



2021
STUDENT CATALOG
Turlock Branch Campus

01/01/21 – 12/31/21

REVISED 12/31/2019, 1/04/2019, 11/15/2020, 2/8/2021, 4/26/2021

WELCOME LETTER

From the Chief Executive Officer, President

Dear Prospective Student,

I warmly welcome you to First Lady Permanente!

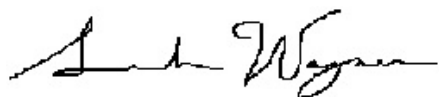
We are very proud of the quality learning and grooming that takes place within our students under the direction of our committed, dedicated and passionate staff. My staff and I are excited that you are planning to further your education at our college, and we are looking forward to helping you succeed! As a team, we at First Lady Permanente strive to prepare students with the knowledge and understanding to make the most of their opportunities for a successful outcome, both in their careers and their daily lives.

First Lady Permanente is a California private college offering reputable allied-health and nursing programs that integrate professional skills, career-focused education and hands-on practical experience, by guiding students to develop and conquer their personal and professional success.

The programs offered at First Lady Permanente are designed to help guide students in learning and applying the knowledge. To fulfill its mission, First Lady Permanente College strives to provide excellence in education by having experienced faculty and staff; maintaining a facility that nurtures educational growth in a pleasant and safe environment; and by providing high quality to help students successfully complete their programs of study. This catalog describes our programs, admissions and graduation requirements, policies, and other essential information to help you decide on your course of study, as well as progress academically and administratively in your chosen program.

I encourage you to explore the various opportunities we have to offer and hope that you will find an educational and career path that makes a meaningful difference in your life!

Best wishes,



Sarah Wagner

Chief Executive Officer, President
First Lady Permanente College



2021 Catalog

MAIN CAMPUS
FIRST LADY PERMANENTE

921 Geer Road
Turlock, CA 95380
www.firstladypermanente.com

INFORMATION CENTER
921 Geer Road
Turlock, CA 95380
Hours: 9:00AM – 5:30PM
info@firstladypermanente.com

ADMISSIONS AND RECORDS OFFICE
901 Geer Road
Turlock, CA 95380
Phone: (209) 250-1200
Fax: (209) 250-1250
Hours: 10:00AM – 4:00PM
records@firstladypermanente.com

ADDITIONAL SATELLITE CAMPUSES:
1571 E Canal Drive, Turlock CA 95380
510 Keystone Blvd, Patterson CA 95363
1310 I Street, Modesto CA 95354 (pending)
2271 W Louise Ave, Manteca CA 95337 (pending)
(By Appointment only)

Disclaimer

This catalog provides general information about First Lady Permanente college, its programs and services, and summarizes those major policies and procedures of relevance to the student. The information contained in this catalog is not necessarily complete. For further information, students should consult with the appropriate division. The catalog was prepared to provide information and does not constitute a contract. The College reserves the right to, without prior notice, change or delete, supplement or otherwise amend at any time the information, requirements, and policies contained in this catalog or other documents.

FIRST LADY PERMANENTE

Student Catalog

First Lady Permanente College reserves all rights to make changes as needed or desired in curriculum, course offerings, fees, requirements for completion, certification, graduation, and any other regulations. First Lady Permanente College also reserves the right to establish effective dates of these changes.

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SCHOOL INFORMATION

SCHOOL INFORMATION

Mission Statement

First Lady Permanente is a California private college offering reputable allied-health and nursing programs that integrate professional skills, career-focused education and hands-on practical experience, by *guiding* students to *develop* and *conquer* their personal and professional *success*.

School Objectives

To accomplish its mission, First Lady Permanente established the following objectives:

1. Provide intensive and comprehensive instruction that strengthens student academic achievement;
2. Teach the students the value of lifelong learning by simulating creative and critical thinking, and awareness of diversity.
3. Assist students in developing professional attitudes, values, skills, and strategies that will enhance their potential for success in their careers;
4. Provide the community with quality trained individuals that will meet the standards employers are needing.
5. Encourage students to reach their potential within the scope of their individual needs, interests, and capabilities

To fulfill its mission, First Lady Permanente College strives to provide excellence in education by having experienced faculty and staff; maintaining a facility that nurtures educational growth in a pleasant and safe environment; and by providing high quality to help students successfully complete their programs of study.

Accrediting Agencies, Approvals, and Memberships Certification and Approvals

First Lady Permanente, LLC Education Center is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act (CPPEA) of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations. CPPEA is governed by the Bureau for Private Postsecondary Education; information about the Bureau can be found at www.bppe.ca.gov. BPPE is located at 1747 North Market Blvd, Suite 225, Sacramento, CA 95834, (916) 263-7800.

First Lady Permanente, LLC Education Center is approved by the California Department of Public Health (CDPH) for Nurse Assistant Program and Home Health Aide, Provider Identification Numbers S-1645, S-1976, and S-1977. Questions regarding programs contact CDPH (916) 327-2445.

First Lady Permanente, LLC Education Center is approved by the Mountain Valley Emergency Medical Services Agency (MVEMSA) for the Emergency Medical Technician Program.

First Lady Permanente, LLC Education Center is approved by the CDPH, Field Services Department for Phlebotomy Technician Program (CPT-1).

First Lady Permanente, LLC Education Center is approved by the BPPE State Department for Medical Assistant Program (CCMA).

First Lady Permanente, LLC Education Center is pending approval by the Board of Vocational Nursing & Psychiatric Technicians (BVNPT) for the Vocational Nurse Program.

This is an official document publishing the policies, procedures, and regulations of First Lady Permanente Education Center. Each student is responsible for knowing and complying with the information contained in this publication, and the online catalog.

Disclaimer

This catalog provides general information about First Lady Permanente college, its programs and services, and summarizes those major policies and procedures of relevance to the student. The information contained in this catalog is not necessarily complete. For further information, students should consult with the appropriate division. The catalog was prepared to provide information and does not constitute a contract. The College reserves the right to, without prior notice, change or delete, supplement or otherwise amend at any time the information, requirements, and policies contained in this catalog or other documents.

Descriptions of Facilities and Types of Equipment & Materials Used for Instruction

All First Lady Permanente Education Center locations comply with the facility and equipment facilities specified in state regulations and have been inspected and licensed by the appropriate professional licensing agency. The Turlock Campus consists of multiple classrooms equipped with a/v learning equipment and equipment on which students are required to demonstrate proficiency. All programs have clinical site agreements with multiple locations at which students interact with patients, and can access specialized medical equipment.

Equipment Inventory and Maintenance Policy

To guard against financial loss, to help insure the consistency of the instructional programs and the administrative services, all equipment owned by the institution will be inventoried and that inventory will be maintained, in the financial office, by the Chief Financial Officer. Another goal of this policy is to assure that the institution purchases all software used on campus, whether by instructors, students or staff, and that no illegally copied software is used.

Instructional Locations

<u>(Main Campus)</u> <u>First Lady Permanente</u>	<u>901-921 Geer Road</u>	<u>Turlock, CA 95380</u>
Turlock Satellite Site 2	1574 E Canal Drive	Turlock, CA 95380
Patterson Satellite Site	200 N 7 th Street	Patterson, CA 95363
Manteca Satellite Site	2271 W Louise Avenue	Manteca, CA 95337
Modesto Satellite Site	1310 I Street	Modesto, CA 95354

Bureau for Private Postsecondary Education

1. Any questions a student may have regarding this Student Catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, phone: (916) 574-8900, fax: (916) 263-1897.
2. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov.

Review This Catalog Prior to Signing Enrollment Agreement

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Time Period Covered by this Catalog

This catalog goes into effect beginning January 1, 2021 and will remain in effect through December 31, 2021, unless amended and replaced prior to the later date.

Smoking Designated Areas

First Lady Permanente Education Center is a nonsmoking campus. Smoking is prohibited within 25 feet of the Education Center buildings.

Management Information System

All student and faculty records are entered into a database. The computerization of data includes personal information (name, address, phone, start dates, employment dates), courses offered, registrations, completions and withdrawals, and grades. However, all such information is also maintained in a hard copy file. A duplicate of the computerized records is updated at least weekly and is kept off-campus as a backup.

Drug and Alcohol Abuse

The use of illicit drugs and abuse of alcohol are dangerous to students, employees, and the general welfare of First Lady Permanente Education Center. There are local, state and federal sanctions for unlawful possession, use, or distribution of illicit drugs and abuse of alcohol. Such sanctions include fines and imprisonment. First Lady Permanente Education Center maintains a drug-and alcohol-free environment and considers the dangers of drug and alcohol abuse a serious concern. (*All programs require that students pass a 10-panel drug test with negative results*). In the event a student tests positive, he or she will be dismissed from the program. First Lady Permanente has the right to do random drug tests on students with suspicion (Urine or Blood test)

Electronic Recording

First Lady Permanente prohibits video recording of any kind on campus or at a clinical site by students and/or any other individuals who have no secured written permission from the school's administration to do so. This policy is in order to protect the privacy of all students, faculty, staff, as well as clinical site employees and patients in addition to protecting the confidentiality and intellectual property of all instructional material and curricula. Any student found in violation of this policy will be immediately expelled from First Lady Permanente and will not be permitted to re-enroll per the College's Re-enrollment Policy's guidelines on expulsion due to disciplinary action.

Video and Audio Surveillance Notification

When on First Lady Permanente premises, individuals enter an area where video and audio recording may occur. By entering the premises, individuals consent to video and audio recording and release First Lady Permanente, its officers, and employees, and each and all persons involved from any liability connected with the video and audio recordings. In order to promote the safety of employees and students, as well as the security of its facilities, First Lady Permanente may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private areas such as restrooms and that video cameras will be positioned in appropriate places within and around First Lady Permanente. By entering the premises, individuals waive any right to inspect or approve any video or audio recordings taken by First Lady Permanente or the person or entity designated to view recordings.

Library

Students have access to the school's library and learning resource center by appointment only. The library consists of many educational books that relate to the programs offered at First Lady Permanente. The books in the library can be used by students and faculty during normal classroom hours and via the Internet.

Student Housing

This institution has no responsibility to find or assist a student in funding housing.

This institution does not operate dormitories or other housing facilities. This institution does not provide assistance nor does it have any responsibility to assist students in finding housing. Housing in the immediate area is available in standard two story apartments. Monthly rent for a one bedroom unit is approximately \$850-\$1,200 a month. (www.apartmentguide.com)

Job Placement

This institution has no responsibility to find or assist in job placement.

ADMISSIONS INFORMATION

ADMISSIONS INFORMATION

Equal Opportunity

First Lady Permanente Education Center is committed to the philosophy of equal opportunity and access in all educational programs and services. Thus, we are firmly committed to a policy of nondiscrimination on the basis of race, color, national origin, ancestry, religion, sex, age, handicap, marital status, sexual orientation, or veteran status in our employment or educational programs.

Enrollment Agreement:

Students must sign an enrollment agreement prior to beginning a program at First Lady Permanente. The agreement includes information regarding tuition and fees, billing, attendance, financial assistance, payment options, and other related content. Students must attend first day of program in order to remain in the program. In the event an emergency occurs, preventing first day attendance, a Doctor's note must be provided to transfer to next available program.

International Student Admissions:

International applicants are encouraged to apply for admission. All applicants must meet the same admission requirements as U.S. citizens as outlined above. All documents should be accompanied by an English evaluation. Students whose native language is not English will be required to take the Test of English as Foreign Language (TOEFL) or equivalent. The following minimum TOEFL scores must be obtained: 45 for the iBT (internet- based test) or demonstrate English proficiency through other measures established by the College. An affidavit of financial support is recommended to be submitted, but is not required. More detailed information will be provided through our Admissions office. The College is authorized under federal law to enroll non- immigrant students. Visa services other than F1 Visa's are not offered through First Lady Permanente. First Lady Permanente will document and vouch for current student status, if requested.

Ability-to-Benefit (ATB) Examination:

First Lady Permanente accepts Ability-to-Benefit (ATB) Students. California Education Code (CEC) §94811 defines an ability-to-benefit (ATB) student as a student who does not have a certificate of graduation from a school providing secondary education, or a recognized equivalent of that certificate. Under CEC §94904 (a), an institution is required, prior to executing an enrollment agreement with an ATB student, to have the student take and pass an independently administered examination from the list of examinations prescribed by the United States Department of Education (USDE).

The test is proctored by trained personnel, cost is \$40.00 per exam, with a 20-minute time limit per test. Bureau for Private Postsecondary Education Approved Ability-to-Benefit Test:

Test	Publisher	Passing Scores	Audience	Effective Date
Wonderlic Basic Skills Test (WBST) Verbal Forms VS-1 & VS-2; Quantitative Forms QS-1 & QS-2 (Online & Paper and Pencil Versions)	Wonderlic, Inc., 400 Lakeview Parkway, Suite 200 Vernon Hills, IL 60061. Telephone (847) 247-2544 Fax (847) 680-9492	Verbal – 200 Quantitative - 210	General	July 1, 2015

Admission Requirements

The table below is only a summary of Admission Requirements. A full list of admission requirements is listed in the program section of catalog. All requirements must be presented in original format, no copies.

Requirements Summary	<u>Nurse Assistant (CNA)</u>	<u>EMT</u>	<u>Phlebotomy (CPT)</u>	<u>Medical Assistant (CCMA)</u>
Min Degree Requirement *HS Diploma/ GED or official transcripts.	X	X	X	X
Government Picture ID	X	X	X	X
Social Security Card	X	X	X	X
Clearance of convictions	X	X	X	X
Physical Release	X	X	X	X
PPD Test 1 (or QuantiFERON®-TB Gold plus, or chest X-Ray)	X	X	X *Externships require X-Rays to be within 90 days of start date.	X
PPD Test 2 (or QuantiFERON®-TB Gold plus, or chest X-Ray)	NA	X	X	X
Negative 10-Panel Drug Test (30 days within start date of program)	X	X	X	X
Negative 10-Panel Drug Test (15 days within start date of clinical externship)	NA	NA	X	X
Immunization Records or Titers (MMR 2 shots or titer, TDAP within 10 years or titer, VAR 2 shots or Titer, Hep-B 3 shots or titer.	X	X	X	X
Flu Vaccine or Declination	X	X	X	X
Hep-B series or Declination	X	X	X	X
Hep-A Booster or declination	NA	NA	X	X
State Livescan	X	X (After graduation)	X (After graduation)	X (After graduation)
Background Check	NA	X	X	X
AHA BLS CPR (No longer part of program costs effective 1/1/2021)	X	X	X	X

Medical Records Deadline

First Lady Permanente requires all students must have complete medical records by the first week of the program, however if a student needs an extension, they must email reason for extension to admissions email records@firstladypermanente.com Students that do not meet the following deadline will be dropped from the program, otherwise if an extension is granted additional fees will be applied to student account.

- Nurse Assistant Deadline (Week 1) prior to clinical.
- EMT Program Deadline (Week 3)
- Phlebotomy Program Deadline (Week 3)
- Medical Assistant Deadline (Week 3)

American Heart Association BLS CPR

First Lady Permanente offers a discounted course to all students that are enrolled in an allied health or nursing program. Most clinical sites require an AHA BLS CPR card in order to begin externship. The following programs require an active AHA BLS CPR card:

1. CNA Program – Must have active for employment after program.
2. EMT Program – Prerequisite must have before program start date
3. CPT Program – Must have active card in order to begin externship.
4. CCMA Program- Must have active card in order to begin externship.

Note- AHA BLS Course costs \$50.00 to enroll at First Lady Permanente, does not include book.

Background Checks

California law prohibits the certification/licensure of any person who has been convicted of any Penal Code violation unless that action has been dismissed or the individual has obtained a Certificate of Rehabilitation.

A prescreening, background check is conducted on all enrolled students. This prescreening is the same that is typically required of hospital employees and is a condition of the clinical facilities to allow a student to participate in clinical rotations at their sites. Students may be allowed to begin course work before the background check is completed. However, by signing First Lady Permanente Education Center Enrollment Agreement, the student affirms that they have not been convicted of any Penal Code violations.

- Students failing the background check at the time of enrollment may not be eligible to participate in the program and may be dismissed.

At the end of the program students must submit to a full investigation by the Department of Justice. Students failing this investigation may not be eligible for licensure.

Drug Screen- 10 Panel

First Lady Permanente Education Center participates in random drug screening throughout the course of each program, of if a student's behavior is suspicious of drug or alcohol use. Drugs screens are a mandatory test based on the program externship requirements, a negative 10-Panel no earlier than (30) days from program start date is required to attend program.

Any program that has an externship will require a 2nd negative drug test within (15) days from externship start date.

Note- A drug test costs \$45.00 to schedule an appointment at First Lady Permanente campus. Second drug test costs \$40.00.

