



# **First Coast Nursing Assistant Training Center**

## **Nursing Assistant Training Program Catalog **2024** Volume I**

First Coast Nursing Assistant Training Center  
3728 Phillips Highway Suite #2  
Jacksonville, FL 32207  
[firstcoastcna.com](http://firstcoastcna.com)  
904-778-5547

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**DESCRIPTION OF FACILITY: Location:** 3728 Phillips Highway, suite #2, Jacksonville FL, 32207



Formal instruction is provided in the classroom and skills lab at the First Coast Nursing Assistant Training Center in Jacksonville, Florida. Total square footage of the training center is 1,780 square feet which includes a classroom with library area, a skills laboratory, Prometric testing center and administrative offices. The library includes reference manuals and computer access to resource materials. The lab/skill area is furnished with workstations that include all the equipment found in a basic resident room as well as 2 low fidelity practice manikins and additional medical equipment to provide quality hands on and simulation experiences. We have two restrooms and a break room with a refrigerator and microwave. Academic and practical skills required will be conveyed in the classroom and lab and will culminate as students perform in a licensed Duval County clinical setting working with actual patients under instructor supervision. Clinical partnerships include various outside skilled nursing facilities throughout Duval and St. Johns and Duval County.

## **OWNERSHIP & SERVICES**

First Coast Nursing Assistant Training Center (FCNA) is part of First Coast CPR, LLC. First Coast CPR, LLC is an S- Corporation licensed and registered with the state of Florida. First Coast LLC. is 100% owned by Carlos Chavez-Tafur. As a national CPR training center for AHA and ARC, the First Coast CPR, LLC is authorized to conduct business in all 50 states.

- American Heart Association (AHA) CPR certification and renewal courses
- American Red Cross (ARC) CPR certification and renewal courses
- Prometric Regional Testing Site for State Examinations including CNA examinations.
- Remediation training for successful completion of CNA licensure for those challenging the examination \*  
Exam Prep is not licensed by CIE

## **PHILOSOPHY AND PURPOSE**

First Coast Nursing Assistant Training Program is designed to motivate the participant and establish a deeper appreciation of his/her important role in providing quality nursing care in a variety of healthcare settings.

The purpose of the Nursing Assistant Training Program is education and skill training which enable nurse assistants to provide quality care for residents in nursing homes, home health and the acute care environment

## NURSING ASSISTANT TRAINING PROGRAM

No entrance exam required, Total cost payable to First Coast NA for this training is \$1300.00 (includes \$150.00 non-refundable enrollment fee). Each student will be responsible for additional expenses, such as the purchase of red scrub pants and white scrub tops, white shoes (closed toe/non-canvas type) and a watch with a second hand.

### ***Tuition includes***

Application Fee:	\$150.00
Red Cross Textbook:	\$100.00
Nursing Assistant Graduation Pin and Certificate	Included in tuition
First Coast CNA ID Badge	Included in tuition
Tuition:	<u>\$850.00</u>
<b>TOTAL:</b>	<b>\$1100.00</b>

### ***Student Responsibility***

State Certification Exam:	\$155.00
BLS/CPR Healthcare Providers	\$55.00
Background check:	\$90.00
Physical Exam:	\$25.00-\$75.00
PPD Test:	\$5.00-\$50.00
Uniform:	\$40.00-\$80.00
White tennis shoes:	\$20.00-\$50.00

*\*The student textbook is the Red Cross Nursing Assistant Training copyrighted 2018 published by StayWell. The text is the most recent publication available, confirmed as of January 2020 \**

**Tuition is to be paid by Credit, Debit, or Cash. No personal checks are accepted.**

**Tuition must be paid in full before class start date.**

Prospective students will pay their tuition into 2 payments, Application fee of \$150.00 and a second payment of \$950.00 prior to the start of class. Students receiving third party funding for a portion of their tuition will typically submit their personal fee portion as one payment.

### ***Financial Aid***

Scholarships are accepted from recognized community agencies. Funding agency determines who qualifies for scholarship. If First Coast Nursing Assistant Training Center is the recipient of scholarship assistance donations, First Coast Nursing Assistant Training Center will work to offer enrollment program fee assistance to qualified enrollees. The terms of the scholarship requirements are pre-determined by the donor(s) and must be adhered to by First Coast Nursing Assistant Training Center.

