

Quest Healthcare Academy

2030 Ader Road
Jeannette, PA 15644

STUDENT HANDBOOK AND CATALOG

2024

Effective

January 1, 2024

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Quest Healthcare Development, Inc.

The Quest family of companies began with the creation of a portable diagnostic testing company. Over the years, Quest has developed a multitude of healthcare services designed to give each customer the right mix for their individual needs. As a result, we are now a nationwide care provider, working with each customer to assure quality care.

Quest is continually evaluating Medicare issues and adapting to the ever-changing needs and requirements for proper reimbursement. We are attuned to the needs of long-term healthcare providers because we own and operate several such facilities. These facilities are Medicare-certified and are the proving grounds for many of our services. Because Medicare regulations frequently change, it is imperative that we explore the best methods of patient care to meet those standards.

Our range of services allows for the best possible care with the least amount of concern. Our comprehensive offerings include portable diagnostics, physical, speech, and occupational therapy, clinical and financial consultation, and much more! As each client has unique needs, we tailor our support to complement them.

SECTION I—BACKGROUND

Administrative Staff		
	Campus Director: Jillian Gettemy, RN	
	Acting Director (In the absence of the Director): Heather Fello, BSN, RN, NHA, LNC	
Faculty	Jillian Gettemy, RN, Patty Austin, RN Heather Fello, BSN, RN, NHA, LNC	
Program Coordinator of Administration	Jillian Gettemy, RN	

EQUAL OPPORTUNITY STATEMENT

The school does not discriminate in any of its programs, activities, or employment practices based on race, color, national origin, sex, age, or disability or on any other prohibited basis. Any inquiries concerning such matters should be made to the Campus Director.

IMPORTANT NOTICE - Students are expected to read and become familiar with this catalog for attendance at this school as well as the enrollment agreement. This catalog is incorporated into and is a part of the enrollment agreement. This catalog and the student's enrollment contract shall be considered the only official documents of the school. Brochures, advertisements, or documents and/or oral statements should be considered for general informational purposes only, are subject to change with or without notice, and do not create any legally binding rights or responsibilities on the part of the Institution or the student.

STATEMENT OF LEGAL CONTROL

Quest Healthcare Academy is a privately held LLC, that is affiliated with William Penn Care Center, which acts a contracted clinical site for the Nurse Aide Training Program. It operates only one campus in Jeannette, Pennsylvania. The corporation has no other campuses and is not affiliated with any other private or public organization or educational institution.

The Campus Director is charged with the responsibility of managing all aspects of campus operation and to exercise discretion as he/she deems appropriate, within the broad guidelines and policies established by the school owner. The institution's corporate officers execute legal documents and perform other ministerial functions as required of corporate officers by law.

Licensure

The school is licensed by:
PA Bureau of Post Secondary and Adult Education
607 South Drive | Floor 3E | Harrisburg, PA 17120

MISSION

The mission of the school is to allow the student to grow both personally and professionally, so the student is employable after graduation.

The school will accomplish this mission by:

- Providing specialized training in career fields that offer employment opportunities.
- Providing coursework to help develop communication skills, people skills, and citizenship responsibilities.
- Emphasizing business and professional skills necessary for employability.
- Assisting students in developing skills, work habits, and attitudes so that they will achieve a level of employability.

SCHOOL OPERATING STANDARDS

This school has adopted the following standards to govern its operations and establish expectations for all employees:

- To provide quality, value-added service to our customers.
- To exhibit an elevated level of ethical standards in every action taken and statement made.
- To comply with all federal, state, or other laws, rules, or regulations; and
- To operate in the progressive, professional manner required in a competitive, worldwide marketplace while always maintaining the above three principles.

While these standards are general in nature, they reflect the school's expectations that all employees and representatives always act with integrity, honesty, and fairness. This applies to both the conduct towards fellow employees as well as to the public, the government, and all regulatory agencies and their staff. The school recognizes that its reputation is its best asset, and its reputation depends on the actions of its employees.

SECTION II—ACADEMIC INFORMATION

ADMISSION REQUIREMENTS

Acceptance for admission will be made on the basis that the applicant has a high school diploma, GED or can pass a pre-entrance exam with an 80% or above. A copy of the diploma, GED certificate, or official high school transcript must be provided and will be placed in the students' file. Students must be 18 years of age or older.

Applicants must complete a physical examination, including a medical history and physical stating free of communicable disease; 2-step TB Mantoux or other qualifying TB test. Fees for the medical exam and Mantoux test will be collected by the school and then paid to the providers. These fees can be waived if proof of completion is provided. All accepted students are required to complete a criminal background check and drug testing prior to admission. The fees for these checks and tests will be collected and paid for by the school. These fees can be waived if proof of completed background checks is provided. **A positive drug screen or criminal background check will prevent admission to the program due to the inability of the applicant to complete the clinical requirements.**

Admission to a specific cohort is subject to minimum and maximum class size requirements. Applicants may have to wait until the next session is available. Acceptance indicates only that the student has met the minimum requirements for admission. Quest Healthcare Academy makes no representations or guarantees regarding the likelihood of success in school, in any career field or in achieving other personal goals.

ATTENDANCE POLICY

Class attendance is considered both necessary and important. Students are required to attend all class sessions. If a student misses class time, he/she will have to attend a make-up session. Opportunities to make up this time will be provided (no fee will be charged for this time). If unable to attend one of these sessions, the student will be asked to make up the time missed with a later cohort before receiving a Certificate. Students not in the classroom at the scheduled start of class will be considered tardy and that time will be added to the total amount of time missed. 3 tardies are equal to 1 day absent.