TB, Chest X-Ray Records:

Note- TB Test results (Skin tests or blood tests) are ONLY valid for 1-year and must be active throughout the last day of clinical externship. Some externships will require a current X-Ray within (90) days of externship placement, student will be required to meet this request.

Students must provide their most recent physical within the past 1- year with physician clearance to participate in a program. The TB Test results must be provided with negative results within the past 6- months, chest X-rays within 1 year. First Lady Permanente Education Center provides a list of providers that can assist in completing these tests for the students in a timely manner.

Physical Health Release:

Students must have completed the “*First Lady Permanente Physical Release Form*” by an authorized Healthcare Professional. **The release will indicate the student does not have any limitations or communicable diseases** (All other forms are not acceptable). If students provide a physical other than the required FLP form format, the form will be rejected.

Students must possess sufficient ability to: Lift at least 50 lbs unassisted, stand, carry and balance on uneven terrain. Stoop, kneel, climb, crouch and crawl as needed to reach patients and safely remove and transport. Carry and utilize emergency medical equipment appropriately. Communicate verbally to patients, physicians, nurses and co-workers. Hear, understand, and react quickly to verbal instructions and patient needs.

Health Insurance

Students enrolled in programs at First Lady Permanente must provide information on their enrollment forms that disclose their insurance providers information. First Lady Permanente does not offer health plans for enrolled students.

Student Learning and Physical Disabilities

All facilities at First Lady Permanente Education Center are handicap accessible and First Lady Permanente Education Center complies with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Federal Rehabilitation Act of 1973. Applicants who are persons with disabilities may apply for admittance into the program. First Lady Permanente Education Center will work with the applicant or student to determine whether reasonable accommodations can be made effective and or available.

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. The student record will be updated to ensure the student is accommodated accordingly. The Vice President of Student Services will notify the student to discuss the recommended accommodations to determine a reasonable means for delivering a specific accommodation. **Document of recommended accommodations from a physician or other healthcare professional will be required prior to provision of accommodation.**

At First Lady Permanente we understand and agree with the notion that student learning disability or learning disorder/difficulty is a situation where a student has difficulty learning using a typical approach. The causes vary however usually the causing factor is usually a disorder that affects the brain's ability to receive and process information. In other words, learning disabilities are neurologically-based conditions that get in the way of proper attainment, management and use of skills and knowledge. Every effort is put forth to ensure that students, faculty and staff with disabilities at First Lady Permanente receive the services and accommodations to which they are entitled.

The diagnosis of a learning disability in an adult requires documentation of at least average intellectual functioning along with deficits in such areas as:

- Auditory processing
- Visual processing
- Information processing speed
- Abstract reasoning
- Memory (long-term, short-term, visual, auditory) • Spoken and written language skills
- Reading skills
- Mathematical skills
- Visual spatial skills
- Motor skills
- Executive functioning (planning)

Students are required to submit documentation verifying the nature and extent of the disability prior to receiving any accommodations. In this case the documentation must be provided to the college on professional letterhead and contain dates of assessment, signatures, titles, and license/certification numbers of the diagnosing professionals. Diagnoses and disabilities that do not contain the required information may not be used for determining eligibility for academic accommodations.

Disability Accommodation & Grievance Policy

1. Statement of Non-Discrimination and Accommodation

- a. First Lady Permanente, LLC ("the College") does not discriminate on the basis of disability.
- b. Individuals with disabilities are entitled to a reasonable accommodation to ensure that they have full and equal access to the educational resources of the Institute, consistent with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) ("Section 504") and the Americans with Disabilities Act (42 U.S.C. § 12182) ("ADA") and their related statutes and regulations.

- c. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The ADA prohibits a place of public accommodation from discriminating on the basis of disability. The applicable law and regulations may be examined in the office of the ADA Compliance Coordinator, who has been designated to coordinate the efforts of the Institute to comply with Section 504 and ADA.

ADA Compliance Coordinator: Kimberly Sanad
 921 Geer Road
 Turlock, CA 95380
 (209) 250-1200 Ext. 5
records@firstladypermanente.com

2. Request for Accommodation

- a. Individuals with disabilities wishing to request a reasonable accommodation must contact the ADA Compliance Coordinator. A disclosure of a disability or a request for accommodation made to a faculty or staff member, other than the ADA Compliance Coordinator, will not be treated as a request for an accommodation. However, if a student discloses a disability to faculty or staff member, he or she is required to direct the student to the ADA Compliance Coordinator.
- b. The ADA Compliance Coordinator will provide a student or applicant with an *Accommodation Request Form*.
- c. Reasonable accommodations are available for students and applicants who provide the appropriate documentation of a disability. Such documentation should specify that a student has a physical or mental impairment and how that impairment substantially limits one or more major life activities. In general, the supporting documentation must be dated less than three years from the date a student requests a reasonable accommodation, and must be completed by a qualified professional in the area of the student’s disability, as enumerated below:

Documentation used to evaluate the need and reasonableness of potential accommodations may include a licensed professional’s current medical diagnosis and date of diagnosis, evaluation of how the student’s disability affects one or more of the major life activities and recommendations, psychological and/or emotion diagnostic tests, functional effects or limitations of the disability, and/or medications and recommendations to ameliorate the effects or limitations. The College may request additional documentation as needed. The Institute may, at its discretion, waive the requirement for medical documentation to support accommodation requests that relate to obvious impairments and/or are *de minimus* in nature.

Disability	Qualified Professional
Physical disability	MD, DO
Visual impairment	MD, ophthalmologist, optometrist
Mobility, orthopedic impairment	MD, DO
Hearing impairment	MD, Audiologist (Au.D) *audiology exam should not be more than a year old
Speech and language impairment	Licensed speech professional
Learning disability	PhD Psychologist, college learning disability specialist, other appropriate professional
Acquired brain impairment	MD neurologist, neuropsychologist

Psychological disability	Psychiatrist, PhD Psychologist, LMFT or LCSW
ADD/ADHD	Psychiatrist; PhD Psychologist, LMFT or LCSW
Other disabilities	MD who practices or specializes within the field of the disability.

- d. After the ADA Compliance Coordinator receives the Request Form and the required documentation, he/she will engage the student or applicant in an interactive process to determine what accommodations may be reasonable.
- e. If the student or applicant is denied the requested accommodation, he/she may file a grievance using the Grievance Process below or he/she may file a complaint with the U.S. Department of Education’s Office for Civil Rights or a similar state entity.
- f. The College will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. The ADA Compliance Coordinator will be responsible for such arrangements

3. Disability Accommodation & Grievance Policy

- a. The College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 and/or the ADA.
- b. Any person who believes she/he has been subjected to discrimination on the basis of disability, including disagreements regarding requested accommodations, may file a grievance pursuant to the procedure outlined below. The College will not retaliate against anyone who files a grievance in good faith or cooperates in the investigation of a grievance.
- c. Procedure Grievances must be submitted to the ADA Compliance Coordinator

ADA Compliance Coordinator: Kimberly Sand
 921 Geer Road
 Turlock, CA 95380
 (209) 250-1200 Ext. 5
records@firstladypermanente.com

Grievances must be submitted to the ADA Compliance Coordinator, within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

- a. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- b. The ADA Compliance Coordinator (or her/his trained designee) shall investigate the complaint and afford all interested persons an opportunity to submit relevant evidence. The Complainant may also present witnesses relative to the complaint. The ADA Compliance Coordinator will maintain the files and records relating to such grievances.
- c. All reasonable efforts will be made to provide a written determination to the student or applicant within 30 days after its filing. If a written determination cannot be made within 30 days of the complaint’s filing, the ADA Compliance Coordinator will so advise the student and provide an update as to the status of the investigation. The student may also contact the ADA Compliance Coordinator to inquire as to the status of the investigation at reasonable intervals.
- d. The person filing the grievance may appeal the decision of the ADA Compliance Coordinator by writing to:

ADA Compliance Coordinator: Marcus Wagner
 921 Geer Road
 Turlock, CA 95380
 (209) 250-1200 Ext. 5
m.wagner@firstladypermanente.com

Within 15 days of receiving the ADA Compliance Coordinator's decision. The Chief Operating Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

- e. The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Education's Office for Civil Rights and/or a similar state agency.
- f. The College will take all steps to prevent recurrence of any harassment or other discrimination and to correct discriminatory effects where appropriate.

Screening and Selection Criteria Policy

****Based on Programs with High-Demand Wait Lists:*** All applicants who meet the minimum requirements for admission will be considered. First Lady Permanente Education Center will convene the Admissions Committee, consisting of the Program Director and one or more of the following: Admissions Director, Chief Operating Officer, Program Director and/or program instructor who will:

1. Verify and document the qualifications of each candidate.
2. Score candidates.
3. Make a final selection of candidates to be admitted to the program. Selection is based upon the following:
 - a. Score on the appropriate Entrance/Ability to Benefit (ABT) Test o For NA this is the FLP Math and Language Proficiency Test
 - b. Work experience
 - c. Letters of Recommendation
 - d. Previous education
 - e. Date of application
 - f. Application status of candidates (placement of previous alternate student)

The top candidates plus alternates will be selected. See the Alternate Student Policy. In case the candidates are equally qualified for the last slot in the class, selection will be based upon the date of the application. Students who drop or take a leave of absence may return only if there is an available slot and the written request to return is accepted.

Sponsored Versus Non-Sponsored Students

Any student who does not pay 100% of the tuition for the enrolled program and has part, or all of their tuition paid by an employer, a government agency or a non-profit group is considered a Sponsored Student. Sponsored Students will be treated in the same fashion, and must meet the same enrollment and performance standards. Enrollment into a program requires a non-refundable enrollment fee, and tuition is due by the due date; sponsored students that are waiting for funds are responsible for these program costs. Once sponsorship pays students program costs, the school will reimburse the student accordingly for the fees they paid awhile waiting their sponsorship. In the event a sponsorships does not pay out, student is responsible for the fees. FLP regularly has students for whom part, or all of their tuition is sponsored by someone other than their selves, or their families. Common examples of Sponsoring Agencies include Workforce Investment Agencies, Public Education Agencies, Other Public Entities and Employers.

Similarities Between Sponsored Versus Non-Sponsored Students

1. All students, whether they are sponsored or not, must conduct their enrollment and eligibility screening in the exact same fashion. This includes enrolling via the www.firstladypermanente.com web site, taking the required "Ability to Benefit" skills test, submitting LiveScan fingerprinting for a DOJ Criminal Background Check, receiving a Physical Exam, Negative Drug Test, Immunization records and a Tuberculosis Test.

Differences Between Sponsored Versus Non-Sponsored Students

1. Sponsored programs that have 15 or more contracted students are required to submit full payment regardless of the final completion rates. (This policy applies to all contracted satellite sites conducting program minimums of 15 students).

2. Non-Sponsored Students must pay the BPPE Student Tuition Recovery Fund (STRF) fee, and may be eligible for protection and tuition reimbursement from the STRF under certain circumstances. Sponsored students do not have to pay the STRF fee, and are not eligible for STRF benefits.
3. Non-Sponsored Students will receive an IRS Form 1098T detailing the tuition they paid in the prior tax year. In many cases the full amount of their tuition, minus certification exam fees, may be tax deductible. Sponsored Students do not qualify for this tax deduction.
4. Some Sponsored Students may be required by their Sponsoring Agency to Co-Enroll in another program in order to qualify for the funding they receive. For example, students sponsored by Workforce Development Agencies must Co-Enroll as a client of that agency in order to receive funding. Students sponsored by Adult Schools or ROP program must Co-Enroll as a student in that program. Co-Enrollment is strictly an issue between Sponsored Students and their Sponsoring Agencies. FLP is never a party to such agreements and commits to treating all students in the same manner regardless of whether they are sponsored or not.

Advanced Credit and Experiential Learning Credit

Students understands and agrees that First Lady Permanente Education Center does NOT offer any advanced credit or experiential learning credits.

Notice Concerning Transferability of Credits and Credentials Earned at our Institution

The transferability of credits you earn at First Lady Permanente Education Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn at First Lady Permanente Education Center is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending First Lady Permanente Education Center to determine if your (credits or degree, diploma or certificate) will transfer.

This Institution does not accept credits for transfer at this current time. First Lady Permanente Education Center does not currently maintain articulation agreements with any other institution.

Credit for Previous Education and/or Experience Policy

First Lady Permanente Education Center may, at its discretion, grant credit for previous education and/or experience in the healthcare field completed within five (5) years prior to admission. When credit is granted, a student may still be required to demonstrate competence in theory and/or clinical skills.

Previous education may include:

- Accredited vocational or practical nursing courses.
- Accredited registered nursing courses.
- Accredited psychiatric technician courses.
- Armed services nursing courses.
- Nursing assistant training courses.
- Other courses the school determines are equivalent to courses in the program.

Competency-based credit will be granted for knowledge and/or skills acquired through experience. Credit is determined by written and/or practical examinations. The procedure is as follows:

1. Submit a completed Credit for Previous Education and Experience form one month prior to program admission date.

2. Arrange for official transcript of clinical and theory hours and grades to be sent from the original school or agency to First Lady Permanente Education Center for evaluation prior to the class start date.
3. Obtain verification of work experience by employers, stating specific dates of employment, duties performed, and if work was satisfactory, and submit one month prior to program admission date. In addition:
 - Written and/or clinical performance assessment will be required to determine the amount of credit to be granted.
 - Any area challenged (clinical or theory) that a student does not meet the objectives of the course, will require that the entire content of the course be repeated.
 - A grade of 75% must be received in the written test and a satisfactory in the nursing performance assessment.

Cost: There is no fee to the applicant for submitting a request for credit for Previous Education and Experience. However, the applicant is responsible for any costs associated with acquiring transcripts, certificates, letters or other documentation required to support their request.

Note: The Credit for Previous Education and Experience form will also be used for the student to waive any credits previously awarded by another institution or from previous work experience.

Tuition fees will remain the same when academic credit is granted for previous education and/or experience.

FINANCIAL INFORMATION

FINANCIAL INFORMATION

Enrollment Fee (Non-refundable):

In order to enroll in a program at First Lady Permanente Education Center, a non-refundable and non-transferable registration fee of \$250.00 is due in order to complete the enrollment process.

CEC §94889.5 indicates only 4 months of tuition may be required at the outset of a program longer than four months. The balance can be required at the point of 50% completion. Enrollment fees beyond the identified \$250 registration fee are in compliance with mandated refund and withdrawal policies.

Non-Refundable Program Fees

The Registration Fee is non-refundable and all other non-refundable fees listed on the enrollment agreement signed by the student must be paid within 30-days of withdrawal date. Students will continue to accrue fees until they submit a formal withdrawal notice to the records department via email records@firstladypermanente.com

Cancellation and Refund Policy

Registration Fee is non-refundable and non-transferable once submitted. Students have the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the 7th day after enrollment, whichever is later. (Meets CEC 94909(a)(8)(B) requirements)

- Non-refundable fees and time spent in the program will not be refunded.
- If you choose to cancel this agreement, FLP will refund any money that you paid less specified non-refundable fees.
- Cancellation shall occur when you give written notice of cancellation addressed to Program Director and send by US certified mail, hand delivered or emailed
- The written notice of cancellation is effective on the date received by FLP.
- The refund will be issued within 45 days of the notice of cancellation.

FLP follows the refund guidelines set by the California Bureau for Private Postsecondary Education in accordance with 5 CCR 71750. You have the right to withdrawal from a course of instruction at any time. If you withdraw from a course of instruction after the period allowed for cancellation of the agreement set forth above, FLP will issue a pro-rata refund base on the amount owed for the portion of the educational program provided subtracted from the amount paid by the student calculated as follows: total tuitional charge divided by the number of days in the program, multiplied by the number of days student attended, or was scheduled to attend prior to withdrawal, less the amount paid by the student. All amounts paid in excess of what is owed as calculated above shall be refunded within (45) days of the student's withdrawal or cancellation.

The refund will be prorated if the student withdrawals after the first-class session, or the seventh day after enrollment, whichever is later. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Please refer to additional information on California Laws on Refunds pertaining to fully paid tuition in the event the school permanently ceases to operate.

Financial Records of Students

The financial records of students will be maintained in each student's master file. The financial record will show all charges, the reasons for each charge, each credit, and a current balance due, if any.

Withdrawal Procedure:

In order to enroll in a program at First Lady Permanente

A student has the right to cancel and obtain a refund based on the (refund policy).

To withdrawal from a program, student must:

1. First notify the school in writing of their intent to cancel the agreement or withdrawal from the program.
2. Notification shall be made in writing and must be signed by the enrolled student.
3. All requests shall be mailed by US certified mail, with tracking to: First Lady Permanente Education Center 921 Geer Road, Turlock CA 9538 or emailed to records division records@firstladypermanente.com

Program Reinstatement:

A student who has been previously enrolled in a program at First Lady Permanente but have since been dismissed or terminated by the school or who have withdrawn voluntarily may be reinstated into their previous program in advanced stating. In order for a student to be reinstated into a previous program or in advanced standing, the student must meet the following requirements.

