exam they originally took.
 - **If a student fails their final exam, they will be given an opportunity to go over their test.** The student will be observed during this time and **no note taking will be allowed.** The purpose is to allow for the student time to study the areas they were weak in and return better prepared to re-test.
 - **Students who desire to review their test or re-take their final exam will need to contact the business office to schedule an appointment no sooner than the business day following the date they initially took their final.**
 - **THE FINAL EXAM MAY ONLY BE TAKEN THREE (3) TIMES.** It is recommended that students retake the final exam a minimum of three (3) days after initially taking the final exam to allow them time to study the areas they were weak in and return better prepared to re-test.
 - **Re-testing is done in the school's computer lab.**
 - ✓ Students may not leave the testing room during the exam.
 - ✓ Personal items are not allowed in the testing room. *(Student purses, backpacks, jackets, cell phones, electronic devices, writing implements, etc. will be stored by office staff.*
 - ✓ Students will be asked to empty their pockets.
- **If MA program students fail to pass the final exam on the third try, they will not be eligible to proceed into the clinical setting and will be dropped from their program, without refund.**

SATISFACTORY PROGRESS STANDARDS POLICY

NA-1 Program Completion Policy

- **In compliance with OSBN regulations, completion of the NA-1 Program requires:**
 - the successful completion of 100% of the required classroom and clinical hours and content in the curriculum;
 - the successful demonstration of the required skills on the lab and clinical skills checklist;
 - the achievement of a score of 75% or higher on the NA-1 Program's final exam;

- the successful completion of current, adult CPR certification in accordance with OSBN-approved curriculum; and
- the successful completion of the clinical portion of the program no later than four (4) months following the last date of classroom instruction.

CNA-2 Program Completion Policy

- **In compliance with OSBN regulations, completion of the CNA-2 Program requires:**
 - the successful completion of 100% of the required classroom and clinical hours and content in the curriculum; and
 - the successful completion of the competency evaluation.
- **It is a condition of the program that a score of 80% or greater on the final exam at the end of the classroom portion of the program is required to pass the classroom portion of the CNA-2 Program and go into the clinical portion of the program.**
- **It is a condition of the program that CNA-2 students must successfully complete the clinical portion of the program no later than four (4) months following the last date of classroom instruction.**

MA Program Completion Policy

- In compliance with OSBN regulations, completion of the MA Program requires:
 - the successful completion of 100% of the required classroom and clinical hours and content in the curriculum;
 - the successful demonstration of the required skills on the lab and clinical skills checklist; and
 - the successful completion of the clinical portion of the program no later than four (4) months following the last date of classroom instruction.
- **It is a condition of the program that a score of 80% or greater on the final exam at the end of the classroom portion of the program is required to pass the classroom portion of the MA Program and go into the clinical portion of the program.**
- MA program students will be given the opportunity during the classroom to demonstrate their ability to the instructor and be signed off on all the skills. Students must successfully complete the skills checklists used during classroom labs before they may begin their clinical rotation.

Certificates of Completion

A Certificate of Completion will be issued upon successful completion of all requirements for the NA-1, CNA-2, and MA Programs.

- It is a condition of the program that a *Certificate of Completion* will not be issued if the student has not completed the course requirements, the skills checklists, or if the school has not received the documentation required to close their student folder.
- **The program completion date will be the date that all documentation has been submitted to the school for inclusion in the student folder and all requirements have been met.**
- Caregiver Training Institute will notify students as soon as their certificates are prepared and ready for distribution. **The school has, by law, ten (10) business days to issue a certificate when all documentation is completed for the student file to be closed.** *Students should not*

contact the business office after completing their program anticipating that their certificates will be ready.

- **Certificates of Completion may be mailed or picked up at the office.** The student should inform the office prior to completion of the program if they would like to have their *Certificate of Completion* mailed. **The school is not responsible if the certificate is lost in the mail, arrives late, or if it is damaged.**
- **Once a student's Certificate of Completion packet is issued, NA-1 and MA students may submit their application to test for certification and their payment to the OSBN.**
- **Receiving the Certificate of Completion does not guarantee that the student will be able to pass the OSBN state testing and become a CNA or CMA in the State of Oregon.**
- **Upon successful completion of all requirements for the CNA-2 Program,** Caregiver Training Institute will issue a *Certificate of Completion* and submit a graduation completion list to the OSBN within two (2) weeks. The OSBN is responsible for recording students as a CNA-2s on the OSBN registry.

ATTENDANCE POLICY

Program Attendance Requirements

- **OSBN REGULATIONS REQUIRE 100% MANDATORY ATTENDANCE FOR ALL CLASSROOM, LAB AND CLINICAL SESSIONS.**
- Students are expected to attend and to be on time for all classroom, skills labs, and clinical sessions.
- **ATTENDANCE IS RECORDED DAILY, AND MISSED TIME IS CUMULATIVE.**
- **ALL MISSED TIME MUST BE MADE UP.** Students are responsible for making up all missed time, including partial day absences, full day absences, and being tardy.
- Because all time is mandatory under OSBN regulations, **MISSING ANY TIME**, including being late or leaving early, can result in not accumulating enough time for a student to move forward in their training program, and **WILL DELAY AND MAY PREVENT STUDENTS FROM COMPLETING THEIR PROGRAMS.**
 - Prior to registering, students should make every effort to make all necessary arrangements to be able to attend all sessions (pre-arrange schedules with their employer, schedule back-up childcare, etc.).
 - If a student anticipates that they will need to be absent for multiple days for any reason during their preferred program schedule, they are strongly encouraged to select another schedule that will not impact their attendance.
- **Some examples of occurrences that may cause a student to miss time in their program and incur make-up time include, but are not limited to:**
 - Arriving late, leaving early, returning beyond the time allowed for breaks or lunch;
 - Unscheduled breaks, including leaving the classroom or clinical to answer or make a call;
 - Unplanned dental or doctor appointments;
 - Family emergencies;
 - Childcare issues;
 - Caring for a sick child;
 - Being ill, injured, or under doctor restrictions that prevent participation in the program;

- Conflicting work schedules;
- Conflicting school schedules;
- Traffic delays;
- Hazardous weather conditions;
- Scheduled vacations;
- Being sent home for failure to comply with school dress code/appearance standards, failure to comply with student behavior and code of conduct policies, etc.
- **Understanding that emergencies and extenuating circumstances may unexpectedly impact student attendance, on specific occasions Caregiver Training Institute will allow students attending the didactic classroom portion of their program on campus the opportunity to attend their class virtually so that they can avoid missing class and incurring make-up time.**

Consequences of Missed Time

- **Students are responsible for all material covered in their absences, making up missed time, and for the academic consequences of their absences.**
- Students with makeup time remaining from the class/lab portion of their program **will not be allowed to take their final exam** and proceed into clinical until all the missing time is made up.
- Students with makeup time remaining from clinical **will not be eligible to complete their program until all the missing clinical time is made up.**
- Students who must wait for makeup time to complete their program **risk having their programs delayed, or not being able to complete their programs within the required OSBN timeframe.**
 - In compliance with OSBN regulations, all NA-1 and MA students must successfully complete the clinical portion of the program no later than 120 days following the last date of classroom instruction.
 - It is a condition of the program that CNA-2 students must successfully complete the clinical portion of the program no later than 120 days following the last date of classroom instruction.
 - Students who do not meet the attendance requirement and fail to complete their program within the OSBN regulation required timeframe will be dropped from their program, *without refund*.

Program Makeup Policy

- **MAKEUP TIME IS ARRANGED THROUGH THE SCHOOL BUSINESS OFFICE.**
 - Students will be contacted by the business office Student Services Coordinator and Clinical Coordinator to review makeup options and schedule makeup time.
 - **Students should never contact their instructors or call the clinical facility regarding missed time, tardiness, or scheduling makeup time.**
- **MAKEUP TIME IS NOT GUARANTEED AND MAY NOT OCCUR IN A TIMELY MANNER.**
- **The availability of makeup time is impacted by several factors:**
 - The availability of openings in other regularly scheduled classes;
 - OSBN regulations that set student-instructor class ratios and specify how missed time must be made up; and
 - BOLI employment regulations, which preclude makeup time being scheduled during break or lunch periods.

