

Nursing Assistant Program



Student Handbook 2024-2025

- Core Values -

Excellence

Integrity • Innovation • Compassion • Respect

Life-Long Learning • Student Centered • Leadership

SADDLEBACK COLLEGE NURSING ASSISTANT PROGRAM STUDENT HANDBOOK

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FORWARD

The Nursing Assistant Program supports students' educational and professional goals.

The following information is provided as a resource to assist in understanding the policies of the program.

The Nursing Assistant Programs adheres to the same rules, regulations, and philosophy as described in the college catalog, student handbook and schedule of classes. Additional policies are necessary, as this program must also meet both the standards established by the California Department of Public Health (CDPH) and the clinical facilities in the community that the program contracts with.

I. PROGRAM INFORMATION

A. History of the Nursing Assistant Program as Saddleback College

Saddleback College Nursing Assistant Program (CNA) was founded in 2020. Saddleback College received approval from the Department of Public Health, State of California (CDPH), following Title 22 regulations, to provide this training program. Saddleback College has an excellent reputation in the surrounding community for all health care programs and the Nursing Assistant Program strives to maintain this reputation.

B. Philosophy of the Nursing Assistant Program

The Saddleback College Nursing Assistant Program's mission, beliefs, philosophy, and outcomes are congruent with that of Saddleback College and the South Orange County Community College District. The faculty strive to maintain a mutually beneficial relationship that values critical thinking and encourages flexibility for both the faculty and students in meeting the needs of the community.

The faculty believes that each person is a unique individual influenced by his/her culture, ethnicity, sexual identity, socioeconomic status, and the environment in which he/she lives. One's behavior is motivated by basic needs that are common to all people. Wellness results when these needs are satisfied. Illness results when threats to one or more of the basic needs produce consequences that are beyond the individual's capacity to cope.

Nursing care at all levels is the establishment of a therapeutic interpersonal process that assists the individual's basic needs. It is a profession that requires creativity, inquisitiveness, and knowledge in utilizing the critical thinking to provide care that will assist clients meet their basic needs and attain their potential.

The nursing assistant curriculum at Saddleback College prepares the student to take the State Certification Exam, also known as the National Nurse Aid Assessment Program (NNAAP). Students who successfully pass the NNAAP exam and meet all the CDPH requirements may become a State Certified Nursing Assistant. Courses in lecture, on-campus skills, professional development, hands-on experience as well as courses in communication skills provide a foundation for the nursing assistant curricula. The nursing assistant courses are based on the major concepts of Maslow's Hierarchy of Basic Needs, the Nursing Process, and therapeutic communication.

The faculty is committed to incorporating into their teaching methodology an awareness of individual differences of students including their cultural and ethnic backgrounds, learning styles, goals, and support systems. The faculty believes that learning is facilitated when students are actively involved in the learning process and assume an environment conducive to learning, seeks out learning experiences appropriate for the student, and acts as a resource person.

C. Program Objectives

Upon successful completion of this program, the Nursing Assistant student will:

1. Understand the minimum standards for competency set forth in The California Code of Regulations, Title 22.
2. Competently perform basic nursing and personal care skills for residents from diverse and multicultural backgrounds.
3. Use critical thinking as a basis for effective decision making.
4. List and describe career opportunities available to them as a CNA.
5. Promote resident's rights and independence.
6. Communicate effectively with residents, families, and members of the health care team.
7. Be prepared to take the National Nurse Aide Assessment Program (NNAAP) test.

D. Curriculum Design

The content of the curriculum is reflected in the program and course objectives. These objectives are based on the standards of nursing assistant practice as defined by the California Code of Regulations, Title 22, and the California Department of Public Health Services (CDPH) guidelines. The Omnibus Budget Reconciliation Act (OBRA) regulations were also incorporated in the development of the curriculum. The course descriptions and program of learning listed in the college catalog reflect these content areas.

E. Program Student Learning Outcomes (SLO)

Systematic evaluation of the Nursing Assistant program is utilized for the development, maintenance and revision of the program and program outcomes. Program outcomes that measure the effectiveness and quality of the program are focused on the benefits to the student, employer, and community. The following outcomes have been identified:

SLO 1: Identify the concepts required by the State of California and presented in the Certified Nurse Assistant Training Program.

SLO 2: Demonstrate the ability to advance to the Certified Nurse Assistant Practicum course.

SLO 3: Apply the concepts required by the State of California and presented in the Certified Nurse Assistant Training Theory course in the clinical setting under supervision of a registered nurse.

SLO 4: Successfully complete 100 hours of practical experience safely and competently.

II. POLICIES AND PROCEDURES

A. Admission Policies

The governing Board, superintendent/president, faculty, and staff commit to actively pursuing equity for Saddleback College students of all ages, disabilities, diverse cultures, and alternate lifestyles through the implementation of the goals and objectives of the Student Equity Plan.

Saddleback College's Student Equity plan may be accessed by clicking [here](#). Being sensitive to the personal, professional, and esthetic needs of its diverse populations and cultures, the college will incorporate into its educational process the richness of world cultures, languages, ethnic, and artistic pluralism that is strongly represented within our community.

We commit to respecting, celebrating, and integrating students' diverse cultures into all phases of campus life. We will provide leadership in creating a climate to ensure that all students, faculty, staff, and administrators share in the implementation of Saddleback College's equity goals.

