



EDUCATION | ABOVE AND BEYOND

MGA ACADEMY, LLC

MGA

Nurse Aide Program

Student Policies and Procedures






MGA Nurse Aide Program Student Policies and Procedures (the “Policy”)
Update Record Sheet

This sheet should be placed at the front of the Policy to provide a record of manual revisions.

Revision 4/09/2018

The Policy has been reviewed and revised for the year 2018. All policies and procedures were reviewed and approved by the Program Coordinator.

Jeana Rasmussen RN
Program Coordinator



Date:



MGA Nurse Aide Program

Mission Statement

The mission of the MGA Nurse Aide Program (the “Program”) is to create competent nursing assistants who possess the highest quality skills required to provide exceptional patient care.

Objectives:

To accomplish its mission, the Program seeks to achieve the following objectives:

- Provide a comprehensive education in accordance with all state Nurse Aide Program guidelines;
- Provide hands-on training in a medical setting to prepare students for future employment;
- Participate in Quality Improvement (QI) to ensure the best possible outcomes for all students;
- Continuously, review and evaluate program curriculum to achieve a top-ranked program in the state;
- Respect the rights of students;
- Assist students with community services as needed to help students and their families;
- Hire and train quality instructors to provide the highest level of academic knowledge, clinical training and professional development.

Program Overview

Program:

The Program is an independent, privately held Colorado Board of Nursing Approved Nurse Aide Training Program located in Colorado Springs, Colorado (El Paso County).

The Program classes are offered at the MGA Academy LLC (“MGA”) located at 1355 Garden of the Gods Road, Suite 150, Colorado Springs, Colorado. The Program is designed for candidates who want to be certified as nurse aides in Colorado; Each candidate is required to pass the Nurse Aide Assessment Program (“NNAAP”) Examination.

Hours of Operation:

MGA business hours are from 8:00 a.m. to 5:00 p.m.

The Program hours of operation are from 9:00 a.m. to 2:15 p.m. Monday through Thursday for Morning classes. Evening classes hours of operation are from 5:45 p.m. to 10:00 p.m. Monday through Friday. Class hours are subject to change. MGA and Program staff may be reached by telephone, which is answered twenty-four (24) hours a day. Medical emergencies will be referred to emergency services.

The Program site is accessible to and usable by handicapped persons, including person with impaired hearing and vision. Access accommodations include:

- Accessible parking specifically designated for physically challenged persons;
- Curb cut and sidewalk between parking area and office;
- Level access into office; and
- Fully accessible offices, meeting areas and bathrooms.

Admission Requirements:

Applicants must meet specific admission requirements, which include a pre-admissions exam and background investigation.

Graduation Requirements:

Students must complete seventy-eight (78) hours of instruction (classroom and clinical), receive a grade of “Pass” on a skills exam, receive a score of eighty (80%) percent on a written final exam, and receive a minimum of “Meets Expectations” on all terminal competencies.

Program Personnel:

The Program Coordinator/Designee administers, directs, and coordinates all the activities of the program and oversees the Program’s day-to-day operations. Classes are taught by instructors who are supervised by the Program Coordinator/Designee.

Organizational Plan

The Governing Body of MGA has the authority to conduct the Program, determine general Program policy, and provide adequate financial support for the Program. Program administrators report to the Governing Body and are delegated the authority as set forth below.

Program Coordinator:

The Program Coordinator/Designee is responsible for the administration, direction, and coordination of all activities of the Program to meet its goals and objectives. The Program Coordinator is also responsible for maintaining compliance with all guidelines and applicable law and Program development and implementation.

