



All is Well

Health Care Academy

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All is Well Health Care Academy

HISTORY

All is Well HealthCare Academy was established in 2021 by Program Director and CEO Charmaine Hogan, BSN, RN, CCM, WCN-C in Little Elm, TX part of the Dallas/Fort Worth Metroplex. This school was established because of the need for amazing healthcare workers. Charmaine noticed during the COVID-19 Pandemic as she was fighting on the frontlines that there was a shortage of healthcare workers, and she made a promise that once the pandemic was near its end that she would open a school to train students to be on the frontlines as well should another pandemic happen.

This school transformed from being an emergency training school which started in 2019 under the name All is Well HealthCare Solutions, where the school focused on preparing individuals to help save lives by performing CPR and giving first aid in an emergency as well as a variety of other emergency trainings. All is Well Healthcare Solutions started as a home-based business that was mobile.

All is Well Health Care Academy and All is Well Health Care Solutions received its name and branding when Charmaine was taking care of her grandmother Allie. Allie would always tell Charmaine that “All is Well” when she was caring for. Charmaine’s favorite saying is “All is Well and All will be Well.” The school is based in Little Elm, TX with plans to expand to 2 other states in the future and will offer a variety of healthcare training classes.

Our Mission

All is Well Health Care Academy is on a mission to train, educate, and inspire future compassionate healthcare providers through innovative technology, hands on experience, and education provided by professionals with over 20 years of experience.

Our Vision

All is Well Health Care Academy will provide a nurturing learning environment that prepares students with the knowledge and skills needed for entry into the healthcare workforce. Based on the principles of providing care that is ethical, safe, quality, and evidence based; we aim to prepare students with a strong foundation to excel in all healthcare settings.

Owner Bio

Charmaine Hogan, BSN, RN, CCM, WCN-C has over 20 years of experience in the healthcare industry. She is one who has climbed the healthcare ladder. Charmaine begin her career as a certified nursing assistant (CNA) while in high school in Louisiana. Wanting to do more being that she came from a family where many of the women were nursing assistants, she went to school to become an LPN/LVN five years later. After moving to Texas, she decided to pursue her Associate in Science in Nursing. She worked in many healthcare settings as an ASN RN. One magnet hospital she worked for required RNs to have their Bachelor of Science in Nursing. Not wanting to lose her position, she went to school and obtained her BSN. Charmaine is no stranger to rolling up her sleeves and caring for patients. She has also held many leadership and management positions. Charmaine is a Certified Case Manager, Certified Wound Care Nurse, and also an instructor for the American Heart Association and the American Red Cross.

ACCREDITATION AND APPROVALS

All is Well Healthcare Academy nurse aide training program is approved by the Texas Health and Human Services.

All is Well Healthcare Academy is Approved and regulated by the Texas Workforce Commission, Career School and Colleges, Austin, Texas.

DESCRIPTION OF AVAILABLE SPACE, FACILITIES AND EQUIPMENT

The school was built in 2020 is located on the corner of 423 and Little Elm Parkway in Little Elm, TX. Which is between Frisco and Denton, TX. There is one lab, one classroom, one computer lab and a break room with a fridge and microwave in the 1225 sqft building.

The school lab is set up like a real resident's room to help simulate real life experience for student learning. A hospital style bed and manikin are provided for student learning. Other items for learning include but are not limited to bath basins, dentures, tooth brushes, walkers, tooth brushes, emesis basins, and bedside commode.

BOARD OF TRUSTEES

Charmaine Hogan, President
Shenita Carter, Vice President

Sharon Hogan, Board Secretary

ADMINISTRATION

All is Well Healthcare Academy is owned and operated by Charmaine Hogan, BSN, RN, CCM, WCN-C.

FACULTY AND INSTRUCTORS

Program Coordinator: Charmaine Hogan, BSN, RN, CCM, WCN-C.

Email: charmaine@alliswellhca.com

Number: 940-440-2923

Office Hours: By Appointment

Instructor: Lorraine Hill, MSN, MBA, RN

Email: Instructor@alliswellhca.com

Number: 940-440-2923

Office Hours: By Appointment

FEES, TUITIONS AND/OR SPECIAL CHARGES

Tuition and fees\$ 1100

Fee Breakdown:

Replacement Costs are equal to the original price of equipment.

Make up lab fee, if applicable \$45.00

Make up clinical fee, if applicable \$85.00

All is Well Healthcare Academy does not offer scholarships or financial aide assistance at this time.

All is Well Healthcare Academy does financing thru Flexxbuy and payment plan options for tuition and fees.

The following payment plans are available for each course offering and must be selected at the time of enrollment:

3 Week Course

\$ 300 due at enrollment
\$ 400 due weekly for weeks 2 and 3 of the course

Financing

\$ 300 due at enrollment
\$ 800 financed thru Flexxbuy

Proof of financing approval must be presented prior to the start of class. All fees must be paid prior to receiving certificate of course completion.

All forms of payment accepted except personal checks.

HOLIDAYS/ANNUAL SCHOOL BREAKS TO BE OBSERVED

New Year's Eve
New Year's
Martin Luther King Day
Presidents' Day
Good Friday
Memorial Day
Juneteenth
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Black Friday
Christmas Eve
Christmas
Juneteenth

Winter Break will be observed annually from December 23rd thru January 6th.

ENROLLMENT PERIODS

Enrollment periods are 5 calendar days prior to the first day of classes for each program.

BEGINNING AND ENDING DATES OF TERMS

Day Classes

First Day of Class	Mid Term	Last day of Class	Classroom Make-up Day	Lab Make-up Day
<u>10/4/2021</u>	<u>10/13/2021</u>	<u>10/22/2021</u>	<u>10/26/2021</u>	<u>10/27/2021</u>
<u>11/1/2021</u>	<u>11/10/2021</u>	<u>11/19/2021</u>	<u>11/22/2021</u>	<u>11/23/2021</u>
<u>*11/29/2021</u>	<u>12/8/2021</u>	<u>12/17/2021</u>	<u>12/18/2021</u>	<u>12/20/2021</u>
<u>*1/10/2022</u>	<u>1/19/2021</u>	<u>1/29/2022</u>	<u>2/1/2022</u>	<u>2/2/2022</u>
<u>2/7/2022</u>	<u>2/16/2022</u>	<u>2/25/2022</u>	<u>3/1/2022</u>	<u>3/2/2022</u>
<u>3/7/2022</u>	<u>3/16/2022</u>	<u>3/25/2022</u>	<u>3/29/2022</u>	<u>3/30/2022</u>
<u>*4/4/2022</u>	<u>4/13/2022</u>	<u>4/26/2022</u>	<u>4/27/2022</u>	<u>4/28/2022</u>
<u>5/9/2022</u>	<u>5/18/2022</u>	<u>5/27/2022</u>	<u>5/31/2022</u>	<u>6/1/2022</u>
<u>6/6/2022</u>	<u>6/15/2022</u>	<u>6/24/2022</u>	<u>6/28/2022</u>	<u>6/29/2022</u>
<u>7/11/2022</u>	<u>7/20/2022</u>	<u>7/29/2022</u>	<u>8/2/2022</u>	<u>8/3/2022</u>
<u>9/12/2022</u>	<u>9/21/2022</u>	<u>9/30/2022</u>	<u>10/4/2022</u>	<u>10/5/2022</u>
<u>10/10/2022</u>	<u>10/19/2022</u>	<u>10/28/2022</u>	<u>11/1/2022</u>	<u>11/2/2022</u>