Prospective students are encouraged to consult the Saddleback College catalog and webpage for information as to admission to the College and to the Nursing Assistant Program. The Nursing Assistant Program webpage may be accessed by clicking [here](#). The Nursing Assistant Program may be contacted at scna@saddleback.edu with additional questions. The student wishing to apply should make an appointment with Saddleback Counseling Services at (949) 582-4572, who will advise them regarding pathway options and processes. Information sessions are scheduled throughout each semester so that all prospective students may gain the correct knowledge about the program and get all their questions answered. Prospective students must attend one information session and have requirements met as outlined in the information session to gain admission into the Nursing Assistant Program. Information dates and times are updated on the program webpage and are open to the public.

Student must submit an electronic application through the link provided on the program webpage during the application period timeframe. Student applicants will be chosen from a random selection process when the application period ends and will be notified of their provisional acceptance or acceptance as an alternate (alternates will be expected to complete mandatory orientation/fingerprinting/health clearances) for the program. For more information, please attend one of the information sessions prior to applying.

B. Health Clearance and Physical Examination

All students are required to obtain a "Program Clearance" through the Student Health Center prior to starting the program. The Mandatory Health Assessment and Physical Exams must be completed within 6 months of starting the program. Requirements are outlined on the Mandatory Health Assessments and Immunity Status Requirements packet from the college's webpage. The following list also outlines the items required by each student for "Program Clearance": physical examination, 2-step TB skin test or TB Gold blood test or TB chest x-ray (if indicated), current season's influenza, Tdap, and proof of full COVID-19 immunization with booster. For physical exams, the health examination & recommendation form must be signed by a Health Care Provider (physician, physician's assistant, or nurse practitioner) indicating that the health care provider attests the student does not have any health condition(s) that would create a hazard to themselves, employees, or patients. These requirements are subject to change as the clinical facilities requirements change.

Students will be given a deadline date by which the "Program Clearance" for health requirements must be completed and submitted to the Program Director. Students who do not complete the health clearances by the deadline date will not be allowed to register for the program courses and will not be considered for entrance into the program. Deadlines are subject to change. In the event that a student withdraws from the program, a new "Program Clearance" must be completed through the Student Health Center if the student has been out of the program for longer than 1

year, or will be taking a break for more than one semester, or if the initial physical exam was completed within 6 months before the start of the program.

Students enrolled in the program who develop a new health problem or condition will be required to bring a medical release form immediately from his/her physician. This is to clear the student to continue in the program, not to excuse an absence.

C. Background checks and Drug screening

1. Upon acceptance into the program with clinical requirements, students will be required to obtain a criminal background check and drug screening. The Division of Health and Wellness will designate an approved vendor(s) to conduct criminal background checks and drug screening. Students will be provided guidelines on how to apply for their background check/drug screening and the cost.
2. Results from a vendor other than those designated by the Division of Health and Wellness to conduct criminal background checks/drug screening will not be accepted. Applicants must contact the designated vendor(s) and comply with instructions for authorizing and obtaining these requirements.
3. Students will be given a deadline date by which the background check/drug screening results must be completed and submitted to the Program Director. Students who do not complete a background check/drug screening by the deadline date will not be allowed to register for the program courses and will not be considered for entrance into the program. Deadlines are subject to change.
4. Students who have a positive result in their drug screening will not be allowed to register for the program courses and will not be considered for entrance into the program.
5. Any applicant/student whose report indicates a positive result in their criminal background check will receive notification by email and certified letter from the Division of Health and Wellness office within seven (7) business days. Applicants/students are required within seven (7) business days of the emailed notification to schedule a time to discuss the findings with the Assistant Dean or Dean (or designee) with the Division of Health and Wellness. Following that meeting, the applicant/student will be notified of the decision within seven (7) business days regarding whether the applicant/student may continue or begin the program or be dismissed from the program. If the student is dismissed, those who have a recorded offense/arrest that are above a misdemeanor traffic citation and/or are still on probation may re-apply to the program when probation is complete. Students will need to repeat their background check upon acceptance into the program after completing probation.
6. Students who have completed a background check through Saddleback's processes; and who have been accepted into a program; and will be placed at an off-site affiliate have an affirmative duty to disclose any changes to their backgrounds. This includes any charges that are above a misdemeanor traffic citation. The student must report to the Chair and Assistant Dean or Dean within 24 hours of an incident. If it is made known to them by a student, Directors/Chairs must report any violations on a student's

record to the Dean or Assistant Dean for review. Current felony/misdemeanor convictions shall be made known within 24 hours of the conviction as evidenced by court documentations to the Dean or Assistant Dean of Health and Wellness. The Assistant Dean or Dean (or designee) shall meet with the student within two (2) business days.

7. In the event that a student withdraws from the program, the background check/drug screening must be repeated upon re-entry into the program if the student has been out of the program for longer than 1 year or will be taking a break for more than one semester.
8. This policy applies to all facilities held to the Department of Health & Wellness, State of California and/or Joint Commission standards. Other non-Joint Commission facilities may require similar background checks. Individual programs will comply as needed.

D. Basic Life Support (BLS) Card

Students are required to have a current CPR card (“BLS Provider/Healthcare Provider”) from the American Heart Association before enrolling in the nursing assistant program. BLS/CPR cards are stated to be valid for 2 years and must remain valid/non-expired while the student is attending the program. No other provider will be accepted.

E. Grading Policy

The Nursing Assistant Program utilizes a standard grading scale. The grade given for the course includes both theory and clinical performance. All assignments in both courses must be completed in their entirety and submitted in order to receive a grade.