## PROGRAM LEARNING OBJECTIVES

Students completing First Coast Nursing Assistant Training will:

- Recognize the importance of the nurse assistant's role in improving the quality of life all client populations (Client is term utilized for recipient of care by CNA regardless of setting)
- Encourage client independence in a safe environment
- Support and maintain the rights of clients

- Verbalize and demonstrate care the physical and psychosocial needs of all client populations
- Verbalize understanding of Human immunodeficiency virus, causes, signs and symptoms, modes of transmission, and health promotion to improve quality of life
- Communicate and document effectively with client, peers, and healthcare providers
- Provide safe, quality care within scope of practice per FL law
- Effectively communicate perceived changes in client condition
- Work effectively with peers and clients in clinical environment

## NURSING ASSISTANT CURRICULUM SUMMARY

<b><u>Course#</u></b>	<b><u>Course title and description</u></b>	<b><u>Course Hours</u></b>	<b><u>Clock hours</u></b>
NA100	Course Introduction	1.75	1.75
	Nurse Assistant Responsibilities and Training overview		
NA101	Becoming a Nurse Assistant	1.5	1.5
	Nurse Assistant Responsibilities and Training/Working as a Member of the Health Care Team/ The Art of Caregiving/ Professionalism		
NA102	Protecting People in your Care	1	1
	Personal and patient safety considerations as a Nursing Assistant		
NA103	Professional and Ethical behavior	2	2
	Legislation That Influences the Delivery of Health Care/ Behaviors That Can Result in Legal and Disciplinary Actions/ Using Ethics to Guide Behavior/ Avoiding Legal and Ethical Difficulties on the Job/Patient Abuse Prevention		
NA104	Understanding People in your Care	1	1
	Human Growth and Development/ Basic Human Needs Sexuality and Intimacy Culture/Spirituality		
NA105	Communication	1	1
	Communicating with Those in Your Care Communicating with Family Members/Communicating with Those in Your Care/ Communicating with Family Members/Communicating with other healthcare team members		
NA106	Medical Terminology & Basic Physiology	2	2

	Medical terminology prefixes, suffixes core words and relation to medical process/ Understanding basic physiology and normal responses		
NA107	Infection Prevention	4	4
	What Causes Infection/ The Chain of Infection/ Health Care Associated Infections/ How to Recognize Infection/ How to Control the Spread of Microbes/ Blood Born Pathogens and Workplace Safety/ Hand Washing/ Using Personal Protective Equipment (PPE)		
NA108	Injury Prevention	2.5	2.5
	Protecting Your Body from Injury /Using Equipment Safely/ Keeping the People in Your Care Safe/ A Word about Restraints/ Performing Skills Safely Using Equipment Safely		
NA109	Responding to Emergencies	1.75	1.75
	Medical Emergencies/Fire Emergencies/ Weather Emergencies/Disasters and Other Events of Widespread Impact/First Aid		
NA110	Measurements and Vital Signs	4	4
	Vital Signs/Weight and Height/ Using an Electronic Thermometer to Measure a Person's Temperature/ Evaluating a Person's Radial Pulse/Evaluating a Person's Apical Pulse/ Evaluating a Person's Respirations/ pulse oximetry/ Measuring a Person's Blood Pressure/ Measuring a Person's Weight and Height		
NA111	Patient Positioning and Transfer Assistance	4	4
	Safe patient transfer concepts, questions, equipment, and goals. Importance of quality repositioning		
NA112	Restorative Care	2.5	2.5

	Goals of restorative care/ The Nurse Assistant's Role in providing in restorative Care/ Promoting Independence/ Promoting Mobility/ Helping a Person to Walk/ Helping a Person with Passive Range of Motion		
NA113	Maintaining a Comfortable Environment	4	4
	The Person's Space/Common Furnishings in Health Care Setting/ Bedmaking- Making an Unoccupied Bed/Making an Occupied Bed		
NA114	Assisting with Cleanliness and Grooming	10.5	10.5
	Mouth Care/ Hair Care Shaving/ Dressing and Undressing/ Vision and Hearing Aids/ Hand and Foot Care/ Perineal Care/Skin Care/Helping a Person with Compression Stockings/ Helping a Person with a Complete Bed Bath/ Helping a Person with a Shower or Tub Bath/ Giving a Back Rub/Brushing and Flossing a Person's Teeth/ Providing Denture Care/ Providing Mouth Care for an Unconscious Person/Brushing and Combing Hair/ Shampooing a Person's Hair in Bed/ Helping a Man Shave/ Helping a Person to Change Clothes		
NA115	Assisting with Meals and Fluids	2.25	2.25
	What is Good Nutrition? Planning a Healthy Diet/Factors that Affect What and How We Eat/ Special Orders Concerning Nutrition/ Mealtime When a Person is Receiving Health Care/ The Importance of Fluids Other Ways of Providing Nutrition/Fluids & Helping a Person Eat		
NA116	Assisting with Elimination	8.5	8.5
	Introduction of Elimination Promoting Normal Elimination/Assisting the Person to Use a Toilet, a Portable Commode, a Bedpan or a Urinal/ Problems with Elimination/Special Tasks Related to Assisting with Elimination/ Collecting a Routine Urine/ Stool Specimen/ Collecting a Clean Catch Urine Specimen/ Providing Catheter & colostomy care/ Emptying a Urinary Drainage Bag		
NA117	Promoting Comfort and Rest	2.25	2.25

	Assisting patients to position of comfort, encouraging quality rest and organizing tasks to promote patient rest		
NA118	Assisting with Admission, Discharge and Transfers	2	2
	Assisting the patient, nurse, and family at time of admission and discharge process and safely transferring patients via bed or wheelchair		
NA119	Providing Care for People with Specific Illnesses	2.5	2.5
	Musculoskeletal/Cardiovascular/Neurological, Respiratory Condition/ Diabetes/Kidney Failure /Cancer/ HIV/AIDS, & Mental Health Conditions		
NA120	Providing Care for People with Dementia	2	2
	Types of Cognitive Changes Dementia Initial and Annual Dementia Management Challenging Behaviors Communicating with a Person with Dementia		
NA121	End of Life Care	2	2
	A Peaceful and Comfortable Death/Death with dignity/ Providing End-of-Life Care Providing Care in the Hours Before and After Death/ Providing Postmortem Care		
NA122	Providing Care to Infants and Children	1	1
	Specific needs when caring for children and infants/patient safety		
NA123	Providing Care for People in Their Homes	1	1
	Overview of Home Health Care/ The Home Health Aid's Role/ The Home Health Care Environment/ Care giving Skills in the Home		
NA124	Entering the Workforce	1.5	1.5
	Planning Your Job Search/ Applying for Jobs/ Going on Job Interviews/ Responding to a Job Offer/ Becoming a New Employee		
NA125	Enjoying Professional Success	1	1
	Caring for Yourself & Developing Your Career		
NA126	AHA BLS/CPR Certification & Clinical Success	9.5	9.5
	CPR Certification/ Four Chapter Quizzes/ Comprehensive Final Exam/ Prometric Overview/ and Mock Skills		



NA127	Clinical Practicum/Externship	40	40
	Clinical practicum under RN supervision in long term care providing direct patient care in nurse assistant scope of practice		

Definition of 1 Clock Hour

1 clock hour = 50 minutes of instructor led training followed by an appropriate break.

*\*\*The course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses.*

**\*All policies, procedures and processes are reviewed by the First Coast Nursing Assistant Training Center. Policies, procedures, and processes are reviewed and revised quarterly beginning April 1, 2021.**

**\*All the above courses are taught in English and there are no course pre-requisites once admitted to program.**

## ADMISSION POLICY

Students enrolling in the First Coast Nursing Assistant Training Program must be at least 18 years of age or have obtained a high school diploma or GED. No additional educational requirements are required for those 18 years and over. However, fundamental reading and writing skills in English are essential. Please note that a background check will need to be completed as part of the application process.

## ADMISSION CRITERIA

1. Attend a program information session either online or in person.
2. Submit copy of high school diploma or GED if under the age of 18, or proof of age if 18 or older.
3. Submit completed student forms and agreements:
  - a. Enrollment Agreement
  - b. First Coast Nursing Assistant Training Center Application/Program Registration Form
  - c. Copy of Government issued photo ID
  - d. First Coast Nursing Assistant Training Center Background Release and Clearance Report
  - e. Proof of negative TB skin test or negative chest x-ray (*completed within the last year*)
  - f. Physical form completed by Health Care Practitioner (*completed within the last 6 months*)
  - g. Acknowledgement of Receipt of Student Catalog and Handbook
  - h. Authorization for Release of Information
  - i. Media/Photo Release
  - j. Payment

## GRADING

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

All questions and exams are equally weighted. Final grades are listed as a Pass/Fail basis only. To graduate, each student must achieve a "Pass" grade on theory and a "Pass" grade on skill performance.

## **LIBRARY**

FC Nursing Assistant Training Center has student accessible hard copy of Taber's Medical Dictionary and a Webster's Dictionary available for use.

## **STATEMENT OF EQUAL ACCESS AND EQUAL OPPORTUNITY**

First Coast Nursing Assistant Training Center shall not discriminate on the basis of race, creed, color, religion, age, sex, or handicap in the educational programs or activities which it operates with regard to admission, employment, and treatment of staff and students. First Coast Nursing Assistant Training Center grievance procedure shall be used for all complaints of discrimination, including allegations of violations of the regulations and any other federal or state regulations concerning discrimination which require grievance procedures.

**Legal Reference:** Title VII of the Civil Rights Act

Florida Statutes 230.00, 413.08 (03)

Title IX of the Education Amendment of 1972

Section 504 of the Rehabilitation Act

Title VI of the Civil Rights Act

## **CANCELLATION AND REFUND POLICY**

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person, by electronic mail, certified mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement.
3. Cancellation after the third (3<sup>rd</sup>) Business Day, but before the first class, results in a refund of all monies paid, except \$150.00 application fee.
4. Cancellation after the course begins and through 40% completion will be reimbursed on a pro-rata refund.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. Books can be returned if still in the original packaging and there are no visible signs of use. The fee for those items if not returned in new condition is \$60.00.
7. In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
8. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.
9. Any course may be rescheduled or cancelled by the Admissions Representative if less than eight (8) students are registered. If a course is cancelled by First Coast Nursing Assistant Training Center, the student may transfer to another class (no additional charges) or receive a full refund.
10. Students requesting transfers up to 5 business days prior to class starting can transfer to the next scheduled class that has room.
11. Students will be allowed one free transfer prior to class start. Additional transfer requests prior to class starting will require a payment of a \$150 processing fee.
12. Students requesting a transfer after class has started must have a valid reason such as a family emergency, medical issue, death in the family, etc. These transfers will be handled

as refunds under the guidance described above. The student can then register for a future class.

13. Students who have completed the classroom portion but are not able to complete the clinical portion due to an emergency as described above will have 60 days to complete the clinical course component.

## **STUDENT SERVICES**

### ***Counseling***

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

The course instructor may complete a student "*At Risk Memorandum*" form for students enrolled in the Nurse Assistant Training Program. This form documents the instructor's concern with challenges the student is facing with the course. The instructor will initiate a personal meeting with the student to share the documentation, discuss the student's deficiencies, and develop a plan for improvement. Instructors are also available for individualized assistance each day before class or after class only if arranged in advance.

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

### ***Students with Special Needs***

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

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

**Transfer Credit**

Transferability of credit is at the discretion of the accepting institution and it is the student's responsibility to confirm whether credits will be accepted by another institution. First Coast Nursing Assistant Training Center does not accept transfer credits from any institution.

**Student Housing**

Housing arrangements for out-of-town applicants, or students, will be the responsibility of the student. First Coast Nursing Assistant Training Center does not have the resources to accommodate these arrangements.

**Student Records**

Each student's educational record will be retained electronically indefinitely after completion of the program by First Coast Nursing Assistant Training Center. A complete student record will include the student's application or enrollment agreement, all documents evidencing a student's eligibility for enrollment into the program, financial records, certificates, academic transcript, record of progress, and student counseling or advising records.

**Student Placement**

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

**ALTHOUGH FIRST COAST Nursing Assistant Training Center WILL ASSIST WITH EMPLOYMENT, FIRST COAST Nursing Assistant Training Center DOES NOT IN ANY WAY IMPLY OR GUARANTEE A JOB AS PART OF THE TRAINING OR PLACEMENT PROCESS.**

**RULES AND REGULATIONS**

1. Any student requesting transfers after class has started must have a valid reason for not being able to finish the current class, such as a family emergency, health issue, death in the family, etc. No exceptions. Additional transfer requests prior to class starting will require payment of \$150 registration fee. All transfers must be approved by Senior Program Managers.
2. Students who complete the classroom portion but are unable to complete the scheduled clinical due to an emergency as noted above will have 60 days to complete the clinical experience; they do not have to formally transfer to another class. However, they must provide documentation verifying the emergency within two (2) weeks to the Program Manager.
3. Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata tuition refund computed on the number of hours completed to the total program hours. In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received. Cancellation after completing more than 40% of the program will result in no refund. Refunds will be made within 30 days of termination of student's enrollment or receipt of Cancellation Notice from student.
4. The textbook can be returned if no visible signs of use. The fee for those items if not returned in new condition is \$60.
5. Students are expected to actively participate in class discussions and activities. Students will not be allowed to sleep or lay their head on the tables.
6. **Use of cell phones, tablets, smart watches, etc. are prohibited and must be stored.** Cell phones and smart watches must be set to silent and messages are to be answered at lunch time only. Cell phones are not to be answered in the classroom, restroom, or hallways of the buildings. Refer

emergency calls to First Coast Nursing Assistant Training Center Emergency Number. Your instructor will inform you of the emergency number.

**Cell phones are to be used only in designated areas.**

7. If you are found with a cell phone – on or off – or any other electronic device anytime during the class time it can result in immediate dismissal from the program.
8. Storage areas are not to be accessed during class time, only during lunch or break time.
9. Students are expected to be on time for class. Tardiness or leaving early on more than two occasions will result in review by Lead RN and/or Program Manager which may lead to program dismissal. These will be reviewed on a case by case basis. Time will be measured by the classroom clock **only**. Missing more than two class sessions (or the amount of time outlined by the state guidelines) will result in dismissal from the program. All missed time must be made up. **There are no excused absences.**
10. The student is expected to be on time for clinical assignments. Clinicals are mandatory. The need for make-up will be on an individual basis and must be made up within 60 days. If any clinical time is missed, the student will not be permitted to graduate with his/her class unless that time is made up before graduation.
11. The student will also keep resident information confidential. **No electronic devices allowed to be on or visible at the clinical site.** Students found using a cell phone in patient care areas or hallways at the clinical site will be sent home immediately. Students are never permitted to post clinical or resident information or pictures on social media sites.
12. Students are expected to listen to different opinions and treat others with respect. Argumentative or disruptive behaviors, fighting, use of profanity or foul language will result in immediate dismissal from the program. Physical/verbal threatening or provoking behavior towards any student, First Coast Nursing Assistant Training Center Staff or Clinical Facility staff will not be tolerated for any reason and will be grounds for immediate termination. Students must report this behavior to the Instructor or other First Coast Nursing Assistant Training Center staff immediately. Illegal drug use and/or consumption of alcohol prior to or during classroom or clinical experience are prohibited and will result in immediate dismissal from the program.
13. Cheating, lying, falsifying information and/or stealing will result in immediate dismissal from the program.
14. The student dress code is designed to enable students to comply with principles of safety and infection control while also projecting a professional appearance. Students are required to adhere to the following program dress code while participating: white scrub top, teal scrub bottom, which fit appropriately and white non-skid, non-canvas (tennis/athletic) shoes. Items not permitted include: sandals (flip flops), coats (hoodies/jackets), hats, sunglasses, scarves, dangling jewelry, hair color beyond natural tone, extreme nail color, artificial nails and all facial and tongue piercings. Nail length must be ¼ inch or less from the tip. Pierced ears with small studs are permitted. Loose hair must be pulled back and tattoos must be covered for clinicals. Coats and jackets must be removed in the classroom and clinical settings; only white scrub uniform jackets are permitted or white, black, red, or grey long sleeve shirts underneath the scrub tops while in colder climates.
15. The First Coast Nursing Assistant Training Center uniform is required for graduation, state testing and job fair events.
16. Students needing to cover their head or otherwise modify their attire due to religious or other reasons will be addressed on a case-by-case basis by the program manager. The final decision will be based on the clinical site dress code.
17. Each student will present an oral presentation. It is a class requirement and will provide the students an opportunity to gain up to an extra 4% towards the final exam: 1% for an outline, 1% for the presentation, 1% for a handout and 1% for a poster.
18. Review Class is part of the curriculum and student attendance is mandatory and students are expected to be present the entire class.
19. Breaks will be taken at assigned times only. Breaks taken outside of assigned times will be counted as missed time from class, counted toward hours missed and subject to make-up.
20. No food is allowed in the classroom during class time. Students may have a drink provided it is covered with a lid. No student is permitted to bring in food for potlucks or parties. A graduation

ceremony will be provided to all classes, refreshments will be provided by First Coast Nursing Assistant Training Center staff.