Evening Classes

First Day of Class	Mid Term	Last day of Class	Classroom Make-up Day	Lab Make-up Day
<u>10/4/2021</u>	<u>10/13/2021</u>	<u>10/22/2021</u>	<u>10/26/2021</u>	<u>10/27/2021</u>
<u>11/1/2021</u>	<u>11/10/2021</u>	<u>11/19/2021</u>	<u>11/22/2021</u>	<u>11/23/2021</u>
<u>*11/29/2021</u>	<u>12/8/2021</u>	<u>12/17/2021</u>	<u>12/18/2021</u>	<u>12/20/2021</u>
<u>*1/10/2022</u>	<u>1/19/2021</u>	<u>1/29/2022</u>	<u>2/1/2022</u>	<u>2/2/2022</u>
<u>2/7/2022</u>	<u>2/16/2022</u>	<u>2/25/2022</u>	<u>3/1/2022</u>	<u>3/2/2022</u>
<u>3/7/2022</u>	<u>3/16/2022</u>	<u>3/25/2022</u>	<u>3/29/2022</u>	<u>3/30/2022</u>
<u>*4/4/2022</u>	<u>4/13/2022</u>	<u>4/26/2022</u>	<u>4/27/2022</u>	<u>4/28/2022</u>
<u>5/9/2022</u>	<u>5/18/2022</u>	<u>5/27/2022</u>	<u>5/31/2022</u>	<u>6/1/2022</u>
<u>6/6/2022</u>	<u>6/15/2022</u>	<u>6/24/2022</u>	<u>6/28/2022</u>	<u>6/29/2022</u>
<u>7/11/2022</u>	<u>7/20/2022</u>	<u>7/29/2022</u>	<u>8/2/2022</u>	<u>8/3/2022</u>
<u>9/12/2022</u>	<u>9/21/2022</u>	<u>9/30/2022</u>	<u>10/4/2022</u>	<u>10/5/2022</u>
<u>10/10/2022</u>	<u>10/19/2022</u>	<u>10/28/2022</u>	<u>11/1/2022</u>	<u>11/2/2022</u>

SCHOOL HOURS OF OPERATION

We offer day and evening course offerings to help you meet your career goals.

DAY CLASSES MONDAY-FRIDAY 8:00 AM-1:30 PM

EVENING CLASSES MONDAY-FRIDAY 5:00PM- 10:00 PM

CLINICAL ROTATION MONDAY-FRIDAY 7:00AM-3:30PM

OFFICE HOURS OF OPERATION

Monday – Friday 7:00AM-2:00PM; then 4:00PM-10:30PM
Special Appointments available

CLASS SCHEDULES

This is a 100-hour course in which 40 hours are clinical and 60 are devoted to classroom instruction/ lab instruction.

Course Options

DAY COURSE OPTION – 3 WEEKS

DAY CLASSES MONDAY-FRIDAY 8 AM-1:30 PM

Lunch/ Breaks: Break is for 30 mins from 12:00p.m.-12:30 p.m.

EVENING COURSE OPTION- 3 WEEKS

EVENING CLASSES MONDAY-FRIDAY 5:00PM- 10:00 PM

Lunch/ Breaks: N/A

Clinicals for both day and evening courses are held the last week of the class from 7:00 a.m.-3:30 p.m.

EMERGENCIES AND INCLEMENT WEATHER

In the event of an emergency, the school will notify students of any class delay or cancellation via the remind app. In the event of inclement weather, such as ice, sleet, flooding or any other natural weather or local disaster, school will close when Denton County Schools are closed or delayed. Evening classes' students will be contacted directly by phone.

When class/clinical is delayed, the time must be made up prior to the completion of course per federal regulations. Course make up dates are predesignated on the course calendar. Please see course calendar above. However, in the event of multiple emergencies or inclement weather issues every effort will be made to arrange with students for a common make up day. This may result in the student finishing class with the next scheduled class.