Program Instructors:

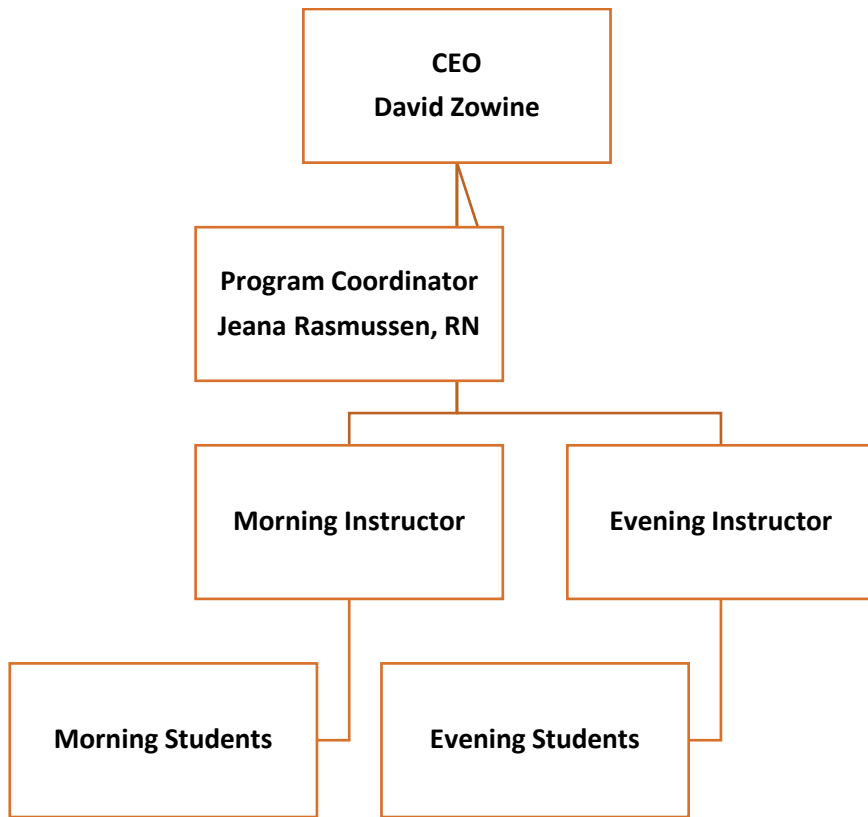
The Instructors report directly to the Program Coordinator/Designee. The Instructor is responsible for classroom teaching and laboratory instruction. Clinical and laboratory instruction will have a student to teacher ratio of 10:1.

This Program is operated in accordance with all applicable federal, state, and Colorado Department of Regulatory Agency (DORA) laws, rules, and regulations. All policies, procedures, rules, regulations and state standards are annually reviewed by the Program Coordinator. Changes will occur as needed in order to ensure compliance with all state and federal regulations.

Organizational Chart



MGA Academy LLC



Admissions Requirements

It is the policy of the Program to have each student complete a comprehensive admission packet and score a passing grade on the Pre-Entrance Exam prior to admission to the Program.

Admission Packet:

The admission packet MUST be completed prior to the start of class. There are no exceptions. If the packet is not completed prior to the start class, the student will have the option to carry tuition over to the next course session.

The admission packet contains the following documents that must be reviewed, completed, and submitted prior to the start of classes:

- The MGA Nurse Aide Program Application;
- The MGA Policy Acknowledgement Form;
- The MGA Class Rules and Regulations;
- The MGA Payment Contract For Nurse Aide Program;
- The MGA Authorization for MGA to complete a background check;
- The MGA Consent for Media Release;
- The MGA Physical Requirements Acknowledgement Form

Pre-Entrance Exam:

Each student must receive a score of 80% or higher on the Pre-Entrance Exam to be admitted to the program. If a student fails the Pre-Entrance Exam, the student will receive one-on-one instruction and will be permitted to retest. Any student that fails the Pre-Entrance Exam twice in one year is not eligible to re-test for another year.

Non-Discrimination Policy:

The MGA Nurse Aide Program does not discriminate based on race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, veteran status, age, or use of a guide or support animal because of blindness, deafness, or physical disability of any individual.