- All makeup time must be attended under the supervision of an OSBN-approved instructor at Caregiver Training Institute.
- **WHEN AVAILABLE, MAKEUP TIME IS OFFERED AT NO ADDITIONAL COST.**

Program Makeup Options

- **Classroom Time Makeup**
 - **Students who are absent or tardy must make up the time they missed in class in 10-minute intervals on campus.**
 - Students may be provided with a video recording of the class they missed and/or assigned the program material they need to review during their makeup session to meet program required hours of didactic instruction.
- **Lab makeup time will be offered at the school as follows:**
 - Students will be assigned lab makeup time in a scheduled classroom lab to meet program required hours of lab instruction.
 - Missed lab time is made up in 10-minute intervals on campus.
 - Lab makeup openings are dependent upon availability, time-sensitive, and students may only receive a few hours' notice in advance of an opening.
- **Clinical Time Makeup**
 - This makeup option is very limited, and dependent upon availability.
 - **Students who are absent or tardy during clinicals must make up the time they missed in clinical for an entire day in a different available clinical facility in a program cohort with openings.**
 - In the event students have partial clinical hours remaining to be made up, the additional makeup time will be scheduled at the beginning of an available clinical and the student will leave at the beginning of an appropriate break period.

BEHAVIORAL EXPECTATIONS POLICY

It is our policy that all students attending a Nursing Assistant, Certified Nursing Assistant Level 2, and Medication Aide training programs at Caregiver Training Institute will adhere to the behavioral expectations and code of conduct for nursing assistants and medication aides, including the information provided in Oregon State Board of Nursing OAR 851-063-0110 Div. 63, OAR 851-063-0090 Div. 63 (www.osbn.state.or.us).

Prior to training as **NAs, CNA-2s** or **MAs**, all students will be expected to commit themselves and sign statements that they have received Oregon DHS Criminal History requirements / policies and that they have received, reviewed and agree to adhere to all the rules, regulations, policies, terms and conditions as set forth by Caregiver Training, LLC, the OSBN, and the OHA, as listed in all school enrollment materials. All NA-1 students will receive a copy of the Nurse Aide Training Reimbursement form SDS 0451B.

All students will sign an enrollment agreement and financial disclosure statement, criminal background check authorization forms, substance abuse test consent form, a statement certifying to their good health and ability to fully participate in their selected training program, and a statement of acknowledgement and understanding of OSBN and OHA regulations, and Caregiver Training Institute

program policies and rules, that detail student admission requirements, eligibility criteria, program completion requirements, and behavioral expectations. Prior to the clinical rotation, all students will sign statements on confidentiality and abuse & neglect reporting, a code of conduct acknowledgement, a clinical agreement form, and a waiver/indemnity release.

Any violations will subject a student to immediate dismissal from the program, without refund. Reapplying to Caregiver Training Institute training programs will be up to the discretion of the Program Director.

Code of Conduct

Caregiver Training Institute's policy is to provide the best educational experience possible for students to be prepared for the medical field and have a good solid foundation for their future in the field of medicine. The classroom should be a learning centered environment in which faculty and students are unhindered by disruptive behavior. We believe that a student's choice of interaction as a student with cohorts and instructors, as well as the performance in the clinical rotation, is a direct indication of how a student will interact with co-workers and future patients.

- **Students are held accountable for their actions and need to adhere to behavioral and code of conduct expectations. Students must exhibit professional behavior in the business office, classroom, lab, and clinical.** Students must treat their instructors, business office staff, facility staff members, and fellow students with respect and courtesy. *Any demonstrated instances of foul language, threats of harm, confrontational behavior, harassment, fraud, dishonesty, misrepresentation, challenging an instructor's authority, or antagonistic comments to or about anyone can be reason for a student to be dismissed from the program, without refund.*
- **Students must commit to being aware of and comply with all Caregiver Training Institute policies and clinical facility rules.** School policies and clinical rules are covered during information sessions and on the first day of class and clinical. *It is the responsibility of any student who is not clear about what is expected of them during their training to contact the school business office for clarification of school policies and rules.*
- **Students agree that cheating in all forms is against the rules.** The school has a no tolerance policy on cheating. *If caught cheating, students will be terminated from the program immediately, without refund.*
- **Students agree to be on time and attend their class/clinical as scheduled, and to return punctually from scheduled meal periods and breaks.** Being late and/or leaving early hinders the learning process for everyone and may result in the student incurring makeup time.
- **Students agree to limit any unscheduled breaks, and to make and return calls during scheduled breaks periods only.** *Leaving the classroom or clinical to answer or make a call, except during scheduled break times, is prohibited and may result in the student incurring makeup time.*
- **Students agree to comply with school cell phone and electronic communication equipment policies.**
 - Cell phones, smart phones, and other electronic devices must be kept off or in silent mode during instructional time, *unless incorporated as part of the training program as a learning platform and with the permission of the instructor, as a learning aid, for testing, or in structured group learning activities.*

