



**NURSING ASSISTANT/HOME HEALTH AIDE PROGRAM  
STUDENT HANDBOOK**

**2018-2019 ACADEMIC YEAR**

Revised: 05/17

**CHAFFEY COLLEGE  
NURSING ASSISTANT/HOME HEALTH AIDE (HHA) PROGRAM  
STUDENT HANDBOOK**

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## **FORWARD**

The Nursing Assistant/Home Health Aide Programs support the students' educational and professional goals.

The following information is provided as a resource to assist in understanding the policies of the program.

The Nursing Assistant/Home Health Aide Programs adhere to the same rules, regulations, and philosophy as described in the college catalog, student handbook and schedule of classes. Additional policies are necessary, as this program must also meet both the standards established by the California Department of Public Health (CDPH) and the clinical facilities in the community.

## I. PROGRAM INFORMATION

### A. History of the NA/HHA Program at Chaffey College

Chaffey College Nursing Assistant Program was founded in 1998. Chaffey College received accreditation from the State Department of Health Services, which is now the CDPH, to provide a training program. Chaffey College has an excellent reputation in the community in the health care programs and the NA/HHA programs have been highly recognized. The pass rate for the state certification exam has consistently been over 90%.

The NA/HHA program is located on the Rancho Cucamonga campus of Chaffey College.

### B. Philosophy of the Nursing Assistant/Home Health Aide Programs

The faculty of this Nursing Assistant/Home Health Aide Programs reaffirms the College's mission statement. The faculty strives to maintain a mutually beneficial relationship that values critical thinking and encourages flexibility for both the faculty and students in meeting the needs of the community.

The faculty believes that each person is a unique individual influenced by his/her culture, ethnicity, sexual identity, socioeconomic status, and the environment in which he/she lives. One's behavior is motivated by basic needs that are common to all people. Wellness results when these needs are satisfied. Illness results when threats to one or more of the basic needs produce consequences that are beyond the individual's capacity to cope.

Nursing care at all levels is the establishment of a therapeutic interpersonal process that assists the individual's basic needs. It is a profession that requires creativity, inquisitiveness, and knowledge in utilizing the critical thinking to provide care that will assist clients to meet their basic needs and attain their potential.

The nursing assistant and home health aide curriculum at Chaffey College prepares the student to take the State Nurse Assistant Exam and upon passing to then become a State Certified Nursing Assistant and/or Home Health Aide. Courses in lecture, on-campus skills, professional development, hands-on experience as well as courses in communication skills provide a foundation for the nursing assistant and home health aide curricula. The nursing assistant and home health aide courses are based on the major concepts of Maslow's Hierarchy of Basic Needs, the Nursing Process, and therapeutic communication.

The faculty is committed to incorporating into their teaching methodology an awareness of individual differences of students including their cultural and ethnic backgrounds, learning styles, goals, and support systems. The faculty believes that learning is facilitated when students are actively involved in the learning process and assume an environment conducive to learning, seeks out learning experiences appropriate for the student, and acts as a resource person.

### **C. Program Objectives**

On completion of this program the nursing assistant/HHA student will: (to meet the minimal standards for competency set forth in The California Code of Regulations, Title 22):

1. Be able to perform basic nursing and personal care skills for residents from diverse and multicultural backgrounds.
2. Use critical thinking as a basis for effective decision making.
3. List and discuss various career opportunities available to them through professional development.
4. Promote resident's rights and independence.
5. Communicate effectively and with residents, families and members of the health care team.

### **D. Curriculum Design**

The content of the curriculum is reflected in the program and course objectives. These objectives are based on the standards of nursing assistant practice as defined by the California Code of Regulations, Title 22, and the California Department of Public Health Services (CDPH) guidelines.

The Omnibus Budget Reconciliation Act (OBRA) regulations were also incorporated in the development of the curriculum.

The course descriptions and program of learning listed in the college catalogue reflect these content areas.

### **E. Program Student Learning Outcomes**

Systematic evaluation of the Nursing Assistant/Home Health Aide program is utilized for the development, maintenance and revision of the program and program outcomes. Program outcomes that measure the effectiveness and quality of the program are focused on the benefits to the student, employer and community. The following outcomes have been identified.

#### **Program SLO:**

Upon completion of the program, the students will demonstrate the skills and knowledge needed to pass the California state nursing assistant certification examination.

#### **Program SLO:**

Upon completion of the program, the students will be able to list and discuss various career opportunities available to them through professional development.

## **II. POLICIES AND PROCEDURES**

### **A. Admission Policy**

The governing Board, superintendent/president, faculty, and staff commit to actively pursuing equity for Chaffey College students of all ages, disabilities, diverse cultures, and alternate lifestyles through the implementation of the goals and objectives of the Student Equity Plan. Being sensitive to the personal, professional, and esthetic needs of its diverse populations and cultures, the college will incorporate into

its educational process the richness of world cultures, languages, ethnic, and artistic pluralism that is strongly represented within our community.

We commit to respecting, celebrating, and integrating students' diverse cultures into all phases of campus life. We will provide leadership in creating a climate to ensure that all students, faculty, staff, and administrators share in the implementation of Chaffey College's equity goals.

Prospective students are encouraged to consult the Chaffey College catalogue and website for information as to admission to the College and to the Nursing Assistant or Home Health Aide Program. The student wishing to apply should make an appointment with a Health Science Counselor who will advise them regarding the application process. All students must attend a mandatory information session before gaining admission to the classes. Information sessions are scheduled throughout each semester and are open to the public.

### **B. Health Examination**

A health examination is required within one year prior to admission to the program. Requirements are outlined on the Health Form from the website. A 2 step tuberculin skin test (or chest x-ray every three years), current season's influenza vaccination and 10 panel plus ethanol drug screening is required. Students must be able to lift 50 pounds.

Students enrolled in the program who develop a new health problem or condition (i.e. Appendix E-Pregnancy Release Form) will be required to bring a medical release form immediately from his/her physician.

### **C. CPR Card**

Students are required to have a current CPR card ("BLS Provider/Healthcare Provider") from the American Heart Association during their enrollment in the nursing assistant program.

### **D. Grading Policy**

The Nursing Assistant and Home Health Aide Programs utilize a standard grading scale. The grade given for the course includes both theory and clinical performance.

1. A 75% theory grade must be achieved in order to pass the course with a minimum grade of C and is not rounded up (i.e. 74.9 is a 74%). Grading will be on an absolute scale:

90	-	100%	A
80	-	89%	B
75	-	79%	C
Below 75%			D or F

The NA/HHA faculty does not give plusses or minuses.

2. A written notification will be given if the student is not maintaining acceptable academic standards prior to the withdrawal date (See Academic Progress Form, Appendix B).
3. Lab/Clinical grading is pass/no pass (P/NP). If a student fails the clinical section of a course the maximum grade to be assigned in clinical is "NP" and a "D" or "F" in theory. Clinical performance evaluations are administered throughout the semester. These evaluations are satisfactory/unsatisfactory. Unsatisfactory clinical performance evaluations constitute a failure in the clinical laboratory.

4. A failure/NP in Clinical/lab or less than 75% in Theory necessitates repeating the course.
5. A student may receive Progress Evaluation Reports as a form of communication between faculty member and student to inform the student of needs for improvement or as positive reinforcement of excellent performance.
6. A student may receive clinical performance reports during any clinical rotation. (Appendix A). Any student receiving a clinical performance report may be dropped from the course. If a pattern of identified unsatisfactory behavior is documented, the student may be failed with only one clinical performance report during a semester. A student may be failed with only one incident if that incident is a severe departure from the standard expected of a student at his/her level.
7. In any course of instruction in a community college district for which grades are awarded, the instructor of the course shall determine the grade awarded each student. The determination of the student's grade shall be final, in the absence of mistake, fraud, bad faith or incompetency.

### **E. Testing**

1. No make-up tests/quizzes will be given.
2. Quizzes related to preparatory assignments may be given at any time during the session. These points will be added to the total possible points for the session.

### **F. Cheating**

To present someone else's work as one's own is cheating. Copying, crib notes, illicit access to old exams are examples of cheating. Ghost written research papers, plagiarism, and use of unacknowledged sources are examples of misrepresentation of someone else's spoken or written work, as the student's own. The submission of work which is not a product of the student's own effort is dishonest and is subject to severe disciplinary action up to and including expulsion from the college. Further details about this policy are available in the Student Activities office.

### **G. Dismissal and Reinstatement**

**DISMISSAL:** Students will be dismissed from the program if they drop or fail to:

- Maintain acceptable academic standards.
- Maintain acceptable clinical performance standards.
- Maintain acceptable attendance standards.
- Meet the prerequisite requirements of the course.
- Meet the requirements of the Chaffey College District Standards of Student Conduct (See Chaffey Community College Student Handbook or Appendix G).
- Adhere to the guidelines of the Impaired Student Policy (See Chaffey Community College Student Handbook).

A student whose suspension has resulted in being dismissed from the Nursing Assistant/Home Health Aide Program may be reinstated in the program at the next available entry point, *providing that space is available and, in the judgment of the Program Coordinator, the problem associated with the suspension has been appropriately*

*remediated or resolved.*

A student who is dismissed from the Nursing Assistant or Home Health Aide Program may be reinstated in the program at the next scheduled entry point upon application by the student to the Coordinator and upon satisfactory completion of the written terms for reinstatement. Reinstatement is contingent upon available space and approval by the Coordinator and upon successful completion of the student's remediation plan.

REMEDICATION and REINSTATEMENT: Upon successful completion of the remediation plan (as determined by the Nursing Assistant/HHA Coordinator) students may be reinstated at the next available entry point where space is available. Guidelines for reinstatement depend upon the circumstances that existed when the student left the program. Students interested in reinstatement must contact the Coordinator of the Nursing Assistant Program.

**Students are permitted only one reinstatement for being dismissed from the Nursing Assistant or Home Health Aide Program for unsatisfactory academic and/or clinical performance, excessive absence, or for conduct and behavioral issues. A student who has twice been dismissed for the above reasons shall not be re-admitted to the program.**

Students who interrupt their own progress in the program, and who have satisfactory academic, behavioral, and attendance records, and are performing satisfactorily in clinical may be reinstated in the program at the next available entry point providing space is available. Re-entry to the program will be determined on an individual basis at the discretion of the Program Coordinator.

Students are entitled to grieve. Procedures governing the grievance process including the request for grievance by the student, time limitations, and the hearing process, may be obtained from the Educational Services Office (see Appendix H).

In the cases where a waiting list exists, applicants will be placed according to date of Reentry Application. If application dates are the same for two or more students, a random draw will be utilized to determine placement.

Health forms, TB tests and CPR must be current.

## **H. Attendance**

As mandated by the Department of Public health, students must complete a minimum of 100 hours verified clinical and 60 hours verified theory for the CNA program and a minimum of 20 hours of verified clinical and 20 hours of theory for the HHA program.

### Absence from Clinical Lab:

- The student is responsible to notify the instructor and the clinical site when he or she will be absent one hour prior to the beginning of class.
- A "no-call-no show" is highly unprofessional and is considered unacceptable behavior for Nursing Assistant students. This may result in immediate dismissal from the program.
- In the event of an absence, students are required to notify the Coordinator within 3 days of the absence. Students must provide the coordinator with the date of the absence, as well as the total number of hours missed.

### Tardy to the clinical lab:

- Excessive tardiness is unprofessional and is considered unacceptable behavior for Nursing Assistant/HHA students and may result in dismissal from the program.
- Any student who is more than 5 minutes late to any clinical or clinical skills lab setting will be considered “tardy”.
- **Any student who is tardy more than two times during the course of the program will be sent home and will receive an absence for the day.**
- Any student who is *more* than 5 minutes late to the clinical site may not be able to meet the clinical objectives for the day and may be, at the discretion of the instructor, sent home for the day regardless of the number of times he or she has been tardy in the past. In this event the student will receive an absence, and the missed time must be made up according to the Absence from Clinical Lab policy above.

Any student who is absent in excess of 3 hours of lecture (NURAST 400) or 3 hours of clinical laboratory (NURAST 400L) will not succeed in meeting course objectives nor meet the mandated required hours. The student has the option to continue in program, but will not pass the program or be eligible to take the state exam. The student may petition for reinstatement to the next available session. (See Chaffey Catalog – “Drops or Withdrawal”.)

Students enrolled in NURAST405: may not miss more than 2 of the 24 hours.

Students enrolled in NURAST450: may not miss more than 2 of the 18 hours.

Students enrolled in NURAST 420 may not miss more than 3 of the 27 hours.

Students enrolled in NURAST 420L may not miss more than 8 hours of the 56 hours.

#### **I. Co-requisites**

The Nursing Assistant and Home Health Aide program lecture and lab must be taken concurrently. Both Lecture and Laboratory must be completed with a minimum of “C” or “Pass” or both must be repeated.

#### **J. Drug Impairment/Emotional Illness**

Impaired nursing assistant/HHA students pose a danger to themselves and to the client. Students impaired by alcohol, drug abuse and emotional illness may be temporarily or permanently disqualified from the program. Students will be considered for re-admission after supplying documented evidence of remediation/rehabilitation (Appendix C).

#### **K. Grievance/Appeal Procedures**

Students who have been temporarily or permanently dismissed from the program may appeal the decision. College student disciplinary policy and procedures and student grievance policy and procedures handbook are available in the Educational Services Office. Request for grievance should be addressed to the NA Coordinator.

#### **L. Uniform Policy**

- Smoking (including electronic cigarettes) and drinking alcoholic beverages are not permitted while wearing official school uniform
- Official Uniform
  - Dress hemlines at or below the knee
  - Pantsuits
  - Solid white undershirts are not to be visible
  - Clean and pressed
  - School name tag visible

- To ensure patient safety and infection control, religious head coverings worn in clinical must be white, cleaned daily and securely fastened behind the head
- Shoes
  - Professional, white, polishable leather shoe (no colored accents except NurseMate heart). Shoelaces white and clean.
- Stockings
  - Unpatterned, white socks
- Hair
  - Off the collar
  - Neatly combed (gel or mousse), no wisps
  - One hair accessory – must blend with hair color
  - No decorative cloth, hair apparel
  - Facial hair to be in compliance with facility
- Nails
  - Natural nails/no acrylics
  - Clear/neutral color nail polish only (non-chip)
  - No longer than ¼ inch
- Jewelry
  - Wedding bands
  - Small stud style pierced earrings, one per ear
  - Watch with second hand
  - Necklaces, including religious medals, etc., not to be visible
  - No facial jewelry
- Tattoos
  - Visible tattoos should be covered. Consult with your instructor.
- While providing patient care, the following items are necessary:
  - Blood pressure cuff
  - Stethoscope
  - Small notebook
  - Black ball point pen
  - Watch with second hand
  - Gait belt with metal buckle
- When a uniform is not required, the student must dress in a professional manner (i.e. no shorts, jeans, low-cut blouses, bare midriffs, see-through clothing, or clothing with slogans on it, no sweat pants, stirrups, or leggings). **Nametags are MANDATORY.**

### **M. Clinical Facility Policies**

- Students must adhere to clinical facility policies.
- Operation of cell phones is not permitted inside the facility.
- Students must adhere to clinical facility policies.
- Chewing gum is not permitted within the facility.

### **N. Insurance**

Medical Insurance is required of all Chaffey College students. Medical insurance is purchased during registration each semester.

### **O. Accidents/Illnesses**

On Campus - All accidents that occur during on campus activities involving personal injury and/or damage to equipment must be reported immediately to the instructor or Program Coordinator.

- Accidents involving personal injury must also be reported to the College Nurse (Chaffey Student Health Services) immediately.
- Students are covered by Liability and Medical.

Off Campus - Illness or Accidents when student is at a facility. When a student becomes ill or is injured at an affiliating health care agency, the following procedure is to be followed:

- Follow procedure for Company Nurse

Communicable disease - Students known to be infected or suspected of being infected with a communicable disease (as determined by the Regulations of the California State Department of Health Services for the Control of Communicable Diseases) will be limited or restricted from patient contact until they are free of such disease or incapable of transmitting infection. The procedure, should this occur, is:

- Students will report infections immediately to their Clinical Instructor, and the Coordinator.
- If a student has been sent home, medical clearance from the student's physician must be obtained before returning the Clinical Education Center. (See attendance policy, which remains in force.)

Needle stick – (breakage of the skin by an object or instrument which has been contaminated with blood or other body fluids **OR** if the student is exposed to body fluids via mucous membranes or non-intact skin). The procedure, should this occur, is:

- Report injury to Company Nurse On Call immediately (888-375-0280).

### **P. Incidents/Unusual Occurrences**

- