

**CPR with Mickey, Inc.**  
**CATALOG and POLICIES MANUAL**  
**March 29, 2011**

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# GENERAL INFORMATION

This document contains information on the rights and obligations of students. Students are responsible for reading, understanding and complying with all policies contained in this document. If you have questions, or need additional information, please contact Amy Vickery at 770-606-9697.

## Mission Statement

At CPR with Mickey, Inc., we pledge to provide quality training and excellent service to our customers and students. We are also dedicated to being a positive part of our community as we strive to build and maintain relationships with our medical, health care and training partners.

## Authorization

Georgia Health Partnership/Georgia Medical Care Foundation approved Certified Nursing Aide Training program provider  
Nonpublic Postsecondary Education Commission approved Patient Care, EKG and Phlebotomy Technician training program provider  
American Heart Association approved Health and Safety training program provider

## Staff

### Administration

- Michelle (Mickey) Sturdivant, RN, EMT - Owner, Executive/Educational/Financial Director
- Patricia Pace, RN, CNA Training Director
- Amy Vickery, Marketing Director, Cartersville Office and Admissions Manager, Employment Specialist
- Christine Yingling, Administrative Director, Dallas Office and Admissions Manager, Accounting Manager
- Sherry Novis, Administrative Assistant

### Faculty

- Education Director and Instructor: Michelle (Mickey) Sturdivant, RN, EMT, ASN, Excelsior University
- Instructor, Mary L. (Lori) Stephens, LPN, Dalton State College
- Instructor, Lori Reaves, RN, BSN, Emory University
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## Offices and Training Locations

Administrative office hours are 9:00 am – 3:00 pm, Monday through Friday, and by appointment.

### **Dallas**

Main Administrative Office  
110 Evans Mill Dr. Suite 704  
Dallas, GA 30157  
Phone: 770-573-2448  
Fax: 770-627-4375

### **Cartersville**

618 E. Main Street  
Cartersville, GA 30120  
Phone: 770-606-9697  
Fax: 770-606-9698

## Web Site and Email

[www.cprwithmickey.com](http://www.cprwithmickey.com)

Dallas office and General Mail: [justmickey090@aol.com](mailto:justmickey090@aol.com)  
Cartersville office and Amy Vickery: [avickery@cprwithmickey.com](mailto:avickery@cprwithmickey.com)

Visit us on facebook at CPR with Mickey.

## CNA Training Program Clinical Locations

- Starcrest Care Facility, Cartersville
- Summit Health and Rehab, Rome
- Carrolton Manor, Carrolton

# Programs of Study, Course Descriptions, Credentials Earned

## Certified Nurse Aide (CNA)

### Objective

The objective of this training program is to provide student with knowledge and skill training necessary to complete requirements for certification as a Certified Nurse Aide and be qualified to seek employment as a Certified Nurse Aide.

### Course Description

This training program complies with the guidelines of the Georgia Health Partnership/Georgia Medical Care Foundation. Program includes, but is not limited to, the following:

- Recognize the importance of the nurse assistant's role in improving the quality of life for people in the health care system
- Encourage people to be as independent as possible
- Support and maintain the rights of residents, clients and patients
- Be sensitive to the physical and physiological needs of people in the health care system
- Communicate effectively with the staff, residents/clients/patients and their families and friends
- Provide quality basic care for people in the health care system
- Help reduce the potential of negative effects of the health care system
- Observe and document a person's physical condition and overall well-being and work well as team members

### Program Length

Minimum of 90 hours of training, including class room, lab and clinical sessions, completed within 3 weeks, for the day class or 5 weeks, for the evening/Saturday class.

### Credentials Earned and Certification

Upon successful completion of the CNA training program and full payment of all class fees, you will receive a Class Completion Certificate issued by CPR with Mickey, Inc. which is required to register for the Georgia Health Partnership/Georgia Medical Care Foundation Certification exam.

- Your certification exam, including written and skills portion, will be administered by Promissor/NACES, who is the approved testing company for Georgia. Certification exams are offered at CPR with Mickey, Inc. training sites or you may choose another location.
- CPR with Mickey, Inc. will submit your testing application and testing fee to Promissor/NACES. Your certification exam will be scheduled approximately 3 -4 weeks after completion of class. You will be informed of your testing date during the first week of class.
- You will receive a Georgia Nurse Aide Candidate Handbook. This handbook contains all the rules and regulation relating to certification testing. It is your responsibility to read this booklet and be familiar with the testing regulations.
- The CNA class includes test preparation activities; however your success in passing your final exam is your responsibility.
- If you do not pass either the written or skill portion of your final exams, you may apply to test again. You will be responsible for the testing fee of \$25 for written exam, \$35 for oral or Spanish exam, \$82 for skills exam.
- After you have passed the certification exams, Certification will be issued through the Georgia Medical Care Foundation/Georgia Health Partnership. You will be listed on the State registry web site about 2-4 days after passing exam. To view state registry, go to [www.mmis.georgia.gov](http://www.mmis.georgia.gov). You will receive your State Certification card about 2-4 week after you pass your exam.

## Patient Care Technician (PCT) - Advanced Nursing Skills, with an emphasis on Phlebotomy & EKG)

### Objective

The PCT program includes training in Advanced Nursing Skills, EKG and Phlebotomy. This training, along with current CNA certification, is required to be eligible to take the PCT certification exam. Training and subsequent certification prepare students for employment as a Patient Care, EKG and /or Phlebotomy Technician.

### Advanced Nursing Skills - Course Description

Review of Nursing Assistant skills, such as vital signs, ambulation, body mechanics, first aid & CPR. Introduction and practice of Advanced Nursing Skills; sterile technique, advanced wound care and urinary catheterization. Due to the unique needs of different types of clients, the care of specialty patients are reviewed; rehab, surgery, pediatrics, obstetrics and psych patients. Common medications are reviewed and additional administration techniques are taught and practiced; eye & ear drop administration.

Anatomy & physiology are reviewed with a concentration on phlebotomy and point of care testing. Phlebotomy of all ages will be taught and practiced on a combination of manikins and human subjects. Point of care testing includes urine testing, step screens and glucose monitoring. Classes will be a blending of video and power point presentations, with a strong emphasis on hands on training. Fellow students in the classroom will be used for practicing skills and point of care tests, enhancing bedside manner & professionalism. Lab practice will be at the school with completion including a successful number of lab tests and phlebotomy draws.

Additional anatomy & physiology review, with a concentration on the circulatory system and electrocardiography. Class will include introduction to administering an EKG, reading and treatment of abnormalities. Lab practice and internship will be at the school and completion will include a successful number of EKG's run and interpreted.

Lab & internship will be on human subjects in the office from area medical offices and volunteer patients (friends and family of students, previous school students and other classmates). Internship will be on scheduled days and scrubs must be worn.

Program includes job readiness, career development and certification test preparation.

### EKG Technician – Course Description

The class includes instruction on advanced cardiovascular monitoring skills, EKG fundamentals & how to obtain and read a rhythm strip. Anatomy & physiology of the heart and cardiovascular system are covered in great detail. Pharmacological & non pharmacological treatment of arrhythmias is taught. Class completion will include lab practice and a successful number of EKG's run and interpreted.

Program includes job readiness, career development and certification test preparation.

After completion of the above component, the student will be eligible to test with the American Phlebotomy Association for the EKG Technician Certificate.

### Phlebotomy Technician – Course Description

Anatomy & physiology are reviewed with a concentration on phlebotomy and point of care testing. Phlebotomy of all ages will be taught and practiced on a combination of manikins and human subjects. Point of care testing includes urine testing, step screens and glucose monitoring. Classes will be a blending of video and power point presentations, with a strong emphasis on hands on training. Fellow students in the classroom will be used for practicing skills and point of care tests, enhancing bedside manner & professionalism. Lab practice will be at the school with completion including a successful number of lab tests and phlebotomy draws.

Program includes job readiness, career development and certification test preparation.

After completion of the program, student will be eligible for testing with the American Phlebotomy Association for the Phlebotomy Technician certification.

### Program Length

Minimum of 252 hours of training, including class room, lab and clinical sessions, completed within 9 weeks.

### Credentials Earned and Certification

Upon successful completion of all three components of the PCT training program (Advanced Nursing Skills, EKG, and Phlebotomy) and documentation of current CNA certification, and full payment of all class fees, you will receive a Class Completion Certificate. The training program complies with the American Phlebotomy Association certification requirements. Upon successful completion of the PCT training program, student will be eligible to register for the American Phlebotomy Association, Patient Care Technician certification exam. After passing the exam, student will be issued the following certificates:

- Patient Care Technician
- EKG Technician
- Phlebotomy Technician

### EKG Technician and/or Phlebotomy (stand alone courses)

If a student does not wish to register for the full PCT training program, they may take the EKG Technician training and/or Phlebotomy Technician training components only. This training would make student eligible to take EKG Technician and/or Phlebotomy Technician certification exam.

NOTE : CPR with Mickey, Inc. training program credits are NOT transferable to other institutions.

### American Heart Association

Most health care employers require current CPR and First Aid training for their staff. CPR with Mickey, Inc. offers CPR and First Aid training several times each month and also offers an on-line training option. See CPR with Mickey, Inc. website ([www.cprwithmickey.com](http://www.cprwithmickey.com)) for more information on American Heart Association training.

# TRAINING SCHEDULES

## Training Schedules

### **Certified Nurse Assistant**

In general, day classes meet for 13 business days, over 3 weeks from 8:30 am to 4:00 pm, with a 1/2 hour lunch break.

In general, evening classes meet three weeknights per week from 6-10 pm and eight (8) hours for 5 weeks and on Saturday's for 4 weeks.

Schedules for specific classes are available upon request.

### **Patient Care Technician**

Includes Advanced Nursing Skills, EKG Technician and Phlebotomy Technician

In general, class schedule is Monday through Thursday from 8:30 am to 4:00 pm, for 9 weeks

Schedules for specific classes are available upon request.

### **EKG Technician Component only**

In general, class schedule is Monday through Thursday from 8:30 am to 4:00 pm, for 3 weeks

Schedules for specific classes are available upon request.

### **Phlebotomy Technician Component only**

In general, class schedule is Monday through Thursday from 8:30 am to 4:00 pm, for 5 weeks

Schedules for specific classes are available upon request.

### **American Heart Association Health and Safety Training**

See [www.cprwithmickey.com](http://www.cprwithmickey.com) website for current training schedules.

## Breaks

Any class/clinical session lasting more than 4 hours will include a half hour meal break.

Brief breaks will be given throughout class/clinical sessions as needed and appropriate.

## Training Schedule Information

All class schedules are subject to change.

Scheduled class end date may be extended due to circumstances beyond our control, such as quarantine of clinical site, inclement weather, or instructor illness.

Detailed class schedule will be provided at registration or upon request.

Updated schedules may be viewed on web site at [www.cprwithmickey.com](http://www.cprwithmickey.com).

# ADMISSIONS AND REGISTRATION

## ADMISSION AND REGISTRATION FOR CERTIFIED NURSE ASSISTANT TRAINING

### To be eligible for admission to the CNA training program:

- You must be age 17 or older by the first day of training, unless exception is granted by Education Director.
- You must be able to read and speak English. Spanish text book and work book are available (must be requested at time of application) and certification exam is available in Spanish (additional fee of \$10), however, due to Georgia Health Partnership regulations, the class must be taught in English.
- You must NOT have been convicted of a felony crime within the last 10 years and/or have a current felony charge pending (including under the first offender program). See below for additional information on criminal records.
- You must have documentation dated within the last 12 months stating a negative PPD (TB exposure) skin test or x-ray. If you do not have one, a skin test will be administered by CPR with Mickey and must have a negative reading. If your test is positive or if you have ever had a positive PPD test reading, you will be required to have a chest x-ray. Student is responsible for cost of x-ray.
- CPR with Mickey will administer a random drug screening. If you test positive for drugs you will not be eligible for training program.
- You must be physically able to perform the duties of a CNA, including walking, standing, bending, and lifting.

### The following are required for registration:

- Completed Application form
- Criminal Record Report or completed Info on Demand Criminal Record Report Consent form
- \$100.00 non-refundable application fee
- A valid and current (not expired) driver's license or other government issued photo ID.
- A valid social security card. See note below.
- Must read and agree to Policies as listed in CPR with Mickey, Inc. *Catalog and Policies Manual*
- Registrations may be delivered or mailed to our Cartersville or Dallas office

### Registration Deadline:

Registrations are accepted up to the business day prior to beginning of class or until class is filled. Class size is limited and class space is filled on a first come, first served basis. CPR with Mickey, Inc. will not "hold" a class space for a student. After a class is full, subsequent applicants may choose to be placed on a waiting list, or to select a different class date. Register early to assure your placement in the class of your choice.

### The following are required by the first day of class or may be purchased from CPR with Mickey, Inc. on the first day of class:

- A watch with a second hand.
- Shoes for clinical sessions. Shoes must be white, plastic/leather, and solid surface.
- Pens/pencils, notepad/paper, highlighters.
- Training fee paid in full or Payment Plan Agreement signed.

### Re-scheduling a Class

Students who are registered may change class dates as space is available. Written request must be submitted. New class date must be within 6 months of original class date.

### Social Security and State Driver's License Documentation

For identification verification purposes, you must provide a valid U.S. Social Security card AND a state issued Driver's License or photo ID. It is required that the first and last names listed match each other and are spelled correctly. If they do not match, you must apply for a new Social Security card or Driver's License/photo ID as needed.

If you apply for a new Social Security card, please note that you must request a Social Security Number Verification Document from the Social Security office. This document will list your name and your Social Security number and is acceptable in place of a Social Security card.

Valid Social Security card/document AND state issued Driver's License or photo ID must be received by CPR with Mickey, Inc. prior to last day of class. If you do not provide these documents by the end of the class session you will not be eligible to apply for Certification exam, until proper documentation is obtained.

You can contact the Social Security Administration at their web site – [www.socialsecurity.gov](http://www.socialsecurity.gov) or call 1-800-772-1213.

### Criminal Record Report Notice

Student is responsible for content of criminal record report. If your criminal record report lists any charges that make a student ineligible for admission, student will be expelled from class and regular refund policy will apply. Charges that do not include felony conviction in last 10 years or current felony charge will not make you ineligible to register for CNA training; however, you should be aware that different employers have varying policies regarding criminal records. Any criminal record may limit your job opportunities.

### Additional Information

A high school diploma or GED is not required for acceptance in the CNA training program; however employment opportunities may be limited.

You will receive your text book on the first day of class or you may pre-purchase. Pre-purchase cost will be credited toward tuition fee.

Women who are pregnant may be accepted, however, you are strongly encouraged to discuss training requirement (including TB skin test) with your doctor.

CPR with Mickey, Inc. does not allow auditing of any of our training programs.

# ADMISSION AND REGISTRATION FOR PATIENT CARE TECHNICIAN TRAINING

## **To be eligible for admission to the PCT training programs:**

- You must be age 17 or older by the first day of training, unless exception is granted by Education Director.
- Complete CNA training
- Pass State CNA Certification Exams, and currently be in good standing on the Georgia Health Partnership registry
- You must be able to read and speak English
- You must be physically able to perform the required duties
- Must have High School Diploma or GED

## **The following are required for registration:**

- Completed Application form
- \$100 non-refundable application fee
- Copy of current Certified Nurse Assistant certification card (replacement card may be requested from Georgia Health Partnership at [www.mmis.georgia.gov](http://www.mmis.georgia.gov))
- Documentation of High school diploma or GED
- A valid driver's license or other government issued photo ID
- A valid social security card
- Must read and agree to Policies as listed in CPR with Mickey, Inc. *Catalog and Policies Manual*
- Registrations may be mailed or delivered to our Cartersville or Dallas office.

## **Registration Deadline:**

Registrations are accepted up to the business day prior to beginning of class or until class is filled. Class size is limited. Class space is filled on a first come, first served basis. CPR with Mickey, Inc. will not "hold" a class space for a student. After a class is full, subsequent applicants may choose to be placed on a waiting list, or to select a different class date. Register early to assure your placement in the class of your choice.

## **The following are required by the first day of class or may be purchased from CPR with Mickey, Inc. on the first day of class:**

- A watch with a second hand.
- Pens/pencils, notepad/paper, highlighters.
- Nursing scrubs (pants and top)
- Nursing style shoes
- Training fee paid in full or Payment Plan Agreement signed.

## Additional Information

Criminal Record report is not required for acceptance in the PCT training programs; however you should be aware that different employers have varying policies regarding criminal records. Any criminal record may limit your job opportunities.

Documentation of negative TB skin test or x-ray is not required for PCT training program, but will likely be required by employers. CPR with Mickey, Inc. reserves the right to administer TB skin test if deemed necessary.

Current drug screen test is not required for PCT training program, but will likely be required by employers. CPR with Mickey, Inc. reserves the right to administer random drug screen test if deemed necessary.

You will receive your text book on the first day of class or you may pre-purchase. Pre-purchase cost will be credited toward tuition fee.

Women who are pregnant may be accepted, however, you are strongly encouraged to discuss training requirement with your doctor.

CPR with Mickey, Inc. does not allow auditing of any of our training programs.

## Disability Services

CPR with Mickey, Inc. strives to provide, within reason, appropriate resources, services and auxiliary aids to allow each qualified person with a documented disability equal access to all education programs.

In order to receive accommodations, it is the student's responsibility to self-disclose their disability to CPR with Mickey, Inc. registration staff, and submit documentation, if requested.

CNA Students - Any student who has functional abilities deficit that would require accommodations to safely perform nursing assistant functions must be pre-approved by the Medical Care Foundation prior to enrollment in CNA training. You will be required to provide information on the nature of your condition, the manner in which it will affect your ability to practice safety guidelines and the type of accommodations or teaching method needed. Examples of functional abilities deficits include:

- Physical – gross and fine motor, physical endurance, physical strength mobility
- Sensory – visual, tactile, olfactory, hearing
- Cognitive – reading, arithmetic, analytical and critical thinking
- Interactive – interpersonal, communicative

Inquiries concerning the Disability Services at CPR with Mickey, Inc. should be addressed to Amy Vickery at 770-606-9697.

# TUITION, FEES AND FINANCIAL ASSISTANCE

## Application Fees:

Application fee is required for registration and is not refundable, unless requested within 3 days of signing the Application Form.

\$100	CNA
\$100	Patient Care Technician (Advanced Nursing Skills, EKG and Phlebotomy)
\$100	EKG Technician
\$100	Phlebotomy Technician

## Tuition Fees:

\$650	CNA (CNA program tuition fee will increase to \$755 beginning July 1, 2011)
\$1,895	Patient Care Technician (Advanced Nursing Skills, EKG and Phlebotomy)
\$895	EKG Technician component only
\$1,295	Phlebotomy Technician component only

## Tuition fee for CNA includes:

- Books and Materials
- Georgia Health Partnership Certification exam fee and processing fee (\$110). Oral or Spanish version of test -additional \$10 fee will apply.
- American Heart Association CPR, First Aid and AED training.
- Scrub Set (We have scrub set up to size 3x, if you require larger size scrubs, you must provide and you will receive a \$20 credit toward tuition fee. Scrubs must be royal blue)
- Stethoscope
- Drug screening, PPD test and criminal background report.
- All class materials and supplies

The following are required for CNA training but are NOT included in tuition fee: Watch with second hand and nursing style shoes

## Tuition fee for PCT includes:

- Books and Materials
- All class materials and supplies, including supplies necessary to complete
  - 100 blood draws – for Phlebotomy program
  - 40 EKGs - for EKG program
  - American Phlebotomy Association exam fee

The following are required for PCT training but are NOT included in tuition fee:

Scrub set, nursing style shoes, watch with second hand, and stethoscope

## Payment Plan

You may choose to pay tuition fee when you register, on the first day of class, or you may use payment plan. There is a service charge of \$20 for payment plan. Payment Plan Agreement must be signed by student, prior to beginning class or on first day. Weekly plan payments are due by 1:00 pm on the first classroom day of each week. Please note that weekly payments for CNA training will increase beginning July 1, 2011.

- CNA – Day Class \$223 per week
- CNA – Evening/Saturday Class \$134 per week
- PCT (ANS, EKG, Phlebotomy) \$212.75 per week
- EKG Technician \$305 per week
- Phlebotomy Technician \$263 per week

## Financial Obligations

A student delinquent in the payment of any financial obligation may be dropped from class and will not be allowed to register for another class until such a delinquency is removed. The student will not be issued class Certificate of Completion, grade reports, transcripts or any other student records and will not have enrollment/status information released to any third-party.

Note: Certificate of Completion is required to be eligible to take Certification Exams. Failure to satisfy financial obligations and receive Certificate of Completion within one year may result in loss of certification exam eligibility.

Any student receiving notice that his or her status has been placed on hold should immediately contact the office.

## Certification Exam Fees

Note: Initial Certification exam fees are included in tuition fees. Fees listed below are cost for re-testing.

\$25	CNA exam written exam
\$35	CNA oral or Spanish exam
\$82	CNA skills exam
\$150	Patient Care Technician (also includes EKG Technician and Phlebotomy Technician)
\$105	EKG Technician exam
\$105	Phlebotomy exam

### Additional Fees – (Optional or as needed only):

\$10	Fee for CNA oral or Spanish exam
\$5	Replacement student ID badge
\$25	Pre-purchase or replacement CNA text book
\$15	Pre-purchase or replacement CNA work book
\$70	Pre-purchase or replacement Advances Nursing Skills text book
\$78	Pre-purchase or replacement Phlebotomy text book
\$52	Pre-purchase or replacement EKG text book
\$10	Replacement CPR OR First Aid certification card
\$5	Replacement Stethoscope
\$5	Replacement Student packet/syllabus
\$35	Returned Check fee
\$5	Student file document copies
\$20	Payment plan fee
\$20	Scrub Set
\$15	Nursing Shoes
\$15	Blood Pressure Cuff
\$20	Watch (with second hand)
\$15	Gait Belt
\$35	CNA exam practice kit (\$50 to include BP Cuff)

### Fee Credits for CNA Training Program

The following credits may apply toward your CNA training fee

\$15	PPD test, must be dated within 12 months from the beginning of training date
\$15	Criminal record report, must be dated within 30 days from the beginning of training date
\$15	Drug screen report, must be dated within 30 days from the beginning of training date
\$5	Stethoscope, must be approved by training instructor
\$25	First Aid Training (must be current certificate from either American Heart Association or American Red Cross, or ASHI training)
\$25	CPR Training (must be current certificate from either American Heart Association or American Red Cross, or ASHI training)

Note that many employers require American Heart Association Basic Life Support for Healthcare Professionals or American Red Cross CPR for Professional Rescuers level training.

### Payment Types

We accept checks or money orders (payable to CPR with Mickey, Inc.), cash or credit/debit card. Cash payments must be made in exact amounts.

### Returned Checks

If check is returned due to insufficient funds you will be required to pay any fee balance and a returned check fee of \$35 before being allowed to continue training. All future payments will be required to be paid in cash, money order or credit card.

### Financial Assistance

- As a private training facility, our programs are not currently eligible for payments through the HOPE or Pell scholarship programs.
- If you are a Vocational Rehabilitation client you may be eligible for assistance from Vocational Rehabilitation. Contact your Vocational Rehabilitation manager to see if assistance is available.
- CPR with Mickey, Inc. is currently awaiting approval as a training provider through the MyCAA, Military Spouse program. For more information, contact Amy Vickery at 770-606-9697.
- Our CNA training program is approved for WIA (Workforce Investment Act) funding. WIA is a program that may provide funding for training for people who have been laid-off from employment, are low income and receiving food stamps, are displaced homemakers, or are formerly self-employed. HOWEVER, AS OF DECEMBER 2010 THERE IS NO FUNDING AVAILABLE for residents of Bartow, Floyd, Paulding, and some other counties. Funding is currently available in Cobb, Cherokee and some other counties. For information on WIA funding, contact Amy Vickery at 770-606-9697. WIA Students have all the rights and responsibilities of any other student.

### Refund Policy

Application fee is required for registration and is not refundable, unless requested within 3 days of signing the Application Form.

Refund amounts for training programs, less the application fee, are as follows:

- Student who completes 3 days or less of instructional time is eligible for refund of 100% of tuition paid to date.
- Student who completes more than three days, or no more than 5% percent of instructional time is eligible for refund of 95% of tuition.
- Student who completes more than 5% percent but no more than 10% of instructional time is eligible for refund of 90% of tuition.
- Student who completes more than 10% percent but no more than 25% of instructional time is eligible for refund of 75% of tuition.
- Student who completes more than 25% percent but no more than 50% of instructional time is eligible for refund of 90% of tuition.
- Student who completes more than 50% percent of instructional time is NOT eligible for refund.

Student will be considered withdrawn from training on the date that they notify CPR with Mickey, Inc. in writing of their wish to withdraw. Student who stops attending, but does not notify CPR with Mickey, Inc. of their wish to withdraw, will be considered withdrawn on the day prior to the midpoint of the training program and will be issued a 50% refund.

Additional refund amount may be granted in cases of withdrawal due to extreme circumstances such as student injury, serious illness or death. Refund amount determined on a case-by-case basis. Documentation of special circumstances must be provided.

Stop payment of your check is not considered an official withdrawal and does not release you from your financial obligation.

Student who withdraw from class are eligible to re-enroll in a future class. Requests for re-enrollment must be made in writing and include the reason for withdrawal and the date of the future class requested (must be within 3 months). Re-enrollments will only be available for classes that have slots available 1 day before class begins.

If a training program is canceled or the begin date postponed by more than two weeks by CPR with Mickey and student does not wish to transfer to a future class, a full refund will be given.

# STUDENT AFFAIRS

## Student Records

Student records are securely stored in our Dallas and Cartersville offices. Within 3 months of completion of training an additional electronic/digital copy of file will be made and stored off-site. Electronic files are kept for 45 years.

CPR with Mickey, Inc. is responsible for the accurate and confidential maintenance of student records. Transcripts of educational records will contain only academic status information. Disciplinary action may be recorded in cases where it affects the student's eligibility to register. Disciplinary and counseling files will be maintained separately from academic records and will not be available to unauthorized persons.

The Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, affords students certain rights with respect to their education records. They are:

- The right to inspect and review the student's records within 45 days of the day the school receives a request for access. Students should submit written requests to the CPR with Mickey, Inc. that identify the record(s) they wish to inspect. CPR with Mickey, Inc. will make arrangements for access and notify the student of the time and place where the records may be inspected.
- The right to request the amendment of the student's education records that the student believes is inaccurate or misleading. Students may ask the school to amend a record that they believe is inaccurate or misleading. They should write CPR with Mickey, Inc., clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the school decides not to amend a record as requested by the student, the school will notify the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, and academic or research, or support staff position (including law enforcement personnel and health staff); a person or company with whom the school has contracted (such as an attorney, auditor, or collection agent); a person serving on the Grievance Committee; or a student serving on a grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the school discloses education records to officials of another school in which a student seeks or intends to enroll.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by CPR with Mickey, Inc. to comply with requirements of FERPA. The name and address of the Office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, DC 20202-4605

## Privacy Policy

The Financial Services Modernization Act of 1999, also known as the "Gramm-Leach-Bliley Act" or GLB Act, includes provisions to protect consumers' personal information held by financial institutions, including postsecondary institutions. The GLB Act requires that schools have in place an information security program to ensure the security and confidentiality of customer information, protect against anticipated threats to the security or integrity of such information, and guard against the unauthorized access to or use of such information. There are three principal parts to the privacy requirements: the Financial Privacy Rule, Safeguards Rule and pretexting provisions. CPR with Mickey, Inc. complies with the Gramm-Leach-Bliley Act. Additional information on the GLB Act can be found at [www.ftc.gov/privacy/glbact/](http://www.ftc.gov/privacy/glbact/).

Parents of students termed "dependent" for income tax purposes also have access to the student's educational records. As verification of the student's dependent status, the requesting parent(s) will need to provide a copy of the most recent tax return to the Registrar. Except in the case of dependent students, parents have no access to the records of students in postsecondary institutions.

## Transcript and Student file document requests

Students are entitled to review your file or obtain copies of file documents, with 10 business days' notice. There is a \$5 fee for copies of file documents. File documents will not be issued to a student whose record indicates financial obligation to the college.

## Facilities

All CPR with Mickey, Inc. facilities are properly lighted, heated, cooled and ventilated. Class and lab areas are adequate, safe and conducive to quality training. Restrooms are handicap accessible. Building and grounds are well maintained. All equipment is regularly inspected, well maintained and replaced as needed. Our facilities are located in a safe area and we take all reasonable steps to ensure student safety.

As a Non-residential facility we do not provide housing.

CPR with Mickey, Inc. provides, for student use, a small refrigerator and microwave. We have sodas, water, coffee, and snacks available for sale. We do not provide paper products or utensils, so please bring your own. Students are welcome to eat lunch at your desk. Students are responsible for cleaning up after themselves.

## Safety, Emergencies & Inclement Weather

In the event of inclement weather, such as snow, ice, flooding, etc., CPR with Mickey will close when local County and/or City Schools are closed (Cartersville office – Bartow County and/or Cartersville City Schools, Dallas office – Paulding County). A student who believes he/she will endanger himself by coming to class will not be penalized for being absent.

When training is delayed or cancelled, the time must be made up prior to the completion of class. Every effort will be made to plan the make up for a day when the student is available. However, scheduling conflicts may result in the student finishing training with the next scheduled class.

Each CPR with Mickey, Inc. office has a fire extinguisher, first aid kit, and posted safety rules. All staff are American Heart Association CPR and First Aid trained. Students must observe all safety rules, follow universal health precautions, adhere to all safety instructions provided by your Instructor and use safety equipment where required.

In event of tornado warning, students must move to safe area, following directions of Instructor /or Staff.

Any problems with or defects in, equipment or unsafe condition must be reported immediately to Instructor AND Office Manager.

## Educational and Vocational Planning

Individual assistance for educational and vocational planning is available upon request. This service is available before registration, during, and/or after training. Student graduation, certification, and employment data to students upon request

Assistance includes:

- Career counseling and assessment.
- Career development resources referrals
- Job market and salary information.

## Employment Opportunities

Completion of training and subsequent certification prepares students for employment in a variety of medical facilities.

### Job Opportunities in the CNA field

- Nursing homes
- Personal care homes
- Assisted living homes
- Home health care agencies and companies
- Hospice care agencies
- Private home care provider
- Hospitals

### Job Opportunities in the PCT, EKG and Phlebotomy fields

- Employers listed above and...
- Doctors' offices
- Clinics
- Blood labs
- EKG labs
- Blood collection organizations

CPR with Mickey provides the following job search assistance:

- CPR with Mickey, Inc. classes includes education on basic employment preparation.
- Provide instruction, information and materials on job search activities, including resume preparation, interviewing skills, and general job search information
- Additional assistance on creating and/or improving your resume and general job search information is available upon request.
- Use of computer to create and/or print resume will be provided upon request.
- CPR with Mickey, Inc. keeps a database of local employers and maintains a cooperative relationship with employers to encourage communication of employment opportunities. Resumes that are provided by students in good standing will be forwarded to potential employers, as appropriate. Employment opportunities notices will be posted on CPR with Mickey Facebook page and are available by calling Amy Vickery at 770-606-9697.

NOTE: Student are responsible for the following up on all referrals and for the application process required by the prospective employer.

CPR with Mickey, Inc. does NOT guarantee job placement.

## Medical Liability

CPR with Mickey does NOT offer medical insurance for students at our training facility or at clinical sites. It is recommended that you be covered by a personal health and/or injury insurance policy. CPR with Mickey is not responsible for any and all cost associated with any injury or illness of student. CPR with Mickey, Inc. is not liable for any injury or loss resulting from my participation in any CPR with Mickey, Inc. training. Students who enroll in CPR with Mickey, Inc. training agree to hold harmless CPR with Mickey, Inc. and all its representatives, as well as participating host facilities and their representatives for any and all reasons arising out of or in any way relating to training.

All CPR with Mickey, Inc. CNA, PCT, EKG and Phlebotomy students are covered during training under a blanket liability insurance policy. Policy is available for review upon request.

## Orientation

CPR with Mickey offers regularly scheduled, free, orientation sessions for prospective students. Orientation session attendance is not required, but is highly recommended.

Orientation will include the opportunity to:

- Learn about academic programs
- See training facility and training equipment
- Review text books and materials
- Meet instructor and/or staff
- Learn about available services
- Review program policies
- Learn about CPR with Mickey, Inc. rules and regulations
- Registration procedures

Orientation dates are listed on our web site at [www.cprwithmickey.com](http://www.cprwithmickey.com)

To register for orientation session:

Dallas campus – Call Christine Yingling at 770-573-2448

Cartersville campus - Call Amy Vickery at 770-606-7879

# GENERAL POLICIES AND PROCEDURES

## Code of Conduct and Ethics Policy

CPR with Mickey, Inc. provides adult education programs in vocational and medical training and recognizes its responsibility to provide an atmosphere conducive to learning and personal growth. CPR with Mickey, Inc. classes are provided in a professional setting to promote a quality training experience for all students and maintain patient safety.

Students are expected to take responsibility for his/her learning and behavior, and to treat fellow students, instructors, and staff with respect. In addition, students have a responsibility to abide by the rules and regulations listed below.

The administration reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, when, in the judgment of CPR with Mickey, Inc. instructors or staff, a student's conduct disrupts or threatens to disrupt the class, appropriate disciplinary action will be taken. The Disciplinary Action Policy is intended to provide an orderly protocol for handling disciplinary cases in accordance with the principles of due process and justice.

## Conduct Rules and Regulations

Any student found to have committed the following misconduct is subject to disciplinary sanctions:

- Ridiculing or excluding other students
- Inappropriate discussions of personal problems or issues
- Gang attire or bullying
- Disrespecting another student's privacy
- Any action that makes an employee of CPR with Mickey, Inc. or another student feel threatened or unsafe
- Poor or inappropriate attitude toward the Instructors, staff, other students, clinical staff or residents.
- Theft or destruction of property
- Possession and/or consumption of alcohol/or illegal drugs.
- Cheating, plagiarism, or other forms of academic dishonesty
- Furnishing false information to any CPR with Mickey, Inc. official, faculty member or office.
- Forgery, alteration, or misuse of any CPR with Mickey, Inc. document, record, or instrument of identification.
- Disruption or obstruction of teaching, research, administration, disciplinary proceedings including inappropriate, inconsiderate or disruptive behavior
- *Physical abuse, verbal abuse, threats, intimidation, harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person.*
- Vulgar or suggestive language or profanity.
- Racial, sexual, or ethnic slurs
- Attempted or actual theft of and/or damage to property of CPR with Mickey, Inc. or property of another student
- Violation of federal, state or local laws
- Use, possession or distribution of narcotic or other controlled substances except as expressly permitted by law.
- Use, possession or distribution of alcoholic beverages or public intoxication on CPR with Mickey, Inc. premises or at clinical sites
- Use of tobacco products in campus buildings except in marked designated smoking areas.
- Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals CPR with Mickey, Inc. premises or at clinical sites.
- Conduct that is unbecoming to a student, including, but not limited to, conduct that is disorderly, lewd, or indecent; a breach of peace; or aiding, abetting, or procuring another person to breach the peace
- Children and visitors are not allowed in classroom or at clinical site.
- Theft or other abuse of computer time, including but not limited to:
  - Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose.
  - Unauthorized transfer of a file.
  - Unauthorized use of another individual's identification and password.
  - Use of computer facilities to interfere with the work of another student, faculty member or staff member.
  - Use of computer facilities to send obscene or abusive messages or view obscene electronic information.
  - Use of computer facilities to interfere with normal operation of the school's computing system.
- Abuse of the Grievance System, including but not limited to:
  - Failure to obey the summons of a judicial body or CPR with Mickey, Inc. official.
  - Falsification, distortion, or misrepresentation of information before a judicial body.
  - Disruption or interference with the orderly conduct of a judicial proceeding.
  - Initialing a judicial proceeding knowingly without cause.
  - Attempting to discourage an individual's proper participation in, or use of, the judicial system.
  - Attempting to influence the impartiality of a member of a judicial body prior to and/or during the course of the judicial proceeding (verbal or physical) and/or intimidation of a member of a judicial body prior to, during, and/or after a judicial proceeding. Influencing or attempting to influence another person to commit an abuse of the judicial system

## Phone Usage:

Cell phones must be silenced during class hours. Only urgent calls and text messages may be sent and/or received during class. All other calls must be made and received during breaks. The student must leave the classroom to make/receive calls.

During clinical sessions cell phones must be left in the student's vehicle. If the student has extenuating circumstances, permission must first be obtained from the clinical instructor. In the event of an emergency, family member may contact CPR with Mickey, Inc. office and staff will locate student to relay message.

The CPR with Mickey, Inc. office phone is to be used only in emergencies and only with permission from staff.

## Smoking, Drugs, Alcohol, & Medications

Smoking is not permitted within 15 feet of CPR with Mickey, Inc. or neighboring businesses entrance. CPR with Mickey, Inc. does not provide trash receptacles for cigarette butts. Students must properly dispose of their ashes and cigarette butts. Students are not allowed to dispose of cigarette butts inside CPR with Mickey, Inc. facilities. We strongly suggest that smokers do so in their own vehicle. We require that ashes and cigarette butts be disposed of in students vehicle or in a closed, fire proof container.

Smoking is also strictly prohibited while the student is on the clinical site's property.

Students who have a strong smell of smoke may be required to leave class and/or clinicals to bathe and change into clean clothing.

All forms of alcohol are prohibited on CPR with Mickey's campuses, including the parking lots and clinical sites. Possession, consuming, or being under the influence of alcohol during class or clinical hours is grounds for immediate dismissal from the program

If the student requires medication during class or clinical hours, permission must be obtained from the class instructor. Medications must be in the original bottle; prescription drugs must be in the student's name. Drugs for which the student does not have the original bottle and illegal drugs are not permitted on CPR with Mickey's campuses and may result in dismissal from the program.

CPR with Mickey retains the right to administer random drug tests to any student attending the CNA program. Refusal to submit a urine sample is grounds for immediate dismissal from the program. Random drug testing will be conducted without additional charge to the student unless has already failed a drug test.

## Sexual Harassment

CPR with Mickey, Inc. prohibit sexual harassment and harassment on the basis of race, color, creed, gender, national or ethnic origin, religion, disability, age, political affiliation or belief, disabled Veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law). Sexual harassment is a form of gender discrimination and is a violation 80 of State and Federal law. Sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. Such conduct is prohibited when the behavior is directed to an individual because of his or her gender and (1) when submission to such conduct is made either explicitly or implicitly a term or condition of instruction, employment or otherwise full participation in department or college life; (2) submission to or rejection of such conduct is considered in evaluating a person's academic work or job performance, or (3) such conduct has the purpose or effect of interfering with a person's academic or job performance; creating a sexually intimidating, hostile, or offensive working or educational environment, or interfering with one's ability to participate in or benefit from an educational program or activity. All persons who believe that they are or may have been victims of improper harassment are encouraged to seek resolution promptly with CPR with Mickey, Inc. Director, Mickey Sturdivant.

## Appearance & Dress Code:

### **Class Room Sessions**

Casual clothes are acceptable for the classroom, but the following are not acceptable:

- Short shorts
- Tight clothing
- Shirts short enough for abdominal skin to show
- Low cut and/or shirts that gape when the student bends over
- Pants, shorts, or skirts that allow underwear or the surrounding area to show
- Oversized pants or shorts that sag below the natural waist or pajama style pants.
- Other inappropriate or offensive attire at the discretion of CPR with Mickey

If a student arrives to class in clothing that is not acceptable they will be required to leave class and return when properly dressed. Any missed time will be documented on attendance record. Students may wear scrubs to class and lab sessions if you wish, but it is NOT required.

### **Clinical (CNA) and Lab/Intern (PCT/EGK/Phlebotomy) Sessions**

The following are required for a professional appearance, as well as patient safety and infection control:

- CPR with Mickey, Inc. issued name badge. Patients have a right to know who is caring for them and their qualifications.
- Clean, ironed scrub set.
- Appropriate shoes. See note below.
- Hair – Must be pulled back and neatly kept
- Jewelry - Limited to one pair of post earrings, a wedding ring and a watch with second hand
- Nail – No longer than 1/4" beyond fingertips. No artificial nails. Polish must be a natural/neutral color.
- No body spray, perfume, or cologne. These can aggravate patient allergies and asthma.

If a student arrives for clinicals/lab and is in violation of above rules they will be required conform to rules, including leaving and return when in compliance. Any missed time will be documented on attendance record.

## Student ID

CPR with Mickey, Inc. will provide new students with an ID badge, at no charge. ID badges must be worn at all times during class, lab, clinicals and certification exams. Replacement ID badges will be provided at a cost of \$5 each.

## Shoes

For infection control compliance, shoes must be clean, leather or plastic, closed toe, solid surface. Shoes must be white. Crock style shoes are acceptable, but they must not have holes in top. Some tennis shoes may be acceptable, but they must not have any vent holes or mesh. For students' convenience, CPR with Mickey, Inc. has appropriate shoes in different styles available for purchase for \$15. Any other shoes must be approved by Instructor PRIOR to first clinical session. Students without approved, appropriate shoes will not be allowed to attend clinical sessions.

## Disciplinary Action

### **Filing a Complaint**

1. Any student, faculty or staff member of CPR with Mickey, Inc. may file a complaint with the Student Disciplinary Officer against any student for a violation of the Student Code of Conduct and/or Academic Misconduct policies. The individual(s) initiating the action must complete a Student Complaint Form and forward it directly to the Student Disciplinary Officer or his/her designee.

### **2. Investigation and Decision**

a. Within five business days after the complaint is filed, the Student Disciplinary Officer or his/her designee shall complete a preliminary investigation of the incident, and schedule a meeting with the student against whom the complaint was filed in order to discuss the incident and the charges. In the event that additional time is necessary, the student will be notified. After discussing the complaint with the student, the Student Disciplinary Officer or his/her designee shall determine whether the student is guilty of the alleged conduct, and whether the alleged conduct constitutes a violation of the Student Code of Conduct and/or Academic Misconduct policies. If the student fails to appear at the meeting, he or she will be considered guilty and the appropriate actions will be taken.

b. In the event that a complaint alleges violations by more than one student, each student's disciplinary proceeding, as well as any appeals relating to that proceeding, shall be conducted individually.

c. If the Student Disciplinary Officer or his/her designee determines that the student is guilty of a violation, he/she shall impose one or more disciplinary sanctions consistent with those described below. If the Student Disciplinary Officer or his/her designee determines that the alleged conduct did not occur, or that the conduct was not a violation, he/she shall not impose any disciplinary sanctions on the student and the investigation shall be closed.

### **Disciplinary Sanctions**

After a determination that a student has violated the Student Code of conduct and/or Academic Misconduct policies, the Student Disciplinary Officer or his/her designee may impose one or more of the following sanctions:

**Restitution** – A student who has committed an offense against property may be required to reimburse CPR with Mickey, Inc. or other owner for damage to or misappropriation of such property. Any such payment in restitution shall be limited to the actual cost of repair or replacement.

**Reprimand** – A written reprimand may be given any student. Such a reprimand does not restrict the student in any way, but it signifies to the student that he/she is, in effect, being given another chance to conduct himself/herself as a proper member of the CPR with Mickey, Inc. community, and that any further violation may result in more serious sanctions.

**Disciplinary Probation** – Continued enrollment of a student on probation may be conditioned upon adherence to specified terms. Any student placed on probation will be notified of the terms and length of probation in writing. Any conduct determined after due process to be in violation of these terms while on probation may result in the imposition of more serious disciplinary sanctions, as specified by the terms of probation.

**Failing or lowered grade** – In cases of academic misconduct, the Student Disciplinary Officer or his/her designee will make a recommendation to the instructor to award a failing or lowered grade in the course, a loss of credit on the assignment or examination, and may impose other additional sanctions including suspension or dismissal from the training program.

**Disciplinary Expulsion** – Removal and exclusion from CPR with Mickey, Inc. controlled facilities, programs, events, and activities. A record of the reason for the student's dismissal is maintained by the Student Disciplinary Officer or his/her designee. Students who have been dismissed from the training program for any reason may apply in writing for reinstatement six (6) months following the expulsion. If approval for reinstatement is granted, students will be placed on disciplinary probation for a specified term. The probationary status may be removed at the end of the specified term at the discretion of the Student Disciplinary Officer or his/her designee.

**Interim Disciplinary Suspension** – As a general rule, the status of a student accused of violations of the Student Code of Conduct should not be altered until a final determination is made regarding the charges against him/her. However, interim suspension may be imposed upon a finding by the Student Disciplinary Officer or his/her designee that the continued presence of the accused student on campus constitutes a potential or immediate threat to the safety and well-being of the accused student or any other member of the CPR with Mickey, Inc. community or its guests, or that the continued presence of the student on campus creates a risk of substantial disruption of classroom- or other CPR with Mickey, Inc. related activities.

**Violation of Federal, State or Local Law** If a student is convicted or pleads Nolo Contendere to an off-campus violation of federal, state, or local law, but not with any other violation of the Student Code of Conduct, disciplinary action may be taken and sanctions imposed for misconduct that is detrimental to CPR with Mickey, Inc. vital interests and stated mission and purpose.