- Cell phones are typically frowned upon in the clinical, and may be prohibited, dependent on facility policy.
- Students can use their cell phones and other electronic communication equipment during non-instructional school time (scheduled lunch periods and breaks), and as an aid during structured group activities with the instructor's permission.
- **Students understand, and agree, not to use social media inappropriately during their training programs.** Please be aware that it is a **HIPAA VIOLATION** to post any information about a facility or facility residents; to take photos of a facility or facility residents; or to post photos of a facility or facility residents on social media sites such as Facebook, Twitter, Instagram, Snapchat, etc. Such actions could result in a fine of up to \$10,000 and/or prison time and will result in a student's immediate dismissal from their program, *without refund*.
- **Students agree to comply with the school appearance and dress code standards.** All students must maintain a clean, neat, and professional appearance and wear the required uniform and footwear. *Students who fail to present a professional appearance and adhere to school appearance and dress code policies may result in the student being sent home and incurring makeup time.*
- **Students agree to take responsibility for their education, demonstrating a willingness to listen, participate, and do the work necessary to pass the course.** Students need to commit to fully participating in the classroom, labs, and the clinical rotation, actively and repeatedly practicing required skills with the goal of successfully passing the state boards and achieving certification through the OSBN. *Any refusal to participate by the student, or arguments with the instructor, can lead to dismissal from the program, without refund.*
- **Students understand, and agree, that they must give themselves the opportunity to succeed, and that doing homework, and coming to class/clinical prepared, is part of this opportunity.** Students who have not completed their assigned homework disrupt classroom learning by asking questions that could have been answered through their assignments. Students who forget common classroom supplies such as a pen and paper, or don't bring their books or medical equipment etc., waste class time.
- **Students understand that the instructor is there to help them succeed and agree to ask for help when they need it.** When asking questions, or making comments, students should keep them related to the discussion at hand. *If a student dominates the class time with too many questions and/or comments, it can derail the instructor's presentation of the material to be covered that day and preclude other students from participating in classroom discussions.*
- **Students agree to not hold private conversations during the lecture portion of the class/clinical time.** Talking during the instruction time is distracting to other students and detrimental to the learning. *Students disrupting classroom/clinical instruction may result in the student being sent home and incurring makeup time.*
- **Students agree to come to class/clinical unimpaired by any recreational drug or alcohol.** Suspicion of drug and/or alcohol abuse use may result in the student being required to submit to a mandatory drug screening test at their own expense before continuation in the program. *Evidence of drug and/or alcohol impairment may result in termination from the program, without refund.*

Abuse and Neglect Reporting

It is the policy of Caregiver Training Institute, LLC to ensure all residents remain free from verbal, sexual, mental and physical abuse, neglect and corporal punishment, misappropriation of property or funds and involuntary seclusion. All Caregiver Training Institute staff members and students are mandatory reporters of potential, real or suspected resident abuse or neglect. **Failure to report potential, real or suspected abuse or neglect is grounds for immediate termination, without refund.**

Definitions:

- **Neglect** – Failure (through action or inaction) to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness to a resident, or a serious disregard of consequences that may result in a clear and present danger to a vulnerable adults’ health, welfare, or safety.
- **Abuse** – The willful infliction (through action or inaction) of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Abuse includes sexual abuse, mental abuse, physical abuse, and exploitation of a vulnerable adult.
- **Injuries of unknown source** – An injury should be classified as an “injury of unknown source” when both following conditions are met:
 1. The source of the injury was not observed by any person, or the source of the injury could not be explained by the resident, and
 2. The injury is suspicious due to the extent of the injury, or the location of the injury (e.g., the injury is in an area not generally vulnerable to trauma), or the number of injuries observed at one particular point in time, or the incidence of the injuries over time.
- **Misappropriation of resident property** – The deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident’s belongings or money, without the resident’s express consent.

Procedures:

- Students will receive resident abuse and neglect education and prevention training within the program. **This education is mandatory for all students.** Training will be completed as part of the classroom portion of the program prior to the clinical rotation. Clinical instructors will reinforce all abuse training.
- Students and staff are required to report any incident of real, suspected, or potential resident mistreatment, neglect or abuse, including injuries of unknown origin, or misappropriation of property to the clinical instructor and then to the Director of Nursing and/or the Administrator immediately. The staff will be notified so that they may assess the situation to ensure the safety of the resident.
- Once the resident’s safety is addressed an investigation will be completed by the nurse and the clinical instructor. The student who reported the incident will assist with the investigation as needed.
- The instructor/preceptor will assist the student in reporting if the student comes to the instructor with information on potential, suspected or real abuse.
- **When to call law enforcement:** Nursing Assistants must follow the chain of command in reporting abuse – they do not report directly to legal authorities. Immediately report suspected sexual assault and/or physical assault to the charge nurse or person in charge of the facility at that time. **Reporting abuse is not an option – IT IS THE LAW.** If action is not taken by a facility

supervisor, then you are required to go up the chain of command until action is taken. If no appropriate action is taken at the facility level, call 911 or 1-855-503-SAFE (7233), the statewide hotline to report abuse or neglect of any adult or child to the Oregon Department of Human Services (ODHS); or call APS/Adult Protective Services – 503-988-4450 (*after hours 503-988-3646*).

- **What to include in the report:** Name of the victim, address of the facility, phone number, charge nurse's name and name of perpetrator, if known.
- **Immunity & Confidentiality:** The identity of the person making a report in good faith or testifying about abuse or neglect is held confidential unless the report is made to law enforcement, or there is a judicial proceeding, or the reporter consents to have their identity revealed.
- A final note – false reporting is a crime. It is a misdemeanor to make a false report or a report in bad faith and the person may be charged.

Examples of abuse and/or neglect include, but are not limited to the following:

- Physical abuse – striking, hitting, kicking, biting, restraining someone against their will.
- Verbal abuse – name calling, cursing, mocking, talking harshly, yelling, obscenities, racial epithets, swearing – any of the preceding when directed toward a resident. Also, mental cruelty such as laughing at the resident or teasing.
- Misappropriation of funds or property – taking or borrowing money or personal items from a resident.
- Corporal punishment and/or involuntary seclusion – closing the resident in the room against their will and/or isolating them from others unless harm is done (that is physical abuse).
- Not following the care plan as outlined (i.e. – not applying a safety device and the resident falls).
- Not reporting suspected or actual abuse or neglect.

COMMUNICATION POLICY

- To meet the academic and administrative needs of the school, Caregiver Training Institute has established **EMAIL AS THE OFFICIAL AND PRIMARY MEANS OF COMMUNICATING** "official" school business to all its' students, enrolled and pre-enrolled.
- "Official" communications are any timely notifications that will positively or negatively impact a student, such as: student record status; financial /sponsorship status; academic progress status; final exam scores; program completion status; attendance/make-up status; conduct/disciplinary status; etc.

CAREGIVER TRAINING INSTITUTE'S OFFICIAL EMAIL ADDRESS IS:

info@thecaregivertraininginstitute.com

- Caregiver Training Institute reserves the right to notify students via email when any action on the student's part may be necessary. Information will be communicated to students via their provided email address.
- Students are responsible for providing the school business office with a current email address, phone number, emergency contact number and home address. *Students must immediately notify the school of any changes or updates to their contact information throughout their training program.*

- Students are responsible for checking, reading, and responding to their emails and voicemails daily to stay current with school-related communications.
- Students have the responsibility to recognize that certain communications may be time critical. *Failure to read and react to Caregiver Training Institute communications in a timely manner does not absolve the student from knowing and complying with the content of the communications.*
- Reported technology issues do not absolve students from responding to official communications sent to their provided email address. *Missing emailed notifications or deadlines as the result of email communication errors due to students providing an incorrect or inactive email address, having insufficient mailbox space, the student's forwarding or redirecting of emails, or emails being returned to school for any reason are not the responsibility of Caregiver Training Institute.*