1. A 75% theory grade must be achieved in order to pass the course with a minimum grade of “C” and is not rounded up (i.e., 74.9 is a 74.9%). Grading will be on an absolute scale:

90	-	100%	A
80	-	89%	B
75	-	79%	C
60	-	74%	D
59% or below			F

*The Nursing Assistant Program faculty do not give plusses or minuses.

2. A grade of “C” or better is required in the nursing assistant course for progression in the program to clinical practicum and to complete the program.
3. Lab/Clinical grading is pass/no pass (P/NP). If a student fails the clinical section of a course, the maximum grade to be assigned in clinical is “NP”. Clinical performance evaluations are administered throughout the semester. These evaluations are satisfactory/unsatisfactory. Unsatisfactory clinical performance evaluations at the end of the course, constitutes a failure in clinical.

4. A failure/NP in Lab/Clinical or a grade less than 75% in theory requires repeating the entire course. Both theory and clinical courses must be passed to complete the program. A student may repeat the theory component of the program up to three times.
5. A written notification will be given on a counseling flow sheet if the student is not maintaining acceptable academic standards prior to a withdrawal. Any student receiving a counseling flow sheet may be dropped from the course. If a pattern of identified unsatisfactory behavior is documented, the student may be failed with only one counseling flow sheet during a semester. A student may be failed with only one incident if that incident is a severe departure from the standards expected of a student at their level. (See Counseling Flow Sheet, Appendix A).
6. In any course of instruction in a community college district for which grades are awarded, the instructor of the course shall determine the grade awarded to each student. The determination of the student's grade shall be final, in the absence of mistake, fraud, bad faith, or incompetency.
7. Students who withdraw from the Nursing Assistant Program must meet with the Program Director for advisement purposes. An advisement plan will be made to facilitate success should the student re-enter the program in the future.
 - a. Students desiring re-entry into the Nursing Assistant Program are also required to complete a Re-Entry Petition form and submit it to the administrative office. Re-entry is contingent upon completing the advisement plan.
 - b. All nursing assistant students desiring re-entry must re-apply to the program.
 - c. Eligible students will be readmitted on a space-available basis.

F. Testing

1. No make-up tests/quizzes will be given.
2. Quizzes related to preparatory assignments may be given at any time during the session. These points will be added to the total possible points for the session.

G. Attendance

As approved by the Department of Public Health, students must complete a minimum of 100 verified clinical hours, 60 verified theory hours and 20 hours of skills lab for the CNA program. There is no make-up of either theory, clinical or skills lab in this program. If any time is missed in lecture, clinical or skills lab; the student will be unable to continue in the program. They may re-apply in the next program and be admitted if there is space available and they are in good standing.

Absence from Clinical Lab and/or Lecture:

1. In the event of an absence, students will *not meet* the requirements to complete the program.

2. The student is responsible to notify the instructor when/if an absence is unavoidable, one hour prior to the beginning of class.
3. A “no-call-no show” is highly unprofessional and is considered unacceptable behavior for Nursing Assistant students. This may result in immediate dismissal from the program and may be a consideration in allowing the student to repeat the program.

Tardy to the clinical lab and/or Lecture:

1. Excessive tardiness is unprofessional and is considered unacceptable behavior for Nursing Assistant students and may result in dismissal from the program.
2. Any student who is more than 5 minutes late to any theory, clinical or skills lab setting will be considered “tardy”. Three tardie's is considered an absence and the student will be dismissed from the program for attendance issues.

H. Prerequisites/Corequisites

The Nursing Assistant courses must be taken concurrently, the theory course is the corequisite to the clinical course. The theory course (N422NC) must be completed with a minimum of “C” to continue in the clinical course (N423NC). The clinical course must be completed with a minimum of a “Pass” to complete the program.

I. Uniform Policy

1. The student must wear uniform pieces specifically chosen for Saddleback College from the uniform provider.
2. Uniforms must have a professional appearance and be appropriate for height and weight. All students will have uniform top (shirt) and pant.
3. Picture ID approved by the College must be worn above the waist, in clear vision, at all times in the clinical area.
4. Students must wear clean, low-heeled, rubber-soled white shoes with both the toes and heels enclosed. If shoes have laces, they must be white. All non-porous, white leather activity shoes (without color accent or logos) are acceptable. High top and partial heel, clog type shoes are not permitted. Per OSHA guidelines, shoes must be clean, low heeled, rubber-soled with both the toes and heels enclosed.
5. When wearing uniform pants, white socks are required.
6. Uniform approved long sleeved, plain white tee shirts are permitted under uniforms for warmth.
7. Hair must be neat, worn off the face, and off the collar. Neatly braided hair is acceptable. Care must be taken that any braided hair or ponytail does not fall into the work area or

the patient's face. Hair color must be of a naturally occurring color. Head bands must be discrete and subtle. No other hair accessories may be worn.

8. Facial hair must be neatly trimmed and close to the face. Beards must be trimmed to jaw line. If students are required to wear face masks and/or N-95 masks, facial hair may be asked to be removed for proper mask fitting and infection control provisions.
9. Nails must be neat, short, and trimmed. Artificial nails or gel are prohibited. Nail polish is acceptable. Color must be subtle and polish in good repair. Specific hospital/facility policy must be followed.
10. Make up may not be excessive but is to be applied so that a natural look is conveyed.
11. Jewelry:
 - a. One pair of small, discrete stud earrings may be worn
 - b. For safety, no dangles or hoops are allowed
 - c. Visible body piercing (other than lower ear lobes) may not be worn in the clinical setting under any circumstances
 - d. Wrist watches must be a moderate size and have a sweeping-second hand
 - e. Wedding and/or engagement rings may be worn, and no other jewelry may be worn
12. Tattoos must be completely covered, whenever possible.
13. No perfume or cologne is allowed.
14. Good hygiene is expected; this includes, but is not limited to, clean hair and the absence of body odor, halitosis and/or smoking odor.
15. While providing patient care, the following items may be necessary:
 - a. Blood pressure cuff, stethoscope, gait belt with metal buckle and a small notebook with a black ball point pen
16. When a uniform is not required, students must dress in a professional manner (i.e., no low-cut blouses, bare midriffs, see-through clothing, etc.)
17. When applicable, compliance with assigned clinical agency's policies for students is required.
18. Nametags are **MANDATORY** both while on and off-campus in the clinical setting. A student who arrives at clinical without the appropriate college name badge will not be granted access and may be subject to the attendance policy.

J. Academic Dishonesty

Students may be disciplined for one or more of the following causes relating to academic dishonesty. Further details about student code of conduct are available in the Saddleback College Catalog.

1. Cheating is the use of any unauthorized materials, or information in academic work, records or programs, the intentional failure to follow express directives in academic work, records, or programs, and/or assisting others to do the same including, but not limited to, the following:
 - a. Knowingly procuring, providing, or accepting unauthorized examination materials or study aids.
 - b. Completing, in part or in total, any examination or assignment for another person.
 - c. Knowingly allowing any examination or assignment to be completed, in part or in total, for himself or herself by another (e.g., take-home exams or on-line assignments which have been completed by someone other than the student).
 - d. Copying from another student's test, paper, lab report or other academic assignment.
 - e. Copying another student's test answers.
 - f. Copying, or allowing another student to copy, a computer file that contains another student's assignment, homework lab reports, or computer programs and submitting it, in part or in its entirety, as one's own.
 - g. Using unauthorized sources of information such as crib sheets, answers stored in a calculator, or unauthorized electronic devices.
 - h. Storing answers in electronic devices and allowing other students to use the information without the consent of the instructor.
 - i. Employing aids excluded by the instructor in undertaking course work.
 - j. Looking at another student's exam during a test.
 - k. Using texts or other reference materials (including dictionaries) when not authorized to do so.
 - l. Knowingly gaining access to unauthorized data.
 - m. Altering graded class assignments or examinations and then resubmitting them for regrading or reconsideration without the knowledge and consent of the instructor.

2. Falsification involves any conduct in academic work, records or programs that is intended to deceive, including, but not limited to, the following acts:
 - a. Forging signatures on official documents such as admissions cards and financial aid applications.
 - b. Changing or attempting to change official academic records without proper sanction.
 - c. Misrepresenting or falsifying successful completion prerequisites.
 - d. Providing false information, such as immigration materials, during the admission or matriculation process.
 - e. Falsifying one's identification or falsely using another's identification.
 - f. Logging in or otherwise gaining access to a computer, computer network or protected web site using the password or identity of another.
 - g. Citation of data or information not actually in the source indicated.
 - h. Including in a reference list of works cited a text or other information source which was not used in constructing the essay, paper, or other academic exercise.
 - i. Submission in a paper, lab report or other academic exercise of falsified, invented, or fictitious data or evidence, or deliberate and knowing concealment or distortion of the true nature, origin, or function of such data or evidence.
 - j. Submitting as the student's own work any academic exercises (e.g., written work printing, sculpture, etc.) prepared totally or in part by another.
 - k. Taking a test for someone else or permitting someone else to take a test for a student.

3. Plagiarism is any conduct in academic work or programs involving misrepresentation of someone else's words, ideas, or data as one's original work, including, but not limited to, the following:
 - a. Intentionally representing as one's own work the work, words, ideas or arrangement of ideas, research, formulae, diagrams, statistics, or evidence of another.
 - b. Taking sole credit for ideas and/or written work that resulted from collaboration with others.
 - c. Paraphrasing or quoting material without citing the source.

- d. Submitting as one's own a copy of or the actual work of another person, either in part or in entirety, without appropriate citation (e.g., term-paper mill or internet derived products).
- e. Sharing computer files and programs or written papers and then submitting individual copies of the results as one's own individual work.
- f. Submitting substantially the same material in more than one course without prior authorization from each instructor involved.
- g. Modifying another's work and representing it as one's own work.

K. Dismissal, Reinstatement and Disciplinary Action

Dismissal - Students may be dismissed from the program if they fail to:

1. Maintain acceptable academic standards.
2. Maintain acceptable clinical performance standards.
3. Maintain acceptable attendance standards.
4. Meet the prerequisite requirements of the course (physical, CPR, fingerprinting, etc.).
5. Meet the requirements of the Saddleback College District Student Code of Conduct (See Saddleback College Catalog by clicking [here](#)).

A student who is dismissed from the Nursing Assistant Program may be reinstated in the program at the next available entry point, *providing that there is space available, and, in the judgement of the Program Director, the problem associated with the dismissal has been appropriately resolved.*

Students are entitled to grieve. Procedures governing the grievance process including the request for grievance by the student, time limitations, and the hearing process, can be found in this handbook, the Division of Health and Wellness handbook and/or the District [AP 5530](#) grade grievance policy.

In the cases where a waiting list exists, applicants will be placed according to date of Re-entry Application. If application dates are the same for two or more students, a random draw will be utilized to determine placement.