1. A student must be in good standing with the school, which includes but is not limited to the following:
 - a. Student has paid all outstanding fees and tuition.
 - b. Student has submitted all required documentation and immunizations.
 - c. Student is not accused of or under investigation for a criminal offense.
 - d. Student has not been convicted of a "criminal offense, which would prelude eligibility for state licensure.
 - e. Student has maintained good conduct.
 - f. Student has been cleared by a California licensed physician as physically capable of performing typical duties and activities, set forth by program enrolled in.
2. Student must complete a new application and pay the application fee (\$250.00).
3. Student will receive discounted fees for items they already have from previous enrolled program.
4. Students will only be allowed to re-enroll in the same program up to (3) times.

Tuition Refund after Classes Begin

The student has the right to withdraw from a course of instruction at any time. If the student withdraws from the course of instruction after the period allowed for cancellation of the Agreement, which is until the first day of class, or the seventh day after enrollment, whichever is later, the School will remit a refund less the non-refundable items and minus the pro-rated tuition/lab fees for hours of instruction rendered.

The refund shall be the amount you paid for instruction multiplied by fraction; the numerator of which is the number of hours of instruction which the student has not received but for which the student has paid, and the denominator of which is the total number of hours of instruction for which the student has paid.

IF THE AMOUNT THE STUDENT HAS PAID IS MORE THAN THE AMOUNT THAT THE STUDENT OWES FOR THE TIME THE STUDENT HAS ATTENDED, THEN A REFUND WILL BE MADE WITHIN THIRTY DAYS OF WITHDRAWAL. IF THE AMOUNT THAT THE STUDENT OWES IS MORE THAN THE AMOUNT THAT THE STUDENT HAS ALREADY PAID, THEN THE STUDENT WILL NEED TO MAKE ARRANGEMENTS TO PAY FOR IT.

For the purpose of determining the amount the student owes for the time the student attended, the student shall be deemed to have withdrawn from the course when any of the following occurs:

- a) The student notifies the School of your withdrawal or the actual date of withdrawal.
- b) The School terminates the student's enrollment.
- c) The Student fails to attend classes for a three [3] week period. In this case, the date of withdrawal shall be deemed to be the last scheduled class date in 3rd week.

- d) Student will be responsible for all non-refundable fees and pro-rated tuition.

If any portion of the student's tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received. Any remaining amount will be paid to the student. If there is a balance due, the student will be responsible to pay that amount.

Refund Policy on Books, Uniforms, and Materials

After purchase, books, uniforms, and other materials are the property of the student; no refunds allowed. In the event a student rents a book, the book must be turned into admissions otherwise student will be charged for the replacement book cost. All other rented materials must be returned otherwise student is charged for replacement costs.

Late Fees, Returned Check Fee

Any payment, received after the due date, will be charged a \$25.00 late fee. It is the student's responsibility to make all tuition payments as agreed on the payment plan contract.

Types of payment methods: Visa, MasterCard, American Express, Discover, Cash, Cashiers Check, Money Order (NOTE- There are no personal checks allowed). If a student submits a personal check that is returned, a fee of \$35.00 will be applied to the student's account.

Credit Card Processing Fee (For Refunds Only)

Students that pay for program fees by using a credit card and request a refund will be charged a 5% credit card processing fee of the total payments processed through credit card. The total refund amount will be processed accordingly to the withdrawal policy, processed within (45) days from drop date.

Collections Department

Students that do not honor the enrollment agreement and fall behind in payments past (30) days will be sent to collections. Collection agency Caine & Weiner is the contracted accounts receivable management enterprise that will ensure proper legal resolution of student accounts. If you have questions please contact our records department records@firstladypermanente.com

Financial Aid

First Lady Permanente Education Center does not participate in federal or state financial aid programs.

If you obtained a loan to pay for this program you remain responsible for repaying the full amount of the loan plus any interest, less the amount of any refund.

If you default on a federal or state loan, both the following may occur:

1. The federal or state government or a loan guarantee agency may take action against you, including garnishing an income tax refund; and,
2. You may not be eligible to any other government financial assistance at another institution until the loan is repaid.

Financial Stability – Bankruptcy History

This institution has not had a pending petition in bankruptcy, is not operating as a debtor in possession and has not filed a bankruptcy petition within the preceding five years nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States Bankruptcy Code.

Tuition Policies, Fees, and Expenses:

All programs offered by First Lady Permanente, LLC shall have tuition, charges, or fees, which are determined prior to enrollment by the Program Director. All tuition, charges and fees shall be disclosed to prospective students prior to enrollment and listed on the enrollment agreement.

Tuition Payment:

All tuition fees are due and payable in full within (10) days of the first day of the program. If a student decides to sign a payment plan contract they understand the payment plans have a processing fee that is included. If a student that is enrolled in the payment plan does not make their payments by the due date, they will be notified and a late fee of \$25.00 will be added to their account. In order to proceed to clinical, they will need to bring their account to date otherwise they will be dropped from the program.

Student Tuition Recovery Fund (STRF)

“The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, BPPE is located at 1747 North Market Blvd, Suite 225, Sacramento, CA 95834, (916) 263- 7800.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the

period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

Program Cancellation Initiated by The School

It is the policy of First Lady Permanente Education to give a full refund of all fees and tuition for any training class or program that is cancelled by the FLP Administration.

1. Students who have paid any part of their tuition are eligible for a tuition refund and will receive a refund of all tuition automatically within ten business days of notification of cancellation.
2. First Lady Permanente Education Center will make every effort to obtain full and current contact information for the applicant at the time of accepting payment.
3. If a student does not receive a refund within that time period, he/she must contact the school to ensure that all the contact information is current and request the refund.

Performance Fact Sheet

All programs offered by the institution have a Performance Fact Sheet that provides the reported program results to the state BPPE. It is the responsibility of the student to review the provided performance fact sheet during admissions to ensure they are enrolling in a program that meets their needs. The school is required by the state to report all the statistics 12-months after year ends. Students are provided a copy of the performance fact sheet per program they are enrolled in at time of registration. The report has the following information:

- On-Time Completion Rates (Graduation Rates) and 150% Completion Rates
- Job Placement Rates, Part-Time vs Full-Time Employment
- Salary and Wage Information (includes data for the two calendar years prior to reporting)
- Cost of the Educational Program

Letter of Recommendations

The Institution requires that all Instructors provide an evaluation of the student progress in the program both didactic and clinical. To request a LOR please send request to records@firstladypermanente.com

Professional Reference

Programs that require an online background check must provide a professional reference. Do not list First Lady Permanente staff as a reference; the background check will be incomplete and delayed if you do so.

ADMINISTRATIVE POLICIES

Catalog Policies

Policies governing student conduct, admissions, prerequisites, graduation requirements, fees, course structures, duration of the subjects and courses, time of programs offerings and other aspects of this College's operations are subject to change. Changes in the content of this catalog will be added to Catalog Addendum as well as posted on www.firstladypermanente.com. The Catalog represents current and updated information.

- The school reserves the right to adopt, amend, or repeal all First Lady Permanente policies. This catalog does not constitute a contract or enrollment agreement, nor does it constitute a statement of the conditions of a contract between the student and this institution. The relationship of the individual student to this institution is governed by applicable state education codes, state regulations, and academy policies.
- A copy of the catalog will be provided to each student prior to signing an enrollment agreement. Copies of the catalog can also be located at the front desk at each campus as well as the First Lady Permanente website: www.firstladypermanente.com on the About Us link.

Program Policies & Procedures

Academy policies cover all programs and courses offered at First Lady Permanente. There are, however, program specific particulars and guidelines that are explained in much more detail in programmatic Policies and Procedures Handbook. Many of our programs have handbooks that include programmatic rules and regulations (subject to change without notice). Students must make sure to read and understand all programmatic rules and regulations in addition to First Lady Permanente.

Individual Responsibility

It is the responsibility of each First Lady Permanente student, staff and faculty member to be familiar with First Lady Permanente policies and regulations published in this catalog. First Lady Permanente Catalog is disclosed to each individual prior to his/her enrollment at First Lady Permanente. All students, staff and faculty members are required to sign receipt of disclosures acknowledging that they understand and agree to abide with all of the policies stated in this Catalog.

Academic Freedom

First Lady Permanente is committed to assuring full academic freedom to its faculty. Confident in the qualifications and expertise of its faculty members, the academy encourages its faculty members to exercise their individual judgments regarding the organization of topics and instructional methods. Content is approved by the program- specific governing body. Instructors are encouraged to develop teaching methods that encourage student success.

First Lady Permanente believes that the important diversity that can accrue to the benefit of students by the diversity of thought resulting from free discussion, open expression of view-points and opinions on the subject matter at hand, and free exercise of research and original thinking in the academic fields related to the college's course offerings. First Lady Permanente supports and encourages instructors and students to engage in discussion and dialog. Students and faculty members alike are encouraged to freely express views as they apply to understanding in the specialized knowledge inherent in discipline being studied.

Non-Discrimination

First Lady Permanente is committed to providing equal opportunities to all applicants. No discrimination shall occur in any program or activity of this academy, including activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from

consideration as an individual. Please direct inquiries regarding this policy, if any, to a Campus Director who is assigned the responsibility for assuring that this policy is followed. Employees may refer to First Lady Permanente Employee Handbook for more details.

Sexual Harassment

First Lady Permanente is committed to providing a work environment that is free of discrimination, intimidation and harassment. In keeping with this commitment, we believe that it is necessary to affirmatively address this subject and express our strong disapproval of sexual harassment.

No associate within our college may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at any campus. Students are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy.

Anti-Bullying/ Anti-Harassment

First Lady Permanente believes that all individuals, including students, employees, and applicants are entitled to a safe, equitable, and harassment-free academy experience. Bullying and harassment will not be tolerated and shall be just cause for disciplinary action and/or law enforcement intervention.

“Bullying” and “harassment” are defined as a pattern of aggressive, intentional or deliberately hostile behavior that occurs repeatedly and over time. These behaviors normally fall into three categories, physical, emotional, and verbal, and may include, but are not limited to, intimidation, assault; extortion; oral or written threats; teasing; putdowns; name-calling; threatening looks; gestures, or actions; rumors; false accusations; hazing, social isolation, and cyber-bullying. Such behavior is considered bullying or harassment whether it takes place on or off academy property.

Any student, employee, or applicant who believes he or she has been or is currently the victim of bullying or harassment should immediately report the situation to the college administrator or another trusted employee of the institution who will be responsible for reporting it to the appropriate authority. Reported incidents will be investigated promptly and thoroughly by the academy administration. Advising, corrective discipline, and/or referral to law enforcement will be used to change the behavior of the perpetrator and remediate the impact on the victim. This includes appropriate intervention(s), restoration of a positive climate, and support for victims and others impacted by the violation. False reports or retaliation for harassment, intimidation or bullying also constitutes violations of this policy.

Reporting Sexual Assault

In the event of a sexual assault DIAL 9-1-1. If the victim is unable to contact the authorities, please report this assault to an Instructor of Staff member who will contact the authorities on your behalf. While waiting for medical and law enforcement to arrive, although difficult, try to make mental notes of the incident so while reporting this assault to the local police there can be as much detail as possible. Be certain to request medical treatment. Please note, that victims have the option to, or not to, notify and seek assistance from law enforcement and campus security.

The survivor of sexual assault is urged to seek counseling shortly after the sexual assault has occurred. Victims of sexual assault may receive free confidential 24-hour counseling by calling RAINN (Rape Abuse Incest National Network) Hotline Number 1(800) 656-HOPE (4673). Online chat is also available at <http://ohl.rainn.org/online/>.

Sex Offender Registry

In accordance with the Campus Sex Crimes Prevention Act of 2000, which amends the Jacob Wetterling Crimes Against Children and Sexually Violent Offender Registration Act, the Jeanne Clery Act and the Family Educational Rights and Privacy Act of 1974, First Lady Permanente is providing a link to the National Sex Offender Registry. This act requires institutions of higher education to issue a statement advising the campus community where law enforcement information concerning registered sex offenders may be obtained. It also requires sex offenders already required to register in a State to provide notice to

each institution of higher education in that State at which the person is employed, carries a vocation, or is a student. Link to all registered sex offenders <http://www.familywatchdog.us>
Link to California Department of Justice's Internet Website <http://www.meganslaw.ca.gov>

Incident Reporting Policy

All accidents/incidents, including those that occurred both on the premises of the campus/ clinical site that result in either personal injury or illness shall be promptly reported and investigated the same day of incident. If the injury or illness requires emergency medical treatment, call 9-1-1 for proper notification of emergency services. First Lady Permanente staff are required to complete an Incident/Accident Report form in all cases requiring first-aid treatment, emergency service, or any incident which can potentially develop into an injury or illness. If student/staff are involved, their Program Coordinator should be notified. If staff is involved, their appropriate supervisors must be notified.

An Incident Report must be completed entirely, describing the following:

- Incident circumstances, including the date and time of incident/accident, details of the procedure being performed, including where and how the incident/accident occurred, and if there was an exposure related to a sharp device, the type of device and how and when in the course of handling the device the incident/accident occurred;
- Details of the incident/accident including if there was an exposure to the blood or bodily fluids and details about the exposure source; and if the source is an HIV-infected person the stage of disease, and form completion.
- Details about the follow-up
- List of all parties involved, ensure form is signed by all relevant parties, and returned to the Program Coordinators/ Directors immediately.
- Keep affected parties privacy rights in mind, when sharing information regarding the incident and report.

It is expected that the student utilize common sense in patient care procedures and those OSHA policies related to bloodborne pathogens that minimize risks to the students and/or if pregnant, to the unborn fetus. Additionally, if the incident occurred on the premises of any Clinical Facility/Site, the Incident / Accident Report form should be completed by the student and Instructor and should note any concerns where processes are incongruent to this procedure.

Drug and Alcohol Prevention Policy

First Lady Permanente is committed to protecting the safety, health and well-being of all employees and students. We recognize that drug use and alcohol abuse pose significant threats to our goals. We have established a drug free workplace that balances our respect for individuals with the need to maintain a drug and alcohol-free environment. This policy includes and is not limited to all students, employees and anyone conducting business on behalf of First Lady Permanente.

All information received by First Lady Permanente through the drug-free workplace program is confidential. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies. Student testing positive will be automatically dropped from program. In the event a student or staff member is suspected of drug or alcohol use the school reserves the right to perform a drug test without notice. The school reserves the right to select either a urine or blood drug test.

Pregnancy Policy

First Lady Permanente provides all students a safe environment for clinical experiences and training. In compliance with regulations regarding pregnant students, female students have the option to inform program officials whether or not they are pregnant. With written notification to the Program Director, the student may change from one option to another at any time during the pregnancy if all program objectives, courses, and competencies are completed. However, if a student chooses to declare her pregnancy to program officials, she must provide written notification.

At any time, a student may submit a written request to withdraw her declaration without question. A student who has chosen to declare her pregnancy will be allowed to choose one of the following options for completing the training at First Lady Permanente.

1. Options: Continuing the training without modification or interruption. This option means that the student agrees to attend and complete all classes, clinical assignments, and competencies in a manner consistent with her peers within the guidelines set forth by the instructors and First Lady Permanente. The student must present a letter from a physician releasing the student to continue in the training with First Lady Permanente reserving the right to contact the physician to verify student physical activity level and ability to complete all requirements of the clinical experience.
2. The student may take up to 180 days leave of absence from the didactic and clinical components of the program and be allowed readmission to the program, reinstatement fees apply. The student is required to make up all clinical and didactic hours missed and to complete all the necessary competencies. This option timing is contingent upon an available student position in an appropriate clinical facility.
3. Students may also continue the training with a modification of clinical assignments. This option means the student would have the choice to delay clinical assignments and/or competencies in areas high in potential hazardous exposure. However, in order to accomplish this successfully, the training may need to be extended. The student is required to make up all clinical and didactic hours missed and to complete all the necessary competencies. The student will present a letter from a physician releasing the student to continue in the training. Private training hours are an additional fee.

Name Change Policy

Any changes to a student's current or former legal name require the following:

- One of the following:
 - a certified copy of their birth certificate
 - valid (current) passport
 - a marriage license issued by a county or city clerk a divorce decree from a court of law a court ordered name change
- A second piece of identification (with the new name) in the form of a government-issued photo ID Changes of Name Forms are available on www.gurnick.edu or by asking a campus designee. Students must complete the Change of Name Form and bring the above mentioned official documents in person to the Student Services Coordinator or Designated School Official located on their campus, or mail notarized copies of documents with a cover letter explaining the change. If the student chooses to mail the certified documents, he/she must sign the cover letter and include his/her First Lady Permanente student ID number or social security number, and date of birth. Mail should be sent to the student's campus. Student Services Coordinator, or Designated School Official, will photocopy the official documents evidencing the name change, and must file these documents in the appropriate student folder in conjunction with the completed Change of Name Form.

Cell Phone Policy

This policy applies to all staff and students, cell phones **must be turned off in classrooms and online classes** and all clinical settings cell phones are **not authorized on the premises** due to HIPAA Policy. Student may use their cell phone on campus before and after class and during breaks in the posted designated areas or outside of the campus. Students who are not in compliance with this policy are subject to disciplinary probation or expulsion at the discretion of the academy administration.

^Please note some instructors may be allowed restricted use of the cell phones in class for certain activities.

Policy for Denial of Certification:

The law provides for denial of certification for crimes or acts that may in any way be related to pre-hospital medical care i.e., sex crimes, drug crimes and crimes of violence or dishonesty.

1. In such cases, it is the applicant's responsibility to present sufficient evidence of rehabilitation to the department that oversees the program prior to applying for certification.
2. Each department will evaluate applicants individually.
3. Any student considering a career in the program they are seeking training, who might be denied certification, is advised to address this issue with the licensing agency prior to taking this course
4. Students are at fault if denied licensure, the school is not responsible.

NOTE- Student is solely responsible to verify with the licensing department prior to signing an enrollment agreement to ensure there are no issues in becoming licensed after program completion.

Emergency Medical Technician Program (EMT)
Mountain-Valley Emergency Medical Services Agency
1101 Standiford Ave, Suite D1
Modesto, CA 95350
(209) 529-5085 <http://mvemsa.org/>

Nurse Assistant Program (CNA)
Home Health Aide Program
CA Department of Public Health
PO Box 9973777, MS 0500
Sacramento, CA 95899-7377
(916) 327-2445 www.cdph.ca.gov/

Phlebotomy Technician Program (CPT-1)
CA Department of Public Health
Laboratory Field Services
P, 850 Marina Bay Pkwy
Richmond, CA 94804
(510) 620-3800 www.cdph.ca.gov/

NOTE- Students that have convictions that are cleared, must still list on their Live Scan any and all convictions. Student must provide documentation to the licensing department for clearance as needed to prevent delay in licensure.

Consent to Use of Likeness in Education and Marketing Media

Students have been informed that the school will from time to time publish photographs and/or videos of students while they are undertaking training in the classroom, or enjoying their break time activities in the school premises, or while receiving instruction or demonstrating a skill at their affiliated facility sites. They have been informed that these photographs and or videos will be used by the school for educational as well as for marketing and advertising purposes. These will include print media, television ad or electronic or social media publishing devise such as Facebook, YouTube, twitter or similar websites, or other equivalent mass media devices for free or paid advertising, billboards, promotional items such as T-shirts, and/ or similar merchandise advertising. Note: The student has been informed that their likeness maybe included in any of the above with or without notice or prior permission before they are taken. **On the basis of the school's Consent Form, the student gives the school their personal outright permission to include their likeness in the schools educational medial and in marketing and advertising, subject to its qualifications of good taste and editorial standards.**

SCHOOL STAFF

ADMINISTRATIVE STAFF

President, Chief Executive Officer

Sarah Wagner

s.wagner@firstladypermanente.com

Vice President, Chief Operations Officer

Marcus Wagner

m.wagner@firstladypermanente.com

Enrollment Services Director

Kimberly Sand

records@firstladypermanente.com

Continuing Education Internal Reviewers

Cynthia Tumbarello, RN, PHA, MSN

Elaine Paradis, RN, BSN, CEN

Sherri Brown, RN, MSN

Jo Sokolo, RN, MSN

NURSING ASSISTANT PROGRAM STAFF

Program Director- Glenda Stapf, RN MSN

Program Director- Sherri Brown, RN MSN

Classroom/Clinical Instructors

Glenna Dimos, LVN, DSD

Diane Swanson, LVN, DSD

Rishu Prasad, LVN, DSD

Mandeep Birk, LVN, DSD, BS

HOME HEALTH AIDE PROGRAM STAFF

Program Director / Instructor Glenda Stapf, RN, MSN

EMERGENCY MEDICAL TECHNICIAN PROGRAM STAFF

Program Directors Elaine Paradis, RN, BSN, CEN

Program Instructors

Marcus Wagner, EMT

Mike Mutoza, EMT

Program Skills Assistants

Natasha Augustine, EMT

Adriane Gonzalez, EMT

PHLEBOTOMY TECHNICIAN PROGRAM STAFF

Program Director / Instructor Cynthia Tumbarello, PHA, MSN, RN

Program Instructors

Lisa Loflin, CPT-1

Melissa Helsel, CPT-1

Program Skills Assistants

Sukhbir Sanghera, CPT-1

Marianna Diaz, CPT-1

QUALITY REVIEW BOARD

Sarah Wagner – President

Marcus Wagner – Vice President

Kimberly Sand – Senior Vice President

Glenda Stapf – CNA/HHA Program Director

Elaine Paradis – EMT Program Director

Cynthia Tumbarello – CPT Program Director

Quality Review Board:

The Quality Review Board will be comprised of the Program Director, President, Vice President and Senior Vice President. The main purpose of the Board is to ensure the School is providing the best education possible to the students. Periodic reviews of the student satisfaction evaluations and implementing quality improvement measures are conducted when necessary. Meets governing board (5 C.C.R. Section 71150)

- i. The board is responsible to ensure quality improvement measures when necessary.
- ii. The board is responsible to ensure compliance of all regulatory and licensing agency requirements.
- iii. The board is the neutral third party if a problem between the school and the student arise.
- iv. The board meets a minimum of four (4) times per year.

Yessenia Ruezega, CPT-1
Cassidy Kingston, CPT-1

MEDICAL ASSISTANT PROGRAM STAFF

Medical Program Advisor Dr. David Paradis, MD
Program Directors Cynthia Tumbarello, PHA, MSN, RN

Program Instructors
Bhumika Dunlap, CCMA-AC
Paul Merrill, CCMA- AC

STAFF INFORMATION

Teaching Contracts

A written contract which is signed by an instructor and designated administrator will state the nature of the expectations of the institution and the responsibilities of the instructor. These written contracts form a permanent part of the instructor's personnel file. The forms are executed in duplicate, the institution retains the original and the duplicate (or photocopy) is provided to the instructor at the time the document is signed. In the event that the document is mailed to the institution the instructor will receive a photocopy by return mail. The written contract will specify the course or courses to be taught, the specific dates and times during which the course will be offered and the reporting responsibilities of the instructor.

Faculty Qualifications and Continuing Education

This institution shall employ instructors who possess the academic, experiential, and professional qualifications to teach, including a minimum of three years of experience, education and training in current practices of the subject area they are teaching. If an instructor does not possess the required three years of experience, education, and training in the subject area they are teaching, the institution shall document the qualifications the instructor possesses that are equivalent to the minimum qualifications. Each instructor shall maintain their knowledge by completing four hours of continuing education courses in his or her subject area, classroom management or other courses related to teaching. The institution shall not employ or continue to employ an instructor who was adjudicated in a judicial or administrative proceeding as having violated any provision of the Act or this chapter, or as having committed any act that would constitute grounds for the denial of a license under Section 480 of the Business and Professions Code.

Faculty Evaluation

Faculty performance is measured by various means. Students are provided with evaluation forms so that the administration can assess student satisfaction with the instructors. The Chief Academic Officer is authorized to perform class audits in order to assess, further, faculty performance. The administration also interviews students, informally, to obtain spontaneous feedback from students regarding their experiences and their satisfaction with the educational services provided. A more formal evaluation of the performance of instructors will be scheduled at least annually.

Faculty Involvement in Institutional Activities

This institution encourages faculty involvement and recognizes the difficulties inherent with a faculty comprised of part time individuals. Faculty must teach to the curriculum of the school approved program.

TURLOCK CAMPUS



First Lady Permanente, LLC main campus is located at 901 and 921 Geer Road., Turlock, California and is easily accessible from Highway 99. The facility utilizes two buildings that total 5,000 square feet with the center being updated in 2015.

1. **Building (921): Classrooms A-C** - All new modern classrooms equipped with audiovisual equipment, wireless access and white boards. Our learning environment was designed to give students an open and spacious feeling when taking a program. The campus has indoor bathrooms (coded), drinking fountain/water filling station, hall with seating. An administrative office is at the front door for assisting staff and student questions.
2. **Building (901): Administrative Building**- Reception enrollment division at front door, spacious waiting room, private administrative offices, indoor bathrooms (coded), hall with drinking fountain/water filling station, and a large conference room.
 - There are 24 parking spots available for students free of cost. Additional parking is on W. Syracuse Avenue, Starr Avenue and E. Syracuse Avenue.
 - ADA Handicap Assessable.
 - The average classroom size is 25 to 1 or 25 students.
 - The maximum of students in any classroom or lab is 30.
 - The facility has been designated as a smoke-free environment.
 - Monitored campus with surveillance for safety and to ensure quality assurance.

STUDENT INFORMATION

Student's Right to Privacy

The privacy and integrity of student records is a fundamental concern at this institution. To this end, no student records will be released to any party without the prior written authorization of the student. The federal Family Educational Rights and Privacy Act of 1974 (20 U.S.C... 1232g) and the regulations adopted thereunder (34 C.F.R... 99) and California Education Code 6100 Et. Seq. set out the requirements designed to protect the privacy of students concerning their records maintained by the campus. Several aspects are of particular importance: 1) access to student records, 2) the release of the records or data contained in the records, and 3) the rights of a student to a hearing to challenge the contents of the student's records. There are specific exceptions to the privacy rights of students. This college may be required to make student records available to authorized auditors of various oversight agencies. These agencies include, at the time of this writing, the Bureau for Private Postsecondary Education and (if this institution applies for accreditation) the official representatives of the accrediting agency.

Any student or employee who engages in conduct which directly or indirectly violates, or infringes upon, the privacy rights of an employee or student will be subject to disciplinary action up to and including expulsion/termination from First Lady Permanente.

Student Records

First Lady Permanente maintains student records in individual student folders according to the privacy regulations. Student records are stored in a fire-resistant file cabinet for up to one year after student separation from the college. After one year the student folder will be archived into electronic format and will be kept on a server. The documents contained in the files will be the registration form, enrollment agreement, transcripts, and other official information. These records shall be considered strictly confidential and the exclusive property of First Lady Permanente Education Center. The following documents will be maintained for each student:

In the event a student withdraws/is expelled prior to completion/graduation of the program, student folder will also contain documents such as a summary statement of the student's progress, refund calculation, a copy of refund (if applicable) and other items deemed necessary. First lady Permanente Education Center shall maintain all personal, academic, and financial records for students currently enrolled and formerly enrolled at First Lady Permanente Education Center.

1. Students may review their academic records at any time with the administrative staff, with a scheduled appointment.
2. Students shall submit a "request for transcripts and information" form to have records forwarded. Transcripts are kept indefinitely.
3. Request for records must be made in writing by a currently enrolled or formerly enrolled student.
4. There is no fee for the first record request, additional requests will cost a processing fee.

All records are kept at the following address for a **minimum of five (5) years**.

FIRST LADY PERMANENTE
901 & 921 Geer Road
Turlock, CA 95380

The Right to Access Records

The student has the right to inspect academic and financial records, by appointment, during regular school hours. Access must be granted no later than 15 working days after written request. First Lady Permanente Education Center will, at a minimum, maintain full student records for a minimum period of 5 years from date of articulation, and will retain records of course completion in perpetuity.

Disclosure of Student Records

With several exceptions provided by law, First Lady Permanente cannot release information concerning students to third persons without the written consent of the student. Permission must be given by the student for information in their file to be used as reference checks for credit or employment evaluation by third parties and the student must file a declaration to this effect, which will be kept in the student's file(s). The declaration can be all-inclusive or on a case-by-case access basis. (The provision of financial data to authorized agencies is not a violation of the Buckley Amendment). The student's written consent is not required for the disclosure of grades, disciplinary action, or other information to parents of students who are dependents for federal tax purposes. Parents requesting information may generally be granted access upon submission of a signed statement or other evidence of federal income tax dependency.

Transcripts

All students at First Lady Permanente have a folder that contains the student's academic progress record and evidence of diplomas issued by the college. Official transcript requests will be granted upon payment of \$25.00. Transcripts will only be released to the student upon receipt of a written and signed request. Transcripts will be issued in full when all tuition and other fees due to the college are paid current. If partial payment has been made, then a partial transcript will be provided that corresponds to the pro rata tuition or loan obligation the student has not paid. Please note, that all transcripts may not be available immediately as they are processed through the back office, a processing time of 10 days from submitting payment.

Records Request Applicable Fee

Record requests will be granted upon payment of \$25.00. Record requests include the following: letter of recommendations, 1098T Tax copies, student medical records and any other requests of information to be signed by school official.

No Guarantees of Licensure or Employment

First Lady Permanente Education Center DOES NOT GUARANTEE that any students graduating from the college will be licensed or employed in the capacity of their training. Licensure is wholly dependent upon students passing the licensure exam and clearing fingerprinting and a Department of Justice investigation.

Uniform and Dress Policy

General Requirements

The Student dress code applies whenever the student is at the campus or at a clinical site in either a clinical or didactic setting. All students attending class on campus are required to wear school-designated scrubs and white professional medical shoes (non-porous material, leather or pleather, that can be easily cleaned and polished) during didactic, laboratory, and at the clinical sites. Our dress code identifies the student as a medical professional in training.

Uniform Dress Code

The school uniform consists of:

NA/ HHA/ Medical Assistant Programs

- Pewter Hospital scrubs with school logo patch affixed to the left side of the scrub.
- Solid white, rubber sole, closed heel and toe shoes (Non-slip).

Emergency Medical Technician Program

- EMT polo shirt with school logo patch affixed to shirt/ Dark Navy EMT pants.

- Solid black boots/ or Black shoes – Clinical requires hard toe shoes.

Phlebotomy Technician Program

- Red Hospital scrubs with school logo patch affixed to the left side of the scrub.
- Solid white, rubber sole, closed heel and toe shoes (Non-slip).

*Name identification badge clipped to the V-neck section on shirt.

PERSONAL APPEARANCE & HYGINE

1. No long nails allowed, nail not to exceed fingertip. (No acrylic fake nails) No chipped nail polish
2. Student with long hair must keep their hair up and away from the face.
3. Hair color shall be a neutral color for the duration of the program.
4. Facial hair must be closely trimmed.
5. Tattoos must be covered appropriately, no exceptions. (Undershirts colors: white, black or grey)
6. Student MUST wear FLP ID Badge at all times. (on the v-neck of shirt)
7. Uniform needs to be clean and wrinkle free. (Dirty uniforms not allowed)
8. Hooded sweatshirts, jackets, sweaters covering uniform is not allowed.
9. Proper shoes must be worn per program requirements.
10. No tinted glasses allowed in classrooms.
11. Fragrances must be avoided.
12. Jewelry must be discrete and provide no risk to the wearer or patient. Visible piercings jewelry is not allowed. (No nose ring hoops, No tongue rings, No hoop earrings, only 1 ring per finger) Ring should be sleek to avoid puncturing gloves.
13. No head coverings, including hats, except for verified religious practices (Must provide reason to front office).

Counseling/Tutoring Assistance

Students having difficulty with a subject may be required to participate in skill reinforcement sessions outside of regular class time. Instructors make every effort to identify students in need of assistance. Tutoring Hourly Rate: \$50.00 per hour, with a minimum of (2) hours in order to book an appointment.

Quality Control Monitoring

First Lady Permanente Education Center campus is monitored for quality control and to ensure high quality education and a safe environment for the students and staff. First Lady Permanente Education Center is not responsible for any lost or stolen items of students.

ACADEMIC INFORMATION

ACADEMIC INFORMATION

Language Proficiency

The following apply to students for whom English is not their primary language: For a student whose high school or equivalent coursework was not completed in English, and for whom English was not a primary language, we will seek a score of 500 on a paper based TOEFL test or a score of 70 on the internet based test. The TOEFL requirement does not apply to students who have received their high school diploma or the equivalent at an academic institution which has provided the instruction in the English language. Similarly, the TOEFL requirement does not apply to students who have completed coursework, in English, at the college level.

Language of Instruction

Instruction will be given in no language other than English.

English -As-A-Second Language Instruction

This institution does not provide ESL instruction.

Non-discrimination Policy

This institution is committed to providing equal opportunities to all applicants to programs and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees on the basis of race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy, if any, to the Chief Operations Officer who is assigned the responsibility for assuring that this policy is followed.