ADMISSION/ENROLLMENT POLICIES

Individuals applying for this course are required to:

Must be at least 16 years of age

Submit a government issued ID and social security card

Complete and pass a background check

Negative PPD skin test

Have no findings of abuse, neglect or misappropriation in the state registry

**** Please note that some employers may require a High School Diploma and/or G.E.D for employment.***

CREDIT FOR PREVIOUS EDUCATION, TRAINING, OR EXPERIENCE

There are no credit transfer agreements with any other institution for this program. Please note that any other experience or education doesn't transfer or count as hour credits to the nurse aide training program.

Students **will not** be able to transfer hours completed at All is Well Healthcare Academy. Transfer students from another state nurse aide program will have to contact their states nurse aide regulatory body to inquire about the ability to practice as a nurse aide in Texas. If it is decided that person must retake the nurse aide training program, no credit will be given for previous knowledge or certification for the nurse aide training program.

CANCELLATION AND REFUND POLICIES

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items

of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

REFUND POLICY

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a) the date of termination, if the student is terminated by the school;
 - b) the date of receipt of written notice from the student; or
 - c) ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the

portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a) an enrollee is not accepted by the school;
 - b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

Refund Policy for Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- a. if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
- b. a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program

other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

- c. the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 1. satisfactorily completed at least 90 percent of the required coursework for the program; and
 2. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

COURSE OUTLINE

Title of Course: Nurse Aide Training Program

Objective/ Purpose of Course:

The Nurse Aide program is a comprehensive course designed to teach students the fundamental skills need to provide basic care to those in need. Patient care areas range from nursing home, hospice, hospitals, home care and more. The Nurse Aide Program includes a combination of classroom learning, laboratory practice, and supervised hands on clinical training in a Long-Term Care facility. Graduates of this program will be able to communicate with patients effectively, recognize medical emergencies, provide hands on daily care needs while respecting and observing resident rights. Students will learn how to perform basic first aid, CPR, vital signs, observing/ reporting, and follow infection prevention measures. Graduates of this program may find entry-level employment as a certified nurse aide after passing of the state exam to become certified. Employment opportunities include working in hospitals, nursing homes, home health, hospice facilities and more.

Performance Objectives:

- Understand the types of long-term care facilities and healthcare settings
- Understand the chain of command and identify the different members of the interdisciplinary team.
- Identify and understand the responsibilities of the Registered Nurse, License Vocational Nurse, and Certified Nursing Assistant in various settings.
- Understand and explain the nurse aide scope of practice.

- Describe legal and ethical behavior and explain resident rights.
- Engage in proper infection control procedures.
- Demonstrate basic care skills and patient care procedures.
- Identify medical emergencies and how to respond effectively.

Required Textbooks

Nursing Assistant Certification, Accelerated Edition by Dr. Carrie L. Engelbright
ISBN-13:978-1-941 626-35-1

Instructional Methods

Instruction for this course will include lectures, powerpoint presentations, case studies, videos, clinical skills, instructor demonstration, return demonstration, interactive games, and role play.

Student to Instructor Ratio

Ratio for both classroom and clinical is 10:1.

Clock Hours

100 Clock hours with 40 hours in clinical and 60 hours of which includes 29.5 classroom lecture hours and 30.5 skills lab practice.

Subject#	Subject Title	Contact Hours Class/Lab/Clin/Total	Pre-requisite for entry to course
NA- 1	Introduction to Long Term Care	5/0/0/0	Enrollment Requirements
NA-2	Personal Care Skills	5/10/0/0	Introduction to Long Term Care
NA-3	Basic Nursing Skills	6.5/10/0/0	Personal Care Skills
NA-4	Mental health & Social Service Needs	2/0/0/0	Basic Nursing Skills
NA-5	Care of Cognitively Impaired Residents	2/0/0/0	Mental health & Social Service Needs
NA-6	Basic Restorative Services	7/10.5/0/0	Care of Cognitively Impaired Residents
NA-7	Resident Rights	2/0/0/0	Basic Restorative Services
NA-8	Clinical Experience	0/0/40/0	Resident Rights
	Total Contact Hours	29.5/30.5/40/100	

Grading

Grades evaluation will be separate for classroom, lab and clinicals. Classroom evaluation will consist of 10 tests and a final exam. The class grade will be the average of all tests and the final exam. Lab practice and clinical will be a Pass/Fail system based on performance observation by the instructor. Student must receive an overall course grade of 70% in order to pass the course and receive a certificate of completion to take the state exam to become a nurse aide.

