

**VOCATIONAL NURSE
PROGRAM
STUDENT HANDBOOK**



**CLOVIS ADULT EDUCATION
1452 David E. Cook Way
Clovis, California 93611-0526**

**CLOVIS UNIFIED SCHOOL DISTRICT
Janet Young Ed.D.
SUPERINTENDENT**

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Table of Contents

Welcome	Page 3
Philosophy.....	Page 4
Admissions Policy for VN Program.....	Page 5
VN Program Objectives.....	Page 6
Conceptual Framework	Page 7
Student Learning Outcomes.....	Page 8
The Six Pillars of Character.....	Page 9
Ratio of Hours to Course Content	Page 10
Grading Scale	Page 11
Guidelines for Professional Conduct	Page 12
Attendance Policy	Page 15
Clinical Makeup Policy	Page 17
Termination Policy.....	Page 18
Protocol for Student Interaction with Faculty & Office Staff	Page 19
Re-Entry Policy	Page 19
Contractual Agreement	Page 21
Complaints Procedures Flow Chart.....	Page 22
Formal /Informal Complaints	Page 23
Faculty Committee	Page 24
Student Grievance Procedure	Page 25
Credit Granting Policy	Page 26
Procedure for Clinical Evaluation	Page 27

Table of Contents

Financial Aid Eligibility	Page 28
Financial Aid Refund Policy.....	Page 28
Crime Awareness & Campus Security	Page 29
Students Right to Know.....	Page 30
Screening Process for Past Arrest/Conviction.....	Page 31
Student Conduct/Courtesy Guidelines	Page 32
Remediation Policy (Theory)	Page 34
Remediation Policy (Clinical).....	Page 35
Indicators of Unsafe Clinical Performance	Page 36
Refund Policy.....	Page 37
Nursing Staff Contact Information.....	Page 38

WELCOME TO CLOVIS ADULT EDUCATION

VOCATIONAL NURSE PROGRAM

Whether you are free to attend class full time or must work to finance your education, Clovis Adult Education offers vocational nurse programs to fit your needs.

Clovis Adult Education received its initial accreditation to offer an VN program in 1981. The accreditation was issued by the California Board of Vocational and Psychiatric Technician Examiners.

Variations in funding and student needs provide the option to attend classes three (3) days a week for an eighteen (18) month period. The student must successfully complete 658 hours of specific theory instruction and 957 hours of supervised related hospital clinical experience to qualify to graduate and to be eligible to take State Board Examination.

The Adult funded program meets for three days per week over an 18-month period of instruction. Applicants become qualified on the date that all prerequisite classes have been completed, and satisfactory TABE- Level A scores have been met and passed the interview process.

Vocational Nurse students will encounter throughout the program, the **standards of excellence**, that have assisted previous graduates to pass state board examinations and to achieve professional success as a Licensed Vocational Nurse.

CAE

Mission Statement

“Improving Lives Through Education”

The purpose of Clovis Adult Education is to offer lifelong educational opportunities and services which address the unique needs of our diverse community of adult students by providing the means to become productive community members and workers, effective family members, and lifelong learners.

CLOVIS ADULT EDUCATION VOCATIONAL NURSE PROGRAM

PHILOSOPHY

The Clovis Vocational Nursing Program subscribes to the philosophy of the Clovis Unified School District. A more specific philosophy as it pertains to vocational nursing follows:

We believe:

1. The Vocational Nurse is a vital member of the health care team, who provides quality bedside nursing care that combines a thorough technical knowledge base with a human and empathetic approach.
2. The Vocational Nurse understands that the holistic approach to nursing recognizes the patient as a unique human entity who is also part of a family, a community and a culture.
3. The Vocational Nurse strives to maintain the patient's dignity and to deal with physical, emotional, intellectual, social and spiritual aspects of human functioning.
4. The Vocational Nurse, as part of a helping profession, is a caring person with a reverence for life.
5. The Vocational Nurse adheres to a code that respects the ethical and moral aspects of the nursing profession.
6. The Clovis Vocational Nurse Program is committed to the educational standards of excellence that will ensure marketable skills for the graduate and will permit articulation in the nursing profession.
7. The Vocational Nurse recognizes a responsibility to participate in efforts to meet emergencies and to promote positive social and behavioral development of persons in the community.
8. The Vocational Nurse applies learned concepts concerning advances in pain control for all patients during their lifespan and for those dealing with death.

ADMISSION POLICY FOR THE VN PROGRAM

Each applicant must:

1. Be eighteen years of age or older.
2. High school diploma, GED, or the equivalent is required for licensure as a vocational nurse. A student, who graduated from high school in a foreign country, must possess a college degree or pass the GED examination to qualify for admission to the LVN program or licensure in California.
3. Be a Certified Nurse Assistant
4. Pass a written examination designed to test math and reading skills with an 11th grade level. (TABE- A)
5. Meet health requirements including a health examination and immunizations for TB, MMR, Hepatitis B, Varicella Zoster. Any student who is contagious or a carrier of an infectious disease must notify the school prior to admission and be evaluated on an individual basis. TB tests must be done every 6 months.
6. Furnish two typewritten letters of recommendation.
7. Purchase a malpractice insurance policy annually.
8. Complete an application to the program.
9. Attend/complete prerequisite classes with 78% or higher in Medical Terminology, Medical Math, Computer Technology/ Study Skills for Healthcare Workers, Nutrition, and Anatomy/Physiology. Transfer credit from other accredited schools for any of the above courses may be accepted if official transcripts that are presented meet the BVNPT standards.
10. No student will be permitted to take courses that are part of the LVN curriculum unless he/she is enrolled in the LVN program. For transfer credit from other schools, see Transfer Credit Policy, page 37.
11. All student folder requirements must be submitted to the Nurse Education Department on orientation day.
12. Students must complete a background check and drug screen prior to attending clinical rotations.