Complaints

A student, or any member of the public, may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet web site www.bppe.ca.gov.

Academic Probation and Dismissal Policies

The Chief Academic Officer may place a student on academic probation if the student is not making satisfactory academic progress as per this institution's published policy. The student's grade point average will be monitored by the half way point, if the student does not meet the require grade point average he or she will be given a written "Academic Probation Notice" listing the areas the student must work on to improve grade. Students that are on academic probation will be advised to attend study sessions to get grade increased.

Thereafter, the student's failure to achieve satisfactory academic progress will result in dismissal from the program. The Chief Academic Officer will offer assistance in locating a suitable tutor, should such service be requested by the student. Any student seeking a tutor is financially responsible for the cost of all such tutoring.

Make-up and Absenteeism Policy Procedure

If absenteeism prevents the student from meeting the program objectives, the student may be required to repeat the theory class, clinical experience, or both:

Any objective missed due to absence in either a clinical or theory course can be completed satisfactorily in one of the following ways:

- Written Assignments and Make-up Tests
 - No make-up tests or written assignments will be permitted unless the Program Director or Assistant Director give approval.
 - There will be no make-up test for an unexcused absence, and the student will receive a grade of 0 points for the test.
 - Make-up written assignments may be subject to an automatic reduction in points up to one grade level because of lateness.
- Theory Make-up
 - The student must make arrangements for scheduled make-up as per the attendance policy.
 - The make-up should reflect the scheduled topic(s) missed and require the student to spend time equivalent to the hours missed in order to be counted as make-up credit.
- Clinical Make-up
 - The student must make arrangements for scheduled make-up as per the attendance policy.
 - The make-up should reflect the clinical objectives missed and require the student to spend time equivalent to the hours missed in the skills lab or clinical area.

Students who have not completed all clinical and theoretical objectives prior to the completion of the program will not graduate nor be eligible for the State of California Licensing Examination until all objective have been satisfactorily completed with a minimum passing grade.

Make-up Time Fees (MUT)

All students that miss mandatory program time without notice or doctors note will be subject to make-up time fees in order to complete the program. Make-up time fees are \$50/hourly fee to make-up unapproved time.

Leave of Absence

Should circumstances be such that a leave of absence is to be requested, a student must submit an application for a leave of absence to the main campus:

First Lady Permanente, LLC Education Center
901-921 Geer Road, Turlock CA 95380

The written notice must contain a statement of the nature of the request. At the discretion of the Chief Academic Officer, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the Chief Academic Officer may, in his/her sole discretion, dismiss a student from the program and issue the appropriate refunds as may be required.

Student Grievance Procedures – Student Rights

First Lady Permanente Education Center will make every attempt to resolve any student grievance that is not frivolous or without merit. Grievance procedures will be included in new student orientation so that all students know the steps to follow should they desire to register a grievance at any time. Evidence of final resolution of all grievances will be retained in school files in order to determine the frequency, nature, and patterns of grievances for the institution.

The following procedure outlines the specific steps of the grievance process.

1. If possible, address your grievances to your instructor at the first opportunity. Instructors maintain an “open door policy” whenever they are not actively involved in instruction, and will provide you with their e-mail and cell phone numbers to contact them at other times.
2. If your instructor does not resolve your grievance, or if your grievance is against your instructor, you should fill out a grievance form, and submit it to the FLP Admissions Office. The Admissions Office will route your grievance to the appropriate representative. If you are an NA student, this will be the program director for your campus. For all other programs, this will be the Chief Operating Officer of FLP.
 - a. WRITTEN COMPLAINTS: If, however, this action does not resolve the matter to the satisfaction of the student, he/she may submit a written complaint to the main campus:
 First Lady Permanente, LLC Education Center
 901-921 Geer Road, Turlock CA 95380
 - b. The written complaint must contain a statement of the nature of the problem, the date the problem occurred, the names of the individuals involved, copies of documents if any, which contain information regarding the problem, evidence demonstrating that the institution’s complaint procedure was properly followed, and the student’s signature. The student can expect to receive a written response within ten business days. Student’s rights are set forth at various places in this catalog. Contact the school director if you require additional information.
 - Complaint procedures
 - Right to Cancel
 - Student Tuition Recovery Fund
 - Notice Concerning Transferability of Credits
 - Student Grievance Procedures
 - Student Rights to Inspect Records and Obtain Transcripts
 - Non-Discrimination Policy
 - Academic Freedom
 - Sexual Harassment
 - c. The grievance will be reviewed by management and a response will be sent in writing to the student within 30 days. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the grievance.
 - d. If the grievance is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
 - e. Depending on the extent and nature of the grievance, interviews with appropriate staff and other students may be necessary to reach a final resolution of the grievance.

Students retain the right, at any time, to refer their grievance to the appropriate government or industry accrediting agency for their program.

- I. The Bureau for Private Postsecondary Education for any program. See page 5 for details.
- II. For NA or HHA Training Programs, the California Department of Public Health. They can be reached by phone at the CNA/HHA Hotline (916) 327-2445 or CNA/HHA Complaint Line (916) 492-8232 by e-mail at cna@cdph.ca.gov , or by mail at “ATCS, Certification Unit, P.O. Box 997416, MS 3301, Sacramento, CA 95899-7377”
- III. For the Emergency Medical Technician Program, the Mountain Valley EMSA Division. They can be reached by phone at (209) 529-5085, cmurdaugh@mvemsa.com , or by mail at “1101 Standiford Ave, Suite D1, Modesto CA 95380”

To Obtain Form- *Grievance Request Form (Location: Admissions Department)*

Student Appeals

If a student believes that he or she is deserving of an exception to the regulations and policies of this institution, that student may write to the Chief Executive Officer at the main address of the institution. The

written communication should state the nature of the circumstances which the student believes should be considered by the administration in the application of its policies and regulations regarding dismissal, academic probation, administrative drops, extensions for the time needed to complete a grade, or other matter of concern.

Placement Services

The institution does not provide placement assistance.

Educational Assistance

Although First Lady Permanente Education Center does not offer job placement assistance to its students, educational assistance is readily available. If any student wishes to pursue a degree in higher education, either after completing their courses or during their enrollment, FLP will assist the student by providing useful materials to them, such as university brochures, catalogs, and registration materials. In addition, we will arrange appointments for the student to meet with the appropriate counselor to discuss admission and transfer requirements.

Student Orientation

Student orientation is a mandatory process to ensure the student is informed about the program in its entirety, program fees, and expectations. Students are required to attend a private orientation meeting at the office to review program information and fill out enrollment documents. All enrolled students are required to attend a second orientation meeting with the accepted students in order to meet the Administrator, and the Instructors. A scrub sizing and paperwork is filled out along with review of the student catalog.

Student Advising

The Student Service Staff is present during school hours to assist students with any issues/questions.

Evaluation of Student Progress

Evaluation of student progress will be ongoing and based upon meeting both theory and clinical objectives. Progress in theory is defined as maintaining a grade of “C” or better (75% or higher). Progress in clinical is defined as maintaining a grade of “Satisfactory”. A failure in either area will cause the student to fail the semester or specialty.

Theory: Points will be given for each component of the course, such as tests, papers, and projects. To pass, the student must receive a minimum grade of the total points. Each instructor will grade and review results of required work with students and allow them time for discussion.

There are times throughout the program when a student’s progress may fall below minimum grade. Students who are experiencing difficulty meeting theory or clinical objectives may be issued a document of concern and subsequently be placed on a Learning Contract. The Learning Contract specifies the expectations that are not being met; the behaviors that are expected; and the date by which this must occur. As soon as a student’s learning and/or performance problems have been identified, the student will be notified regarding the concern and will be asked to meet with the instructor and Program Director.

Any time the student feels in jeopardy, she/he should consult with the instructor regarding the problem, following the grievance process as outlined.

Grades will follow this scale:

Score	Grade	GPA
95-100%	A	4.0
90%-94%	B+	3.5
85%-89%	B	3.0
80%-84%	C+	2.5
75%-79%	C	2.0

Note: A grade of “Incomplete” will only be given in the event that, due to extraordinary circumstances, a student has not been able to complete all the course work by the end of the semester. An “Incomplete” must be removed within two weeks of the end of a semester or it will default to an “F”. **Incompletes past 3 months of program completion date will result in an “F”, failing the program.**

Clinical: The clinical instructor is responsible for all student clinical assignments and evaluations. It is recognized that an exact match between theory and clinical are not always possible. Student assignments will include documented preparation to care for assigned patients along with documentation of assessment, care planning, and medication administration. Other assignments may be given as appropriate. Problems will be handled initially by the instructor and include the Program Director when indicated.

*^ Clinical Agreements will be given to the student with a student signature required in order to attend clinical sessions. ALL POLICIES AND PROCEDURES OF THE CLINICAL SITE ARE REQUIRED TO BE MET BY THE STUDENT.

Evaluations for both theory and clinical will be discussed with each student as an on-going, continuous part of the class and written assessments will be made for each student at least once during each semester. Final evaluations are discussed with each student during the last week of each semester and then filed in the student’s record.

Remediation Policy:

Any student who has not maintained at least a 75% grade average in theory and/or a Satisfactory rating in clinical performance will be referred to the Program Director for a conference. At the conference, the student and the Program Director and instructor will:

1. Discuss the identified learning/performance problems;
2. Draw up a written contract specifying actions that will result in improved performance and are agreeable to the student, instructor, and Program Director;
3. Determine a date by which the contracted goals are to be satisfied; and
4. Schedule a second meeting.

At the second meeting, the Program Director and instructor will determine if the contract goals have been met. If the contract goals have not been met, the student may be dismissed from the program.

Understanding that students have different learning styles and may need additional assistance, students are encouraged to use the services of First Lady Permanente Education Center to increase the chance of success within the program. These include:

- a) Tutoring
- b) School library
- c) Study and test taking consultation

The student must demonstrate proficiency in each semester before being permitted to progress onto the next semester. If the student continues to demonstrate insufficient preparation for the subject content of the course, has developed a pattern of neglect of class assignments, or has not met specific objectives set forth in the plan for remediation, the student will be considered for dismissal.

Classroom and Clinical Behavior Policy

- Students are offered the following breaks during class time: 5-hour class sessions—a 30-minute lunch break; 4-hour class sessions—a 10-minute break; 8-hour class—a 10-minute break in the morning, 30-minute lunch and a 10-minute break in the afternoon.
- Smoking is not allowed in the building and is allowed in only designated areas on campus. (parking lot only).
- Students are required to maintain a clean and neat working area at all times by removing their trash and clutter before leaving the classroom and break room areas.
- All educational supplies used by the student during theoretical training must be returned to the designated proper places at the end of the class.
- Students proven to be under the influence of alcohol or prohibited drugs will not be allowed inside the classroom or clinical training site and will be subjected to automatic dismissal.

- Sleeping or distracting class sessions both in the classroom and clinical training site are not acceptable and subject to counseling by the Program Director.
- Leaving the classroom or clinical training site during class hours without authorization by the instructor or Program Director is not allowed and is subject to counseling.
- Cheating during examinations is not acceptable and students' who are caught will be subject to counseling and or dismissal.

Student Code of Conduct

The Code of Student Conduct governs the behavior of our student body. The purpose of a published Code of Conduct is to state the specific authority and responsibility of the institution in maintaining social discipline, to outline the process for a legitimate grievance, and to establish the procedures to be followed to ensure “due process,” which protects accused students from unfair imposition of penalties and sanctions. Daily responsibility for good conduct rests with all students, faculty and staff. All members of this institute are expected to use reasonable judgment in their daily campus life and to show due concern for the welfare and rights of others. *Students are expected to behave professionally and respectfully at all times.*

Students are subject to dismissal for any inappropriate or unethical conduct or for any act of academic dishonesty. Students are expected to dress and act accordingly while attending this institution. At the discretion of the school administration a student may be dismissed from school for reasons including, but not limited to:

- Failure to comply with the policies and procedures of First Lady Permanente.
- Failure to maintain satisfactory academic progress.
- Failure to pay program fees and/ or tuition by applicable deadlines.
- Collaborating against the school with other classmates.
- Coming to class in an intoxicated or drugged state.
- Possession of drugs or alcohol on or around campus.
- Possession of firearms, fireworks, explosives, or any other weapon.
- Behavior creating a safety hazard to others.
- Destruction or damage of personal or school property.
- Reckless driving or parking violations on campus.
- Forceful or illegal entry into an area of the school property.
- Hazing of students or initiation that is dangerous, harmful, or degrading.
- Disobedient or disrespectful behavior to other students, an administrator or instructor.
- Dishonesty
- Cheating or stealing
- Illegal activities or other actions deemed inappropriate by the Director.
- Distributing or posting of materials, publications, leaflets or other printed materials without prior permission from the school administration.
- Falsification of documents
- Violent behavior (verbal/Non-verbal/Physical)
- Violation of safety policies during program training.
- False alarms or threats.
- Sexual harassment of any kind.

Any students found to have engaged in such conduct will be asked to leave the premises immediately. Disciplinary action will be determined by the Chief Executive Officer of this institution and such determination will be made within (10) days after meeting with both the chair of the department in which the student is enrolled and the student in question.

Plagiarism

“Plagiarism is copying another person’s text or ideas and passing the copied material as your own work. ... You must both delineate (i.e., separate and identify) the copied text from your text and give credit to (i.e., cite the source) the source of the copied text to avoid accusations of plagiarism. Plagiarism is considered fraud

and has potentially harsh consequences including loss of job, loss of reputation, and the assignation of reduced or failing grade in a course.

This definition of plagiarism applies for copied text and ideas:

- (i) regardless of the source of the copied text or idea;
- (ii) regardless of whether the author(s) of the text or idea which you have copied actually copied that text or idea from another source;
- (iii) regardless of whether or not the authorship of the text or idea which you copy is known;
- (iv) regardless of the nature of your text (journal paper/article, webpage, book chapter, paper submitted for college course, etc) into which you copy the text or idea;
- (v) regardless of whether or not the author of the source of the copied material gives permission for the material to be copied; and
- (vi) regardless of whether you are or are not the author of the source of the copied text or idea (self plagiarism).

Every instructor has the responsibility and authority for dealing with such instances of cheating and plagiarism as may occur in class. An instructor who determines that a student has cheated or plagiarized has a range of many options, which may be as severe as giving the student a failing grade for the course. Furthermore, the student may face other penalties as stated in the college's Student Conduct Policy. Finally, it must be understood that a student who knowingly aids in another student's cheating e.g., permitting the other student to copy a paper or examination question, is as guilty as the other of the offense.

Warning: Perjury/ Fraud

Falsifying information about citizenship, California residency, financial aid and/or military status could result in the following: Criminal charges for perjury and/or fraud and if convicted, imprisonment and student disciplinary action, and/or. accumulated monetary charges for restitutions.

Attendance Policy – All Programs

Attendance is expected for the full duration of theory and clinical courses. The following chart is the max hours that can be missed. Excessive tardiness and absences may cause a student to fail to complete course objectives and does not allow for proper evaluation of the student’s clinical abilities.

Total Max Hours Missed	Require Program Hours
MA= 8 Theory/ 0 Clinical	480 hours
NATP = 0 Theory/ 8 Clinical	176 Hours
Adult School NATP- 0 Theory/ 8 Clinical	164 Hours
EMT = 0 Theory / 0 Clinical	184 Hours
Phlebotomy = 0 Theory / 0 Clinical	98 Hours
Home Health Aide = 0 Theory/ 0 Clinical	40 Hours

**^ To miss clinical hours and make-up for free student must provide a Doctor’s note, otherwise a fee may apply.*

All students must obtain the **required number of hours for the program**. If the student does not obtain the required hours, the student will not be able to graduate the program.

- I. All make-up is hour for hour with an Instructor present.
- II. Make-up time is “well defined” by limited number of hours for theory and clinical.
- III. Students are not allowed to changed clinical hours with other students.
- IV. If a student needs to make-up more than 16 hours they will be required to attend the next available program, a rescheduling fee will be applied to transfer.

Tardy vs Absence:

1. Tardy= students arriving late 15 minutes after the class has started.
2. Three tardies= is considered as one absence, 8 hours make-up required.
3. Absence= attending late over 45 minutes for the day.
4. Two Absences = 16 hours of required make-up time.

Drop:

- Students that miss a significant portion of any course within a program will be expelled.
- Both unexcused and excused absences without approved and completed make-up work cannot exceed more than what is allowed.

Theory Attendance:

1. Students are required to complete all theory hours, all missed hours will require a makeup fee.
2. Theory make-up requires an appointment with the Instructor. Instructor is required to be present at all times.

Clinical Attendance:

1. Clinical make-up time needs to be scheduled with the Instructor with direct oversight of Director and Administrator. (All clinical missed hours required payment, and or a Doctor's note to waive "8" hours max") all additional hours will accrue a makeup fee. Clinical Makeup is only offered the last week of the program – no other weeks allowed.