MGA considers persons with AIDS or HIV, including persons who are HIV seropositive and asymptomatic, to be persons with disabilities in accordance with federal disability rights law. Therefore, the above-named Program includes such persons in its non-discrimination policy regarding student admissions as required by the regulations implementing Section 504 of the Rehabilitation Act of 1973.

The Program agrees to comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, and all requirements imposed pursuant thereto, to the end that no person shall, on the basis of race, color, national origin handicap, religion or age, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination in the provision of any care or services.

As such, the Program includes (but is not limited to) the following characteristics:

- Teaching will be provided in a manner that does not discriminate against a person on the basis of race, color, national origin, handicap or age;
- All students will be assigned to receive services in a manner consistent with the provisions of Title VI, Section 504 and the Age Discrimination Act;
- Students will be admitted to class without regard to the race, color, national origin, handicap or age;
- All services of this Program will be provided without regard to race, color, national origin, religion, handicap or age.

Graduation Requirements

In order to graduate from the Program, each student must satisfy the following requirements; failure to meet any of the graduation requirements will result in dismissal from the program and no refund of tuition will be given:

- Successful performance and completion of all laboratory and clinical skills as set forth in the MGA Nurse Aide Theory, Laboratory and Clinical Skills Checklist;
- Successful completion of the Terminal Competency Skills Checklist as set forth in the Terminal Competency Evaluation;
- Completion of 78 hours of course instruction (classroom and clinical);
- Passing grade on the skills final exam;
- 80% passing score on the final exam;

Attendance

These guidelines have been developed to facilitate student learning in the classroom and laboratory/clinical settings.

Classroom Attendance:

It is expected that a student will attend and be on time for all classes. Student is responsible for all material presented in a missed class. Any student who is absent for any reason must notify an instructor by the start of class the day of their absence. It is the policy of the program that any absence **MUST** be made up in order for the student to complete the Program. Every student **MUST** complete the entire 78 hours.

The Program understands that emergencies and sudden illnesses do happen. In the event of an emergency or sudden illness, the student must notify an instructor as soon as possible. It is the responsibility of the student to arrange makeup time. Students may utilize the other classes to make up time. Instructors may request a physician excuse in association with any absence.

Excessive absences (8 or more consecutive hours without make up) will not be tolerated and may be cause for dismissal from the class. A student who is excessively absent and subsequently requires scheduling changes to meet the clinical hour requirement may be dismissed from the course due to the demonstration of unprofessional behavior.

Subject to the Disciplinary Action and Dismissal Policy, if excessive absenteeism occurs during the 1st or 2nd week of class, a spot in a future class will be offered to the student, and their tuition will carry over to that course. If absenteeism occurs in the 3rd or 4th week and the student fails to make up missed class time, the student will be dismissed from class and his/her tuition will be non-refundable.

Dress Code

Students must adhere to the following dress code requirements:

Dress and Personal Appearance:

Dress, grooming, and personal hygiene standards contribute to the morale of all students and affect the image MGA and the Program present to the community. Students are expected to present themselves appropriately.

General guidelines include the following:

- Clothing should be clean and in good repair;
- Hair should be kept neat and pulled back away from the face, finger nails and facial hair should be neat and trimmed;
- Excessively tight or revealing clothing is prohibited;
- Clothing that includes wording or images that consist of or allude to obscenity, violence, sex, or advertises alcohol, tobacco or an illegal substance is prohibited;
- Scrubs, name tags and closed toed shoes are required at all times.

Students who report to class inappropriately dressed maybe sent home and directed to return to class in proper attire. Consult the Program Coordinator/Designee if you have questions as to what constitutes appropriate attire.