VN PROGRAM OBJECTIVES

Upon completion of the Vocational Nursing program, the graduate will be qualified to:

1. Implement the elements of the Nursing Process for improved patient care.
2. Develop interpersonal nurse-patient relationships.
3. Review and evaluate legal statutes pertaining to nursing practice.
4. Assist community based organizations to provide wellness education.
5. Assist patients to meet basic human needs.
6. Relate scientific theory to the performance of safe nursing.
7. Relate cultural factors to the planning and implementation of patient care.
8. Utilize the knowledge of body structure and function in patient teaching.
9. Describe the primary causes, manifestations, and treatment for common medical or surgical conditions.
10. Identify the role of the Vocational Nurse as facilitator of the highest standards of nursing care.
11. Implement elements of growth and development into a pediatric nursing care plan.
12. Demonstrate knowledge of physical and mental aspects of the aging process.
13. Plan nursing care to meet the unique needs of the elderly
14. Describe health promoting activities designed to assist the patient and family to cope with illness or loss.
15. Utilize therapeutic communication techniques in the care of the emotionally disturbed patient.
16. Utilize communication skills in nursing intervention and evaluation of care.
17. Maintain and promote psychological health through consideration of an individual's worth and dignity.
18. Successfully complete NCLEX-PN examination to obtain licensure as a California Licensed Vocational Nurse.

CONCEPTUAL FRAMEWORK

The curriculum of the Vocational Nursing Program has been developed to encompass the definition of nursing as presented by Yura and Walsh.

“Nursing is an encounter with a client and his family in which the nurse observes, supports, communicates, ministers, teaches; he/she contributes to the maintenance of optimum health, and provides care during illness until the client is able to assume responsibility for the fulfillment of his own basic human needs, when necessary, he/she provides compassionate assistance with dying.”

The Clovis Vocational Nursing curriculum also addresses the impact of the varied cultural influx into the everyday lives of people in our country, by implementing the following cultural assessment framework into nursing care and nursing theory:

1. Cultural, racial, ethnic identity
2. Language, communication ability
3. Religious beliefs and practices
4. Illness, wellness behaviors
5. Healing, beliefs and practices

The curriculum of the Clovis Vocational Nursing Program recognizes the recent phenomenal splintering of traditional treatment modalities into numerous specialties, which require varying and specific levels of education and practice. The curriculum devotes necessary time to the study of disease states and illness. It attempts to focus equally on health and wellness as outlined in the definition of nursing.

Clovis Adult Vocational Nursing students work in collaboration and/or under the direction of many of these team members. The experience afforded by these observations, enable the LVN student to evaluate options and make long-term goals for their future in the nursing profession.

The problem solving approach of the nursing process assists to provide a continuum and consistent plan for the assessment, planning, implementation, and evaluation of patient care and continue to be integrated into classroom and clinical curriculum.

Maslow, in his “Hierarchy of Needs”, outlines human physiologic needs, safety needs, needs for love, esteem needs, and self-actualization. Satisfaction of these needs are directly related to physical and mental health according to Maslow.

It is the belief of the faculty that the inclusion of the above framework for curriculum will lead to expected educational outcomes and produce a student that will successfully sit for NCLEX-PN examination and obtain licensure as a California Licensed Vocational Nurse.

**Clovis Adult Education
Mission Statement
“Improving Lives Through Education”**

Student Learning Outcomes

SLOs

Clovis Adult Education students will become....

- SLO 1: Active Problem Solvers**
Apply critical thinking skills and problem-solving processes
Utilize technology on the job and in day-to-day life
- SLO 2: Goal Setters and Achievers**
Establish and accomplish constructive short-and long term goals
- SLO 3: Effective Communicators**
Use spoken and written communication competently and confidently
Use technology creatively and ethically
- SLO 4: Quality Producers**
Demonstrate a strong work ethic
Strive for excellence
Work well independently and with others
- SLO 5: Involved Community Members**
Respect the rights of others
Make a positive contribution to your family, school, workplace and community.

THE SIX PILLARS OF CHARACTER

TRUSTWORTHINESS:

Be honest. Don't deceive, cheat or steal. Be reliable –do what you say you'll do. Have the courage to do the right thing. Build a good reputation. Be loyal – stand by your family, friends, and country.

RESPECT:

Treat others with respect; follow the Golden Rule. Be tolerant of differences. Use good manners, not bad language. Be considerate of the feelings of others. Don't threaten, hit or hurt anyone. Deal peacefully with anger, insults and disagreements.

RESPONSIBILITY:

Do what you are supposed to do. Persevere; keep on trying! Always do your best. Use self-control. Be self-disciplined. Think before you act—consider the consequences. Be accountable for your choices.

FAIRNESS:

Play by the rules. Take turns and share. Be open-minded; listen to others. Don't take advantage of others. Don't blame others carelessly.

CARING:

Be kind. Be compassionate and show your care. Express gratitude. Forgive others. Help people in need.

CITIZENSHIP:

Do your share to make your school and community better. Cooperate. Stay informed; vote. Be a good neighbor. Obey laws and rules. Respect authority. Protect the environment.

RATIO OF HOURS TO COURSE CONTENT

<u>COURSE</u>	<u>THEORY HOURS</u>	<u>CLINICAL HOURS</u>
TRANSFER CREDIT FOR LICENSED CERTIFIED NURSE ASSISTANT		85
Anatomy and Physiology	60	Included
Nutrition	33	Included
Pharmacology	60	Included
Nursing Fundamentals	64	Included
Medical/Surgical Nursing	267.5	Included
Normal Psychology	30	Included
Normal Growth & Development	30	Included
Pediatrics	32	Included
Gerontological Nursing	14.5	Included
Maternity	50	
Supervision	10	
Leadership	13	
Total Program Hours	658	957

CLOVIS ADULT NURSING EDUCATION

Grading Scale:

100	A	4.0
99		
98		
97		3.9
96	A-	3.8
95		
94		
93		3.7
92	B+	3.3
91		3.2
90	B	3.1
89		
88		3.0
87		2.9
86	B-	2.8
85		2.7
84	C+	2.3
83		2.2
82	C	2.1
81		
80		
79	C-	2.0
78		
77	D+	1.9
76	D	1.8
75		1.7
74	D-	1.4
73		1.2
72-0	F	1.0

Grading Policy

All VN classes and nurse pre-requisite classes must obtain a 78% to successfully pass course content. Students will be notified by their instructors if approaching less than 80%. Students will be counseled and remediation provided.

* This grading policy has been approved by the Board of Vocational Nurse and the Clovis Unified School District.