### **Conditions of Disciplinary Suspension and Expulsion**

A student who has been expelled from the CPR with Mickey, Inc. shall be denied all privileges afforded a student and shall be required to vacate CPR with Mickey, Inc. premises at a time determined by the Student Disciplinary Officer or his/her designee.

In addition, after vacating the CPR with Mickey, Inc. premises, an expelled student may not enter upon the CPR with Mickey, Inc. premises at any time, for any purpose, in the absence of written permission from the Student Disciplinary Officer or his/her designee. A suspended or expelled student must contact the Student Disciplinary Officer or his/her designee for permission to enter the CPR with Mickey, Inc. premises for a limited, specified purpose.

If the student seeks to submit a signed **Disciplinary Sanction Appeal Form**, the Student Disciplinary Officer or his/her designee must accept the Form by mail or fax if he/she refuses the student's request to enter the Technical College premises for that specified purpose.

A scheduled appeal hearing before the Judicial Body shall be understood as expressed permission from the Student Disciplinary Officer or his/her designee for a student to enter CPR with Mickey, Inc. premises for the duration of that hearing.

### **Mediation**

At the discretion of the President, the college may adopt a mediation procedure to utilize prior to the Appeals set forth herein.

### **Appeals Procedure**

A student who wishes to appeal a disciplinary decision by the Student Disciplinary Officer or his/her designee must file a written notice of appeal through the President's Office for review by a Judicial Committee within five business days of notification of the decision.

The student will then have the right to appear in a hearing before a Judicial Committee assigned by the President or his/her designee within 10 business days to present evidence and/or testimony. The student has the right to be assisted by any advisor he/she chooses, at his/her own expense. The student is responsible for presenting his/her own case and, therefore, advisors are not permitted to speak or to participate directly in any hearing before a Judicial Committee. The Committee will consist of one faculty member, one staff member and one student. There shall be a single verbatim record, such as a tape recording, of all hearings before the Judicial Committee. The record shall be the property of the CPR with Mickey, Inc. The Chairperson of the Judicial Committee shall notify the President and the Student Disciplinary Officer in writing of the Judicial Committee's decision. The President or his/her designee will notify the student in writing of the Committee's decision. The decision of the Judicial Committee shall be final and binding.

### **Document Retention**

The Student Disciplinary Officer or his/her designee shall retain a copy of all documents concerning complaints, investigations, administrative actions, and communications and final decision in relation to any incident that resulted in a disciplinary investigation of any kind against a student. The Student Disciplinary Officer or his/her designee will also retain records of any disciplinary appeals filed by the affected student, as well as the resulting record of appeal and decision submitted by the Student Judicial Committee. All records specified in this section shall be retained for a period of five years.

### **Nondiscrimination Policy**

CPR with Mickey, Inc. does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief.

### **Student Grievance Policy**

The purpose of the student grievance policy is to provide a framework for communicating a complaint, a procedure for consideration of the complaint, and a fair, equitable, confidential means of resolving the complaint.

Complaints or concerns may be discussed with class Instructor and/or CPR with Mickey, Inc. staff. If problem is not resolved, a formal complaint should be made.

Formal complaints must be made in writing using the Student Complaint Form and delivered by mail (Ms. Sturdivant, RN, EMT, 110 Evans Mill Drive, Suite 704, Dallas, GA 30157) or hand delivered to CPR with Mickey, Inc. Executive Director, Michelle "Mickey" Sturdivant. Complaints must be received within 30 days of the incident.

After a complaint is received, Ms. Sturdivant will, within 20 business days, conduct a thorough and impartial investigation of the matter, including discussing the issue, in person or by phone, with the student, fellow student, Instructor and/or the staff member involved. If issue cannot be resolved to the student's satisfaction during this conversation, then Ms. Sturdivant will appoint an independent arbitrator to review the grievance and recommend a solution.

All information collected and parties in the complaint will be kept confidential and all parties to the complaint will be protected from retaliation.

All complaints by students, parents of students (under age 18), or prospective students, will be handled free of charge. The complainant is entitled to bring one person only to any and all meetings. The complainant may request an interpreter/translator for all meetings.

After the arbitrator has reviewed the grievance the student will receive a written response within 10 working days and the findings of the inquiry will be reported in writing to Ms. Sturdivant. A copy of all documentation will be retained in student file.

If the grievance has not reached a satisfactory conclusion:

- CNA students are entitled to file a formal complaint with the Georgia Health Partnership at 678-527-3010 or [www.mmis.georgia.gov](http://www.mmis.georgia.gov).
- EKG and Phlebotomy students are entitled to file a formal complaint with the Nonpublic Postsecondary Education Commission (NPEC). Complaints can be sent to NPEC, 2082 E. Exchange Place, Suite 220, Tucker, GA 30084, or call 770-414-3300 or visit web site at [www.gnpec.org](http://www.gnpec.org).

# ACADEMICS

## Attendance Policy:

Daily attendance is mandatory. Students are required to be on time for beginning of class, stay until class is dismissed, and return promptly from lunch break. Instructor keeps a daily attendance record.

If an absence from all or part of a class and/or clinical day is unavoidable, you will need to discuss the situation with your Instructor. Make up arrangements and availability are at the discretion of the instructor. Make up arrangements may result in the delay of program completion.

Some possible options include:

- Making up work before or after class or during class breaks
- Completing assignments at home
- Making up the time and work with a future class
- Schedule private training time with instructor at a rate of \$15 per hour

If you miss over 4 total hours of class and do not make arrangements for make-up work, you may be terminated from the program.

Clinical make-up days must be arranged by Instructor. Under no circumstances is the student to contact the clinical facility in an attempt to schedule independent clinical days.

Any student who is ill, with vomiting, diarrhea, fever, or sore throat must not attend class or clinicals.

## Tardiness:

Students are expected to arrive on time. Tardiness is defined as arriving more than five minutes after the scheduled class start time or in returning from lunch or breaks. Tardy to clinical hours is unacceptable and may result in student being dismissed from clinical session and may delay completion of training program. Repeated tardiness may be grounds for dismissal from the program.

## Grades and Requirements for Successful Class Completion

Students are issued percentage grades on quizzes, projects, participation and final exam. These grades are averaged for the final class grade,

It is the policy of CPR with Mickey, Inc. to make every reasonable effort to ensure the student's successful completion of the training program. Additional help is available to the student upon request. Students are provided with a syllabus, which includes class and lab activities and test schedules.

- Practice the skills taught on classmates and volunteer patients
- Allow self to be used for skill practice
- Participate in all class, lab, and clinical activities
- Complete all homework in a timely manner
- Use equipment and supplies in a respectful and appropriate manner
- Follow directions from Instructor and Staff
- Use the tone of voice, vocabulary and behavior that is appropriate for a workplace.
- Put forth effort to succeed in this program, including studying for tests and practice skills
- Be on time and attend all class, lab and clinical sessions
- Student must never attempt perform a task or skill for which that have not yet received training.
- Students must follow Instructor health and safety instructions and practice all safety precautions taught for each skill and always follow HIPAA guidelines.