Inclement Weather Policy:

We realize that weather may create unsafe traveling situations from time to time. Weather-related closure will be the responsibility of the Program Coordinator/Designee. A decision will be made that is in the best interest of the students and staff. If the decision is made that it is unsafe for students or staff to travel, classes may be canceled. If the Program is closed for any reason, students will be notified by phone, email, and/or text. All hours will need to be made up which may include longer class hours each day, Saturday Make Up sessions or switching days/nights.

Children in the Classroom/Laboratory:

It is the policy of the Program that children may not accompany students in the classroom, except in extreme emergencies. Children are not permitted in the classroom, facilities, or any other area where classes or clinics are being performed.

Abuse Identification

It is the policy of the Program to identify possible victims of abuse. Accordingly, each employee and student must participate in education to enhance awareness of the presence of abuse in various settings. The Program will educate its students and staff on the different types of abuse, signs and symptoms of abuse, and mandatory reporting requirements under the state practice act.

Suspicious of adult abuse, elder abuse, or child abuse should be reported to local authorities and agencies. The National Child Abuse Hotline number is 1-800-532-3208. In an emergency, with an active domestic situation, call emergency services (9-1-1).

Disciplinary Action and Dismissal

To maintain a safe and productive environment, students must comply with Program Class Rules and Regulations and exhibit professional conduct at all times. Failure to comply with Program rules or exhibit professional conduct may result in disciplinary action or dismissal. The Program Coordinator, in his/her discretion, will determine if a student's conduct warrants disciplinary action or dismissal.

To protect our students and the Program, students witnessing a violation are required to report such an incident immediately to Program personnel.

This list is intended to be representative of the types of behaviors and activities that may result in disciplinary action, up to and including dismissal. It is not intended to be comprehensive and, therefore, the Program may impose discipline up to and including dismissal for any other violation or inappropriate conduct not listed below.

- Violation of any of the Program's policies;
- Engaging in acts of dishonesty, fraud, theft, or sabotage;
- Unauthorized possession of property belonging to the Program of MGA, a customer or another student;
- Fighting, horseplay, practical jokes or other conduct that may endanger or disrupt anyone on Program premises or in the course of studies;
- Excessive absences or failure to satisfy any facility requirements in connection with clinical training;
- Drinking alcohol and/or the use of controlled substances in class or during lunch time, or reporting to class under the influence of alcohol or controlled substances or with controlled substances in the system;
- Failing or refusing to cooperate with the Program's investigations, or proving false information or otherwise interfering with or obstructing a Program investigation;
- Violating criminal laws on Program premises;
- Threatening, intimidating, coercing, harming or interfering with the performance of employees, students, applicants, or the general public;
- Falsifying applications, forms or any other records belonging or related to the Program, or intentionally giving false information to anyone who makes such records;
- Insubordination, including refusal to show up for classes and refusal to comply with instructions from any Program or facility personnel;
- Displaying rude or indifferent treatment toward Program employees, staff, or students, as

determined by management;

- Conduct that reflects adversely on the Program or MGA;
- Disclosing to any person, including television, radio, and print media representatives, any confidential information relating to the Program or trade secrets. (See the Media Policy and Confidentiality Policy for more details);
- Performance that does not meet Program or facility requirements or expectations;
- Violation of safety and health rules;
- Failing to immediately report any accident, incident, Program-related injury, fire or other emergency to your manager, and if appropriate, the proper authorities; and
- Harassment based on race, color, religion, sex, national origin, veteran status, marital status, mental status, disability, or organizational affiliation. Any actions or wording that is sexual in nature will be considered sexual harassment and therefore will not be tolerated

Program Evaluations

It is the policy of the Program to conduct several evaluations, including an annual evaluation, a course evaluation, student evaluations and employee evaluations.

Annual Program Evaluation:

The annual Program evaluation will include information gathered from students, instructors, the Program Coordinator/Designee. Such information will include course evaluations, which will be obtained from each student at the conclusion of each course session. Other information may include, but is not limited to, general demographic information, certification exam pass rates, and the strengths and weakness of the program.