GUIDELINES FOR PROFESSIONAL CONDUCT

Personal Appearance:

The personal appearance of the student identifies this person to the public as a professional. The image projected reflects on the student as an individual, the school, and on the nursing profession.

1. Uniforms:

- a. Student uniforms are to be worn on campus for theory and skills lab on campus plus during clinical rotation.. At no time is the school uniform to be worn during the course of paid employment. The school patch is worn on the left sleeve three inches down from the shoulder seam. Patch must be sewn on.
- b. Uniforms are to be clean, neatly pressed, and in good repair.
- c. The standard uniform includes the designated uniform green smock, white pants. If green scrub jacket is worn, a school arm patch must be sewn on the left sleeve.
- d. Students must wear white socks and all white leather closed shoes. No emblems or colored trim of any kind is to be on the shoes.
- e. A school issued photo identification badge is to be worn on the left upper-side of the uniform top at all times.
- f. All students are required to have, as part of their uniform, a watch with a second hand, bandage scissors, a stethoscope, a pen-light, and a black ink pen at all times in the clinical setting

2. Hair:

- a. If you have long hair you **must have** your hair pinned up **off your shoulders**, away from your face for theory and clinical experience. This applies to male and female students. **No pony tails.**
- b. Beards, mustaches and sideburns must be clean and neatly trimmed at all times and must be able to pass T.B. mask fit test at the acute facilities.
- c. Extreme hair style and hair color are not allowed.
- d.
- e. **No visible tattoos** are allowed to be seen while in uniform in classroom and clinical facilities. They must be covered at all times.

3. **Makeup and Perfume:**

- a. Makeup is to be natural looking.
- b. Personal cleanliness and good body hygiene are a must in the medical center environment and the classroom. Heavily scented colognes, perfumes or aftershave lotions are not allowed

4. **Nails:**

- a. Fingernails must be kept short (not beyond the end of the finger). Acrylic fingernails are not permitted. Nail polish clear, no chips.

5. **Jewelry:**

- a. **Small** inconspicuous earrings may be worn. **No** dangling earrings, **no** necklaces, and **no** bracelets will be worn. Additional body piercing is not allowed to be seen.
- b. A wedding band and an engagement ring are the only other jewelry that may be worn.

6. **Student Professional Dress and Image:**

It has become increasingly important and vital to the availability of clinical training sites that each student and faculty member project a professional image at all times.

- a. Prior to appearing for the first clinical experience, a “dress rehearsal” will be held at school. The following will be evaluated.
 - 1) Neatness and appropriate fit of uniform
 - 2) Condition of shoes and uniform
 - 3) Hair length and style
 - 4) Nail length
- b. Clinical sites may have additional dress requirements and these requirements will be observed,

NOTE: Students that are non-compliant with the nursing professional code will be sent directly to the Nurse Directors office for potential dismissal.

7. Smoking and Eating:

- a. Hospitals and clinics will dictate the following policies:
 - 1) Smoking
 - 2) Parking
 - 3) Restroom
 - 4) Nursing Lounge

Any student found in a non-designated area will receive a failing grade for the day. The Clovis Adult Education campus is a non-smoking campus.

- b. **Gum chewing is not permitted** while in uniform, or in the classroom.
- c. **Any violations listed may serve as cause for immediate dismissal from the program.**

8. Speech and Confidentialty:

- a. Be aware of your responsibility in the area of confidentiality and respect of others and the patient.
- b. Practice professional conduct in all interactions with peers, instructors, patient/client, and hospital staff.
- c. Foul language and off-color jokes are not acceptable on campus or in clinical
- d. Social Networking, IE; Facebook, Twitter, and Texting **is not allowed** in the classroom or while in the clinical environment
- e. Cell phones are **not used or seen** in the classroom or in the clinical environment. (exception: If instructor has called for cell phone use for classroom exercise.)

ATTENDANCE POLICY

- A. Attendance may be required during an afternoon or evening shift. Some weekend attendance may be arranged when it is necessary to obtain specific clinical skills consistent with the objectives of the LVN program.
- B. Since a student gains maximum benefits from an educational program by good attendance, it is **expected** that he/she will be present for all class sessions.
- C. Theory: Any student who is absent (2) theory days in any class during the Segment will be written up with a Counseling report by that instructor, (this is required whether or not student has done make up work) Student must also meet with the Director of Nurses. If a 3rd absence occurs prior to the end of the segment, the student will be written up with an infraction report and will meet with the faculty committee and may potentially be dropped from the program. The student who will be absent from clinical has the responsibility to notify the appropriate instructor one hour PRIOR to the scheduled class time.(Unless specified differently in the individual instructors class schedule)
- C. The student who does not notify the instructor of their absence according to section "C" will receive an automatic unexcused absence.
- D. Attendance during clinical orientation is extremely important. A student who misses the day of orientation may be required to attend that clinical with another class, when the instructor cannot leave other students to provide a personal one-on-one orientation. Efforts will be made to provide make-up orientation in emergencies only.
- E. In the theory/clinical environment, each day's learning and experiences build upon those of the previous day. The student who misses a large percentage of a clinical rotation cannot meet course objectives realistically. A student who is absent twice from any clinical rotation, whether made up or not, will receive a record of counseling and must meet with the Director of Nursing
- F. After a 3rd absence, the student will meet with the faculty committee to determine if clinical objectives can be met or student will potentially be dropped.. Refer to page 31, Contractual Agreement.
- G. Any Clinical make-up day **must occur within a one-month period** or students will not be able to pass or go on to the next Segment.
- H. To ensure that course objectives are met, all clinical absences must be made up in a similar clinical setting. On **rare** occasions, arrangements can be made to meet specific course objectives by writing a paper or attending functions geared toward furthering the overall professional growth of the LVN student.