21. Smoking is prohibited in the building and on the premises, including inside vehicles in the First Coast Nursing Assistant Training Center parking lot.
22. Children and other student guests are not permitted in the building, classroom, clinical setting, review class, or state testing, even during lunch breaks. There is a no visitor rule.
23. Students will handle classroom supplies, books, and medical equipment in an appropriate manner. Failure to do so may result in dismissal from the program.
24. If weather conditions are poor and the city schools are delayed or closed where the classroom is located; class will be delayed or cancelled, and time made up as directed by the Program Manager.

## **CLASS ATTENDANCE POLICY**

Each student is required to satisfactorily complete the course instruction (this includes didactics, lab, and clinical/externship time). Students are required to attend all classes. An employer will not tolerate tardiness, leaving early, excessive absences, or a poor attitude. Therefore, these behaviors are also not tolerated by this institution. It is highly recommended to be at least ten minutes early for class. It is a great habit to create, and employers will look for this when considering you as a hire.

## **ABSENCES**

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

## **TARDINESS**

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

## **COURSE AND HOLIDAY DATES**

### **Course Start Dates**

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

### **Course Location**

Classes are given at First Coast Nursing Assistant Training Center is located at 3728 Philips Highway, Suite #2, Jacksonville, FL 32207. Externships/Clinicals are located at Life Care Center of Florida and surrounding area long term care facilities within 25 miles from main training campus.

### **Start Dates:**

#### **Day Classes**

Jan 8 <sup>th</sup>	Mar 20 <sup>th</sup>	Jun 3 <sup>rd</sup>
Jan 31 <sup>st</sup>	Apr 15 <sup>th</sup>	Jun 26 <sup>th</sup>
Feb 26 <sup>th</sup>	May 8 <sup>th</sup>	Jul 22 <sup>nd</sup>

Aug 14<sup>th</sup>  
Sep 9<sup>th</sup>

Oct 2<sup>th</sup>  
Oct 28<sup>th</sup>

Nov 20<sup>th</sup>

### Evening Classes

Jan 8<sup>th</sup>  
Feb 12<sup>th</sup>  
Mar 18<sup>th</sup>  
Apr 22<sup>nd</sup>

May 27<sup>th</sup>  
Jul 1<sup>st</sup>  
Aug 5<sup>th</sup>  
Sep 9<sup>th</sup>

Oct 14<sup>th</sup>  
Nov 18<sup>th</sup>

### 2023 Holidays

School will be closed on the following National Holidays

Labor Day	Christmas Day
Memorial Day	New Year's Day
Thanksgiving Day	July 4th

### DISCIPLINE

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

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

### Re-entry Policy

There may be opportunity for individuals who have withdrawn or been dismissed to re-enroll in another Nursing Assistant Training Program. Re-entry is an option for students who failed to complete their course of enrollment due to academic reasons (failure of the written exam, difficulty mastering skills, etc.); illness; or reasons other than disruptive behavior, academic dishonesty or falsifying student records, possession of non-prescribed drugs, weapon possession or alcoholic beverages. A student must interview with the Admissions Representative to determine eligibility for re-entry. If eligible, the cost of the course would be the tuition, certifications, and non-refundable fee. The cost for books and materials is waived if the student has the current course manual, materials, and supplies received initially. If the student does not own these materials, the total cost of \$1300 will apply.

### DISMISSAL/UNSATISFACTORY CONDUCT POLICY

Students who encounter difficulty with skills may inform the instructor and will be offered individualized counseling, tutoring, or other assistance as determined appropriate and is noted on the "Student Progress Memorandum" form. A student may be dismissed, at the discretion of the Instructor or Program Manager, due to the following reasons:

1. Repeated tardiness (2 or more times) and/or class absences without prior notification to the instructor
2. Failure to make up any missed time
3. Failure to demonstrate skills
4. Failure to achieve required 80% or more on written exams and the final exam
5. Disruptive behaviors, academic dishonesty, or falsifying student records (including clinical records), foul language, possession of non-prescribed drugs, weapon possession, or alcoholic beverages
6. Theft of property from the school, the clinical setting, staff, other students, or others
7. Failure to arrive at the clinical setting in appropriate uniform, one warning will be given before dismissal

8. Failure to pay tuition fees
9. Failure to pass background screening

## **ACADEMIC AND DISCIPLINARY ACTIONS APPEAL PROCESS**

If a student wishes to appeal an academic or disciplinary action, he/she must first go to the instructor with the appeal in writing within 48 hours. If the discussion is not satisfactory, the NAT Admissions Representative should be contacted in writing. A meeting will be scheduled to discuss concerns. If unable to reach consensus, then the next step is for the student and instructor to discuss the situation with the Program Manager for final appeal. The student has 48 hours to submit in writing to the next level of authority. Each level will have 48 hours to respond to the student's appeal. An appeal will be taken seriously and evaluated objectively by the Admissions Representative and Program Manager.