Information for the annual evaluation is to be gathered and compiled by the Program Coordinator/Designee. Once completed, an annual program evaluation report will be staffed annually.

An annual program report is issued by the Colorado Board of Nursing which collects information such as current Program contact information, primary and ancillary instructor names, tuition pricing, Program policy and hours, Program Coordinator duties, etc. and is completed and submitted by the Program Coordinator/Designee.

Course Evaluation:

The course evaluation will be done by each student at the completion of each course session. Issuing the course evaluations will be the responsibility of the Instructor. Once the evaluations are completed by the students, the Instructor will give all evaluations to the Program Coordinator for review. This review shall be completed by the Program Coordinator monthly in order to consistently evaluate the Program's strengths and weakness.

Grievance Policy

It is the policy of MGA to follow the grievance policy below:

Purpose:

- To give students an opportunity to present their work and class-related complaints and to appeal administrative decisions through a grievance procedure;
- To facilitate the investigation and resolution of a student's complaint;
- To confirm the student receives appropriate action, without discrimination or reprisal, during and following the investigation of the complaint.

Definition:

- The “grievance” is the formal expression by a student of dissatisfaction regarding the Program;
- Treatment considered unfair by a student may include coercion, reprisal, harassment, or intimidation;
- Discrimination may be based upon race, color, sex, age, religion, national origin, marital status, or disability;
- “Timely fashion,” “reasonable time”, and “promptly” generally will mean seven (7) calendar days.

Policy:

- The Program will not tolerate any form of unfair treatment of a student within the class environment.

Procedure:

- Students should notify the Program in a timely fashion of any grievance considered appropriate for handling under this policy. Students should first discuss any problems with their instructor;
- If the grievance involves the Instructor, then the student should discuss the grievance with the Program Coordinator/Designee;
- All grievances will typically be resolved by the Program Coordinator, who will communicate a decision to all parties involved in a timely fashion;
- If the problem is of a highly serious nature, the Program Coordinator may present the specific complaint to the Governing Body for review and action;
- Information concerning a student’s grievance will be held in confidence. Instructors, the Program Coordinator/Designee, and other members of the Governing Body who investigate a grievance are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information or advice;
- The Program may, at its discretion, refuse to proceed with any complaint it determines improper under this policy.;
- Implementation of the grievance procedure by a student does not limit the right of the Program Coordinator to proceed with any disciplinary action that is not in retaliation for use of the grievance procedure.

Media Release

MGA has a corporate policy that requires prior authorization to take photographs, videos, or films of students, staff, and clients. All students, staff members, clients or their legal guardian will sign a media release consent form to the students, staff members, clients, or parent/legal guardian and obtain their signature.

The photographs, videotapes or films will be used for the purpose of education, marketing, or providing information to the public about the MGA Nurse Aide Program and other MGA services. The media release is included in this manual and should be used according to this Policy. The Consent for Media Release shall specifically verbally explain the use of the photographs and the Consent for Media Release with each specific student, staff member, client, or guardian.

Any outside agency that wishes to take photographs, videos, or films of Program students, staff members, or facilities must have students, staff members, clients, and/or guardians sign their company's media release. It is MGA policy that the Program also have the students, staff members, clients, or guardians also sign the MGA Consent for Media Release.

Any violation of this policy may result in termination of employment or dismissal from class.

Social Networking Policy

Program policies regarding student conduct, confidentiality, and use of school equipment, as described elsewhere in this policy, apply to the use of social networking. Social networking, for purposes of this policy, means posting content on an online social network focused on sharing and discussing information. Online social networks are typically based on user participation and user-generated content and include, but are not limited to, the following: blogs, wikis, social networks such as Facebook, LinkedIn, Twitter, etc. and other types of social media. Because the lines between public and private, personal and professional, are often blurred in social networking, students should be aware that while you may consider a communication personal, it is often accessible by public audiences.