Student Excused Absence

The following absences are the only excused absences. Students must provide proof of excused absences:

- Student Medical Emergency – Emergency Note Required.
- Student Jury Duty – Attendance Note Required.
- Student's Child Emergency (Sole provider) Emergency Note Required.

If you are the sole responsible person for a child or dependent adult and there is a medical emergency, you must provide written documentation from physician.

Medical clearance must be provided to and approved by the program coordinator prior to the student being allowed to return to the clinical setting.

Personal Property

First Lady Permanente does not assume responsibility or is held liable for any loss, damage, or theft of any students' personal property. This includes, but is not limited to clothing, jewelry, electronic devices, school material, credit cards, checks, cash, or cash equivalent. All personal property is the sole responsibility of the student and is strongly recommended to avoid bringing valuable items when attending class on campus or in a clinical environment. Students bringing any valuable belongings to school do so at their own risk.

Confidentiality

Any and all information obtained while providing nursing services or any information learned while working and studying in a health care facility will remain confidential at all times. Students that breach client confidentiality will face possible termination from the program. Each student is required to sign and submit the "Student Agreement: Patient's Rights, HIPAA Policy, Confidentiality and Safety" upon entry into a program.

Emergency Contact Form

Students are responsible to complete an Emergency Contact Form that is used for classroom and clinical site in case of an emergency. This information is mandatory to be updated by student, in case of an emergency.

Drop Out Policy

The school will permit a student to take one (1) Leave of Absence (LOA) during any program. The request for leave of absence must be made within (15) days before leave of absence and the Administrator of Program will review and must provide approval in order to move forward with LOA. A student that does not provide

required notice will be considered a withdrawal. The notice must be in writing and should be brought in, in person, but may be mailed as long as it is postmarked on the first day of the requested LOA. If no notice is delivered, either by hand or by mail by the leave date, it will be assumed that the student has voluntarily withdrawn. A refund of any pre-paid tuition will be issued based on the State of California's standard formula as shown on the school's Enrollment Agreement.

The notice must include the following items:

- Proposed date for leaving
- A statement of the student's intent to return;
- Intended date of return;
- Contact address and phone number if different than what is on file with the school.

If the student does not return within 3 months, the LOA will be treated as a cancellation and no refunds will be granted to the student that dropped out of the program.

It is the responsibility of the returning student to be able to perform all skills from previous semesters.

- Re-entry is on a space available basis only.
- Re-entry is contingent upon clearing a current background check and continuing to meet all program entry requirements and qualifications.
- All LOA's and requests to be re-admitted must be submitted within two weeks after the student attends their last class and must be approved by the Program Director.

Program Warning, Probation & Suspension

First Lady Permanente Education Center may issue an academic, attendance or behavioral warning, probation, or suspension to students as a process for remediation or conditions for continued enrollment in a training program.

Students who do not meet the academic, attendance, or behavioral warning, probation, or suspension to students as a process for remediation or conditions for continued enrollment a training program.

- First Infraction, student may be issued a written or verbal warning advising of their potential failure to meet standards.
- Second infraction, student may be placed on written or verbal probation, which shall have conditions that must be met by the student in order to continue enrollment in training program.
- Third Infraction, student will be involuntarily dismissed from training programs.

In order for the student to be removed from probation and placed on regular status, he/she must demonstrate that the behavior, incident, and/or cause of the warning or probation has been corrected and all conditions set forth in their written or verbal probation have been met.

In the event a student that is on academic probation does not following the rules and policies of the school will result in an automatic drop.

Report Abuse, Incidents and Unusual Occurrences

Students and instructors are to report any incident or unusual occurrences they may observe at the clinical site. *The student is a Mandated Reporter, as designated by the California Department of Justice and the California Attorney General.* Training on mandated reporting will be provided to all the students and Staff of First Lady Permanente. If the student is the observer, the initial report must be provided to the Clinical Instructor and or Proctor, who will then report information to the Supervisor of clinical facility.

All reported occurrences will be followed up by the facility immediately, in accordance to established facility policies and in accordance to the State and Federal Regulations.

Classroom (Theory) Expectations:

The focus of the First Lady Permanente Education Center is to provide a safe learning environment for all students so that each student can reach his or her educational goal(s). To accomplish these goals, all students must follow the same procedures.

- 1.) Focus on the reason why you are enrolled in the program, do your best, no drama allowed.
- 2.) Turn off all electronic devices including, but not limited to, headsets, cell phones, and I-pods or other music players.
- 3.) To avoid disruptions, if you leave the campus, do not return. Loitering is not permitted.
- 4.) No food or beverages are permitted in the classrooms, except water.
- 5.) Communication and course progress should be periodically discussed with the classroom instructor so that all students can reach their goals.
- 6.) Respect instructors, staff, administrators, and students at all times. **Disrespect is grounds for termination from the program.**
- 7.) Academic dishonesty is grounds for termination. – NO CHEATING.
- 8.) Students attending the program are not to have visitors (friends or relatives) on campus.
- 9.) First Lady Permanente Education Center is a drug-free, smoke-free school. If you are in violation, you will be dropped from the program. This is a zero-tolerance campus.
- 10.) Individuals who smell of offensive odors will be given a written warning.
- 11.) No recording or videos allowed unless given permission by the Administrative Department.
- 12.) No cell phone use during theory, only allowed during breaks.

Clinical Expectations:

It is important for students to remember that they are representing First Lady Permanente Education Center when participating at the clinical locations.

****^ CLINICAL STUDENT AGREEMENTS AND ORIENTATION DOCUMENTS WILL BE REQUIRED TO BE COMPLETED PRIOR TO STARTING CLINICAL SESSION.***

- I. First Lady Permanente is an EEO/AA (Equal opportunity/affirmative action) institution and does not discriminate on the basis of sex, age, race, color, religion, physical or mental disability, creed, national origin, veteran status, sexual orientation, genetic information, gender identity, or gender expression in programs or activities which it operates.
- II. Students will adhere to the highest standards at all clinical sites.
- III. Student guests are not allowed in the skilled nursing clinical site.

Examples of infractions:

1. Negligent or careless performance of duties.
2. Failure to apply to clinical practice principles presented in lectures and required reading assignments.
3. Failure to abide by the HIPAA Policy.
4. Altering, removing, or destroying clinical records.
5. Refusal to follow instructions from supervisor or other department staff.
6. Deliberate or careless damage to equipment or materials which are the property of First Lady Permanente Education Center or affiliated institutions.
7. Falsifying student/patient records.
8. Repeated tardiness or unexcused absences.
9. Use of intoxicants. No person may bring onto the campus any alcohol or dangerous drug for ingestion. No person may appear on campus under the influence of any of the above substances.
10. Cheating or plagiarism consequences, 1st time 0 on the assignment, 2nd time failure of class and removal from program.
11. Theft
12. **No Cell Phones during clinical shifts.**
13. No videos or photos of patients.
14. The Facilities require students to use only English Language throughout the clinical shifts.

Graduation Requirements

The following requirements must be met for a student to graduate from any program at First Lady Permanente:

1. Successful completion of all program courses and hours.
2. All financial obligations have been met including tuition and textbook charges.
3. Students must attend graduation, unless they have a doctor's note or letter from employer.

ACADEMIC CALENDAR

HOLIDAYS – CAMPUS CLOSED

January 18, 2021	Martin Luther King Jr	(Closed)
February 15, 2021	Presidents Day	(Closed)
April 2-5, 2021	Spring Break	(Closed)
May 31, 2021	Memorial Day	(Closed)
July 4, 2021	Independence Day	(Closed)
September 6, 2021	Labor Day	(Closed)
November 25-27, 2021	Thanksgiving Break	(Closed)
December 24- January 1, 2021	Winter Break	(Closed)
January 3-8, 2021	Year End In-service	(By Appointment only)

Note- Clinical rotations and externships may be scheduled during holidays. (Please check your schedule)

2021 PROGRAMS OFFERED:

Nurse Assistant Program (CNA)

72 hours – Didactic
104 hours – Clinical Externship

Emergency Medical Technician Program (EMT)

160 hours – Didactic
24 hours – Clinical Externship

Phlebotomy Technician Program (CPT-1)

58 hours – Didactic
40 hours – Clinical Externship

Medical Assistant (CCMA)

400 hours – Didactic
80 hours – Clinical Externship

Vocational Nursing Program (LVN)

PENDING APPROVAL

NOTE- All future dates will be listed on the website when approved and finalized.

^* HHA- Home Health Aide – Currently no programs are being offered at Turlock Campus.

NA PROGRAM INFORMATION

NURSE ASSISTANT (176 HOURS)

NURSE ASSISTANT PROGRAM INFORMATION

Program Delivery: All courses are delivered in classroom and/or clinical settings. The NA program is currently offered at the Turlock campuses and Patterson campus.

Temporary Change in Method of Instruction Delivery: The Department has reviewed and approved temporary program flexibility request dated 5/6/2020 for First Lady Permanente Nurse Assistant Training Programs (NATPs) S-1645, S-1976, and S-1977 with the following:

- Temporary flex is approved only for the duration of the declared emergency. The regulatory that has been approved to temporary flex is 22 California Code of Regulations, Section 71835 (m) (1), which allows for 100 hours Clinical Training Program to be conducted by simulation and laboratory return demonstration with the assistance of distance learning and on-line methods. Theory Didactic (72) hours online, Clinical Virtual (56) hours online and Simulation Labs (44) hours, plus (4) hours minimum lab sessions, resulting in a total of (176) hours.

Nursing Assistant Program: (176 clock hours) The Turlock Campus Nursing Assistant Program provides the student with the maximum training to pursue employment as an entry level caregiver in the healthcare setting. The Adult School Programs are a night-program with a (164 clock hour curriculum).

Requirements to obtain California Certification: Upon successful completion of the Nurse Assistant course, the student is eligible to take the competency exam for a Certified Nurse Assistant administered by the American Red Cross. This provides proof to the California Department of Public Health that the student has met the requirements for licensure. Students must complete the required courses with at least a 'C' grade. The American Red Cross exam is scheduled by the school, the exam is conducted in Fresno and San Jose, CA.

Online Grading Results: Students can expect that grading for assignments will be an aspect of our Distance Learning program and students will receive a *grade within 7-10 business days*. Grades in an online distance learning course are an indicator of student achievement and learning. Because the nature of instructor-student contact is different in the distance education environment, course grades and progress reports become part of the learning process. Grade questions please email s.wagner@firstladypermanente.com

Objectives:

1. Students will be able to demonstrate knowledge of common elements required for certification by the CDPH. This will measure the student achievement of passing a grade on developed and administered final examinations.
2. Students will be able to demonstrate compliance with standards of practice for nurse assistants. This will be measured by a written test given at the end of each module and at the end of the program. The written exam will include the core elements: (also known as the 6 principles of care)
 - a. Dignity
 - b. Infection Control
 - c. Safety
 - d. Communication
 - e. Independence
 - f. Privacy
3. Students will be able to demonstrate competence with all skills required for certification, including the *6 Principles of Care*. This will be measured by a skills competency test and final exams given at the end of each module.

Mandatory Attendance: Students must attend all theory dates, any missed hours will result in mandatory makeup at a rate of \$50.00 per hour --Note- Doctors notes will not waive make-up for theory hours. Clinical hours are mandatory all hours of clinical must be completed, if a student misses any time they must provide a Doctor's Note that will *waive fees for up to 8 hours only*, all other hours must be paid at a rate of \$50.00 hour. Students are not allowed to change shifts from other students in the program.

Graduation Requirements: **Completion of 176 clock hours** and students must pass all tests with 75% final grade and pass all clinical competencies.

Career Opportunity: Successful graduates may find entry level employment as Certified Nursing Assistants in skilled nursing facilities, home health care agencies, staffing registries, assisted living/RCFE facilities, medical offices, outpatient clinics, clinical labs, and numerous other health care facilities.

Program Overview & Course Description: The Nurse Assistant Program is a full-term class that provides interested students the opportunity to experience the field of nursing, and decide if this career might be for them, without making a long-term commitment. Program accommodates 30 students each semester. This is a 7-week program, 176-hour course, including lecture and clinical practice, which prepares students to take the State of California Certification Examination to become a Certified Nursing Assistant. CNA job opportunities are widely available in acute care hospitals, skilled care nursing and assisted living facilities, as well as home care. CNA certification prepares student's desire to pursue a VN or RN license.

Classes are offered throughout the year. The program has a variety of schedules: day program or evening programs. First Lady Permanente Education Center maintains a student/teacher clinical settings of 15:1 and a 30:1 in the classroom theory. Emphasis is placed on resident rights, legal issues, communication, documentation, safety, the utilization of basic nursing procedures and the role of the home health aide. The units are as listed below. However, FLP reserves the right to modify the sequence should the need arise.

Perform the following procedures:

- (1) Feeding patients, (2) Make beds, (3) Taking vital signs, (4) Measure height and weight, (5) Measure and record in-take and output, (6) Assist with use of bedpan, urinal and commode (7) Collect specimens; urine, stool and sputum, (8) Assist with bowel and bladder training, (9) Provide perineal care, (10) Provide or assist with bath, (11) Provide care to patients with urinary, gastric, oxygen, and intravenous tubing (excluding inserting, suctioning, changing or repositioning the tubes), (12) Insert cleaning enemas, laxative suppositories, (13) Heimlich maneuver (14) Apply non-sterile dry dressings to intact skin surfaces.

Grading Policy: Students must maintain a minimum of 75% grade to pass any test on theory. There will be daily quizzes on the following date of instruction. The students will have a take home quiz binder to review and only (10) questions from each module will be tested in class (closed book, no notes). Skill lab is designed to allow each student to practice hands on skills in a controlled environment. Student must pass a lab skill test with a 100% score

Mandatory Compliance: A student nurse assistant may not perform any nursing functions that must be performed by a licensed health care professional. The Instructor will assess and evaluate patterns and/or unsafe behaviors to determine degree of risk to the patient. The student will be informed of instances of unsafe behavior. The following may be grounds for dismissal from the CNA Program:

- 1.) Unacceptable student behavior – Immediate dismissal from the course may occur at any time when patient's safety is in jeopardy. The student may also be informed of unsafe clinical behavior, first by a verbal warning, then a written warning and dismissal from the program may follow.
- 2.) Excessive absences or tardiness – Tardiness and/or absences can seriously interfere with a student's learning process. (Review the Student Attendance Policy.) At the point when absence/tardiness becomes a concern, endangering a student's progress, a contractual agreement will be established

between the student and faculty, outlining specific behavior expected in order for the student to complete the course.

- 3.) Inability to successfully complete courses- If a student is unable to successfully complete a course for any of the following reasons, they may be given a failing grade or withdraw from the course depending upon:
 - a. The amount of content/clinical lab experience missed.
 - b. Inability to proceed due to lack of successfully completing a prerequisite in the sequence listed.
- 4.) Inability to adjust to stress adequately to perform duties safely with patients.
- 5.) Inability to apply the necessary knowledge to perform the following duties with patients such as:
 - a. Identify the client properly.
 - b. Provide care within acceptable standards of care for students.
- 6.) Inability to accept responsibility for consequences of one's own behavior.
- 7.) Inability to demonstrate responsibilities for patient care by notifying the instructor and clinical faculty in the event of an absence or tardiness.
- 8.) Inability to demonstrate acceptable working relationship:
 - a. Answer call lights.
 - b. Relate appropriately with others (patient, families, instructors, staff, peers, etc.)
- 9.) Inability to demonstrate fairness and straight forwardness in conduct:
 - a. Free from fraud or deception.
 - b. Maintain patient confidentiality.
 - c. Report errors and unsafe conditions.
- 10.) Inability to consistently receive, interpret and carry out instructions.
- 11.) Refusing patient care assignments.
- 12.) Video recording any part or portion of the Theory and/or Clinical program.
- 13.) STUDENTS WILL BE AUTOMATICALLY DISMISSED FROM PROGRAM IF THEY SLANDER THE SCHOOL, INSTRUCTORS, STUDENTS, STAFF AND OTHER RELATED PERSONNEL.
- ..14.) Students are not allowed to sit in the break room at clinical sessions, this is not counted as clinical time.
- 15.) **First Lady Permanente reserves the right to immediately dismiss any student for conduct or behavioral issues that are illegal or present an immediate danger to others. Also as student will be automatically dropped from the program if they are an immediate danger to self, negligence and cause self-inflicted injuries.**

Examination Requirements: Candidates that have completed the NA Program are expected to pass the knowledge and skills examination within two years of program completion/approval by the Department of Health. Otherwise, they will need retraining. There are three (3) attempts that are allowed during the two-year period.