- I. Because make-up days require advance scheduling and additional planning by the instructor, personal requests for a particular instructor, hospital or experience cannot be honored.
- J. Any student who schedules a make-up day in clinical must attend or furnish a doctor's excuse or a document which carries equal legal weight if student does not attend this day.
- K. **If the inability of a student to meet course objectives is related to poor attendance**, he/she will be required to meet with the faculty committee. The meeting will be held to accomplish the following:
 1. Identification of unmet objectives.
 2. Documentation of types of absence and reasons for them.
 3. Implementation of a plan to improve attendance.
 4. Arrangement for and referral to appropriate make-up classes.
 5. To help the student reduce absenteeism and to help him/her to achieve success in the LVN program
- L. Tardiness (3 tardies = 1 absence) will be handled in the clinical environment according to the following policy.
 1. Verbal warning
 2. Record of infraction
 3. Meet with the Nurse Faculty to develop a behavioral contract
 4. Three (3) tardies = one (1) absence.
- M. The policy shall include but not be limited to, criteria for attendance and the specific course objectives for which make-up is required. Acceptable methods for make-up include:
 1. **Theory**: case studies, independent study, written examination, attendance at seminars or workshops, auto-tutorial laboratory, and research reports.
 2. **Clinical**: performance evaluation in skills laboratory, fundamentals or additional time in the clinical area with clients/patients.

CLINICAL MAKEUP POLICY

- A. To obtain credit for attending a make-up clinical day, it is the student's responsibility to obtain the clinical make-up form in the Nursing Office.
- B. Students must make up clinical absences within one month. It is the responsibility of the student to schedule a makeup day with a clinical instructor. If Fundamentals (VN1) is in progress see Nurse Director to schedule a makeup day.
- C. The student will have the clinical makeup instructor sign the form and the student will turn in the completed form to the Nursing Office. No credit will be granted without a completed Clinical Makeup form filled out appropriately.
- D. Absences will be reviewed on a monthly basis. The goal for the review will be to assist the student in reducing absenteeism and to help him/her to achieve success in the LVN program. **No student with an outstanding clinical makeup will advance to the next Segment.** If the clinical is not made up at the end of the current Segment the student will be dropped from the nursing program.

PREGNANCY LEAVE

- A. Antepartum – The student will be permitted to remain in the program until time of delivery providing she meets the following requirements:
 - 1. A written clearance from a physician must be submitted to the Director of Nurse Education within the first trimester of pregnancy.
 - 2. Physical condition permits her to meet all clinical objectives. (No limitations)
 - 3. The student will notify the clinical instructor as soon as she suspects she is pregnant. (This will insure her being excluded from any observational experience involving the use of x-ray or which could jeopardize her safety.)
- B. Post Partum – The required procedure for the post partum student is as follows:
 - 1. The student must present a written physician's clearance to the Director of Nurse Education.
 - 2. All clinical objectives must be met.

EXTENDED SICK LEAVE

Following surgery or an extended illness, faculty will make every effort to assist the student to remain in the program. An attempt will be made to help the student to meet clinical and classroom objectives within the scope of the restrictions imposed by the doctor.

The student is obligated to:

1. Present to the Director of Nursing with a written clearance from his/her doctor.
2. Meet all clinical objectives.

DISABILITY

Any student receiving Workman's Compensation benefits and/or disability payments will not be eligible to attend clinical course work without a written waiver approved by the appropriate representative of the Clovis Unified School District office.

TERMINATION POLICY

Students may be terminated from the program for the following reasons:

1. Failure to meet academic course objectives
2. Failure to meet clinical course objectives
3. Failure to meet any other requirements as set forth in the Student Handbook or course syllabus
4. Consistent poor judgment and unsafe clinical practice
5. Document falsification
6. Patient endangerment
7. Acts of dishonesty

Termination is handled on an individual basis and the initial recommendation to terminate is made by the instructor to the faculty committee. Clovis Adult Education administration has the right to review documentation and to make the final decision according to Clovis Unified School District policy.

There are three segments in the LVN program. A student who receives a failing grade for a class in any one segment will be dropped from the LVN program at that time. There is no probationary period.

Students who are dropped and were receiving Veteran's benefits or PELL grants will no longer be eligible for those benefits.

Protocol for Student Interactions with Faculty and Office Staff

Due to the phenomenal growth of the nursing programs in the last few years, it is necessary to develop specific procedures and protocols to deal with situations that were once appropriately handled informally.

Evening and Weekend Attendance:

Attendance policies spell out the need to occasionally attend classes on weekends and/or evenings. Students may have to travel greater distances for clinical. With increased competition for clinical sites and classrooms on campus this possibility becomes more real. Please arrange for back up childcare and car-pooling in advance to prepare for this development because it will not be possible to make special arrangements for any one person.

Advance Scheduling:

Employers sometimes request a student's schedule before it is available to everyone. We will tentatively place the student in a clinical group when requested to do so. Should necessary changes preclude our ability to adhere to that schedule, the student and employer will be asked to abide by the revision. We will furnish a letter to the employer explaining the reason for the change.

Reentry Policy into a Nursing Program:

Students who were dropped, failed or withdrew from any segment of the Clovis Adult Education Vocational Nurse Program and are seeking to be re-admitted to the program must write a letter to the Director of Nurse Education requesting re-admittance to the program. The letter must outline strategies or changes the student will implement so as to successfully complete the Vocational Nurse Program.

Any student re-admitted to a segment must retake the entire segment. All students will be considered for re-entry into the Vocational Nurse Program by the Nurse Education Faculty Committee based upon the following criteria:

1. Space availability in the segment.
2. Attendance record (previously).
3. Grade average (previously)
4. Any former behavior problems

Student's letter and all criteria will be reviewed by the Nurse Education Faculty Committee and their decision is final.

Note:

Students selected for re-admission will be required to pay the full current segment fees when registering.

The Student Who Voluntarily Withdraws:

The decision to readmit a student who voluntarily withdraws will be made by Nursing Administration and will be based on:

1. Space available basis
2. Circumstances under which the student left
3. Overall previous student performance

Grade Information:

Test grades and final grades will not always be available on the day of the test. The instructor will provide grades by the next class session. This is consistent with the procedures for any college. It is inappropriate to demand that an instructor calculate grades and return results immediately.

Nursing Office and Campus Etiquette:

Forms will be completed and transcripts provided in a timely manner. The office staff will make every effort to complete forms within seven (7) working days of receiving them. Transcript forms are available on-line at w.w.w.clovisadultschool.com and will be available within a seven (7) working day time frame. A fee will be charged for completed forms and transcripts.

Office Conferences:

Any student who desires to have a conference with the Director of Nurse Education or office personnel, should make an appointment to do so with the nursing secretary. If the purpose of the conference is to discuss a complaint, please put the complaint in writing prior to the conference.

Grade Policy:

A student must complete each class and each segment with a grade of 78% or above. If one receives a 75% or 74% on any single test this is a failing grade and the student needs to consult with the instructor for remediation. Failing grades cannot be made up with a paper or assignment. It is important that the student, who is in danger of failing, seek help early in the course by consulting the instructor or the Nurse Director or both.

CONTRACTUAL AGREEMENT

All hospitals that have entered into a contractual agreement with Clovis Vocational Nursing to furnish clinical training sites for VN students require students to comply with the following:

Each student will:

1. Observe confidentiality regarding information learned during the administration of nursing care.
2. Wear the student uniform only when on campus (Theory) clinical (Hospital).
3. Observe elements of professional conduct as outlined in the policy manual for the LVN program.
4. Neither consume alcohol or drugs during, or immediately prior to coming to class or to a clinical assignment.
5. Student will not visit their hospitalized patient without instructor's presence.
6. Notify the school or hospital when it is necessary to be absent. Any student who is absent for three clinical days without notification will be immediately dropped from the program.
7. Comply with the following "cheating policy". Whether on tests or written work, first offense cheating will result in failure of the assignment and completion of a Record of Infraction. Any repetition of cheating will result in immediate referral to the faculty committee for disciplinary action. Working together on assignments is acceptable as long as the work turned in is the student's own and bears no resemblance to another student's paper. Students who give their work to other students, or who give answers to others during a test, or engage in talking are also considered cheating.
8. Follow all aspects of the attendance policy as outlined in the student handbook. Complete required make-up work within a one (1) month period in the specific clinical environment where time was missed. Exceptions to this rule would occur when a student is absent for an extended illness of which the Director and Instructor have been notified. All exceptions will be dealt with on an individual basis.

**COMPLAINTS PROCEDURES
FLOW CHART**

**CLOVIS ADULT EDUCATION
DIRECTOR OF NURSE EDUCATION**

**CLOVIS ADULT EDUCATION
LEARNING DIRECTOR**

**CLOVIS ADULT EDUCATION
DIRECTOR OF ADULT EDUCATION**

**CLOVIS UNIFIED SCHOOL DISTRICT
ADMINISTRATOR, EDUCATIONAL SERVICES**

**CLOVIS UNIFIED SCHOOL DISTRICT
SUPERINTENDENT**

**BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS
SUPERVISING NURSING EDUCATION CONSULTANT**

LEVEL: Informal

Pursuant to the Complaint Procedure Flow Chart, initiate an informal complaint by discussing the incident or matter with the student involved in the situation along with the Director of Nurse Education. If the matter is not resolved, then initiate an informal complaint by discussing the incident or matter with the student involved in the situation and the site principal. This should be done before filing a written formal complaint. The purpose of the informal complaint process is to allow the parties involved to resolve the issue through a consultation process rather than the formal complaint process.

LEVEL 1: Formal

Within 15 days of the alleged occurrence, schedule an appointment with the appropriate Area Assistant Superintendent or designee, and complete the Formal Complaint form. An interpreter will be provided when requested as necessary.

You are not limited to only the Formal complaint form. You may write a letter of complaint or attach additional sheets to the form. Please request assistance from District staff when filing the complaint, if needed. Please type or print, using black or blue ink. Sign, date and file the Complaint form at the scheduled meeting.

LEVEL 2: Formal

If the complaint is not resolved to the complainant's satisfaction at Level 1, the Complainant may appeal to the District Superintendent or designee by scheduling an appointment within 10 days of the Level 1 reply, and submitting a Level 2 formal complaint to:

Clovis Unified School District
1450 Herndon Ave.
Clovis, CA 93611
(559) 327-9000

LEVEL 3: Formal

If the complaint is not resolved to the Complainant’s satisfaction at Level 2, the Complainant may appeal to the Board of Vocational Nursing and Psychiatric Technicians or designee by scheduling an appointment with 10 days of the Level 2 reply, and submitting a Level 3 formal complaint.

Board of Vocational Nursing and Psychiatric Technicians
2535 Capital Oaks Drive, Suite 205
Sacramento, CA 95833-2945
(916) 263-7800

**CLOVIS ADULT EDUCATION
UNIFORM COMPLAINT PROCEDURES
INFORMAL COMPLAINT PROCEDURES**

If you should have a concern or complaint about a CAE employee/policy/procedure/ or student, we need to know about it! We recommend that you take the following steps:

1. If possible, try to discuss and settle your concerns with the individual. If your unsettled concern is with another student, notify your teacher immediately.
2. Any unresolved concerns or complaints should be taken to the designated department personnel listed below. An appointment will be scheduled within 5 working days. These employees are trained to listen to your concerns and can help you get a response. If the designated employee is not available, report your concerns to the appropriate department office.

Department	Name	Room	Phone
Academic & ESL:	Crystal Rodriguez	A-4	327-2822
Career Technical Ed.:	Melanie Franz	E-6	327-2862
Nurse Education:	Gwen Ross	A-8	327-2841
Older Adult:	Kevin Cookingham	A-1	327-2895
Community Education	Kelly Peterson	A-3	327-2858

3. If your concern should need further attention, the following school administrators will address your issue.

Learning Director	Dan Stilson	A-3	327-2772
Director	Kevin Cookingham	A-1	327-2870

4. Final complaint review will rest in Education Services Area Administrator Steve France (327-9380)

FORMAL COMPLAINT PROCEDURES

Individuals wishing to file a formal written complaint may pick up a form in any of the CAE department offices, or from the Districts' website – www.cusd.com. Any of the persons listed on this document can help you complete the complaint form. When filing a formal complaint, please follow these guidelines.

1. A complaint is a written statement alleging discrimination, or a violation of Federal or State law within the programs listed in the CUSD Complaint Procedures pamphlet.
2. Submit your form in a timely manner. All deadlines and procedures are posted on the district website under Administrative Regulation No 9207
3. Include important information such as: **who, what, where, when, how**, and **why**. Also list any witnesses involved.

FACULTY COMMITTEE

Faculty members and the Director of Nurse Education make up the faculty committee. When appropriate, student advocates from sponsoring agencies and/or Clovis Adult Administration also participate.