## Requirements for successful completion of Certified Nurse Aide training program

- Score of  $\geq 75\%$  on each quiz. If a quiz score is  $< 75\%$ , there is one opportunity to retake the quiz. Failure to make  $\geq 75\%$  on the second attempt will result in the student being placed on academic probation. If a student scores  $\leq 75\%$  on another quiz and its retake, the student will be required to repeat the program.
- Successful demonstration of all lab and clinical skills as determined by instructor.
- Successful completion of the American Heart Association First Aid course, or a current certification card from a valid provider.
- Successful completion of the American Heart Association Health Care Provider CPR course, or a current certification card from a valid provider.
- Completion of homework and project assignments
- Demonstrate professional behavior including:
  - School and facility policies are followed
  - All safety procedures are followed
  - Volunteer patients, instructor, and fellow students are treated with dignity and respect
  - Unanticipated learning opportunities are embraced
- Assigned project score of  $\geq 75\%$
- American Phlebotomy Association Practice Exam score of  $\geq 78\%$
- Final written exam score of  $\geq 78\%$
- Completion of all lab requirements, including, but not limited to:
  - Demonstrate infection control procedures and Perform accurate blood pressure reading

## Requirements for successful completion of Advanced Nursing Skills training component

- Score of  $\geq 75\%$  on each quiz. If a quiz score is  $< 75\%$ , there is one opportunity to retake the quiz. Failure to make  $\geq 75\%$  on the second attempt will result in the student being placed on academic probation. If a student scores  $\leq 75\%$  on another quiz and its retake, the student will be required to repeat the program.
- Successful demonstration of all lab and clinical skills as determined by instructor.
- Completion of homework and project assignments
- Demonstrate professional behavior including:
  - School and facility policies are followed
  - All safety procedures are followed
  - Volunteer patients, instructor, and fellow students are treated with dignity and respect
  - Unanticipated learning opportunities are embraced
- Assigned project score of  $\geq 75\%$
- Final Exam score of  $\geq 78\%$
- Final written exam score of  $\geq 78\%$
- Completion of all lab requirements

### Requirements for successful completion of **Phlebotomy** training component

- Score of  $\geq 75\%$  on each quiz. If a quiz score is  $< 75\%$ , there is one opportunity to retake the quiz. Failure to make  $\geq 75\%$  on the second attempt will result in the student being placed on academic probation. If a student scores  $\leq 75\%$  on another quiz and its retake, the student will be required to repeat the program.
- Successful demonstration of all lab and clinical skills as determined by instructor.
- Successful completion of the American Heart Association First Aid course, or a current certification card from a valid provider.
- Successful completion of the American Heart Association Health Care Provider CPR course, or a current certification card from a valid provider.
- Demonstrate professional behavior including:
  - School and facility policies are followed
  - All safety procedures are followed
  - Volunteer patients, instructor, and fellow students are treated with dignity and respect
  - Unanticipated learning opportunities are embraced
- Assigned project score of  $\geq 75\%$   
American Phlebotomy Association Practice Exam score of  $\geq 78\%$
- Final written exam score of  $\geq 78\%$
- Completion of all lab requirements, including, but not limited to:
  - Select and prepare draw site
  - Demonstrate infection control procedures
  - 100 successful blood draws (60 on manikin, 40 on volunteer patients)
  - Perform accurate blood pressure reading
  - Prepare blood collection tray
  - Perform skin puncture and prepare blood smears

### Requirements for successful completion of **EKG** training component

- Score of  $\geq 75\%$  on each quiz. If a quiz score is  $< 75\%$ , there is one opportunity to retake the quiz. Failure to make  $\geq 75\%$  on the second attempt will result in the student being placed on academic probation. If a student scores  $\leq 75\%$  on another quiz and its retake, the student will be required to repeat the program.
- Successful demonstration of all lab and clinical skills as determined by instructor.
- Completion of homework and project assignments
- Demonstrate professional behavior including:
  - School and facility policies are followed
  - All safety procedures are followed
  - Volunteer patients, instructor, and fellow students are treated with dignity and respect
  - Unanticipated learning opportunities are embraced
- Assigned project score of  $\geq 75\%$
- American Phlebotomy Association Practice Exam score of  $\geq 78\%$
- Final written exam score of  $\geq 78\%$
- Completion of all lab requirements, including, but not limited to:
  - Demonstrate infection control procedures
  - Perform accurate blood pressure reading
  - Prepare patient for EKG procedure
  - Apply electrodes, select leads, and obtain rhythm strips
  - Read a 12-lead EKG

### Academic Misconduct and Ethics Policy

CPR with Mickey, Inc. promotes and expects all students to conduct themselves professionally, and with honesty and integrity. Personal ethics are critical to the development of professional character and we consider academic integrity an integral part of the learning environment. Any infraction of this policy is detrimental to the students' education and the integrity of the school.

#### **Cases of academic misconduct that are strictly forbidden include:**

- Plagiarizing any assignment or part of an assignment. Plagiarizing means to use someone else's ideas or words as one's own, without giving appropriate credit using quotation marks, if necessary, and citing the source(s).
- Copying and submitting another's work as one's own.
- Using unauthorized notes or equipment (programmable calculator, PDA, cell phone, etc.) during an examination.
- Stealing an examination or using a stolen examination for any purpose.
- Allowing another student to have access to your work, thereby enabling that student to represent the work as his/her own.
- Having someone else take a quiz or exam in one's place, taking an exam for someone else, assisting someone in any way during a quiz or exam, or using any unauthorized electronic device or other unauthorized method of support during a quiz or exam.
- Falsifying or fabricating information such as data for a lab report.
- Falsifying a patient's medical record, a student's clinical record, or any other student record, including a record of attendance.
- Using or copying another person's electronic file or copying any electronic information or computer program.
- Allowing and/or aiding another student to violate any ethics rule
- Other forms of cheating or misconduct are forbidden, even if not listed here specifically.

### **Violations of Ethics Policy**

Instructor may use any one or more of the following disciplinary measures for addressing instances of academic misconduct:

- File a complaint on the student under the Disciplinary Action Policy
- Award a grade of zero for the assignment;
- Assign a failing grade for the course;
- Recommend the dismissal of the student from the program or college.

### **Academic Warning, Probation and Corrective Action**

#### **Academic Warning**

If a student has a score of 70 or below on more than one quiz and/or fails to master skills during the course of the class/component and/or has a score of 70 – 77 on the class final exam the student will be placed on academic warning.

Students placed on academic warning will be scheduled for an appointment with their Instructor. During this meeting the student, instructor and possible another staff member will work together to identify challenges and create a plan to resolve the issues. An Academic Warning/Probation Form will be completed to document an action plan and signed by student and instructor.

To be removed from Academic Warning student must re-take quizzes and score 71 or higher and/or satisfactorily perform skills on first attempt and/or re-take class final exam and score 78 or higher on first attempt within 10 business days of end of class/component.

Failure to be removed from academic warning within 10 business days of end of class will result in student being placed on Academic Probation.

A student on academic warning may enroll in subsequent classes/component

#### **Academic Probation**

If a student remains on academic warning more than 10 business days after end of previous class, and/or scores or 69 below on the current class final exam, and/or fails to master any skill by the end of the class, the student will be placed on academic probation.

Students placed on academic probation will be scheduled for an appointment with their Instructor. During this meeting the student, instructor and possible another staff member will work together to identify challenges and create a plan to resolve the issues. An Academic Warning/Probation Form will be completed and signed by student and instructor.

A student on academic probation is not eligible to enroll in subsequent classes/component.

To be removed from Academic probation student must be removed from academic warning and/or re-take class final exam and score 78 or higher and/or satisfactorily perform skills within 10 business days of end of class/component.

If student is unable to score 78 or higher on the final exam and/or satisfactorily perform skills the student will be required to repeat part or all of the class/component (as determined by the Instructor), within 6 months, without charge. After six months, student would be required to repeat entire class/component (regular tuition fee would apply).

### **Library and Computer Lab**

CPR with Mickey, Inc. offers a variety of supplemental books and materials to supplement students training. Materials are available for student use, but must not be removed from CPR with Mickey, Inc. offices. Lost or damaged material will be subject to a replacement fee. Use of computer for creation of resume or class project will be provided at CPR with Mickey, Inc. office, upon request

### **Graduation**

CPR with Mickey, Inc. does not conduct a formal graduation ceremony. Students, who successfully complete all class requirements and complete all financial obligations, will be presented with a Certificate of Completion on the last day of class.