ELECTRONIC DEVICE USE POLICY

- Students are expected to comply with the acceptable use policies for all personal electronic devices.
- It is the policy of Caregiver Training Institute that cell phones, smart phones, and other electronic devices **must be kept off or in silent mode during instructional time**, unless incorporated as part of the training program as a learning platform, or with the permission of the instructor, as a learning aid, for testing, or in structured group learning activities.
- Students are required to turn off and store cell phones in a book bag, backpack or purse during exams, quizzes, and test review sessions. *They may not be placed on classroom tables, desktops, or on an individual's lap.*
- Leaving the classroom to answer or make a call, except during scheduled break times, IS PROHIBITED and may result in the student incurring makeup time. Students must inform the instructor in advance if there is an urgent or emergency issue requiring them to keep their phone on or to leave the classroom outside of scheduled break periods for a phone call.
- The use of cameras, camera phones and video or audio capable devices IS PROHIBITED in the classroom or clinical environment without advance permission.
- The use of cell phones and electronic devices are typically frowned upon in the clinical environment, and MAY BE PROHIBITED, dependent on facility policy. It is a HIPAA VIOLATION to electronically record any information, photos or videos of a facility or facility residents and post on social media sites. Such actions could result in a fine of up to \$10,000 and/or prison time and will result in a student's immediate dismissal from their program, *without refund*.
- Students with a diagnosed disability or exceptional needs who require electronic devices to complete tests/mid-term examinations/final examinations, must present the Program Director with the appropriate paperwork from Disability Services prior to the start of their program to work out an accommodation for the use of otherwise prohibited electronic devices in the classroom environment. Any distribution of materials is prohibited.

FACILITY USE EXPECTATIONS POLICY

- **BE RESPECTFUL OF PROPERTY** - Students are expected to respect the property of Caregiver Training Institute, Siletz Tribal Business Center, facility partners, school employees, fellow

students, and all other individuals. **Students responsible for defacing, damaging, or destroying property will be assessed the cost of any damages incurred.** If caught stealing, students will be terminated from the program immediately, *without refund*.

- **PROMOTE SCHOOL SAFETY** - Students are responsible for their part in maintaining a safe supportive school environment through their compliance with Caregiver Training Institute and Siletz Business Center rules that monitor and limit access to the school. All visitors entering and leaving the school campus are required to check in and out at the business office.
- **GATED ACCESS** - The Caregiver Training Institute is located in a gated access business complex. The entrance to the school is on 128th St. and the exit is on Stark St. The gates will open automatically upon exiting the school. **Students will receive an access code prior to when they begin class. Visitors will need to pull up to the gate on 128th St and call the school office for an access code.** The school's phone number is listed on the sign located at the 128th St gate.
- **PARKING** - Caregiver Training Institute students and visitors may park in any parking slots in the parking lot, with the exception of those parking spots marked as reserved for CTI Office staff and other Siletz Business Complex tenants
- **SMOKING** - **Smoking is not permitted on campus, or on any exterior walkways or balconies.** Students may smoke a minimum of ten (10) feet away from the building during scheduled breaks in compliance with state and local smoking regulations. **All cigarette butts must be properly disposed of in the available disposal canisters. DO NOT** throw cigarette butts on the ground, in the parking lot, or in landscaped areas.
- **STUDENT LOUNGE** - **A student lounge is available to students at Caregiver Training Institute during lunch/break periods.** The lounge features vending machines, bottled water coolers, refrigerators, microwaves, food prep areas, and group seating. Sinks are available in each classroom. Students are welcome to fill their personal water bottles with water from the bottled water coolers or classroom sinks. Food and/or beverage items stored in the refrigerators should be labeled with the student's name and date. Refrigerators are cleaned out on a weekly basis and Caregiver Training Institute is not responsible for any items that may be lost or disposed of.
- **BE COURTEOUS** - **Students are responsible for cleaning up after themselves in the student lounge so that it is ready for use by the next group of students.** Trash and left-over liquids/food remnants should be disposed of in the designated trash cans; any recycling items in the designated recycling containers. Paper towels are available for wiping up spills and crumbs on tables, cleaning out microwaves, etc.
- **ACT RESPONSIBLY** - **Students are required to assist with clean up after class and labs and follow all posted Classroom / Lab Rules. Classrooms should be ready for use by the next group of students.**
 - Assist the instructor with neatly putting away supplies in their designated containers in the classroom supply cabinet(s) at the end of lab.
 - Make the beds properly, with mannequins placed under the covers.
 - Dispose of trash in the designated trash cans, and recycling items in the designated recycling containers.

