



Nursing Assistant Program Student Guidelines

December 2021

Table of Contents

PURPOSE OF ROSS STUDENT GUIDELINES	3
GRADUATION REQUIREMENTS.....	3
ATTENDANCE POLICY	3
REPORTING ABSENCES	4
ATTENDANCE MAKE-UP POLICY.....	4
STANDARDS OF SATISFACTORY PROGRESS	4
TESTING POLICY	5
PHYSICAL EXAMINATION/HEPATITIS B INOCULATION SERIES/TB TEST	5
CLINICAL TRAINING COMPETENCY	5
TUITION AND FEES	5
ROSS EDUCATION PAYMENT SCHEDULE	6
CONSEQUENCES OF NON-PAYMENT	6
WITHDRAWALS	6
READMISSIONS	6
CLASS CANCELLATION	6
STANDARDS OF CONDUCT.....	7
DRESS CODE.....	7
EQUIPMENT AND AUDIO-VISUAL AIDS	8
COMMITMENT TO STUDENTS WITH DISABILITIES	8
PANDEMIC PROTOCOLS.....	10
TRANSPORTATION	11
CHILDCARE.....	11
USE OF CELL PHONES DURING CLASS	11
BUSINESS TELEPHONES	12
RESPONSIBLE USE OF SOCIAL MEDIA	12
FIREARMS AND WEAPONS	12
HAZARDOUS MATERIAL	12
EMERGENCY MANAGEMENT PLAN	13
BREAK TIME	13
CLEAN UP	13
STUDENT CONCERNS/COMPLAINT PROCEDURE.....	13
ANTI-DRUG POLICY	14
ANTI-CRIME POLICY.....	14

PURPOSE OF ROSS STUDENT GUIDELINES

You are enrolled in school to have the opportunity to develop skills and knowledge that can help you pursue an entry-level position as a Nursing Assistant. A cooperative attitude while attending school will provide Ross the opportunity to better serve you in those educational pursuits; consequently, the enclosed Student Guidelines are provided to assist you in getting the most out of your education experience at Ross!

GRADUATION REQUIREMENTS

A Certificate of Completion will be awarded to each student who successfully completes all Nursing Assistant program requirements in the specified time and is ready to attempt the state's applicable Certification Exam; to include completion of all hours of instruction, achieved a minimum 75% grade average, obtained satisfactory assessment in the Laboratory and Clinical settings (achieving 100% competency in lab prior to taking clinicals and 100% competency in clinicals prior to graduation), and completed payment of a tuition and supply fees as applicable.

It is the student's responsibility to maintain their Certificate of Completion.

ATTENDANCE POLICY

All missed class time must be made up before a student receives a Certificate of Completion. Missed days will need to be made up with a subsequent class at the discretion of the Program Coordinator. Subsequently, this will result in delaying the expected program completion date expected upon program enrollment.

Leaving the building during class time without having an instructor sign you out on the attendance log are considered falsification of an official record. This will cause the student to be placed on conduct warning and may result in being dismissed from class for the day. It will be necessary for the student to make up any time missed as a result of being dismissed.

The consequences of Official Attendance Occurrences are as follows:

- **Occurrence I:** Student receives a written warning and works with his/her instructor to schedule make-up time. Make-up time is at the discretion of the instructor.
- **Occurrence II:** Student receives written notification, is placed on attendance probation and works with the instructor to schedule make-up time. Make-up time is at the discretion of the instructor.
- **Occurrence III:** Student is suspended from the program and must return with the next available class to complete his/her program. Students have ninety (90) days from their originally scheduled completion date to complete all program requirements and scheduling will be based upon class space availability and if there is a class being offered.

Class time that is missed in excess of three (3) hours requires make-up time that exactly corresponds to the missed date and time. For example, if a student misses the last five hours of the first Wednesday class, he/she must attend the last five hours of the first Wednesday of the next available scheduled class. In order for the student to attend clinicals, 100% of the classroom training hours must be completed. Students will not be allowed to attend clinical until this time has been completed. **This is a State requirement for the Nurse Aide Training Program.**

REPORTING ABSENCES

Ross believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed. Students are expected to contact the school by phone immediately, regarding any tardies or absences. If a student misses time from school and does not call the school in advance, the student will be considered a no-call/no-show and will be considered an Official Unexcused Attendance regardless of documentation supplied.

ATTENDANCE MAKE-UP POLICY

Ross believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed. Students who do not meet the attendance requirement will be considered unexcused and will be required to makeup these absences according to the Nursing Assistant attendance policy. Students unable to maintain the attendance requirements will be subject to program termination for violation of the attendance policy.

STANDARDS OF SATISFACTORY PROGRESS

In order to maintain satisfactory progress, students must meet minimum standards of academic achievement and attendance. Students must achieve a cumulative average of 75% in the Nursing Assistant program. A grade of 75% is a passing grade. The average of all tests in the program must be 75% or above to successfully complete the program. Students must also pass (100%) clinical/lab competencies to successfully complete the program.

A test grade of less than 75% will generate a review by the Program Coordinator. At that time, the student and Program Coordinator will discuss the learning environment and evaluate the need to put in place any additional or special learning practices.

Tutoring and academic guidance are provided to students when needed.

All missed class time must be made up before a student is allowed to attend clinicals which would then result in the student receiving a Certificate of Completion. Failure to meet 100% of class room training time would result in an extended program completion date from what was

expected upon program enrollment. Please refer to the Attendance Policy and Graduation Requirements for more details.

TESTING POLICY

During testing, students must place all belongings and books under their desks. Students will be instructed to spread out so that there is an empty chair between each person, if possible. Speaking to other students during testing is not permitted. If students need assistance during testing, they may raise their hand and the instructor will assist them.

As soon as class tests are turned into the instructor, students are considered to be finished. Any unanswered questions will be marked as incorrect. Grades for tests, including final exams, will not be available until the next class day, to allow adequate time for staff to evaluate and record grades. There will be NO RETAKES of any exam for any reason.

PHYSICAL EXAMINATION/HEPATITIS B INOCULATION SERIES/TB TEST

The Nursing Assistant program includes a practical experience in a clinical setting as a required component of the program. A clinical facility may require that students complete a health screening/physical examination prior to allowing them to start the practical experience.

Many allied health employers prefer that applicants for employment have proof of Hepatitis B inoculation as a condition of employment. Students may be required to provide proof of the Hepatitis B inoculation in order to obtain employment.

Students are required by law to obtain and provide proof of the results of a current TB test. The results of the TB test must be given to the Campus Administrator within four days after starting the program. Please note, the results of the TB test may affect completion of the required program clinicals, which in turn, may result in a change in the student's expected program completion date.

CLINICAL TRAINING COMPETENCY

Students must achieve 100% accuracy in lab prior to taking clinicals and must achieve 100% on clinicals in order to pass the course. Students will not be permitted to attend the clinical training portion of their program if they have not sufficiently (100%) mastered the care skills to be safe and competent.

TUITION AND FEES

The Nursing Assistant program tuition is \$1,300.00*.

* The program cost includes tuition, books, background check, and other fees associated with the program. See Dress Code section for items not included in the above costs but are required for the

program. Optional equipment, which includes blood pressure cuff, stethoscope, and gait belt, is available for \$55.00.

Note: Tuition and fees are subject to change without prior notice.

Timely payments of tuition and fees are expected to be made according to the payment schedule outlined by the school and detailed in the executed (signed) enrollment agreement. Any remaining payments should be made on or before the last class room training day on campus prior to attending clinicals.

ROSS EDUCATION PAYMENT SCHEDULE

Timely payments of tuition and fees are expected to be made according to the payment schedule outlined by the school. Final payments should be made on or before the last class room training day on campus prior to attending clinicals.

CONSEQUENCES OF NON-PAYMENT

In the event payments are not made in accordance to the prearranged Ross Payment Plan, the student may not continue with the program, until payment is made current. Failure to pay the balance in full may delay the student from completing clinicals, and delay the expected program completion date (no certificate of completion will be earned), thus resulting in the student's account being sent to a collection agency.

WITHDRAWALS

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to be continued according to the enrollment agreement or Ross Payment Plan until the remaining balance is paid in full. Failure to continue payments on any balance remaining may result in the student's account being sent to a collection agency.

READMISSIONS

Application for readmission to Ross will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the campus' Associate Director before being considered for readmission. The readmitted student will be placed on satisfactory progress warning status (see Standards of Satisfactory Progress section).

CLASS CANCELLATION

Like other postsecondary institutions (*and unlike grade school or high school*), Ross does not build "snow days" into published program schedules. Consequently, in the event of a school closing due to inclement weather or other unforeseen situations that will prevent the campus from opening, students will be notified of such closings via the Ross website

at www.rosseducation.edu/ weather page. In addition, every attempt will be made to also post the closing on a local television station. In the event of these closings, please note that all cancelled classes will be rescheduled in addition to and outside of regularly scheduled class hours.