Requirements and guidelines for use of social computing tools include the following:

- Official communications: Only those employees designated by the Program Coordinator are authorized to communicate via social computing tools on behalf of the Program. Content posted by students on behalf of the Program remains the property of MGA;
- Internal Communications: Social computing tools are not to be used for internal business communications; use Program email, telephone, etc. for official business;
- Proprietary information and confidentiality: student postings should not disclose information that is confidential or proprietary information of the Program or MGA or any third party that has disclosed information to the Program or MGA;
- Transparency: When discussing the Program, make it clear that your posting is representative of your views and opinions and not the views and opinions of MGA or the Program. Be aware of your association with MGA in online social networks;
- Third party content: When using social computing tools to share non-MGA information, identify the original source of the information and clarify it as non-MGA content. Respect and abide by copyright and fair use laws;
- Responding to public postings: When engaging in public discussions, you should participate with

respect and honesty, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet does not forget and that it archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about MGA, the Program, fellow students, or people working on behalf of MGA or its affiliates. Direct news media or blogger inquiries to MGA corporate communications;

- Uncertainty: Because social media is always an evolving communications tool, if you are unsure of what is or isn't appropriate use, you may consult with the Program Coordinator/Designee;
- Students should not make comments that reasonably could be viewed as malicious, obscene, threatening, intimidating or that disparage customers, competitors, or employees. Such comments include offensive posts that could contribute to a hostile work environment on the basis of gender, race, religion, national origin, or any other status protected by law or Program policy. This policy is not intended to and does not prohibit protected concerted activity;
- Students should not use the Program Internet and email systems to engage in social networking.

If you have any questions about this policy, please contact the Program Coordinator/Designee. Any violation of this policy will lead to disciplinary action, up to and including termination from the Program or Program employment.

MGA employees and students shall have no expectation of privacy when utilizing the Program's electronic equipment or resources. MGA and the Program retain the right to access, read, and monitor all messages, images, programs, and files on its e-mail and Internet system and communication systems including social media activity.

HIPAA and Confidentiality

HIPAA:

Students are required to work in a clinical setting as part of the Program curriculum and may possess sensitive, confidential information about patients and their care. The Health Insurance Portability and Accountability Act (HIPAA) and Colorado law protect the confidentiality and security of this patient information.

Medical and patient records are strictly confidential, which means that they may not be released to outside parties except with the written consent of the patient, as required by law, or in other limited circumstances. Special protections apply to mental health records, records of drug and alcohol abuse treatment, and HIV and other communicable disease related information. Medical records must not be physically removed from the facility (or storage facility), altered, or destroyed. Program employees and students who have access to medical records must preserve their confidentiality and integrity and not allow access to the medical record of any patient without a legitimate, work-related reason for doing so. Discussing a patient's medical condition, or providing any information to unauthorized persons, strictly prohibited.

The Program may be required to report certain unauthorized disclosures of medical record information to the patient and government enforcement entity. Any unauthorized release or access to medical records, including security breaches (e.g. theft/loss of computers or drives containing patient information), must be promptly reported to the Program Coordinator/Designee.

Confidentiality:

During the course of classroom instruction or labs, students may work with information that is confidential and proprietary pertaining to and belonging to the Program or MGA.

Maintaining this confidentiality is important to our competitive position in the industry and ultimately to MGA's ability to provide employment stability and serve our students. Program employees and students must protect this information by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate business need to know. The duty to maintain confidentiality extends after your graduation from the Program.

Upon receipt of this Policy, students will be required to sign the Student Acknowledgement, including that the student has read, understands, and agrees to comply with the provisions for maintaining the confidentiality of Program or MGA information. Any student who violates this policy will be subject to disciplinary action, up to and including dismissal and potential legal action, even if he or she does not actually benefit from the disclosed information. The only exception to this will be if disclosure is required by law or by a court of competent jurisdiction or it is necessary for the student to do so in the performance of duties.