The Faculty Committee convenes to:

1. Counsel and provide assistance to a student experiencing difficulty meeting course objectives for any one of a variety of reasons.
2. Provide a final hearing for a student who has reached the point of the disciplinary procedure where he/she is in jeopardy of being dropped from the program

The Disciplinary Process:

1. Verbal warning
2. Record of Infraction
3. Faculty committee meeting
4. Contract
5. Termination

Please note: Any student's behavior that is interpreted as **patient endangerment or unsafe nursing practice** can result in the immediate dismissal of a student following a faculty committee hearing and without progressing through the steps of the disciplinary procedure.

STUDENT GRIEVANCE PROCEDURE

INFORMAL PROCESS

If for any reason you have a problem with your classes or with an employee here at Clovis Adult Education, you should:

- A. Try to work out the problem by talking with your teacher or the employee. You must do this within five (5) working days of the problem.
- B. If the problem is not resolved:
 - 1. You can make an appointment with the Nursing Director to discuss the issue.

FORMAL PROCESS

- A. At the ***School Level***, try to work out the problem by talking with your teacher or the employee. You must do this within five (5) working days of the problem.
- B. At the ***District Level***, if you are not satisfied with the decision, you can appeal in writing to the Administrator of Continuing Education for Clovis Unified School District. The office of the Learning Director can give you information on the procedures you must follow to file appeals.
- C. Board of Vocational Nurse and Psychiatric Technical Examiners.

Nursing students have the right to notify the Board of Vocational Nurse.

CLOVIS ADULT EDUCATION VOCATIONAL NURSING PROGRAM

Policy for Transfer of Credits

Transfer Credits:

Any student enrolling in the Vocational Nursing Program who wishes to transfer credits for courses completed at another school must show proof of:

1. The course was taken at an accredited institution.
2. Have on file in the Director' office an official transcript from an accredited institution where credit was earned prior to consideration for the LVN program.
3. The student received a "C" grade or higher.
4. The course must have been successfully completed within five (5) years of the time of entrance into the LVN program to qualify for transfer credit.
5. Online courses from an accredited institution are considered for transfer credit. Course hours or credits must equate to our state board approved hours for the course(s).
6. If there is any question as to whether the transfer course meets course objectives, additional information may be requested.

Note: The CAE LVN program Transfer of Credit Policy can be found in the Nursing Department

PROCEDURE FOR CLINICAL EVALUATION

Each student will receive all clinical evaluation forms required for a particular clinical rotation.

Evaluations will be conducted according to the following procedures:

1. Grades for evaluations will be either "Pass" or "Fail".
2. Dates and times for each evaluation will be assigned.
3. The student who is unable to keep an appointment for evaluation because of illness or emergency is required to contact the instructor to make a future appointment.
4. It is essential that prior to the actual evaluation, the student has reviewed the procedure thoroughly and can perform all steps accurately.
5. Any student who is unsuccessful the first time a procedure is attempted will review the steps of the procedure with the instructor and be given a second appointment.
6. If unsuccessful for a second evaluation, the student will have the opportunity to petition the faculty committee to grant another appointment to repeat the evaluation one more time. This is decided on a case by case situation.
7. The student may ask questions or clarify any points prior to the evaluation, but no conversation is to take place during the actual evaluation procedure.
8. The psychosocial evaluation and daily behavioral objectives will carry the same weight as any other evaluation.
9. Documentation for grading performance of procedure will occur immediately following observation of student. This instant feedback will enable student to make corrections in a timely manner.

FINANCIAL AID ELIGIBILITY

To be eligible for financial aid, students must be in an eligible program and must maintain satisfactory academic progress. Students must maintain at least a 78% in course work and attend 80% of the program. Certain programs may require higher standards for attendance. Any questions regarding Financial Aid distribution must be directed to the financial aid office.

If terminated from the financial aid program or not allowed to participate due to failure to demonstrate or maintain satisfactory progress, you may appeal this action in writing.

For students that are first time students and withdrew on or before the 60% point in time of the enrollment for which he/she was charged, then the statutory pro rata refund calculation will be required.

The statutory pro rata requires schools to refund school charges proportional to the portion of the enrollment period that remains rounded down to the nearest tenth.

If the students drop in the second or later enrollment period or withdrew after the 60% point of the initial enrollment period of the initial enrollment period then the Clovis Adult Education refund policy will be used.

The Clovis Adult Education refund policy for tuition is as follows: **Based upon Individual circumstances and the CAE Refund Policy**

An administrative charge of 10% will also be assessed. If the expenses incurred for the enrollment period were greater than the balance of the student's award, a repayment may be required by the student.

If the student had not yet received a disbursement, Clovis Adult will disburse a check to the student for the balance of the financial aid award (projected disbursement minus tuition) for living expenses.

Repayment Policy:

Living expenses are pro-rated based on the weeks the student was enrolled. If calculations indicate that there was an overpayment in Pell funds, we will notify the student as to the amount that needs to be repaid.

Distribution Policy:

Clovis Adult Education policy is to return the financial aid portion of the refund to the Federal Government

Program Fees

All program fees in prerequisite and vocational nursing classes are due **prior** to the beginning of each class or segment.

Certificates of Completion, and/ or course credit **is not given** for classes in which fees have not been paid.

CRIME AWARENESS AND CAMPUS SECURITY

- A. Any student who becomes aware of criminal activity or an emergency occurring on the Adult Education campus or in any other facility when in use by Adult Education Programs is to immediately report this to the on-site administrator or staff member. Depending on the nature and severity of the occurrence, the administrator will notify either the Clovis Unified Police Services or the Clovis Police Department. The site administrator will file an incident report with the appropriate district administrative unit.
- B. All visitors and non-students are to report to the administrative offices for permission to be on campus. Our campus has signs clearly posted directing all visitors to the appropriate offices. We do not permit unauthorized visitations to classes.
- C. No loitering on campus or the parking lot per Penal Code 653.
- D. Clovis Unified Police Services employs officers for the purpose of maintaining security for all district campuses. These officers regularly patrol the campuses and are available on call when an incident arises. They exercise the same powers and authority as officers of the Clovis Police Department. An inter-agency agreement exists between the District Police Services and the Clovis Police Department.
- E. Campus security procedures are included in the student and staff handbook. All staff are in-serviced on security procedures yearly. The faculty is responsible for imparting this information to students.
- F. Evacuation drills will be scheduled during the school year. Students are to follow directions from faculty during these drills. Please locate the evacuation map that has been placed next to the door in each classroom.
- G. All faculty are in-serviced once per year regarding crime prevention awareness. It is the responsibility of the faculty to inform students of this information. Crime prevention issues are also regularly addressed in the school newsletter.
- H. If there is a restraining order in effect, please inform the Director of Nurse Education.

- I. Clovis Adult Education premises are monitored by security cameras.
- J. The Clovis Adult Education campus, as well as, all district school facilities, are “Drug Free Zones,” and are clearly posted as such. The possession, use or sale of alcoholic beverages and drugs is prohibited at all time. All federal, state and local laws, and district rules and regulations are strictly enforced.

Clovis Adult Education is a:

- 1. Drug free campus
- 2. Tobacco free campus
- 3. Weapon free campus
- 4. Gun free campus

Zero tolerance policies are enforced!

STUDENTS RIGHT TO KNOW

The following statistics are completion rates for full time, undergraduate students entering Clovis Adult Education’s Licensed Vocational Nursing programs. The statistics reported below apply to students entering and graduating our program. (Example)

<u>Program</u>	<u>Date Entered</u>	<u>No.</u>	<u>Date Graduated</u>	<u>No.</u>
Adult 25	October 2012	45	Oct. 2012	33

Please note: The graduation statistics do not reflect the successes of those students who leave initially but return to graduate with another class. Pass rates on State Board Examinations are also not noted.

BOARD OF VOCATIONAL NURSE & PSYCHIATRIC TECHNICIANS

SCREENING PROCESS FOR PAST ARREST AND CONVICTION RECORD

The State Board of Vocational Nurse and Psychiatric Technicians have developed a screening process for students past arrest and conviction record. They are primarily concerned with offenses which have occurred within the past five years and are substantially related to the practice of the profession. These include, but are not limited to:

1. Numerous convictions of drunk driving or being under the influence of alcohol in public (only when there appears to be several convictions within the last 5 years and a pattern of alcoholism is evident)
2. Drug abuse (use of narcotics, excluding one-time marijuana conviction).
3. Conviction of physical violence
 - A. Assault with a deadly weapon
 - B. Assault with intent to kill
 - C. Rape and other sexual offenses
 - D. Kidnapping
 - E. Child abuse
4. Arson
5. Numerous convictions of burglary or petty theft.

All applicants are required to complete the Live Scan for fingerprinting. All requests from this Board for background checks of applicants must be submitted to the Department of Justice and the Federal Bureau of Investigation on a Live Scan. Previously processed fingerprint cards, Xerox copies, or photocopies of fingerprint impressions are not acceptable.

A license will not be issued until the Board receives the background information from the Department of Justice. However, the Board will not delay licensure while awaiting the FBI reports. If a conviction is subsequently reported by the FBI, the Board will take disciplinary action against the license if the conviction is substantially related to the practice of nursing.

Please contact the State Board of Vocational Nurse & Psychiatric Technician at (916) 263-7855 if further clarification is needed.

CLOVIS ADULT EDUCATION

STUDENT CONDUCT AND COURTESY GUIDELINES

Welcome to Clovis Adult Education. We are here to help you reach your goals. Following are some guidelines to ensure that all students' obtain the maximum benefits possible while attending Clovis Adult Education.

Office telephone number and address:

Director of Nurse Education. Office telephone number is (559) 327-2860. Mailing address is Clovis Adult Education, Nurse Education Department, 1452 David E. Cook Way, Clovis, CA 93611.

Parking:

Parking is permitted in the Clovis Adult parking lot directly north and west of the portables. Please be sure to park in the designated areas only. Improperly parked automobiles may be ticketed. Please do not park in the residential area across Sunnyside. If the lot is full, please park along David E. Cook Way.

Smoking:

There is no smoking allowed on our campus, in our restrooms or in our parking lots. Smoking is allowed on the school side (east side) of Sunnyside on our sidewalk, south of the CAE sign. Do not crush cigarettes on the sidewalks. Please be a thoughtful smoker and keep the area clean.

Children Attending Classes:

Students need to develop school-to-work transition skills. Childcare must be arranged; therefore students attending classes may not bring their children to class with them.

Eating:

There is no eating allowed in the classrooms. Please throw all garbage in the large trash cans on campus. Classroom trash containers should not be used for this purpose. Our student lounge is located in Room A-9. Beverage and food machines are available.

Dress Code:

The Clovis Adult Education dress code policy has been established to ensure the student's awareness of proper dress suitable for the workplace. Employers expect their employees to dress in a neat, clean, well groomed, professional manner. This means no tank tops, athletic-wear, see through clothes, bare midriffs, halter tops, short shorts, gang attire or inappropriate writing on clothes.

Student Conduct and Courtesy Guidelines continued

General Department:

All students are expected to conduct themselves in an adult manner. Teachers and staff have the authority to dismiss students. Any fighting or drug related incidents will result in dismissal and possible arrest.

Public Telephones:

Telephones are located in the grass area in the middle of the campus. Office and classroom phones are used for school business only.

Restrooms

Restrooms are located at various points on campus, Rooms E-5 and C-2. Students need to respect others and practice good citizenship by keeping our facilities clean and free of graffiti. Restrooms, classrooms, and the campus can be kept clean by throwing waste in proper receptacles.

Bookstore

The bookstore is located in E-1. Hours vary and are posted in the Nursing Office and at the bookstore.

Nursing Office Hours

Office hours for students are between 9:00 a .m. and 4:30 p.m., unless the student has an emergency or is asked to see the Director of Nurse Education.

Copies

Students are not permitted to use the office copier. A student copier is provided in the Student Lounge in Room A-9 .

We appreciate your help and support in these matters.

**CLOVIS ADULT EDUCATION
VOCATIONAL NURSING PROGRAM
THEORY REMEDIATION POLICY**

Skills Laboratory Remediation

During the first skills laboratory, several opportunities for remediation are made available. After completion of remedial practice sessions, a final evaluation procedure is scheduled. At this point he/she must demonstrate competency in the skill being evaluated to receive a passing grade.