Injury Report Form: Students enrolled in the Nurse Assistant Program and get injured in theory or clinical are required to fill out an incident injury report form within 15 minutes of the incident. The report is to be completed and provided to the Instructor immediately. If the incident requires medical attention, they student is required to leave and seek proper medical attention. The medical fees associated with the injury are the responsibility of the student.

Health Insurance: Students enrolled in the Nurse Assistant Program are required to maintain Health Insurance during the duration of the program.

NURSE ASSISTANT PROGRAM PROGRAM OVERVIEW AND HOURS

**76 Didactic
100 Clinical Externship**

NURSING ASSISTANT PROGRAM FEES

TUITION, FEES AND EXPENSES

Tuition	\$884.50
Credits Educational Credits, Discounts, Scholarships	N/A
Potentially Refundable Fees and Charges	\$110.00
State Certification Exam Fee <i>(Non-refundable 15 days after start date)</i>	\$110.00
All Non-Refundable Fees and Charges	\$730.00
Registration Fee <i>(Non-refundable)</i>	\$250.00
Workbook/Resource Materials	\$100.00
Blackboard Online Access	\$100.00
Uniform, ID Badge	\$75.00
Lab Fee and Expendable Supplies	\$100.00
Malpractice Insurance	\$55.00
Tutoring Fee	\$50.00
Student Tuition Recovery Fund (Rate \$0.50 per \$1,000)	\$0.50
TOTAL CHARGES you are obligated to pay	\$1,725.00
Tutoring fee: \$50.00 Hourly. Replacement ID Badge \$20.00, Student Textbook \$75.00 Pre-Admission Fees (Mandatory): LiveScan \$30-57, TB Test \$25, Physical \$0-\$68, Flu Shot \$0-\$30 and 10-panel drug test \$40. *NOTE- (FLP Optional Services) BLS Provider Course is not included, cost is \$50.00 plus book. Drug Test \$45.00, second test \$40.00	

Tuition

THE TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE \$1,725.00

THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE PROGRAM ARE \$1,725.00

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT \$250.00

THE TOTAL REMAINDER CHARGES **DUE (10) DAYS PRIOR TO THE FIRST DAY OF CLASS** \$1,475.00

IN THE EVENT STUDENT DOES NOT PAY THE MINIMUM PAYMENT FEE OF \$200.00 OR THE BALANCE OF \$1,475.00 BY (10) DAYS PRIOR TO PROGRAM, THEY WILL BE PLACED ON THE WAIT LIST.

HHA PROGRAM INFORMATION

HOME HEALTH AIDE PROGRAM (40 HOURS)

HOME HEALTH AIDE PROGRAM INFORMATION

Program Delivery: All courses are delivered in classroom and/or clinical settings. The NA program is currently offered at the Turlock campuses.

Temporary Change in Method of Instruction Delivery: Temporary flex online is not offered.

Home Health Aide Program: (40 clock hours): The Home Health Aide Program provides the student with the maximum training to pursue employment as an entry level caregiver in the home health setting. Holding a CNA in good standing is a pre-requisite for this program.

Requirements to obtain California Certification: This program is accredited by the California Department of Public Health. To receive licensure students must graduate from an accredited HHA Program, such as the one offered by First Lady Permanente with mandatory completion of (20) hours in theory and (20) in clinical. They are required to take and pass the California Certification Exam for Home Health Aides. Graduates who pass this exam are certified by the State of California as Home Health Aides.

Career Opportunity: Home Health Aides may find employment in home health care agencies, long term care facilities, hospice, and numerous other health care facilities.

Graduation Requirements: Completion of 40 clock hours and students must pass all tests with 75% and pass all clinical competencies.

Program Description: The course is structured to provide theory and practical applications of skills needed to function as a HHA. The program is divided into (6) units. The student/teacher ratio in class and clinical setting is 15:1. Emphasis is placed on resident rights, legal issues, communication, documentation, safety, the utilization of basic nursing procedures and the role of the home health aide. The units are as listed below. However, First Lady Permanente reserves the right to modify the sequence should the need arise.

Objectives:

1. The objective of this program is to prepare student to fulfill requirements for HHA Certification in the State of California which will enable the student to provide nursing care and services to clients with the home as the health setting.
2. A student must possess a current CNA Certification as a prerequisite to the HHA course as required by law. Students must submit proof of California State Nursing Assistant Certification upon admission.

Clinical Hours:

Students should note that Clinical training hours will be conducted in the nursing home setting, and that this will involve working with actual patients under the supervision of instructors and facility staff. Clinical hours will require students to travel to the clinical site. Total hours to be completed is (20) at the clinical site.

HOME HEALTH AIDE PROGRAM PROGRAM OVERVIEW AND HOURS

**20 Didactic
20 Clinical Externship**

HOME HEALTH AIDE PROGRAM FEES

TUITION, FEES AND EXPENSES

Tuition	\$275.00
Credits Educational Credits, Discounts, Scholarships	N/A
Potentially Refundable Fees and Charges	\$0.00
Workbook/ Resource Materials	\$50.00
Blackboard online access	\$100.00
Student ID Badge Replacement	\$25.00
Insurance	\$50.00
Non-Refundable Fees and Charges	
Registration Fee (<i>Non-refundable</i>)	\$250.00
Student Tuition Recovery Fund (Rate \$0.50 per \$1,000)	\$0.00
TOTAL CHARGES you are obligated to pay	\$875.00
<small>ADDITIONAL FEES (Applies to new students only) Pre-admission Fees: LiveScan \$57, TB Test \$25, Physical \$68 Uniform/ID Badge \$75.00, and 10-panel drug test \$40. *NOTE- (FLP Optional Services) BLS Provider Course is not included, cost is \$50.00 plus book. Drug Test \$45.00, second test \$40.00</small>	

Tuition

THE TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE \$875.00

THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE PROGRAM ARE \$875.00

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT \$250.00

THE TOTAL REMAINDER CHARGES **DUE (10) DAYS PRIOR** TO THE FIRST DAY OF CLASS \$625.00

IN THE EVENT STUDENT DOES NOT PAY THE MINIMUM PAYMENT FEE OF \$250.00 OR THE BALANCE OF \$625.00 BY (10) DAYS PRIOR TO PROGRAM, THEY WILL BE PLACED ON THE WAIT LIST.

EMT PROGRAM INFORMATION

EMERGENCY MEDICAL TECHNICIAN (184)

EMERGENCY MEDICAL TECHNICIAN PROGRAM INFORMATION

Program Delivery: All courses are delivered in classroom and/or clinical settings. The EMT program is currently offered at the Turlock campuses.

Temporary Change in Method of Instruction Delivery: The Mountain Valley Emergency Medical Services Department has approved the following:

- **Temporary flex is approved only for the duration of the declared emergency effective March 30, 2020 until further notice. The MVEMSA has approved for Didactic Instruction to be conducted online via web-based and Clinical hours must be in person for testing purposes by simulation and laboratory return demonstration.**
Theory Didactic (112) hours online, Classroom Didactic (48), Simulation Labs (24) hours

Emergency Medical Technician Program: (184 clock hours) The EMT Program provides the student with the maximum training to pursue employment as a Firefighter/EMT-B, Ambulance EMT-B, Emergency Room Technician, and private industry EMT-B. Being an EMT-Basic is also a great foundation prior to beginning a career in the medical profession such as a doctor.

Method of Instruction:

Laboratory, Lecture, Audio Visual Presentations, Class Activities, Discussions, and Clinical Externship.

Requirements to obtain California Certification: In order to receive an EMT course completion certificate from First Lady Permanente Education Center, student must have obtained a score of 80% or above on their final examination, successfully pass all skills examination and have a class overall percentage of 80% and pass a proctored online test at FISDAP with a score of 80% or better (on one of two attempts). In addition, student must successfully complete (24) hours of internship time on an ambulance, rescue vehicle or in a hospital. Student must observe all the skills during their internship, listed on form 9. Students successful in all categories of the program are eligible to sit for the National Registry EMT examination (NREMT). Upon successful completion of the NREMT you are then able to obtain your California State EMS Authority EMT certification card/license. An EMT Certificate issued by Mountain Valley EMS is valid Statewide. Note: Course completion record is valid to apply for certification for a maximum of two (2) year from the course completion date and shall be recognized statewide.

EMT Program Description

The Emergency Medical Technician (EMT) program prepares the EMT student knowledge in prehospital assessment and care for patients of all ages with a variety of medical conditions and traumatic injuries. Areas of study include an introduction to emergency medical services systems, roles, and responsibilities of EMTs, anatomy and physiology, medical emergencies, trauma, special considerations for working in the prehospital setting and providing patient transportation. This course consists of (160) hours of didactic and skills lab training, and 24 externship hours. The course content meets the objectives contained in the U.S. Department of Transportation National EMS Education Standards and trains the participant to become competent in the EMT basics scope of practice.

A course completion certificate is awarded to students who pass the program with an average of 80% or better and fulfill all clinical requirements. Successful completion of the EMT program provides eligibility to the National Registry of EMT's (NREMT) to NREMT.ORG examination to receive certification as a Nationally Registered EMT. Once nationally registered graduates are eligible to apply for state licensure EMSA.CA.GOV

which will allow them to work as an EMT in local areas of choice. A student must be 18 years or older in order to qualify for state licensure. (NREMT and State/Local Licensures are not included in the course cost).

Objectives:

At the completion of this program you should be able to:

1. Describe the roles of EMS in the health care system.
2. Demonstrate the professional attributes expected of EMTs.
3. Perform the roles and responsibilities of an EMT with regard to personal safety and wellness, as well as the safety of others.
4. Perform the duties of an EMT with regard for medical-legal and ethical issues, including functioning under medical direction and within the scope of practice.
5. Apply principles of anatomy, physiology, pathophysiology, life-span development and therapeutic communications to the assessment and management of patients.
6. Identify the need for and perform immediately life-saving interventions to manage a patient's airway, breathing and circulation.
7. Assess and manage patients of all ages with a variety of complaints, medical conditions and traumatic injuries.
8. Apply principles of emergency medical services operations, including considerations in ambulance and air medical transportation, multiple casualty incidents, gaining access to and extricating patients, hazardous material incidents, and responding to situations involving weapons of mass destruction.

Program Duration:

The length of the EMT Program is 10 weeks, a total of (184) hours:

- 160-hour didactic classroom/labs hours
 - 20 days total: Varies view syllabus.
 - Location: First Lady Permanente Education Center, Turlock
- 24-hour clinical externship at the hospital ER Department and ride along on an ambulance.
 - 2 twelve-hour shifts, or 3 eight-hour shifts with at least (10) patient contacts. A student will need to complete more time if they do not meet the minimum patient contacts.
 - *Due to National Emergency (24) hours simulation at First Lady Permanente is approved by MVEMA and BPPE.*

Required Textbook and Supplies:

- Textbook(s) – Listed on syllabus.
- Equipment to be used in program: Students are required to have the following items:
 - Stethoscope
 - Penlight
 - Approved FLP EMT Uniform Polo Shirt
 - Navy blue (i.e. Dickie brand) EMT pants and black hard toe boots
 - 2" three ring binder, 8-tab index, EMS scissors, pencils/pens.

List of Skills to be Learned:

- A. Students will complete basic medical and trauma assessments on manikins and each other.
- B. Students will perform cardiac arrest management and proper AED use.
- C. Students will ventilate using the bag-valve-mask device
- D. Students will perform bleeding control and shock management
- E. Students will splint suspected fractures.
- F. Students will complete cervical spine immobilization using backboards and Cervical collars.
- G. Students will complete spinal immobilization for a seated patient.
- H. Students will perform patient assessment and management for a trauma patient.
- I. Students will reach and interpret pulse oxygen readings using the pulse oximeter device.
- J. Students will perform an emergency child birth assessment.
- K. Students will perform CPR, adult, child and infant.
- L. Students will inject epinephrine using auto injector trainers.
- M. Students will practice MCI "Mass Casualty Incident" drills.

Evaluation:

Evaluation is conducted by the duly qualified faculty for the listed learning outcomes.

NREMT Exam Requirement:

Students that successfully complete the didactic, lab and clinical portion of the program must schedule their NREMT Exam and email m.wagner@firstladypermanente.com exam date. Students that do not schedule exam will not be allowed to graduate the program.

**EMERGENCY MEDICAL TECHNICIAN PROGRAM
PROGRAM OVERVIEW AND HOURS**

**160 Didactic
24 Clinical Externship**

EMERGENCY MEDICAL TECHNICIAN PROGRAM FEES

TUITION, FEES AND EXPENSES

Tuition	\$999.50
Credits Educational Credits, Discounts, Scholarships	N/A
Potentially Refundable Fees and Charges	\$0.00
Non-Refundable Fees and Charges	\$900.00
Registration Fee (<i>Non-refundable</i>)	\$250.00
Workbook/ Resource Materials	\$150.00
Blackboard Online Access	\$100.00
EMT Shirt w/logo, ID Badge	\$75.00
Malpractice Insurance	\$125.00
Lab Fee and Expendable Supplies	\$150.00
Tutoring Fee	\$50.00
Student Tuition Recovery Fund (Rate \$0.50 per \$1,000)	\$0.50
TOTAL CHARGES you are obligated to pay	\$1,900.00
ADDITIONAL FEES \$50.00/ Hourly Tutoring fee, \$25.00 Replacement ID Badge, Student Textbook \$125.00 Pre-Admission Fees (Mandatory): TB Test \$25, Physical \$0-\$68, Flu Shot \$0-\$30 and and 10-panel drug test \$40. Certification/ Licensing Fees: \$80.00 National Registry Test-NREMT, County Registration Fee \$125, LiveScan EMSA \$30-57 *NOTE- (FLP Optional Services) BLS Provider Course is not included, cost is \$50.00 plus book. Drug Test \$45.00, second test \$40.00	

Tuition

THE TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE \$1,900.00

THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE PROGRAM ARE \$1,900.00

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT \$250.00

THE TOTAL REMAINDER CHARGES **DUE (10) DAYS PRIOR** TO THE FIRST DAY OF CLASS \$1,650.00

IN THE EVENT STUDENT DOES NOT PAY THE MINIMUM PAYMENT FEE OF \$180.00 OR THE BALANCE OF \$1,650.00 BY (10) DAYS PRIOR TO PROGRAM, THEY WILL BE PLACED ON THE WAIT LIST.

PHLEBOTOMY TECHNICIAN INFORMATION

PHLEBOTOMY TECHNICIAN PROGRAM (88)

PHLEBOTOMY TECHNICIAN PROGRAM INFORMATION

Program Delivery: All courses are delivered in classroom and/or clinical settings. The Phlebotomy Technician program is currently offered at the Turlock campuses.

Temporary Change in Method of Instruction Delivery: The CDPH LFS Department has approved temporary approval for the following:

- **Temporary flex is approved only for the duration of the declared emergency effective March 30, 2020 until further notice. The CDPH LFS State Divisions has approved for Didactic Instruction to be conducted online via web-based and Clinical hours must be in person for testing purposes by simulation and laboratory return demonstration. Theory Didactic (20) hours online, Classroom Didactic (20) and Externship (40) hours- Must be completed at a CLIA Approved Laboratory (Simulation Lab is not approved at this time).**

Phlebotomy Technician Program: (88 clock hours) The Phlebotomy Technician Program provides the student with the maximum training to pursue employment as a Phlebotomist. Once certified you will be able to work in hospitals, physician offices, or in independent labs as a Phlebotomist.

Method of Instruction:

Laboratory, Lecture, Audio Visual Presentations, Class Activities, Discussions, and Clinical Externship. The course is divided into sections: the didactic portion (classroom) and the externship portion. Students must successfully complete the didactic portion to be eligible for the internship. A student who fails the didactic is dropped from the program.

Online Grading Results: Students can expect that grading for assignments will be an aspect of our Distance Learning program and students will receive a *grade within 7-10 business days*. Grades in an online distance learning course are an indicator of student achievement and learning. Because the nature of instructor-student contact is different in the distance education environment, course grades and progress reports become part of the learning process. Grade questions please email s.wagner@firstladypermanente.com

Requirements to obtain California Certification: In order to receive a Phlebotomy Technician course completion certificate from First Lady Permanente Education Center, student must complete the (48) hours of didactic classroom and obtained a score of 80% or above on their final examination, successfully passed all skills examination and have a class overall percentage of 80%. In addition, student must successfully complete (40) hours of externship time minimum of 10 skin punctures, and 50 venipunctures and observe arterial punctures to become a Certified Phlebotomy Technician I (CPT-I).