1. Level one (initial level) – Instructor
2. Level two – Admissions Representative
3. Level three (final level) – Program Manager

Appeals will be considered by the above individuals fairly and without discrimination. All appeals must be in writing and submitted to the appropriate individuals. Within 48 hours after receiving written appeals, a meeting will be scheduled to discuss and conclude.

## **GRIEVANCE PROCEDURES**

Healthy relationships and good, clear communication are integral to the success of any community. First Coast Nursing Assistant Training Center strives to keep lines of communication open and clear among its students, faculty, and staff. Therefore, if a student has a grievance, he/she must vocalize such a grievance to his/her instructor without fear of reprisal. The instructor should make every effort to address the student's concerns promptly and if necessary, steps should be taken within 48 hours to remedy the situation.

If after this attempt, the grievance has not been resolved, the student has 48 hours to submit his/her grievance in writing to the next level of authority.

1. Level one (initial level) – Instructor
2. Level two – Admissions Representative
3. Level three (final level) – Program Manager

All written grievances will be considered by the above individuals fairly and without discrimination. Within 48 hours after receiving a written grievance from a current student, a meeting will be scheduled to discuss and resolve. A dismissed student who has a grievance involving expulsion must submit their grievance in writing within two weeks of dismissal.

If a student is not satisfied with the resolution, the unresolved case should be presented to the senior program manager for review within five working days from the date the resolution was presented. The senior program manager will make a final ruling on the case.

If a student feels that a grievance remains unresolved after exhausting the school's grievance policy, he/she should contact the Commission for Independent Education at 325 W. Gaines St, Suite 1414, Tallahassee, FL. 32399-0400 phone number 1-888-224-6684.

## **GRADUATION**

A First Coast Nursing Assistant certificate of completion will be awarded to all students successfully completing the program. Successfully completing the Nursing Assistant Training Program is the passing of multiple written exams and the final exam with a minimum score of 80%, demonstration of skills, and completion of clinical hours. Final grades are listed as a Pass/Fail basis only. Required for graduation, each student must achieve a "Pass" grade on theory and a "Pass" grade on skill performance. Students will also receive certification in Adult



CPR and AED. Successful course completion meets or exceeds criteria required by the Florida Board of Nursing CNA written and skills examination for licensure.

## **Faculty**

### **Program Director / Coordinator**

- Daphnee Newton RN / BSN is the faculty director of First Coast Nursing Assistant Training Center. Her background includes service in the Army National Guard, and working experience in mental health, trauma, and hospice. These combined with over ten years of nursing education at Fortis College, Concorde Career institute, and Red Cross Nursing Assistant program allows Daphnee to manage and provide a quality CNA program

### **Senior Program Manager**

- Carlos Chavez-Tafur BA with certification in Leadership and Development from Cornell University is the chief operating and executive officer of First Coast Nursing Assistant Training Center. His teaching background includes, but not limited to Wilderness First Responder, American Red Cross and American Heart Association certification courses.

### **Admissions, Placement and Academic Advisor**

- Tara Smith is FC Nursing Assistant Training Center's office Admission, Placement and Academic Advisor. Tara works diligently in recruiting new students, evaluating potential candidates, and managing the comprehensive admissions process and registration paperwork. During the length of the course Tara works very close to the students and serve as a source of both information and comfort when needed. Tara not only is a strong advocate for the students, but she also works very diligently in maintaining open channels of communication with potential placement options and organizing Job fairs.

### **Staff**

- Lawanda Mallory – Lead Instructor
- Monica Hardy – Instructor
- Jennifer Linnemeier - Instructor
- Ryan Peters - Instructor

## **Licensure**

First Coast Nursing Assistant Training Center is Licensed by the Commission for Independent Education, Florida Department of Education, Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines St, Ste.1414, Tallahassee, FL 32399-0400 toll-free number (888) 224-6684.