Initiation of the Disciplinary Process:

A request for disciplinary action may be initiated in writing by district employees. When there is a violation of the Student Code of Conduct, the following procedures will be followed:

1. If the conduct occurred in the classroom, the instructor may remove the student from his or her class for that day and the next class meeting if the student interfered with the instructional process. Removal must be reported to the disciplinary officer immediately. If the student is a threat to self or to others, the instructor must contact Campus Police

immediately. If the student removed is a dependent minor, the instructor may request that the student's parent or guardian attend a parent conference regarding the removal. Upon removal of a student, the instructor will give the student verbal and/or written notice of the reasons for the removal.

2. If the conduct did not occur in the classroom, the district employee discovering the conduct will report the incident to the disciplinary officer and submit a written report on the appropriate form (i.e., Conduct Referral form). The report should include (a) date of the conduct, (b) location, (c) names of witnesses, and (d) a detailed explanation of the alleged misconduct along with a description of efforts made to correct behavior or action taken by employee.
3. When the report of alleged misconduct is sent to the disciplinary officer, the officer will evaluate the information to determine if it alleges a violation of the District's student conduct policy and/or regulations. If the disciplinary officer determines that the report supports such allegations, a meeting will be requested with the student to provide the student an opportunity to respond to the allegations.
4. The disciplinary officer will review all documentation related to the case to make a determination if disciplinary action is required
5. The disciplinary officer will send a notice by certified mail to the student charged with the violation when suspension or expulsion is recommended. This notice will include a written explanation of the incident and the charges that have been made (i.e., the specific conduct involved, and the specific regulation(s) alleged to have been violated.
6. The disciplinary decision is final and it is immediately in effect unless it involves termination of State and/or local financial aid, suspension, or recommendation of expulsion, in which case the student may appeal the decision to the Disciplinary Hearing Panel within ten days. In cases referred to the Panel by the disciplinary officer or in cases where the decision is appealed to the Panel, the procedures in Section V will be followed. The student may accept the penalty of suspension or expulsion without further hearing and without admitting participation in the conduct charged.

Range of Disciplinary Actions:

1. Verbal reprimand: A warning that the conduct is not acceptable.
2. Written reprimand: Becomes part of the student file for a minimum of five years or longer at the discretion of the disciplinary officer and is considered in the event of future violations.
3. Mental Health Clearance: Mental health clearance may be required before a student is readmitted to a particular class or allowed to be on district property. The disciplinary officer (or designee) must receive a letter from a licensed mental health professional stating that in his or her professional judgment, the student will no longer continue the behavior which gave rise to the disciplinary action or that the student's presence on campus is not a threat to himself or herself or others. The mental health professional must

be licensed by the State of California. The student shall bear the cost and expense of obtaining mental health clearance.

4. Disciplinary Probation: A specific period of conditional participation in campus and academic affairs, which may involve any or all of the following:
 - a. Ineligibility for all student government roles;
 - b. Removal from any student government position;
 - c. Revocation of the privilege of participating in district and/or student-sponsored activities;
 - d. Ineligibility for membership on an athletic team;
 - e. Limitation of courses and/or instructors the student may take.
5. Suspension: The Board of Trustees or the disciplinary officer may suspend a student for cause as provided in the Saddleback College Catalog. Suspension may involve:
 - a. Removal from one or more classes for the remainder of the academic term.
 - b. Removal from all classes and activities of the District for one or more terms. During this time, the student may not be enrolled in any class or program within the District.
6. Expulsion: The Board of Trustees may expel a student for cause as provided in Section five (5) when other means of correction fail to bring about proper conduct or when the presence of the student causes a continuing danger to the physical safety of the student or others. Expulsion will be accompanied by a hearing conducted by the Disciplinary Hearing Panel.

L. Grievance and Appeal Procedures

The program seeks to promote an honest, open, and safe learning environment for all individuals who seek higher education. Students will conduct themselves with respect for others, the institution, and the equipment and operations. Students who have been temporarily or permanently dismissed from the program may appeal the decision as outlined below.

Informal and Formal Grievance Process – Current Health Science Student Process:

Students who wish to file a grievance may follow the Health and Wellness Division due process guidelines (informal) and/or District [AP 5530](#) (formal). The three scenarios described below trigger HSHS due process (See Figure 1.1).

1. Formal AP 5530: The District AP 5530 is the formal grievance process and is applicable District's enumerated issues (i.e., grades, student disciplinary actions). Students have the option to use the HSHS informal process before using the formal District process.

2. Program Formal Grievance Process: Student: Student conduct may initiate sanctions and grievance processes that are not covered under the District AP 5530. This occurs when a student breaches the department policies and regulations (i.e., dismissals for patient safety violations, failures in the remediation processes, HIPAA violations, LOA breaches, re-admission denials and so on). The procedural due process outlined below ensures both fair and equitable outcomes for all health science students.
3. Dual Grievance Processes: Students should be aware that parallel process for disciplinary matters can occur and they must file appeals through both processes. For example, if a student is impaired and cannot perform safely at a clinical site, AP 5530 is triggered along with the program's policy (i.e., breach of behaviors at the clinical site, violation of patient safety). In such a case, a student could be dismissed from the program while also going through the District disciplinary process and receiving District related sanctions. In these cases, students may need to address the District disciplinary process and grievance procedures while also activating the HSHS grievance process for a program dismissal.

Deans, directors, and chairs will assist students when separate grievance processes occur and how to proceed through the processes. The Division of Health and Wellness guidelines outlined below are instituted to ensure students receive procedural due process ensuring both fair and equitable outcomes for all health science students.