STANDARDS OF CONDUCT

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations are subject to disciplinary action up to and including dismissal. The campus' Associate Director makes all determinations regarding conduct.

DRESS CODE

The dress code requirement for Ross follows the protocol found in most medical facilities. Students are required to wear scrubs and appropriate footwear to class each day as well as to clinicals. Students are responsible for providing their own uniform: scrubs, shoes that are OSHA compliant, and a watch with a second hand. Contact the Campus Administrator for any needed clarification on these items.

Additionally, hooded sweatshirts and similar apparel is considered unacceptable classroom or workplace attire. The campus' Associate Director makes all determinations regarding professional attire.

All students are required to wear their scrubs and name tag during all classroom and clinical activities. All footwear must be appropriate for a healthcare facility and meet OSHA standards. All shoes must be closed toes and heels and be fluid and puncture resistance, i.e., OSHA compliant. All finger nails must be groomed to no more than ½ inch with no artificial or acrylic nails. All facial piercing's must be removed or covered discretely. All tattoos must be covered appropriately. Personal grooming, including hair length and jewelry should be professional and not interfere with any classroom or clinical procedures. Perfume or cologne will not be allowed for safe resident care. Head coverings shall not be worn with the exception of those that are related to a person's religious beliefs. The standard for appropriateness will be determined by the administration on the campus.

During all clinical invasive procedures, students are issued and required to wear Personal Protective Equipment (PPE) which consists of an impervious gown, facial shield and gloves.

All students are required to have a watch with a second hand.

EQUIPMENT AND AUDIO-VISUAL AIDS

In order to prepare graduates for Nursing Assistant careers, a variety of equipment is available for program instruction. Knowledge and proficiency are attained by both demonstration and actual operation of equipment. Each campus is supplied with audio-visual equipment, anatomy and physiology charts, an array of educational videos and DVDs to provide a variety of learning modes including, DVD player, hand-outs and models. A program specific equipment list is available as needed.

Students are expected to have a watch with a second hand, available in most department stores or medical supply stores. Student must also purchase in advance scrubs, stethoscope, blood pressure cuff and gait belt. These items are available through medical supply stores or in the form of a kit from Ross Medical Education Center. See Tuition and Fees section for information related to equipment fees for the Nursing Assistant Program.

COMMITMENT TO STUDENTS WITH DISABILITIES

Ross Education L.L.C. is committed to ensuring equal opportunity in educational programs in accordance with Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008 (ADA). Ross prohibits discrimination against any student or prospective student on the basis of physical disability, mental disability or perceived disability. Ross will provide reasonable accommodations to enable students with disabilities to fully and equally participate in the programs and services offered by Ross.

Students with disabilities are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with disabilities including assistance in registration, advisement, parking, referrals, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

ADA Definition of Disabled

The ADA's protection applies primarily, but not exclusively, to "disabled" individuals.

"Disability" is defined as:

- A physical or mental impairment that substantially limits one or more major life activities
- A record of a physical or mental impairment that substantially limited a major life activity; or

- An actual or perceived impairment.

Requesting an Accommodation

All students seeking accommodation under the Americans with Disabilities Act or section 504 of the Rehabilitation of Act of 1973 must submit a completed Request for Reasonable Accommodation Form to the office of the Executive Vice President of Operations. The form can be obtained by contacting the Executive Vice President of Operations at (810) 637-6100, extension 20045. If the student's disability is not obvious, the student may be required to submit documentation from a qualified and licensed medical or testing source. Expenses incurred in obtaining the professional verification are the student's responsibility.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

Academic Adjustments: Academic requirements for programs may be examined for modification based upon the needs of the student, and may require submission of appropriate documentation. Requests to modify academic requirements must be made to the Executive Vice President of Operations.

Upon receipt of a Request for Reasonable Accommodation Form and any supporting documentation submitted or subsequently requested and submitted, the Executive Vice President of Operations will assess the request to ensure that the requested accommodation is reasonable, or whether an alternative accommodation is appropriate.

Undue Burden

Ross may deny a requested accommodation that fundamentally alters the nature of the program or presents an undue burden for Ross. However, even when a requested accommodation would result in a fundamental alteration or undue burden, Ross will nevertheless still provide an alternative accommodation, if one exists, to ensure that the student still receives the benefits of the program to the maximum extent possible. Complaint Procedure A student with concerns about Ross' legal obligations under federal or state disability laws, or who believes that Ross is not meeting those obligations, or who believes that he or she has been discriminated against because of a disability, should pursue one of the below options to bring a complaint. A student shall suffer no retaliation by Ross for filing a complaint or exercising any right protected by the ADA.

- **Option #1** - The student may consult with the Executive Vice President of Operations in an effort to resolve the complaint. The Executive Vice President of Operations can be reached at (810) 637-6100 ext. 20045.
- **Option #2** - The student may consult with Ross' Chief Administrative Officer in an effort to resolve the complaint. The Chief Administrative Officer can be reached at (810) 637-6100 ext. 20010 or via email at RossAdaCompliance@rosseducation.edu.
- **Option #3** - The student may file a formal complaint with Ross' Chief Administrative Officer. To do so, the student should provide a written summary of his or her concerns and mail it to the Chief Administrative Officer at the following address: 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The Chief Administrative Officer is responsible for formally investigating the facts and circumstances behind the complaint and, if warranted, ensuring that steps are taken to prevent recurrence of the event and to correct any improper conduct as appropriate.

Students may also file complaints with outside agencies, based on location, as listed below.

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYA
Washington, D.C. 20530
Phone: (202) 307-0663 (voice and TTY)
Email: ADA.complaint@usdoj.gov

Michigan Department of Civil Rights
Capital Tower Building
110 W. Michigan Ave., Ste. 800
Lansing, MI 48933
Phone: (517) 335-3165
Website: www.michigan.gov/mdcr

PANDEMIC PROTOCOLS

In response to the recent COVID-19 pandemic, Ross Education, LLC is following recommendations from the Center of Disease Control and Prevention. Staff and students should be aware of the latest signs and symptoms of the COVID-19 virus as identified by the CDC. Virus carriers can be symptomatic or asymptomatic, so use the guidelines listed below to mitigate exposure. Individuals with symptoms should:

- Remain/return home
- Contact a medical professional
- Contact Associate Director via phone to inform them and identify areas on campus that were recently accessed [if applicable]

- Provide medical clearance to return to campus

Health Screening/temperature checks will be completed by all staff, students and visitors entering the campus. Individuals with symptoms/exposure or temperature of 100.4 degrees, will be denied entrance to the campus and advised to:

- Return home
- Contact a medical professional
- Follow up with the Campus Administrator via phone

A complete copy of Ross Education, LLA Health & Safety Plan – Campus Guidance for COVID-19 Pandemic Preparedness and Response can be obtained by from the Campus Administrator.

TRANSPORTATION

To be proactive in ensuring that class and clinical attendance meet program expectations, students should establish alternative means of transportation if needed. Remember that clinical days for the Nursing Assistant class start earlier at the assigned nursing home. We typically beginning at 6:00 a.m. This time can change anytime there is a clinical site change.

Suggested alternate means of transportation include:

- Local transit services
- Asking family and friends to commit their availability to bring you to class
- Classmate(s)

CHILDCARE

To avoid absences, please schedule alternate childcare strategies, in case arranged childcare becomes unavailable for scheduled class days. Students may need to have a conversation soliciting support for their education, and make clear that help would only be required for a short period of time.

Suggested alternate means of childcare include:

- Mother
- Grandmother or other family member
- Other parent
- Friends
- Alternate babysitter
- Suggestions from classmates

USE OF CELL PHONES DURING CLASS

During school hours, excluding scheduled break times; cell phones must be stored with personal belongings and turned off or on silent mode as to not disrupt the flow of classroom instruction. Usage is limited to before class, after class or during break time. Cell phone usage is also limited to the student lounge area or outside the facility. Students are expressly

forbidden to take photos/videos of the class and at the clinical site without written permission to do so. ***Failure to adhere to these regulations will be cause for disciplinary action, up to and including dismissal from the program and school.***

- Cell phones and Smart Watch/Devices may be prohibited during clinical hours due to Site regulations. Please speak to the Program Coordinator for specific details.

BUSINESS TELEPHONES

The school phones are not for student use. A student receiving an emergency call will be notified immediately. Calls of a non-emergency nature will not be relayed to the student.

RESPONSIBLE USE OF SOCIAL MEDIA

Students using sponsored Ross social media sites, such as pages in Facebook, and Instagram, are expected to conduct themselves in a manner that complies with the terms of the student code of conduct. The code of conduct also applies to those students who identify themselves with Ross in social media platforms such as professional blogs, LinkedIn, Facebook, etc.

While Ross does not typically provide editorial review of the content of social media sites used by its students, Ross does reserve the right to ask students to take down content that is deemed in violation of the student code of conduct, from third party complaints, applicable law or regulation or computer and network management concerns.

FIREARMS AND WEAPONS

Ross does not tolerate any type of violence committed by or against students, staff or faculty including physical and/or verbal threats. Students are prohibited from making threats or engaging in violent activities. Possession of firearms or weapons of any sort on Ross property or grounds by anyone other than sworn police officers authorized to possess firearms is absolutely prohibited. Ross maintains a no tolerance violence policy, and violations of this policy constitute grave misconduct and may lead to disciplinary action including student termination and notification to local law enforcement. For the safety of students and staff, all Ross campuses are monitored by video surveillance.

HAZARDOUS MATERIAL

A hazardous material is a substance (gas, solid, or liquid) capable of harming people, property and the environment, as a result of use, handling, storage or disposal. Ross' policy is to assure safe use, handling and storage of hazardous materials through proper labeling, provision of Safety Data Sheets (SDS) and training. The use of sharps collectors is mandatory. All contaminated materials, i.e., needles, syringes, etc., must be disposed of in these containers. Under no circumstances are sharps collectors allowed to be disposed of by students

EMERGENCY MANAGEMENT PLAN

All Ross campuses have an Emergency Management Plan which is designed as a comprehensive reference to assist Ross campuses in providing a safe learning environment. This plan includes risk assessment, evacuation procedures, lockdown procedures, communication to interested parties, designated media spokesperson, and training of staff and students. During Orientation, these significant points from the plan are reviewed to inform students of procedures in the event of an emergency. Practice drills are held randomly throughout the year. The detailed Emergency Management Plan is available for review by contacting the Campus Administrator.

BREAK TIME

Students may be allowed to eat and drink in designated areas during scheduled breaks only (depending upon the Ross facility they are attending). Students in the nursing assistant program will receive two 15-minute breaks and one 30-minute or one 60-minute lunch break per day, depending on the campus schedule. The student lounges are currently closed because of the COVID-19 pandemic.

All Ross campuses are smoke-free and tobacco free (including e-cigarettes and vaping). Smoking is not allowed in the building or in front of the building. It is against the law to smoke within 20 feet of a public building. Local governments can choose to enact stricter laws if desired.

CLEAN UP

Students are responsible for keeping their work areas and other school premises clean at all times. This includes sanitizing work areas with approved sanitizer.

STUDENT CONCERNS/COMPLAINT PROCEDURE

Concerns submitted to the Concerns Resolution Department will be forwarded to the appropriate corporate supervisor. A written concern will be acknowledged within three (3) working days, and a formal response to the concern will be provided in writing within ten (10) business days. All parties to the complaint will be made aware of its progress as it advances through the process and will also have the opportunity to speak on their own behalf regarding the complaint, as necessary. A meeting will be arranged for the concerned principals as needed. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100, extension 20050. If, at any time, a student cannot resolve the complaint to their satisfaction at the campus location level, he/she is not obligated to submit their complaint to the Concerns Resolution Department. The student may submit their concern directly to the state or other applicable agency per the processes outlined below.

Michigan Department of Licensing and Regulatory Affairs

Proprietary School Unit
2501 Woodlake Circle
Okemos, MI 48864
Phone: (517) 241-7000
Fax: (517) 373-2162

If you wish to file a complaint with the State of Michigan, you may do so by clicking “Complaints” at the following site: www.michigan.gov/pss

Michigan (Ross College, Grand Rapids, MI only)

Department of Labor and Economic Opportunity
201 N. Washington Square, 3rd Floor
Lansing, MI 48913
(517) 335-4000

ANTI-DRUG POLICY

In compliance with the federal government’s 1990 Drug-Free Schools and Campuses Act, each student receives a Ross anti-drug packet. The student should read the contents carefully; paying special attention to the institutional sanctions which will be imposed should the student fail to adhere to the school’s explicit policy.

ANTI-CRIME POLICY

In compliance with the federal government’s Campus Crime and Campus Security Act of 1990, Ross prepares, publishes, and distributes the annual Campus Crime and Safety Report to all current students and employees. This report includes information regarding campus security policies and campus crime. The Campus Crime and Safety Report and other informative information on crime and safety are also available for review to all prospective students and prospective employees.

As in any public facility, Ross urges students to be aware of conditions that could potentially jeopardize their safety, (e.g., parking in a lighted area, locking car doors, keeping purse and other personal belongings with them). Suspicious occurrences or behaviors should be reported the student’s instructor or the Campus Administrator.

Ross encourages students to take advantage of community anti-crime programs. See the Campus Administrator for further information. Students are also invited to peruse the crime awareness folder kept in Campus Administrator’s office. Information on self-defense, crime reporting, citizens’ rights, home security, rape prevention, etc., is included.