SUSPENSION POLICY

Students may be suspended from the school for the following reasons: failure to maintain satisfactory academic progress, failure to comply with general conduct policies, or other factors determined by the administration to be in the best interest of the institution, its students, or staff. Students who are suspended will receive no credit for incomplete work and may be permitted to re-enter as outlined under re-admission policy.

READMISSION POLICY

If a student withdraws from Quest Healthcare Academy or if a student should be suspended for any reason, readmission may be gained by meeting with the school director and completing an application for readmission with a later cohort.

TRANSFER OF CREDITS

It is the policy of Quest Healthcare Academy to not accept any transfer credits from other institutions. Students are advised that it is frequently difficult to transfer credit from one educational institution to another. Different educational institutions have different missions, so they design their curriculum, courses, and educational programs differently. As a result, classes taken at one institution will not match up very well with classes offered at another.

SCHEDULING

Students must follow the suggested course outline for the program in which they are enrolled to graduate in the period specified.

PROGRAM OBJECTIVES/OPTIONAL CERTIFICATIONS AND CREDENTIALS

The objective of this school's programs and courses is to prepare students to obtain the skills and knowledge necessary to work as a nurse aide in a healthcare setting. This background will also prepare graduates for more advanced study. To enhance their own employability and career advancement opportunities, graduates should strive to become more knowledgeable in their field and obtain optional certifications and credentials (as all people in the workforce should do in today's rapidly changing economy). This is the graduate's responsibility. The individual courses and programs are not specifically designed to prepare students to obtain any type of certification

or credentials. Passing written examinations or meeting other requirements necessary to obtain state, national, industry, or other types of certifications, licensure, registration, or credential available in the medical field will require additional out-of-class study and preparation on the student's part. As with any endeavor, the student is responsible for putting forth the time and effort to master the subject matter required to pass written examinations, oral examinations, practical tests or other requirements.

STUDENT RECORDS AND PUBLICITY

A. Disclosure: The institution will not disclose any information (including personally identifiable or directory information) about any current or former student or applicant, to any other individual, entity, or organization unless required to do so by a specific statute, regulation, court order, or unless the student/applicant gives written permission.

B. Inspection of Student Records: The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. They are:

1. The right to inspect and review the student's educational records within 45 days of the day the school receives a request for access. Students should submit to the campus director written requests that identify the records they wish to inspect. The school official will decide on access and notify the student of the time and place where the records may be inspected.
2. The right to request the amendment of the student's education records that the student believes to be inaccurate or misleading. Students should write to the campus director for the record, clearly identify the part they want changed, and specify why it is inaccurate or misleading. If the school decides not to amend the record as requested by the student, the school will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment.
3. The right to consent to disclosure of personally identifiable information contained in the student's educational 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. This may include a person or company with whom the school has contracted (such as an attorney, auditor, collection agent, or others). A school official has a legitimate educational interest if the official needs to review an education record to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.
5. A student at any time can also bring any concerns to the attention of the Bureau of Post Secondary and Adult Education, 607 South Drive, Floor 3E, Harrisburg, PA 17120.

C. On occasion, the educational programs, professional accomplishments, career successes, etc., of staff, faculty, students, and graduates may be recognized and publicized in newspaper articles and pictures, brochures, and television and radio advertisements, or in other types of advertising and publicity. The school must request and receive student permission before using names and images in these publications.

TRANSCRIPT POLICY

A student may request an official copy of his/her academic transcript by contacting Verif-y, which will serve as the official repository for school transcripts.

GRADING POLICY

Student progress will be measured according to the following scale:

Students will be assessed as either S=Satisfactory or U=Unsatisfactory for labs and clinicals and must achieve at least 80% on the theory assessment to receive certification. A grading for rubric for clinicals/labs is provided at the end of this document.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

All Students attending this school shall be bound by the following standards.

1. Maximum Program Length - a student must successfully complete their program of study.
2. Probation is a warning to the student that the quality of work must improve to maintain satisfactory academic progress toward graduation. A student placed on probation will be notified by letter, with one copy of such letter placed in the student's academic file.
3. Appeals Process - a student may appeal in writing to the director a suspension due to lack of satisfactory academic progress based on mitigating circumstances. Mitigating circumstances would include illness or injury of the student, family crisis, or other significant personal problems that had an adverse effect on the student's ability to perform academically. The mitigating circumstances will be documented in the student's academic file and managed on a case-by-case basis.
4. Academic Assistance/Counseling - students experiencing academic difficulty are encouraged to seek academic counseling from faculty members for assistance in individual courses.

GRADUATION REQUIREMENTS

A certificate will be issued to each student that has successfully completed all the requirements for the Nurse Aide Training Program.

PROGRAM HOURS

Total Program hours equal 120 over 4 weeks. There is a total of 45.5 classroom clock hours, 34.5 laboratory clock hours and 40 clinical clock hours.

TUITION AND FEES:

Tuition and fees of \$2,215 are charged, due and payable when classes begin. Payment of tuition or other charges is solely for the right to attend classes offered by the school and is not contingent upon satisfactory progress or placement upon graduation or the provision of other services/benefits. Tuition and fees include all courses, uniform, textbook, I.D. badge, tote bag, and personal protective equipment required for the program as well as the registration fee, health/physical fee, drug test, criminal background checks, Mantoux test, and student liability insurance required for admission.

In the event a student fails to pay tuition, the school shall have no further obligation to that student. The school's only obligation under the student's enrollment agreement is to complete classes in any term that it begins offering classes and for which the student has paid in full all tuition and fees due. If a student withdraws from school and believes individual circumstances related to that student warrant an exception from the refund policy published in the student's enrollment agreement, the student may appeal to the school director. The appeal must be in writing and must explain in detail the reasons justifying an exception.