Phlebotomy Technician Program Description

The Phlebotomy Technician Program consists of (48) hours classroom instruction and (40) hours clinical externship. Phlebotomy is the practice of drawing blood from patients and taking the blood specimens to the laboratory to prepare for testing. As a Phlebotomy Technician, you are an important member of the clinical laboratory team. New diagnostic techniques, clinical laboratory technology and automated instruments have greatly increased the volume of and demand for medical laboratory testing. In just two months you can earn your Phlebotomy Technician certificate and be working in the medical field as a Phlebotomist. Phlebotomy is often an excellent stepping-stone to other careers in health care such as medical assisting, or this course is a great skill to add on to your current career. Students will practice their sticking skills in the classroom on faculty, staff and fellow students so they are prepared and confident before beginning their externship.

NOTE- Student must complete the didactic, pass the PTC Exam and maintain skills prior to externship.

The program's curriculum is designed to meet the standards established by the California Department of Health, Laboratory Field Services, Clinical Laboratory Improvements Act 88' (CLIA), Clinical Laboratory Standards Institute (CLSI), OSHA and Commission Review Committee. A course completion certificate is awarded to students who pass the program with an average of 80% or better and fulfill all clinical requirements. Upon successful completion of the program students will become eligible for certification in the State of California as a Certified Phlebotomy Technician 1 (CPT 1).

Externship Placement can take 2-6 months from the date the student takes the PTC Exam.

An Externship fee applies at the time of booking externship, student is responsible to submit fee (15) days prior to externship.

Objectives:

At the completion of this program you should be able to:

1. Define the role of the phlebotomist.
2. Describe the state requirements related to the phlebotomy practice.
3. Describe the legal and ethical issues related to the phlebotomy practice.
4. Demonstrate effective customer service skills.
5. Define medical terms associated with the role of the phlebotomist.
6. Describe the basic human anatomy and physiology.
7. Trace the circulatory pathways of the blood.
8. Identify anatomical structures utilized in blood collection.
9. Describe the components of blood.
10. Maintain a safe environment.
11. Perform the blood collection procedure.
12. Participate in performance improvement/quality assurance.
13. Demonstrate skills required for pre-analytical specimen processing.
14. Discuss specimen collection techniques requiring special handling.
15. Demonstrate problem-solving and trouble-shooting skills.
16. Perform clerical duties required to document phlebotomy practice.

Program Duration:

The length of the Phlebotomy Technician Program is 4 weeks + clinical externship, a total of (88) hours:

- 48-hour didactic classroom/labs hours
 - 12 days total: Varies view syllabus.
 - Location: First Lady Permanente Education Center, Turlock
- 40-hour clinical externship
 - This section is completed after the didactic classroom/lab hours are met.
 - Locations: Varies, view syllabus/ Shifts and Hours vary per student.
 - Only (1) externship placement is provided by school.
 - Externship Clearance fee of \$450 is due by student when date is provided.
- (12- month period) Attending basic labs after didactic completion is mandatory in order for externship placement. Students that do not attend basic labs for (3) consecutive months will be dropped from program.

Required Textbook and Supplies:

- Textbook(s) – Listed on syllabus.
- Equipment to be used in program: Students are required to wear the Embroidered Scrubs.

List of Skills to be Learned:

- A. Students will be able to list the duties of a phlebotomist.
- B. Student will be able to define legal issues related to phlebotomy.
- C. Students will be able to describe the universal precautions.
- D. Students will be able to describe the venous anatomy.
- E. Students will be able to describe the veins and skin surfaces on which phlebotomy can be performed.
- F. Students will be able to differentiate between serum and plasma.

- G. Students will be able to identify factors to be considered in venipuncture site selection.
- H. Students will be able to identify factors to be considered in skin puncture site selection.
- I. Students will be able to list the equipment and supplies needed to collect blood by venipuncture.
- J. Students will be able to list the equipment and supplies needed to collect blood by skin puncture.
- K. Students will be able to describe 6 patient factors which influence the ability to perform venipuncture.
- L. Students will be able to describe the steps in accurate specimen collection documentation procedures.
- M. Students will be able to demonstrate a successful venipuncture on manikin arm.
- N. Students will be able to demonstrate a successful venipuncture on live human subjects.

Evaluation:

Evaluation is conducted by the duly qualified faculty for the listed learning outcomes.

**PHLEBOTOMY TECHNICIAN PROGRAM
PROGRAM OVERVIEW AND COURSE DESCRIPTION**

**48 Didactic
40 Lab Externship**

PHLEBOTOMY TECHNICIAN PROGRAM FEES

TUITION, FEES AND EXPENSES

Tuition	\$1,888.50
Credits Educational Credits, Discounts, Scholarships	N/A
Potentially Refundable Fees and Charges	\$0.00
Non-Refundable Fees and Charges	\$1,410.00
Registration Fee (<i>Non-refundable</i>)	\$250.00
Workbook/ Resource Materials	\$85.00
Blackboard Online Access	\$100.00
Medical Scrubs w/logo, ID Badge	\$75.00
Malpractice Insurance	\$150.00
Venipuncture Expendable Supplies	\$500.00
Open Practice Lab Sessions	\$250.00
Student Tuition Recovery Fund (Rate \$0.50 per \$1,000)	\$1.50
TOTAL CHARGES you are obligated to pay	\$3,300.00
ADDITIONAL FEES: Pre-admission Fees: LiveScan \$57, TB Test \$25, Physical \$68 Drug test \$65, Flu shot \$25, Tutoring service \$50/hr. AHA BLS CPR not included in program. Estimated cost \$47-80 AMCA National Fee for CPT-1 Certification is \$109 additional AMCA Site test fee \$25.00/ Reschedule \$75 (FLP Site) *Externship Clearance Fee \$450.00 will be required for placement <i>*NOTE- (FLP Optional Services) BLS Provider Course is not included, cost is \$50.00 plus book. Drug Test \$45.00, second test \$40.00</i>	

Tuition

THE TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE \$3,300.00

THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE PROGRAM ARE \$3,300.00

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT \$250.00

THE TOTAL REMAINDER CHARGES **DUE (10) DAYS PRIOR** TO THE FIRST DAY OF CLASS \$3,050.00

IN THE EVENT STUDENT DOES NOT PAY THE MINIMUM PAYMENT FEE OF \$600.00 OR THE BALANCE OF \$3,050.00 BY (10) DAYS PRIOR TO PROGRAM, THEY WILL BE PLACED ON THE WAIT LIST.

MEDICAL ASSISTANT (CCMA)

MEDICAL ASSISTANT PROGRAM (480)

MEDICAL ASSISTANT PROGRAM INFORMATION

Program Delivery: All courses are delivered in classroom and/or clinical settings. The Medical Assistant program is currently offered at the Turlock campuses.

Temporary Change in Method of Instruction Delivery:

- **BPPE Temporary flex is approved only for the duration of the declared emergency effective March 30, 2020 until further notice. Online theory didactic hours via zoom and simulation return demonstration will be provided in small groups in person. Theory Didactic (160) hours online, Classroom Didactic (240) and Externship (80) hours- Must be completed at an approved contracted medical facility. (Simulation is not approved at this time).**

Medical Assistant Program: (480 clock hours) The Medical Assistant Program provides the student with the maximum training to pursue employment as a Clinical Certified Medical Assistant (CCMA). Once certified you will be able to work in physician's offices, hospitals, outpatient clinics, and other healthcare facilities.

2019 Median Wage/ Job Outlook: According to the Bureau of Labor Statistics (BLS), employment of medical assistants is expected to grow 19% from 2019 to 2029, much faster than the average for all occupations.

Method of Instruction:

Laboratory, Lecture, Audio Visual Presentations, Class Activities, Discussions, and Clinical Externship. The course is divided into sections: the didactic portion (classroom) and the externship portion. Students must successfully complete the didactic portion to be eligible for the internship. A student who fails the didactic is dropped from the program.

Online Grading Results: Students can expect that grading for assignments will be an aspect of our Distance Learning program and students will receive a *grade within 7-10 business days*. Grades in an online distance learning course are an indicator of student achievement and learning. Because the nature of instructor-student contact is different in the distance education environment, course grades and progress reports become part of the learning process. Grade questions please email s.wagner@firstladypermanente.com

Requirements to obtain National CCMA Certification: In order to receive a Medical Assistant course completion certificate from First Lady Permanente Education Center, student must complete the (400) hours of didactic classroom, pass the National CCMA examination and complete an (80) hour externship. NHA Certified Clinical Medical Assistant (CCMA), national exam is 3-hours and a total of 150 scored items. The National Exam must be taken prior to 80-hour clinical externship. Certificate eligibility: step 1) possess a high school diploma or the equivalent, such as GED or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript, step 2) complete training program offered by a state-recognized institution.

Medical Assistant Program Description

The Medical Assistant Program is (480) hours designed for students who have expressed interest in the entry level medical profession. **Students will be prepared to take the national exam for the Clinical Certified Medical Assistant (CCMA-NHA) and the national exam for the Certified EKG Technician (CET-NHA).** This course of training is consistent with the standards of education from the Committee on Allied Health Professions as delineated in Section 1866.1 and proscribed from Section 1866.8 of Chapter 18 within Title 16 of the California Code of Regulations regarding Medical Assistants. Students will graduate based on completing the 480-hour program. The Medical Assistant program is designated to prepare students for employment in the following occupations; physician offices, hospitals, outpatient clinics and other healthcare facilities. A medical assistant is a multi-skilled allied healthcare professional that specializes in procedures commonly performed in the ambulatory health care setting. Medical assistants perform both clinical and administrative duties and assist a variety of providers including physicians, nurse practitioners and physician assistants.

NOTE- Student must complete the didactic, pass the CCMA Exam and maintain skills prior to externship.

A course completion certificate is awarded to students who pass the program with an average of 80% or better and fulfill all clinical requirements. Upon successful completion of the program students will become eligible for certification by the National Healthcare Association (NHA) as a Certified Medical Assistant (CCMA).

Externship Placement can take 2-6 months from the date the student takes the NHA Exam.

An Externship fee applies at the time of booking externship, student is responsible to submit fee (30) days prior to externship.

Objectives:

The Medical Assistant program is designed to train individuals in Medical Assisting and preparing them for national certification for the Clinical Certified Medical Assistant (CCMA-NHA) and the national certification for the Certified EKG Technician (CET-NHA). Below are the following program objectives:

a. Learning Objectives:

1. Define the role and responsibilities of the MA.
2. Describe the state requirements related to scope of practice.
3. Understand the impact of law and ethics on the practice of medical assisting.
4. Identify and develop professional communication and service excellence.
5. Recognize and develop cultural competence in the healthcare field.
6. Correctly use the language of medicine.
7. Define medical terms associated with the role of the MA
8. Understand basic human anatomy and physiology as it relates to each body system.
9. Demonstrate the proper handling and disposal of hazardous and biohazard waste.
10. Demonstrate how to screen patient calls or walk-in patients.
11. Develop knowledge of appointment scheduling.
12. Operate all types of computer hardware and software.
13. Create, organize and maintain paper and electronic health records.
14. Distinguish types of insurance claims used in the medical office setting.
15. Follow the principles of infection control and to protect the client and self from risk of infection.
16. Interview a patient and correctly complete appropriate sections of medical history forms.
17. Complete requirements for assisting with patient screening and intake.
18. Understand the anatomy and physiology, normal parameters, and theoretical and procedural requirements when obtaining taking vital signs and measuring height and weight.
19. Demonstrate the procedural requirements for assisting with the physical examination.

20. Participate in performance improvement/quality assurance.
21. Demonstrate skills required for pre-analytical specimen processing.
22. Demonstrate problem-solving and trouble-shooting skills.
23. Demonstrate knowledge as an entry-level medical assistant.
24. Apply and adhere to HIPAA and OSHA Regulations.
25. Become prepared to take the national exam for Clinical Certified Medical Assistant (CCMA-NHA).
26. Become prepared to take the national exam for the Certified EKG Technician (CET-NHA).

Program Duration:

The length of the Medical Assistant Program is 20 weeks + clinical externship, a total of (480) hours:

- 400-hour didactic classroom/labs hours
 - 100 days total: Varies view syllabus.
 - Location: 901-921 Geer Road, Turlock CA 95380
- 80-hour clinical externship
 - This section is completed after the didactic classroom/lab hours are met.
 - Locations: Varies, view syllabus/ Shifts and Hours vary per student.
 - Externship Clearance fee of \$450 is due by student when date is provided.
 - Student must complete externship within (12) months of the didactic completion date, otherwise student will be dropped from program.

Required Textbook and Supplies:

- Textbook(s) – Listed on syllabus.
- Equipment to be used in program: Students are required to wear FLP Embroidered Scrubs

List of Skills to be Learned:

- 1) Student will be able to list the duties of a medical assistant.
- 2) Student will be able to define legal issues related to medical assisting.
- 3) Student will have knowledge of medical terminology.
- 4) Student will have ability to demonstrate customer- first attitude and philosophy.
- 5) Student will have ability to learn computer and application skills as applicable to role.
- 6) Student will have ability to interact with and work around people.
- 7) Student will have ability to make judgements in demanding situations.
- 8) Student will have ability to react to frequent changes in duties and volume of work.
- 9) Student will have effective oral and written communication skills.
- 10) Student will have the ability to listen empathetically.
- 11) Student will have the ability to logically organize skills.
- 12) Student will have the ability to manage multiple concurrent activities.
- 13) Student will have commitment to patient privacy.
- 14) Student will have commitment to patient safety.

Evaluation:

Evaluation is conducted by the duly qualified faculty for the listed learning outcomes.

**MEDICAL ASSISTANT PROGRAM
PROGRAM OVERVIEW AND COURSE DESCRIPTION**

**400 Didactic
80 Lab Externship**

PHLEBOTOMY TECHNICIAN PROGRAM FEES

TUITION, FEES AND EXPENSES

Tuition	\$4,369.00
Credits	N/A
Educational Credits, Discounts, Scholarships	
Potentially Refundable Fees and Charges	\$0.00
Non-Refundable Fees and Charges	\$1,925.00
Application Fee (<i>Non-refundable</i>)	\$250.00
Workbook/ Resource Materials	\$200.00
Online Blackboard Access	\$100.00
NHA Online Package/ Study Guide Access	\$275.00
(2-pairs) Medical Scrubs w/logo, ID Badge	\$150.00
Malpractice Insurance	\$250.00
Open Lab Sessions	\$200.00
Medical Assistant Expendable Supplies	\$450.00
Tutoring Fee	\$50.00
Student Tuition Recovery Fund (Rate \$0.50 per \$1,000)	\$3.00
TOTAL CHARGES you are obligated to pay	\$6,297.00
ADDITIONAL FEES: Pre-admission Fees: Background check \$57, TB Test x2 \$25, Physical \$68 Drug test \$65, Flu shot \$25, Tutoring service \$50/hr. NHA National Fee for CCMA Certification is \$155 NHA Site test fee \$25.00/ Reschedule \$75 (FLP Site) Textbook- McGraw Hill, Administrative Procedures 6 th ed \$189.00 *Externship Clearance Fee \$450.00 will be required for placement <i>*NOTE- (FLP Optional Services) BLS Provider Course is not included, cost is 50.00 plus book. Drug Test \$45.00, second test \$40.00</i>	

Tuition

THE TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE \$6,297.00

THE ESTIMATED TOTAL CHARGES FOR THE ENTIRE PROGRAM ARE 6,297.00

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT \$850.00

THE TOTAL REMAINDER CHARGES **DUE (10) DAYS PRIOR** TO THE FIRST DAY OF CLASS \$5,197.00

IN THE EVENT STUDENT DOES NOT PAY THE MINIMUM PAYMENT FEE OF \$850.00 OR THE BALANCE OF \$6,047.00 BY (10) DAYS PRIOR TO PROGRAM, THEY WILL BE PLACED ON THE WAIT LIST.



STUDENT ATTESTATION
Verification of Receipt of Catalog
Version

2020- 2021

FIRST LADY PERMANENTE
Allied Health Division – Medical Programs

SIGNATURE PAGE

I, _____, have read the First Lady Permanente College *Student 2021 Handbook*. I understand the policies, procedures, conditions, and behaviors that are expected of me as outlined in the handbook and agree to abide by all of them. I will use the handbook as a reference in the future to seek clarification about policy or procedures as needed. I understand that failure to observe the Medical Program’s policies in both clinical and academic components may jeopardize my ability to be successful in the program.

Initial the following sections of the catalog:

- _____ School Policies and Procedures
- _____ School Information
- _____ Consent to Use of Likeness in Education and Marketing Media
- _____ Calendar- Program Schedules
- _____ School Staff
- _____ Turlock Campus Map
- _____ Student Information
- _____ Admissions Information
- _____ Academic Information
- _____ Financial Information
- _____ Program Information
- _____ Non-refundable Program Fees
- _____ Attendance / Make-up Time Fees (MUT)

_____ **Print Student Name**

Signed _____ Date _____

Program: _____ Start Date: _____