Students have a right to continue in their educational progress. No student may be “dismissed” from a program unless the Assistant Dean or Dean have been notified and the student has been afforded due process. Notwithstanding that a student may be removed from a clinical site and would fail the course, students may not be compelled to drop or withdraw a course.

The Division of Health and Wellness due process is as follows:

1. Students who have a grievance should first address the issue with his/her faculty member within five (5) instructional days of when the event occurred or when the student became aware of the issue. The student must inform the director/chair/dean of a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the student will be informed.
2. The process may be accelerated due to exigent circumstances. The student, faculty, and/or director should inform all individuals if a fast-track process is needed and explicitly agree upon a timeline that will not irreparably harm the student's progress in the program. All efforts should be made not to negatively impact a student's progress if at all possible while the grievance process is occurring
3. The faculty shall meet with the student within two (2) instructional days but no longer than ten (10) instructional days and respond to the student within two (2) instructional days but no longer than ten (10) instructional days unless the student would be irreparably harmed by a delay. If so, the student and the faculty shall consult with the program director/chair for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the program director/chair.
4. The program director/chair shall meet with the student within two (2) instructional days

but no longer than ten (10) instructional days and respond to the student within two (2) instructional days unless the student would be irreparably harmed by a delay. If so, the student and the program director shall consult with the dean for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the assistant dean. Appointments shall be coordinated through the senior administrative assistant, who will ensure due process has been followed and provide the student with a form to complete in advance of their meeting with the assistant dean.

5. The Assistant Dean shall meet with the student within five (5) instructional days and respond to the student within five (5) instructional days unless the student would be irreparably harmed by a delay. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the Dean. Appointments shall be coordinated through the senior administrative assistant, who will provide the student with a form to complete in advance of their meeting with the Dean.
6. On the day of the scheduled meeting, the student will be asked to report 10-15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the dean will review the student's written narrative of the factual events and the requested remedy during the first meeting. The dean shall conduct a complete thorough investigation and respond to the student within five (5) instructional days unless the student would be irreparably harmed by a delay.
7. In the department formal process, the dean's decision is final.
8. In the informal AP 5530 process, if the student is not satisfied with the outcome, the student shall then proceed with the College's formal process found in AP 5530. Students shall be notified at every step in the informal AP 5530 process of the next step and the option to file a formal grievance.
9. The Division and Department due processes do not supersede any process or policy found in other District publications, policies, or procedures. District policies AP 5530 are primary for all grade grievances. If conflicts occur, the District process shall supersede the Division process.
10. If a student perceives that he/she cannot discuss the matter with either the faculty member chair or director, the student must explain why in the written narrative to the assistant dean or dean.
11. This process is not used for any Title IV, IX, or ADA complaints. Students are recommended to reach out to the assistant dean or dean for guidance in these cases. These shall be fast-tracked, and the assistant dean or dean shall meet with the student within one business day.

Informal Grievance Process – Program Candidate or General Public:

If a program candidate or someone from the general public wishes to grieve or file a complaint, the following process will apply:

1. If requested, the Assistant Dean shall meet with the individual within five (5) instructional days and respond to the individual within five (5) instructional days unless the delay would cause irreparable harm. The individual must inform the assistant dean of

a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the individual will be informed.

2. Appointments shall be coordinated through the senior admin, who will provide the individual with a form to complete in advance of their meeting with the dean.
3. On the day of the scheduled meeting, the individual complainant/grievant will be asked to report 10-15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the Dean will review the written narrative of the factual events and the requested remedy during the first meeting.
4. If the individual is not satisfied with the outcome, the individual shall then proceed to meet with the dean. The dean shall confer with assistant dean prior to the meeting. If the complainant/grievant is not satisfied with the dean's decision, he/she/they shall proceed with the College's formal process depending upon the issue.
5. Alternately, if the individual wishes to remain anonymous, he/she/they may complete the form and email the document to schshs@saddleback.edu or drop it off to the Division of Health and Wellness office located on the campus.
6. This information shall be posted on the Saddleback HSHS website.

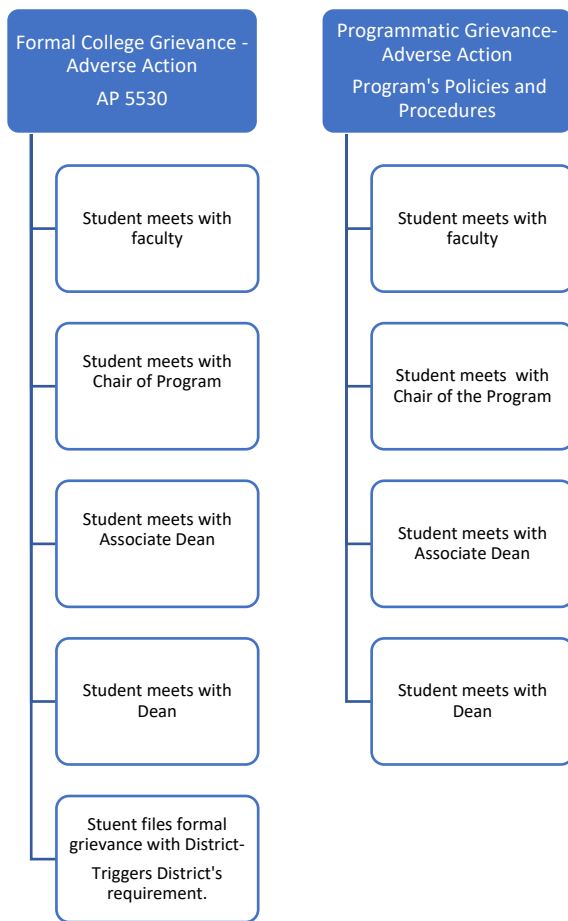


Figure 1.1 Dual Grievance Processes

M. Substance Abuse and Emotional Illness

The Nursing Assistant Program follows Saddleback College's Catalog policies relating to substance abuse and emotional illness. Impaired nursing assistant students may pose a danger to themselves, other students, faculty, and clients. Student safety is the primary concern when dealing with substance abuse and emotional illness.