SECTION III- GENERAL INFORMATION

REFUND AND CANCELLATION POLICY

Cancellation – All monies paid are fully refundable if the student requests cancellation within 5 calendar days after signing the enrollment agreement if no classes have been attended, lessons completed, or materials used. A request for cancellation which is not made in writing shall be confirmed in writing by the student within an additional period of 5 calendar days. The school will retain all the fee after 5 calendar days or after 10 calendar days of absence with or without written confirmation.

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Refund - For a student completing up to and including 10% of the total clock hours, the school shall refund 90% of the total cost of the program. For a student withdrawing from or discontinuing the program within the first 25% of the program, the tuition charges refunded by the school shall be 55% of the total cost of the program. For a student withdrawing or discontinuing after 25% but within 50% of the program, the tuition charges refunded by the school shall be 30% of the total cost of the program. For a student withdrawing or discontinuing after 50% of the program, the student is entitled to no refund.

This refund policy applies to all situations in which a student ceases attending classes prior to graduation whether such cessation is the result of the student's voluntary decision to withdraw. The expulsion of a student by the institution (to comply with 22 PA Code §73.133), or reasons beyond the control of either party will result in a 100% refund.

The suspension date for refund computation purposes is the last date of recorded attendance of the resident student or the date the nonresident student requests cancellation (to comply with PA Code §73.135).

Refunds shall be made within 30-calender days of the date the student fails to enter, leaves the program, or fails to return from a leave of absence (to comply with PA Code §73.136).

In the event of rejection for any reason the student will be refunded 100% of tuition and any other fees to comply with PA Code §73.133

Refund of Fees: The fees collected for textbooks, workbooks, uniform, I.D. badge, Tote bag, and personal protective equipment will be refunded if the materials are returned unused prior to the start of classes. Completed health/drug test and background checks will not be refunded the state competency exam fee will be refunded if the student is not eligible to sit for the exam.

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ORIENTATION

Students will be provided with a brief orientation session at the start of the first day of class. This orientation is intended to familiarize the student with procedures, program of study, and the mission of the college.

PERSONAL DRESS

Since it is the goal of the school to train students for entry-level jobs, students are expected to dress in a manner appropriate for a professional or business office. The director may establish such standards as he/she deems proper. Students not dressed properly may be suspended from classes for the day and be marked absent or otherwise penalized. During clinical rotations, all students must be in the **official school uniform**. No substitutions are permitted. Students inappropriately dressed may be suspended from the clinical unit and will receive an unsatisfactory for the clinical day. Students and uniforms must be clean and odor free. Uniforms must be pressed and in good repair. During cold weather, a white turtleneck may be worn under the uniform. A warm-up jacket may be worn in the clinical area. Instructors will inform the student if adjustments need to be made in appearance.

Hair: Hair should be clean, above the uniform collar, and worn in a conservative style. Neutral, not ornamental, clips, barrettes, rubber bands, etc. may be utilized to maintain hair above the collar.

Cosmetics: Cosmetics may be worn in moderation. *Unscented* aftershave, hand lotion, powders, and deodorants may be worn, however, NO scented products, perfume, and/or cologne may be worn in the classroom or clinical site. Patients and staff of the clinical sites may be negatively affected.

Jewelry: The student may wear a wristwatch. Other permissible items include wedding rings (plain band suggested) and one set of post dot sized pierced earrings.

Fingernails: Nails are to be trimmed and clean and not visible from the palm side of the hand. Clear or pale shades may be worn. NO FALSE OR SCULPTURED NAILS OR NAIL TIPS MAY BE WORN.

STUDENT CONDUCT

Classes and activities at Quest Healthcare Academy are conducted under the assumption that, as responsible individuals, students will adhere to accepted social standards forbidding plagiarism, cheating, dishonesty, theft, defacement of property, and drug abuse. Students are expected to be courteous to staff, faculty, and fellow students and to conduct themselves in a manner appropriate for a college setting. In addition, threatening, abusive, harassing, disruptive, or intimidating conduct is prohibited. Individuals found to be in violation of these standards are subject to disciplinary actions which may include suspension from the school.

Student Conduct Policy

A. A student shall:

1. In a complete, accurate, and timely manner, report and document the care provided to the client and the client's response to that care.
2. In an accurate and timely manner, report to the appropriate practitioner errors in or deviations from the current valid order.
3. Implement measures to promote a safe environment for each client.
4. Delineate, establish, and maintain professional boundaries with each client.
5. Provide privacy during examination or treatment and in the care of personal or bodily needs; and
6. Treat each client with courtesy, respect, and full recognition of dignity and individuality.

B. A student shall not:

1. Engage in behavior that causes or may cause physical, verbal, mental, or emotional abuse to a client or deprive a patient of the means to summon assistance.
2. Engage in behavior toward a client that may be interpreted as physical, verbal, mental, or emotional abuse.
3. Falsify any client record.
4. Misappropriate a client's property.
5. Engage in behavior to seek or obtain personal gain at the client's expense or in behavior that may be interpreted as attempting to seek or obtain personal gain at the client's expense.
6. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships or in behavior that may be interpreted as inappropriate involvement in the client's personal relationships.
7. Engage in sexual conduct or contact with a client.
8. Engage in conduct during practice that may be interpreted as sexual.
9. Engage in any verbal behavior that is seductive or sexually demeaning to a client or could be interpreted as sexually demeaning to a client.
10. Engage in verbal behavior that may be interpreted as seductive, or sexual, demeaning a client.

The client is always presumed incapable of giving free, full, or informed consent to sexual activity with the student.