DISMISSAL & TERMINATION POLICY

Voluntary

- A student may leave the program voluntarily at any time.
- Program cancellation and refund policies apply to reimbursements for all voluntary terminations.

Involuntary

- Students will be terminated from the program, *without refund*, due to refusal to follow school/facility policies, cheating, fraud, dishonesty, misrepresentation, failure to perform and meet or comply with attendance requirements, suspicion of drug or alcohol use, unacceptable behavior, or conduct that is unbecoming of a CNA or CMA.
- **Under no circumstances will a student be reimbursed when a student is involuntarily terminated from the program.**
- Per OSBN administrative rules, all NA-1 and MA students must successfully complete the clinical portion of the program no later than four (4) months following the last date of classroom instruction. Students who fail to comply with this regulation will be terminated from the program, *without refund*.
- It is a condition of the program that CNA-2 students must successfully complete the clinical portion of the program no later than four (4) months following the last date of classroom instruction. Students who fail to comply with this regulation will be terminated from the program, *without refund*.

APPEAL & COMPLAINT POLICY

If students have a concern about any aspect of their experience, they may follow our appeal / complaint process to seek resolution or be heard.

Informal Complaint Resolution

- The first step should be to try to resolve the issue(s) informally. If a student's complaint is about an instructor or specific staff member at the school, please discuss the issue with them directly. Many issues can be resolved with a simple meeting.

Formal Appeal & Complaint Process

- If student attempts to resolve the issue(s) informally have failed, they have the option to submit a formal written request to the business office addressed to the Program Director requesting a meeting to discuss their situation.
- If students feel they have been unjustly treated; if they want to reschedule or transfer into another class/program once they have already started their program; or if they want to appeal being suspended or dropped from their program, students may submit a written appeal to the Program Director for further review.
- All written appeals will be investigated and addressed as soon as possible. ***Exceptions to school policies are only granted in rare circumstances, and only when all student procedures and requirements are followed.***

Contact the OSBN

- If your attempts to resolve the issue(s) formally at the school have failed and you feel you have been treated unjustly, you have the option to file a complaint with the Oregon State Board of Nursing (OSBN) using the following link:

<https://www.oregon.gov/osbn/pages/complaint.aspx>

STUDENT FEEDBACK POLICY

It is the goal of Caregiver Training Institute and staff that all our students are satisfied and enriched with the quality of education they receive at the school. It is our hope that our students will move onward into a satisfying and rewarding career, and we have played a part in their success.

Student Program Evaluations

Program evaluation forms are offered to registered students of classes taught at Caregiver Training Institute at the conclusion of their programs. All program evaluations are voluntary and completely confidential. They are a great place to share information about your educational experience with a program (*quality of instruction, classroom climate, clinical experience, and faculty / office staff*). We are always working on improving our services and the student experience, so if you have a suggestion for us, please be sure to share it on the program evaluations.

Compliments and Recognition

We would also love to hear from you about what we did well! The best way to compliment or recognize a Caregiver Training Institute faculty or staff member, or to highlight a positive experience you had at the school, is to share it Online (*Facebook, Instagram, indeed, Google, OregonLive, Yelp, etc.*), or to provide signed and dated written feedback to front office staff, who will share your input on our Facebook page.

STUDENT RECORDS

- Student records are the property of Caregiver Training Institute and are kept for seven (7) years.
- All documents in the student folder are legal documents.
- A student may review their student file by submitting a written request to view their file. *The office requires 24-hours' notice.*
- Copies of student final exams, answer sheets, and skills sheets will not be given to students at any time.
- Students do not pay a fee for copies of their instructor classroom/clinical evaluation sheets; immunization record(s); AHA BLS CPR card; payment receipts; or certificate of completion.