Numerical Grade	Letter Grade	Grade Point
100-90	A	4.0
89-80	B	3.0
79-70	C	2.0
69-60	D	1.0
Below 60	F	0.0
Incomplete	I	0.0
Withdraw	W	0.0

CERTIFICATE AWARDED

Students graduating from this course with a 70% or higher and pass in both lab and clinicals will receive a certificate of completion which allows them to sit for the state exam to become a certified nurse aide

A SYNOPSIS OF EACH SUBJECT OFFERED

NA-1- Introduction to Long Term

Students will learn about the nurse aide role, the different care settings, how to provide a safe environment for residents, infection control, and how to respond to emergency situations. Students will learn about the interdisciplinary team and the chain of command.

NA-2- Personal Care Skills

Student will learn proper skin care measures, how to perform basic hygiene needs for residents such as bathing, grooming and toileting. Student will also engage in proper position and moving of residents to ensure their safety.

NA-3 – Basic Nursing Skills

Students will learn and demonstrate how to properly obtain and record vital signs, height, and weight. Students will be able to recognize, document, and report abnormal changes in body functioning. Students will also learn how to ensure resident maintain proper oral intake and nutrition. Care of the residents belongings, environment and safety are also addressed.

NA-4- Mental health & Social Service Needs

Students will learn psychosocial needs of residents based on the Maslow's hierarchy of needs, developmental tasks of older adults, the effects of losses/changes associated with aging with aging. Student will also learn about cultural and spiritual needs of residents and how to respect residents needs and rights. Developmental disabilities will also be addressed.

NA-5- Care of Cognitively Impaired Residents

Student will be able to identify how to care for residents with Alzheimer's, dementia, confusion and difficult behaviors. Student will be able to identify different traits associated with different resident disease processes and how to address or report them. Discussion and activities centered around how to react in uncomfortable situations are addressed.

NA-6-Basic Restorative Services

Students will learn and be able to demonstrate how to utilize assistive devices in transfers, ambulation, eating, and dressing. Students will learn and demonstrate how to properly turn and position a resident in bed and chair.

NA-7-Resident Rights

Students will learn resident rights as defined by the OBRA Act of 1987. Students will be able to describe the responsibility of the Nurse Aide in reporting suspected abuse, neglect or misappropriation of resident property.

NA-8- Clinical Experience

Students will commute off campus to the assigned nursing home to engage in their clinical rotation. Students will utilize everything they have learned in classroom/lab and use it in providing direct care to residents in the clinical setting.

SATISFACTORY PROGRESS

To remain in good standing and receive a certificate of completion, students must maintain at least a minimum grade point average of 2.00 with no more than one subject class grade below 70. Students will receive written notification of their progress at the midpoint (after 50 hours of instruction) and end of the course (the second to last day of the course).

Written numeric grade report will be given to the student for the classroom portion of the course and progress in lab/ clinical will be provided separately. A student who is not making satisfactory progress at the midpoint will be placed on academic probation for the remainder of the progress evaluation period. The school program director will counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. If the student does not achieve the probationary standards set forth, the student will not be able to pass the course.

Students who fail the course will be able to re-enroll one additional time in an attempt to take the course or any other course offerings. If a student enrolls twice and fails both times, the student will not be able to re-enroll into **All is Well Healthcare Academy**. A student whose enrollment was terminated for unsatisfactory progress may re enroll after a minimum of one progress evaluation period. Such reenrollment does not circumvent the approved refund policy. A student who returns after termination of enrollment for unsatisfactory progress will be placed on academic probation for the next grading period. The student will be advised of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, the student's enrollment will be terminated.