C. A student shall not self-administer or otherwise take into the body any dangerous drug not in accordance with a legal, valid prescription issued to the student nor may the student habitually indulge in the use of controlled substances, other habit-forming drugs, or alcohol or other chemical substances to an extent that impairs ability to practice. A student shall not have impairment of the ability to practice according to acceptable and prevailing standards of safe care because of habitual or excessive use of drugs, alcohol, or other chemical substances that impair the ability to practice. The school may require random drug testing of individual students or all students at any time at its discretion. Students are advised that clinical sites may also require such testing.

D. A student shall not have impairment of the ability to practice according to acceptable and prevailing standards of safe nursing care because of a physical or mental disability. A student shall not have been adjudicated by a probate court of being mentally ill or mentally incompetent, unless restored to competency by the court.

GRADUATE CAREER OPPORTUNITIES/ASSISTANCE

The school is proud of its graduates' career success; however, the individual graduate is responsible for his/her own career successes. Students are advised that the goal of the school is to aid; it does not obtain jobs for the graduates. Only the graduate can properly prepare his/her resume, conduct a job search, attend a job interview, impress the prospective employer, etc. The school's role is to assist the graduate in accomplishing these activities. Graduates should keep a detailed job search record that includes items such as jobs applied for, interviews attended, leads obtained, and other job search efforts. Graduates will have the opportunity to be placed in on of common ownership nursing home facilities

Graduates can expect entry-level positions; however, the level of employment obtained and the likelihood of obtaining employment is heavily dependent on the student's job search efforts and the record the student makes for himself/herself while in school. Students are advised that their grades, absences, dress, conduct, work ethic, and attitude displayed in school can significantly affect both the likelihood of finding employment and the level of employment obtained, if any. Once the graduate obtains his/her first job, how far he/she may progress in his/her career field will depend on the graduate's efforts on the job. A school can help its graduates get started; after that it is completely up to the graduate. His/her work ethic, attitude, dependability, willingness to continue learning, and other such personal characteristics will not only help a graduate obtain initial employment but also determine his/her overall career advancement and success. For example, in the rapidly changing workplace, graduates must continue to take continuing education classes, join professional/work-related associations, attend seminars, subscribe to, and read related trade magazines and/or journals and be willing to adapt to change. Students should refer to their enrollment agreement for additional essential information.

EMPLOYMENT STATISTICS

Employment statistics, data on career opportunities, wage rates, and related projections, opinions, and information provide only general employment trends. These are not a guarantee of employment or the likelihood of employment or an indication of the level of employment graduates can expect.

Prior to starting classes, students are to review information regarding their career field, employment opportunities, wage rates, and related information available from the U.S. Department of Labor, the local job service office, area employment agencies, state agencies and other appropriate sources. It is each student's responsibility to thoroughly review the career field he/she has chosen and make an independent decision as to whether the opportunities in that field meet the student's goals and needs prior to starting classes.

FACILITIES AND EQUIPMENT

School classrooms are comfortable with adequate ventilation and acoustics. The lobby, restrooms, and classrooms are accessible to wheelchairs and walking-assisted equipment. A conference room is available for students desiring private consultation. All building and sanitation codes have been met. Fire safety is observed. The school maintains an inventory of teaching aids and equipment to assist instructors in their duties and to add a dimension to the classroom.

CARE OF FACILITIES

Quest Healthcare Academy is a smoke-free environment. Smoking is not permitted anywhere inside the building or within 20 feet of the front entrance. Any student or employee who improperly disposes of cigarettes or other waste is subject to disciplinary action, up to and including suspension from the school.

LOSS OF PERSONAL PROPERTY

The school is not responsible for the loss of any private property. However, all employees and students are instructed to turn in articles found so that the owner may claim them.

DRUG/ALCOHOL POLICY AND CAMPUS SECURITY

It is the policy of this school to maintain a drug-free and alcohol-free environment. Students and staff must review and abide by the institution's policy. Any criminal acts of any nature occurring on campus should be reported to the director and to local law enforcement agencies.

GRIEVANCE, MEDIATION, AND ARBITRATION AND WAIVER OF TRIAL BY JURY.

Recognizing that each student is a unique individual with unique needs, concerns, and perceptions, it is the policy of the school to attempt to meet students' needs and concerns if the school can do so. The school also recognizes that differences of opinion may arise between the student and the school concerning some aspects of the services provided by the school or concerning some duty or obligation the student believes the school has failed to discharge. As such this school has established the procedures in this section to resolve such differences in a reasonable manner. Any current or former student who feels that the school has not discharged its obligations to the student in any manner (or that through any action or inaction the school is legally liable to this student for any reason) must follow the procedures contained in his/her "Enrollment Agreement" including the section titled "Dispute Resolution Procedure Ending in Mandatory, Binding Arbitration, and Waiver of Right to Trial By Jury," to attempt to resolve the dispute before taking any other actions to settle the matter, such as filing a civil complaint (lawsuit).

If a student and the school become involved in litigation despite these procedures (for example, a lawsuit is filed), then both the school and the student waive their respective rights to a jury trial and agree that a judge will settle all issues without a jury.

Failure to follow these procedures will result in the student being bound by the director's decision of the matter. Students should refer to their enrollment agreement for complete information on the student's Grievance, Mediation, and Arbitration obligations, and waiver of right to a trial by jury.

The purpose of these procedures is to bring about a reasonable resolution to situations where any current or former student or applicant for admission believes that the college has failed to comply with the terms of this enrollment contract or has otherwise breached a legal obligation/duty, or some other dispute has occurred. The procedure is mandatory and must be used in a good faith attempt to resolve the matter.

Students who have concerns/complaints not addressed to their satisfaction by these procedures may contact the PA Bureau of Post Secondary and Adult Education, 607 South Drive, Floor 3E, Harrisburg, PA 17120.

HARASSMENT POLICY

This school recognizes its responsibility to all employees and students to maintain an environment free from all forms of discrimination and conduct which can be considered harassing, abusive, coercive, or disruptive, including harassment related to a person's sex, age, race, national origin, religion, or disability. Harassment includes, but is not limited to, verbal abuse, suggestive comments, inappropriate gestures, or physical contact. **Sexual and other forms of harassment are unacceptable and will not be tolerated.** Sexual harassment may range from inappropriate sexual suggestions to coerced sexual relations. It includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which is offensive or objectionable to the recipient or creates an intimidating, hostile or otherwise offensive work environment.

Any employee or student who feels he/she has a complaint of harassment, sexual or otherwise, (whether engaged in by a co-worker, supervisor, teacher, staff member, or anyone dealing with the school as a vendor or otherwise), should discuss the matter with the school director. Confidentiality will be protected as much as feasible while still being able to investigate the complaint. No retribution will be taken against any employee or student because of his/her complaint. Any employee found to have violated this policy will be subject to appropriate disciplinary action.

All employees and students or others associated with this institution who are aware of any incidents of harassment, sexual or otherwise, in the workplace are responsible for reporting such incidents directly to the school director. In doing so, the institution will work together with all involved to establish and maintain a pleasant working environment free of discrimination or harassment, where everyone strives to treat all others fairly and with respect.

ETHICS AND LEGAL COMPLIANCE POLICY

The school is proud of its community reputation and recognizes that following sound ethical principles and compliance with all governing laws and regulations is the best way to maintain its reputation. It is the policy of this school that all individuals associated with this school shall: (a) always observe and comply with all laws, rules and regulations, and all other applicable requirements, including accreditation agency criteria, and (b) carry out their duties in an ethical manner.

Any staff, faculty member, employee, or student who acts in an unethical manner or violates any law or regulation is in violation of this policy and is subject to discipline that is appropriate for the severity of the violation. Discipline may include termination of employment, in the case of an employee, or suspension from school, in the case of a student. All persons affiliated with the school, including employees and students, are expected to conduct themselves in accordance with this policy and with integrity and respect for other individuals at all times. In the event anyone becomes aware of a violation of this policy (including any violations of law or governing regulations or ethical conduct), the possible violation should be reported to the Campus Director. Retaliation against anyone reporting a violation of this policy (including any violations of law or governing regulations or ethical standards) is prohibited and is a violation of this policy.

ABOUT THE NURSE AIDE TRAINING PROGRAM AND CURRICULUM

Nurse Aides often work in a long-term care facility under the direct supervision of a licensed nurse. With further training, it is possible for a Nurse Aide to move into advanced nursing or to work in a hospital setting. The Nurse Aide Training Program is offered five days per week for four weeks. The classroom/skills component covers topics ranging from vital signs, personal care, ethics, communication skills, infection control, feeding, and body mechanics. Students also will have a firsthand clinical component that will prepare them to work in a long-term care facility. The complete curriculum for the course follows.

CURRICULUM CONTENT FOR NURSE AIDE TRAINING and COMPETENCY EVALUATION PROGRAMS				
Objectives/Competencies for Nursing Assistants to meet the Federal Regulations of the Omnibus Budget Reconciliation Act (OBRA) and the State Law of Nurse Aide Resident Abuse Prevention Training (Act 14)		Classroom Clock Hours	Laboratory Clock Hours	Clinical Clock Hours
SECTION 1	INTRODUCTION TO HEALTH CARE			
SECTION 1/ Unit 1	Role and Function			
1.1	Functions as an unlicensed individual in the role of a nurse aide within the legal and ethical standards set forth by the profession of nursing as regulated by the State Board of Nursing for Commonwealth of Pennsylvania	2.5		1.0
1.1.1	Defines the role and function of a nurse aide and provides awareness of the legal limitations of being a nurse aide			
1.1.2	Defines the responsibilities of a nurse aide as a member of the health care team in an acute care and rehab, hospice, home health or LTC environment			
1.1.3	Differentiates between hospitals, long-term care agencies and home-health agencies according to their purpose and nurse aide expectations			
1.1.4	Identifies the "chain of command" in the organizational structure of the health care agency			
1.1.5	Maintains acceptable personal hygiene and exhibits appropriate dress practices			
1.1.6	Explains the importance of punctuality and commitment on the job			
1.1.7	Describes the role in maintaining service excellence values			
1.1.8	Demonstrates effective management of multiple tasks and prioritizing work activities			
*1.1.9	Explains the responsibility to identify, prevent and report abuse, exploitation and neglect as legislated in Act 14 of 1997 (P.L.), the Nurse Aide Resident Abuse Prevention Training Act			
*1.1.10	Identifies both physical and psychological indicators of stress in self and others, as well as identifying stress reduction techniques			
*1.1.11	Demonstrates effective, interpersonal, conflict management skills			
*1.1.12	Identifies ways to help other people safely manage anger and difficult situations			
*1.1.13	Explains the responsibility of the nurse aide to report abuse to public authorities as legislated by Act 13 of 1997			
*Required by Act 14	Total Clock Hours This Section	2.5		1.0
SECTION 1/ Unit 2	Communication Skills			
1.2	Demonstrates appropriate and effective, communication skills			
*1.2.1	Demonstrates effective, abuse-free, verbal, and nonverbal communication in keeping with the Nurse Aides' role with clients and their families	4.0	1.5	0.5
1.2.2	Observes, by using the senses of sight, hearing, touch, and smell, to report client behavior to the licensed professional, practitioner or supervisor			
1.2.3	Documents observations using appropriate terms that are specific to the work environment			

1.2.4	Explains the importance of reporting observations and measurements to the licensed professional, practitioner or supervisor			
1.2.5	Explains the importance of maintaining the client's record			
1.2.6	Demonstrates effective communication skills with supervisor, manager, charge nurse, staff, and other disciplines			
1.2.7	Communicates thoughts, feelings, and ideas to justify decisions or support position on workplace issues			
1.2.8	Demonstrates speaking, listening, writing and social skills that support participation as an effective team member			
1.2.9	Demonstrates actions for asking appropriate questions to clarify meaning, understand outcomes or solve problems			
1.2.10	Explains the concept of diversity and why it is important			
1.2.11	Describes cultural diversity and how a nurse aide manages cultural differences among people			
1.2.12	Demonstrates respect for differences among clients	0.5		
1.2.13	Identifies elements of one's own cultural formation and their potential impact in nursing practice			
1.2.14	Uses effective communication skills to promote a client's well-being			
*1.2.15	Communicates in a respectful, adult manner in accordance with the client's stage of development and cultural background			
*Required by Act 14	Total Clock Hours This Section	4.5	1.5	0.5
SECTION 1/ Unit 3	Infection Control			
1.3	Applies the basic principles of infection control			
1.3.1	Identifies how diseases are transmitted	2.0		0.5
1.3.2	Demonstrates hand-washing techniques			
1.3.3	Applies principles of Standard Precautions/Transmission-Based Precautions			
1.3.4	Performs basic cleaning and disinfecting tasks			
1.3.5	Demonstrates correct isolation and safety techniques	1.25	1.0	
1.3.6	Demonstrates knowledge of how the immune system protects the body from infection and disease			
*1.3.7	Follows infection control measures to provide quality care			
1.3.8	Demonstrates use and disposal of personal protective equipment (PPE)			
	a. Demonstrates putting on and removing gloves			
1.3.9	Identifies the nurse aide's role in following OSHA regulations			
*Required by Act 14	Total Clock Hours This Section	3.25	1.0	0.5
SECTION 1/ Unit 4	Safety/Emergency			
1.4	Assists with basic emergency procedures			
1.4.1	Utilizes proper body mechanics	2.0	1.0	1.0
1.4.2	Follows safety and emergency procedures			
*1.4.3	Identifies safety measures that prevent accidents to clients, including the proper use of alternative measures to restraints and safety devices			
1.4.4	Demonstrates proper use of safety devices			
1.4.5	Identifies signs of choking and an obstructed airway			
1.4.6	Manages foreign body airway obstruction	1.75	1.0	
1.4.7	Calls for help when encountering convulsive disorders, loss of consciousness, shock, and hemorrhage			
1.4.8	Assists client within a nurse aide's scope of work practice until professional help arrives			
1.4.9	Follows disaster procedures			
1.4.10	Reports emergencies accurately and immediately			
1.4.11	Identifies potential fire hazards			
*1.4.12	Follows appropriate guidelines for the use of restraints, safety devices and emergency procedures to provide abuse-free quality care			

*Required by Act 14	Total Clock Hours This Section	3.75	2.0	1.0
SECTION 1/ Unit 5	Client's Rights			
1.5	Demonstrates behavior that maintains client and/or client's rights			
1.5.1	Provides privacy and maintenance of confidentiality	2.25		1.0
1.5.2	Maintains confidentiality of patient history information as required by HIPAA			
1.5.3	Promotes the client's right to make personal choices			
1.5.4	Gives assistance in resolving grievances			
1.5.5	Provides necessary assistance to client when participating in single, group, family, and other activities			
1.5.6	Maintains care and security of client's personal possessions			
*1.5.7	Maintains the client's environment and care through appropriate nurse aide behavior to minimize the need for physical and chemical restraints	1.5	2.0	
*1.5.8	Identifies types, examples, and indicators of abuse, including physical, psychological, and sexual abuse as well as exploitation and neglect			
*1.5.9	Identifies methods to prevent abuse, exploitation, neglect, and improper use of physical or chemical restraints while providing care			
*1.5.10	Identifies procedures for reporting abuse, exploitation, neglect, or the improper use of physical or chemical restraints to the appropriate supervisor, law enforcement officer or government authorities			
*1.5.11	Utilizes abuse prevention strategies in response to abusive behavior directed toward nurse aides by clients and families			
*Required by Act 14	Total Clock Hours This Section	3.75	2.0	1.0
SECTION 1/ Unit 6	Client's Independence			
1.6	Demonstrates behavior that promotes client or client's independence and prevents abuse			
*1.6.1	Demonstrates behavior that promotes client or client's independence and prevents abuse	2.25	1.0	0.5
1.6.2	Demonstrates care of sensory challenged clients regarding feeding, ambulating, personal care, and environment			
1.6.3	Describes approaches a nurse aide could use to promote client independence			
1.6.4	Individualizes care to meet the needs of the client			
*Required by Act 14	Total Clock Hours This Section	2.25	1.0	0.5
SECTION 2	BASIC NURSING AND PERSONAL CARE SKILLS			
SECTION 2/ Unit 1	Nutrition			
*2.1	Demonstrates knowledge and applies the principles of basic nutrition to prevent neglect and exploitation			
2.1.1	Lists general principles of basic nutrition	2.25	1.0	3.0
2.1.2	Demonstrates knowledge and understanding of modified diets			
2.1.3	Reads the instructions for special diets			
2.1.4	Serves prepared food as instructed		2.0	
2.1.5	Documents meal completion			
2.1.6	Reports changes in client's meal consumption to the professional, practitioner or supervisor			
2.1.7	Describes factors that promote safety, comfort, and client's rights when assisting clients with nutritional and dietary needs			
2.1.8	Practices feeding and positioning methods that prevent aspiration			
2.1.9	Identifies cultural and faith-based practice variations in diet			
*Required by Act 14	Total Clock Hours This Section	2.25	3.0	3.0
SECTION 2/ Unit 2	Identify and Report Conditions of Body Systems			
2.2	Identifies and reports abnormal signs and symptoms of common diseases and conditions of the body systems			

2.2.1	Respiratory conditions - Reports coughing, sneezing, elevated temperature, or a change in the client's normal function	4.0		4.5
2.2.2	Endocrine conditions - Reports excessive thirst, frequent urination, change in urine output, drowsiness, excessive perspiration, headache, muscle spasms or a change in the client's normal function			
2.2.3	Urinary conditions - Reports frequent urination, burning or pain during urination, change in color of urine, blood or sediment in urine, strong odors, or a change in the client's normal function			
2.2.4	Circulatory conditions - Reports shortness of breath, chest pain, blue color to lips, indigestion, sweating change in vital signs or a change in the client's normal function			
2.2.5	Nervous conditions - Reports dizziness, changes in vision change in blood pressure, numbness in any part of the body, inability to move arm or leg, loss of balance, slurred speech, or a change in the client's normal function			
2.2.6	Integumentary conditions - Reports break in skin, discoloration (such as redness or black and blue areas), rash, itching or a change in the client's normal skin condition			
2.2.7	Digestive conditions - Reports nausea, vomiting, pain, inability to swallow, bowel movement changes (such as color, diarrhea, or constipation) or a change in the client's normal function			
2.2.8	Conditions of Immune System - Understands the basic structure and function as it relates to infection and disease			1.0
2.2.9	Reproductive conditions - Reports bleeding, pain, discharge, itching, difficulty starting urination or a change in the client's normal function			
2.2.10	Musculoskeletal conditions - Reports complaints of pain, swelling or redness of joints or a change in the client's normal function			
2.2.11	Continues to list common diseases and conditions based on the population being served (such as Cancer or MRSA)			
*Required by Act 14	Total Clock Hours This Section	4.0		5.5
SECTION 2/ Unit 3	Client's Environment			
2.3	Demonstrates Care for the Client's Environment			
*2.3.1	Provides the client with a safe, clean, and comfortable living environment	1.25		0.5
2.3.2	Reports unsafe conditions			
2.3.3	Reports pests			
2.3.4	Reports nonfunctioning equipment			
2.3.5	Prepares soiled linen for laundry		1.0	
2.3.6	Assists with preparing unit for admission, transfer, or discharge			
*2.3.7	Arranges furniture and equipment for the client's convenience and safety			
*Required by Act 14	Total Clock Hours This Section	1.25	1.0	0.5
SECTION 2/ Unit 4	Personal Care Skills			
2.4	Provides personal care as directed by the licensed professional, practitioner or supervisor			
*2.4.1	Follows nursing care principles to prevent client abuse, neglect, exploitation, and improper use of physical and/or chemical restraints	2.5	7.5	9.5
2.4.2	Demonstrates proper safety techniques when providing personal care			
2.4.3	Demonstrates proper bed-making procedures			4.5
	a. Unoccupied			
	b. Occupied			
2.4.4	Provides for the client's privacy when providing personal care	1.5	1.5	
2.4.5	Assists the client in getting dressed and undressed			
2.4.6	Assists the client with bathing and personal grooming as described on the client's care plan			
2.4.7	Observes the condition of the skin and reports changes to the professional, practitioner or supervisor			
2.4.8	Demonstrates measures to prevent pressure ulcers: positioning, turning, and applying heel and elbow protectors			
2.4.9	Shampoos and grooms' hair			

2.4.10	Assists the client with shaving			
2.4.11	Assists the client with mouth care			
2.4.12	Administers mouth care for the unconscious client			
2.4.13	Demonstrates denture care			
2.4.14	Feeds clients according to regulations			
2.4.15	Distributes nourishment and water			
2.4.16	Assists the client in using the bathroom		4.5	1.0
2.4.17	Assists the client in using		3.5	
	a. Bedside commode			
	b. Urinal			
	c. Bedpan			
2.4.18	Demonstrates perineal care:			
	a. Male			
	b. Female			
2.4.19	Provide catheter care			
2.4.20	Provides:			4.5
	a. Foot care			
	b. Basic care to fingernails			
	c. Basic care to toenails			
2.4.21	Applies elastic stockings			
2.4.22	Accurately measures, records and reports changes in client's normal function to the professional, practitioner or supervisor:			
	a. Intake			
	b. Output			
	c. Weight			
	d. Height			
	e. Temperature			
	i. Oral			
	- Axillary			
	i. Rectal (demonstration performed on a mannequin)			
	ii. Electronic			
	f. Pulse			
	g. Respiration			
	h. Blood pressure			
	i. Pain			
2.4.23	Provides comfort measures for client experiencing pain (such as a back rub)			
2.4.24	Assists the professional, practitioner or supervisor with a physical examination (such as taking vital signs and assisting with positioning)			
2.4.25	Empties a colostomy bag			
2.4.26	Applies an Incontinence Brief			
2.4.27	Asks for or provide feedback on performance of task completion			
2.4.28	Describes factors that affect effective teamwork			

*Required by Act 14	Total Clock Hours This Section	4.0	17.0	19.5
SECTION 2/ Unit 5	Caring for the Client when Death is Imminent			
2.5	Provides Care to Client when Death is Imminent			
2.5.1	Discusses own feelings and attitude about death	2.25	1.0	
2.5.2	Explains how culture and religion influence a person's attitude toward death			
2.5.3	Discusses the stages of dying			
2.5.4	Identifies the goals of hospice care			
2.5.5	Identifies complementary therapies utilized during the stages of dying			
2.5.6	Explains and reports the common signs of approaching death			
2.5.7	Provides postmortem care while maintaining the client's right to dignity and respect			
*Required by Act 14	Total Clock Hours This Section	2.25	1.0	
SECTION 3	RESTORATIVE CARE			
SECTION 3/ Unit 1	Assists client with basic restorative services			
3.1	Demonstrates Skills that Incorporate the Principles of Restorative Care under the Direction of a Licensed Professional, Practitioner or Supervisor	2.5	3.5	3.5
3.1.1	Assists the client in bowel training and bladder training			
3.1.2	Assists the client in activity of daily living and encourage self-help activities			
3.1.3	Demonstrates the proper use of assistive devices, when assisting the client to:			
	a. Ambulate (such as gait, belt, cane, walker, etc.)			
	b. Transfer (such as mechanical lift, stand aid, etc.)			
	c. Eat (such as assistive eating devices, thickening, etc.)			
	d. Dress (such as assistive dressing devices, etc.)			
3.1.4	Assists client with active range of motions exercises as instructed by the physical therapist or the licensed professional, practitioner or supervisor			
3.1.5	Assists client with passive range of motion exercises as instructed by the physical therapist or the licensed professional, practitioner or supervisor			
3.1.6	Assists in care and use of prosthetic and orthotic devices (such as hearing aids, braces, splints artificial limbs, etc.)			
3.1.7	Assists the client in proper use of body mechanics	2.0	1.5	
	a. In bed			
	b. In chair			
	c. While ambulating			
3.1.8	Assists the client:			
	a. Dangling			
	b. Standing			
	c. Walking			
3.1.9	Demonstrates proper turning and/or positioning in:			
	a. Bed			0.5
	b. Chair			
3.1.10	Demonstrates proper technique for transferring client from:			
	a. Bed to chair			
	b. Chair to bed			
3.1.11	Assists the client with positioning devices			
3.1.12	Utilizes measures to prevent skin breakdown & circulatory changes caused by improper application and use of assistive devices			
*3.1.13	Provides appropriate, restorative care to prevent abuse, neglect, and exploitation			
3.1.14	Explains the importance of maintaining skin turgor to preventing skin breakdown			
*Required by Act 14	Total Clock Hours This Section	4.5	5.0	4.0

RUBRIC
NURSE AIDE TRAINING PROGRAM

Clinical Evaluation Grading Rubric

S=Satisfactory U=Unsatisfactory

Student must be deemed Satisfactory in all categories in order to pass clinical. The student must satisfactorily demonstrate all performance objectives and professional conduct by obtaining a cumulative "S" for clinical performance. The student must achieve an "S" in 8 out of 10 of the evaluated areas each clinical day. The student must achieve an "S" in 6 out of the 8 total clinical days in order to achieve a cumulative "S" clinical grade. An "S" will be awarded when the procedures are performed consistently in the clinical setting as instructed in the lab and classroom with few to occasional reminders or with minor infractions. Unsatisfactory performance "U" is defined as frequent or major infractions (actual or the potential for actual harm or immediate jeopardy), frequent cueing, unsafe or incorrect demonstration, violation of resident's rights. The following areas must be satisfactorily demonstrated and evaluated on a daily basis: Infection Control, Resident Care and Safety, Communication, Resident Rights, Professional Conduct.

Attendance:

S=Present and on time (ready to begin on the clinical unit)

U=Late

Dress Code:

S=Dresses appropriately, prepared with "tools of trade" - watch, black ink pen, paper.

Good grooming, hair, nails, and jewelry appropriate. Hair pulled back/up. Uniform neat.

U=Student does not meet the above "satisfactory" requirements.

Professionalism:

S=Exhibits professional behavior, works well as part of health care team, offers assistance to peers, does not leave clinical area without permission, follows directions, demonstrates interest in learning, accepts constructive criticism in a positive manner, addresses all residents by appropriate name (does not use "honey," "sweetie," etc.).

U= Student does not meet the above "satisfactory" requirements.

Safety:

S=Does not leave resident unsupervised, proper/correct use of all equipment, keeps residents with N/G or G tube elevated, follows guidelines for safety, identifies resident before providing care, utilizes safety devices, bed at safe height, wheels locked during transfers, call bell within reach, aware of limitations.

U=Student does not meet the above "satisfactory" requirements.

Privacy:

S=Maintains confidentiality, knocks on doors, HIPAA maintained, keeps residents covered while providing care, utilizes privacy curtains.

U=Students does not meet the above "satisfactory" requirements.

Resident Rights:

S=Offers choices, provides abuse-free environment, encourages self-help, demonstrates behavior to promote resident independence, encourages resident choices.

U=Student does not meet the above "satisfactory" requirements.

Infection Control:

S=Follows standard precautions, demonstrates proper hand-washing technique, handles linens properly, ensures resident room is neat and clean, does not wear gloves in hallway, proper use of isolation equipment.

U=Student does not meet the above “satisfactory” requirements.

Communication:

S=Uses proper terms, uses appropriate communication techniques for residents (voice loud enough, written communication when needed), proper documentation, demonstrates appropriate, abuse-free communication to residents, staff, family members, and other trainees.

U=Student does not meet the above “satisfactory” requirements.

Organization:

S=Follows instructions, prioritizes work, prepared for tasks/skills, gathers supplies, makes good use of time, completes assignment in a timely manner.

U=Student does not meet the above “satisfactory” requirements.

Abuse:

S=Calls residents by proper name, answers call bells properly, uses restraint alternatives, provides abuse-free care, follows resident's individual care plan.

U=Student does not meet the above “satisfactory” requirements.

Quest Healthcare Academy 2025 Class Schedule

Classes in 2025 will start on July 7, August 4, September 15, and October 20. There are no holidays during these 202 class offerings. Holidays that will be observed during future scheduled class terms will include New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day. Holidays are made up during the scheduled make-up days provided during the fourth week of each session.