If the student fails to demonstrate skills competency, he/she is given the opportunity to practice instructor/peer teaching modules.

A student who cannot demonstrate skills competence receives a final failing grade.

A failing student must assume complete responsibility to reschedule at a later date, if and when there is a space available. Whenever possible, failing students are referred to counseling and/or to the faculty committee. The student may then be placed on probation, requested to withdraw from the course, or fail the course.

Students become eligible for theory remediation when grade is 79% or below.

The instructor and student will:

1. Identify unmet objectives
2. Document types of absences and reasons for them
3. Implement a plan to improve attendance..
4. Remediation plan set-up

The policy shall include but not be limited to, criteria for attendance and the specific course objectives for which make-up is required. Acceptable methods for make-up include:

Theory: Case studies, independent study, written examination, attendance at seminars or workshops, auto-tutorial laboratory, and research reports.

In the event that the student does not carry out the remediation plan and/or continues to be unable to meet course objectives in theory, the student's progression in the Nursing Program will be reviewed by the faculty and Nursing Director. The student may then be placed on probation, requested to withdraw from the course, or fail the course.

**CLOVIS ADULT EDUCATION
VOCATIONAL NURSING PROGRAM
CLINICAL REMEDIATION POLICY**

Students become eligible for clinical remediation when the student demonstrates inability to meet the clinical objectives.

The instructor and student will:

1. Identify unmet objectives
2. Document types of absence and reasons for them
3. Implement a plan to improve attendance.
4. Arrange for make-up time

Clinical Remediation: The policy shall include but not be limited to criteria for attendance and the specific course objectives for which make-up is required. Acceptable methods for make-up include:

Clinical: Performance evaluation in skills laboratory or additional time in the clinical area with clients/patients. VN 1 and or TLC's on campus.

In the event that the student does not carry out the remediation plan and/or continues to demonstrate any unsafe behavior in the clinical setting, the student's progression in the Nursing Program will be reviewed by the faculty and Nursing Director. The student may then be placed on probation, requested to withdraw from the course, or fail the course.

INDICATORS OF UNSAFE CLINICAL PERFORMANCE

Because nursing students are legally responsible for their own committed or omitted acts and nursing instructors are responsible for their students in the clinical area, it is therefore necessary for the student and the nursing faculty to conscientiously identify any behavior that is unsafe.

Unsafe clinical behavior is demonstrated when the student:

1. Violates or threatens the physical safety of the patient.	e.g., neglects use of side rails, restraints, inadequate supervision of patients at risk.
2. Violates or threatens the psychological safety of the patient	e.g., uses clinches repeatedly. Speaks inappropriately in front of patient and significant others. Unable to communicate therapeutically.
3. Violates or threatens the microbiological safety of the patient.	e.g., unrecognized violation of aseptic technique; comes sick to clinical. Failure to follow handwashing techniques.
4. Violates or threatens chemical safety of the patient	e.g., violates the "5 Rights in Administering Medications"; fails to monitor IV infusions safely. Gives medications without consideration of drug side effects and/or patient lab values. Fails to check patient's armband.
5. Violates or threatens the thermal safety of the patient	e.g., burns patients with heating lamp; leaves unreliable patient alone while smoking.
6. Inadequately and/or inappropriately uses the nursing process.	e.g., test assessment not completed before doing patient care. Nursing care plan not completed. Fails to observe and/or report critical assessment regarding patients. Makes repeated faulty nursing judgments. Fails to follow orders.
7. Violates previously learned principles in carrying out nursing care skills or therapeutic measures.	e.g., 2 nd year students unable to give IM medications, unable to calculate IV drip rate and/or dosages. Skills not checked off in skills lab.
8. Assumes inappropriate independence/dependence in action or decisions.	e.g., fails to seek help when situation is out of control or in an emergency. Unable to make independent decisions or makes inappropriate decisions. Unable to provide safe nursing care.

Unsafe clinical performance will result in initiation of a mastery agreement, problem-solving record, or probation depending on the severity of behavior.

Clovis Adult Refund Policy

General Information:

It is the intent of CUSD Clovis Adult Education to have a fair and equitable refund policy for the refund of registration fees in the event that the class is cancelled or the student does not plan to attend. The following procedures have been established as part of this policy:

1. **Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of the program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancellation. No written notice by student is required.
2. **Refunds for students who withdraw on or before the first day of class:** If fees are collected in advance of the start date of the program, and the student does not begin class or withdraws on the first day of class, the student will receive a full refund less a drop fee of \$25.00 per class.
3. **Refunds for student enrolled prior to visiting the institution:** Students who have not visited Clovis Adult Education campus prior to enrollment will have the opportunity to withdraw, without penalty, within three days following attendance at the regularly scheduled orientation or following a tour of the facility and inspection of the equipment.
4. **Refund for withdrawal after class commences:** No refund after second class session
5. Receipt is required for all refund and transfer of fees
6. If the student circumstances fall outside of these guidelines and the student feels that they should receive a refund, the student must submit a signed appeal letter, along with payment verification, to the CAE school principal/director for review. The student will receive a determination notice from the CAE principal/director within 14 calendar days.

**ALL REFUNDS WILL BE PROCESSED WITHIN 45 DAYS
WITH PROOF OF PAYMENT**

Nursing Staff Contact Information

Nursing Department Information

If you have any questions or concerns regarding the Nursing Program please contact the Nursing Office at 559-327-2860.

Gwen Ross, RN, BS
Pat Brown
Melissa Dixon

Director of Nursing
Secretary 1
Administrative Secretary

gwenross@cusd.com
patbrown@cusd.com
melissadixon@cusd.com

Nursing Teacher Emails

You may contact these staff members at their school email address regarding any concerns you may have.

susanboggs@cusd.com
patriciajohnson@cusd.com
magaretlott@cusd.com
kathymiller@cusd.com
georgedunicliff@cusd.com

aprilbyrum@cusd.com
debrajury@cusd.com
terrylyon@cusd.com
susanreyes@cusd.com
lilayoung@cusd.com

frankergin@cusd.com
barbarakramer@cusd.com
johnmartinjr@cusd.com
myralunielsen@cusd.com