ACADEMIC PROBATION/ TERMINATION

A student who is not making satisfactory progress as defined above at the completion of a subject class will be placed on academic probation for the next subject class. If a student on academic probation achieves satisfactory progress for the subsequent subject class, but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be continued on academic probation for one more subject class. If a student on academic probation fails to achieve satisfactory progress for the first probationary subject class, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive subject classes will be terminated. Students terminated for unsatisfactory progress cannot be readmitted until a minimum of one grading period has passed.

When a student is placed on academic probation, the school will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

After one six-week term has elapsed, a student whose enrollment was terminated for unsatisfactory progress may reenroll in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy.

The school will place a student who returns after his/her enrollment was terminated for unsatisfactory progress on academic probation for the next subject class of the term. The school will advise the student of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be terminated.

INCOMPLETES

An "I" for incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There

will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and/or tool kit.

WITHDRAWAL

Under *Texas Education Code, Section 132.061(f)* a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. A student receiving a grade of incomplete to reenroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition.

A "W" for Withdrawal indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study and will be issued a refund in accordance with the refund policy below.

REMEDIAL WORK AND REPEAT COURSES

All is Well Healthcare Academy does not offer remedial work. Students who miss class must attend a make-up session and must complete the work they missed from the missed class. Student who must repeat the course due to termination or withdraw must repeat the course in its entirety. Students who fail the nurse aide training program only have two attempts to re-take the course. After the second attempt and if the student fails, they are unable to re-enter the course again.

ATTENDANCE POLICY

Students are expected to attend all lectures, labs, and clinical as the nature of the nurse aide training program is very fast pace. Instructors will maintain a daily record of attendance for each class offering at the beginning of class and after each break utilizing "***P***" for ***present***, "***A***" for ***absent***, and "***T minus number of minutes***" for ***tardy***. A **tardy** is defined as arriving in the classroom 10 minutes after the start of class. Students are considered late from breaks when returning more than 5 minutes late from the start of class. Any student that has been marked tardy 3 times must attend the make-up session designated at the beginning of the course. Students may only attend the pre-designated make-up day as seen in the above course schedule and no additional make up day will be arranged. Students who did not attend the pre-designated make-up day will be terminated from the course. **Students whose enrollments are terminated for violation of the attendance policy may not reenter before the start of the next grading period.**

If a student misses a day of class (**absence**), the student must attend the pre-designated make-up date as seen in the course schedule above. If the student has subsequent days

missed or exceeds two tardy occurrences the student will be terminated from the course as they will be unable to meet the state required hours from graduation and to sit form the exam.

Leave of absence will not be granted to students. Students must withdraw and re-enroll in the nurse aide training program when ready to attend the course.

After the completion of each course, the records of attendance will be maintained on file by the school's Program Director.

MAKE-UP WORK

No more than 5% of the total course time hours for a course may be made up. Make-up work shall:

- (1) be supervised by an instructor approved for the class being made up;
- (2) require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
- (3) be completed within two weeks of the end of the grading period during which the absence occurred;
- (4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and
- (5) be signed and dated by the student to acknowledge the make-up session.

Note: Make-up of missed clinical hours must be arranged with the Program Director. Make-up time for absences during the clinical is limited to 8 hours. This time may be further limited due to supervised make-up work earlier in the term.

SCHOOL POLICY REGARDING STUDENT CONDUCT

Student may be terminated from the program if they violate any policies or conduct rules. Student who are terminated for violation of these polices will not be eligible for re-enrollment. Some reasons for termination include but are not limited to:

- Theft of supplies from the school, or clinical site whether it be from the school, a resident or another student. Theft of any kind will NOT be tolerated. or possessions from clinical sites, patients/residents, the school, other students or employees of the school or clinical agencies.
- Destruction of school property, clinical property, resident property or another student's property.
- Engaging in disruptive behavior, including foul language, horse play or creating a disturbance in class, campus or clinical sites.