It is the intent of Saddleback College to maintain an environment free from the effects of substance abuse. Violation of these policies are grounds for disciplinary action from the College. The program requires that students remain drug-free while on campus or engaged in any program related activity. Manufacture, sales, distribution, dispensation, possession, or use of alcohol, controlled substances, intoxicants, or abusing or overdosing prescription or non-prescription over the counter medications, by program students on campus, at program functions, clinical rotations, or while conducting business related to the program are prohibited except as permitted by law. Students suspected of impairment by illegal or legal substances while on campus will be evaluated by program personnel, student health center and/or the college police department. Students suspected of impairment by illegal or legal medications while in clinicals will be evaluated by program personnel, will not be allowed in the clinical setting, and will be sent home with arranged transportation. A student excluded from class or clinical must meet with the Program Director (or designee) and may not return to class or clinical until authorized to do so. The Program Director (or designee) may also refer the student to the Dean of the Division of Health and Wellness or the Vice President of Student Services. Students who are deemed impaired by intoxication from any substance may face disciplinary action up to and including criminal arrest for public intoxication.

Students dropped from the program under this policy may be considered for re-entry with no guarantee and on a space availability basis. The following guidelines are used when considering readmission:

- a. Furnish evidence of participation in a recovery or rehabilitation program for a minimum of 6 months
- b. Contract to continue active participation in a recovery program and remain clean and/or sober.
- c. Submit a petition for readmission to the Dean of the Division of Health and Wellness and/or the Vice President of Student Services.

Students who approach program personnel to admit to a problem with substance abuse will be referred to student health services for follow-up and assistance. Continuation in the program will be determined by the amount of assistance required.

N. Transportation

Each student is responsible for his/her own transportation and parking. Instructors are not permitted to transport students in their private cars. Students are encouraged to carpool and should not rely on only one means of transportation. Student assignments to clinical cannot be made on the basis of carpools.

O. Student to Faculty Ratio

The Nursing Assistant Program faculty-student ratio complies with the Department of Public Health, State of California program regulations. In theory courses, the number of students is determined by the Program Director and Dean of the Division of Health and Wellness in collaboration with the faculty. The class size is determined each semester based on grant requirements, availability of clinical agency placements and funding.

In clinical courses, the student-faculty ratio averages 15:1. This ratio in the clinical setting shall be based on the following:

1. Requirements established by the Department of Public Health, State of California
2. Requirements established by affiliated clinical agencies

P. Clinical Facility and Affiliation Policies

1. Students must adhere to clinical facility policies.
2. Operation of cell phones is not permitted inside the facility.
3. Students are not to leave the clinical facility during clinical hours. Disciplinary actions will occur if a student leaves the clinical site for any reason without notifying the instructor. Exceptions such as: field trips, skills or simulation lab, or specialized clinical experiences will be clarified by the instructor. Students may go to their car with instructor permission.

Q. Emergencies, Accidents, and Illnesses

On Campus - All accidents that occur during on campus activities involving personal injury and/or damage to equipment must be reported immediately to the Instructor or Program Director. For all on-campus emergencies, contact Campus Police Emergency - Cell Phones: (949) 283-2633 and (949) 283-2635 or dial the Campus Police at ext. 4444 from a campus telephone.

1. Accidents involving personal injury must be reported immediately to clinical instructors for facilitation of medical care and necessary forms. These forms will be submitted to the Saddleback College Risk Management Department.
2. Students may be required to submit a medical release form from a licensed health care provider stating the student may return to school without limitations or restrictions.

Off Campus - When a student becomes ill or is injured in an accident at an affiliating health care agency, the following procedure is to be followed:

1. Accidents involving personal injury must be reported immediately to clinical instructors for facilitation of the proper emergency/medical care and necessary forms. These forms will be submitted to the Saddleback College Risk Management Department.

2. Students may be required to submit a medical release form from a licensed health care provider stating the student may return to school without limitations or restrictions.

Communicable disease - Students known to be infected or suspected of being infected with a communicable disease (as determined by the Regulations of the California State Department of Health Services for the Control of Communicable Diseases) will be limited or restricted from patient contact until they are free of such disease or incapable of transmitting infection. The procedure, should this occur, is:

1. Students will report infections immediately to their clinical instructor and Program Director.
2. If a student has been sent home, medical clearance from the student's physician must be obtained before returning to theory/clinical courses. (See attendance policy, which remains enforced.)

Needle stick – (breakage of the skin by an object or instrument which has been contaminated with blood or other body fluids **OR** if the student is exposed to body fluids via mucous membranes or non-intact skin). The procedure, should this occur, is:

1. Accidents involving needle stick injury must be reported immediately to clinical instructors for facilitation of medical care and necessary forms. These forms will be submitted to the Saddleback College Risk Management Department.

R. Incidents and Unusual Occurrences

1. Student will immediately contact and report all incidents/unusual occurrences to their clinical instructor or Program Director.
2. Student will not discuss incidents/unusual occurrences with **ANYONE** other than as instructed by Saddleback College representatives.

S. Procedures for Nursing Assistant State Certification Exam

Nursing Assistant State Certification Exam (NNAAP)

1. Fee to take the state Nursing Assistant certification exam is \$120.00 payable via money order or cashier's check only made out to the Regional Testing Center and is a requirement to enter the program (this is subject to change).
2. Students will be informed by the theory instructor the specific date the fee is due.
3. Students who do not meet the required due date for exam fees will not be able to take the exam with the class as scheduled and will be responsible for arranging the certification exam on their own.
4. No refunds are given by the outside testing agency or Saddleback College.

5. This exam fee is for a one-time test of both written and manual skills exam. Should one or both tests be failed, there are additional fees to take the tests at the expense of the student.

Collection date for the State Exam fee requires you to bring:

1. A \$120.00 money order or cashier's check (these fees are not set by Saddleback College. If the cost changes, the instructor will notify the class.)
2. Valid non-expired, original, California driver's license or identification card, or valid non-expired passport.
3. Social Security card or a certified letter from the Social Security Office that states: name, address, and lists the social security number on the form. Social Security cards cannot be laminated and must be original. ITIN cards and paperwork are also acceptable.
4. Your California driver's license/ID **MUST EXACTLY MATCH** the name on your Social Security card (First name and Last name)

Day of State Certification Exam Requirements

1. **Must wear Nurse Assistant uniform** as outlined in the Nursing Assistant uniform policy.
2. **Must arrive on time**, otherwise you will **NOT** be allowed into the exam and will be responsible for any fees incurred to reschedule on your own.
3. **Must bring your valid California driver's license or identification card** that was presented the day you paid your exam fees. **REMEMBER: the names must exactly match.**
4. **Must bring your Social Security Card that exactly matches your California driver's license/ID.**
5. **Bring your 283B Department of Public Health form** that your theory instructor supplied to you.
6. Bring **two #2 pencils** to the test site and a working secondhand watch.

Please note: Any student not complying with any part of the testing requirements will not be able to test with the class and must make individual arrangement with testing agency.

III. GUIDELINES FOR PROFESSIONAL BEHAVIOR

A. Professional Behavior Policies

Cell phones and electronic devices: Cell phones are not to be used in the classroom, laboratory, or clinical areas without the consent of the primary instructor. This includes use as a phone, text

messaging device, music player, voice recorder, camera, video camera, or any other function which distracts the student from learning in class or disrupts others at any time. This policy is not limited to devices sold as a cell phone. Any electronic device which meets the spirit of this policy is included.

All cell phones, pagers, and other electronic devices which have an audible alert function must be turned off. Silent alerts may be used if they are truly silent and do not elicit a response from the owner or others.

Electronic devices used for audio recording or playback, or video recording or playback, are not to be used in the classroom, laboratory, or clinical areas without the consent of the primary course instructor.

B. Confidentiality

The student will:

1. Show respect for patient confidentiality by accessing a patient's medical record for the provision of nursing care only.
2. Respect the privacy of all patients (e.g., do not express medical opinions about patients that can be overheard by others).
3. When required for patient care, communicate directly or through an interpreter in the language best understood by the patient whenever possible.

Students will not divulge personal information about self, such as address, telephone number, etc., to the client or their families/significant others.

Recording devices are not to be taken into or utilized in a health care facility.

In the classroom, students may utilize a recording device ONLY with PRIOR permission of instructor/speaker.

C. Acceptance of Gratuities/Gifts

Students are not to accept gratuities or gifts from the client's or their families/significant others. Any questions regarding this should be discussed with the clinical instructor.

IV. STUDENT OPPORTUNITIES

A. Financial Aid

Saddleback College Financial Assistance Program is involved in assisting students with federal, state, and community awards from numerous state and location foundations. Located at SSC 106 Contact: (949) 582-4860. Email: scfinaid@saddleback.edu

Hours for the Financial Aid Officer are:

Monday and Thursday:	8:00am to 5:00pm
Tuesday and Wednesday:	8:00am to 6:00pm
Friday:	8:30am to 2:00pm

B. EOPS (Extended Opportunity Programs and Services)

EOPS is a community college outreach and retention program designed to assist financially and educationally disadvantaged students in achieving a college education. Located at SSC 126.

Contact: (949) 582-4620. Email: sceops@saddleback.edu

Hours for the EOPS office are:

Monday, Tuesday, Thursday, Friday: 8:00am to 4:30pm

Wednesday: 8:00am to 7:00pm

C. Special Services for Students with Disabilities (DSPS)

Special Services provides support services and specialized instruction for students with disabilities. Arrangements for support services such as note taking, math study groups, interpreter services, mobility orientation, and test taking can be scheduled in advance. Located at SSC 113.

Contact: (949) 582-4885. Email: scdsps@saddleback.edu

Hours for the DSPS officer are:

Monday, Tuesday, Wednesday, Thursday: 8:00am to 4:30pm

Friday: 8:00am to 12:00pm

D. Scholarships/Grants

Scholarships, grants, and loans are available to students currently enrolled in the Nursing Assistant Program. Information is disseminated to students by course instructors and scholarship applications are available at Saddleback College Scholarship Information webpage.

Saddleback College
Division of Health and Wellness
Nursing Assistant Program
28000 Marguerite Parkway, Mission Viejo, CA 92692

Student Receipt for the Student Handbook & Policies

I have received, read, and understand the Saddleback College Nursing Assistant Program's Student Policy Handbook.

Print Name

Student Signature

Date