- Falsifying any documents related to enrollment, educational documents or resident records.
- Non-adherence to school uniform requirements while in class or clinical. This includes proper scrub colors, uniform free of wrinkles, free of offensive odors, artificial nails, etc.
- Engaging in unsafe care related to patient safety or the safety of other students will not be tolerated.
- Posting inappropriate content, graphics and verbiage to social media while in the program that undermines the rights/ beliefs of patients or that is considered undesirable/ inappropriate in general.
- Engaging in resident abuse or neglect.
- The use, sale, or possession of alcohol, drugs or controlled substances or being under the influence of alcohol or drugs on campus or at clinical.
- Student refusal or failure to follow direct instructions from course instructors, clinical instructors or nurses at the clinical will not be tolerated.
- Possession of weapons such as of guns, knives, explosives or other weapons on campus or at clinical site.
- Student are not allowed to use electronic devices while on the clinical floor, lab or in the classroom.
- Plagiarism or academic dishonesty.
- Students engaging in HIPAA Health Insurance Portability Accountability Act (HIPAA) violations.
- Students engaging in harassment be it sexual, racial or cultural will not be tolerated on campus or at clinical.

Sexual Harassment Defined

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when

a. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,

b. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or

c. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Reenrollment after dismissal/ termination for any violation of student conduct is not allowed.

Dress Code:

Students must wear purple and white uniform scrubs with school logo to clinical, lab, classroom settings. A school issued ID badge must be worn daily.

REQUIREMENTS FOR GRADUATION

Students will receive a certificate of completion once all 100 hours of instruction and clinical are completed with a grade of passing for the nurse aide training program. A grade of 70% in the didactic/class, a grade of pass in lab and a grade of pass in clinical must be achieved in order for a student to successfully graduate from the course.

According to federal regulation and the Texas Department of Health and Human Services, student in the nurse aide training program must receive the first 16 hour of instruction in the following subjects prior to having resident interaction:

- Communication and interpersonal skills
- Infection control
- Safety and emergency procedures, including the Heimlich maneuver
- Promoting residents' independence; and respecting residents' rights.
- Personal care skills
- Basic nursing skills
- Mental health and social service needs
- Care of cognitively impaired residents
- Basic restorative services; and residents' rights

Graduates of the nurse aide training program are eligible to sit for the state exam to become a certified nurse assistant.

TRANSCRIPT

Upon graduation from the program, students will receive a copy of their transcript free of charge. Student who would like an additional transcript must submit a written request to the Program Director along with a fee of \$7 to receive an official copy of their program transcript

TRANSFER OF CREDIT HOURS

Students planning to transfer should check the transfer institution's requirements/guides or discuss their options with an academic advisor or counselor. All is Well Healthcare Academy does not have a transfer agreement with any school or institution. Students who wish to transfer should know hours from the nurse aide training program may not transfer to other institution.

JOB PLACEMENT ASSISTANCE POLICY

All is Well Healthcare Academy does not provide job placement assistance and does not promise students job placement after graduation. Students should know their clinical rotations provide a platform for possible job opportunities; thus, students should exhibit optimal performance for the opportunity to be offer a position.

PROCEDURES TO RESOLVE STUDENT GRIEVANCES/COMPLAINTS

Student complaints are defined as any student concern regarding the school programs, services or staff. A student who has a concern about a school-related issue is encouraged to submit a grievance form to the program director for resolution as soon as possible. The program coordinator will schedule a meeting with all involved parties within 48 business hours of student filing. If needed an investigation will be conducted by the administrator and program director with final finding to be delivered to the student with in 5 business days of the student initial complaint filing.

Notification of Complaint to the Texas Workforce Commission

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission. Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at texasworkforce.org/careerschools.

Texas Workforce Commission
Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-3100
Phone: (512) 936-6959
<http://csc.twc.state.tx.us/>

True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

Director Name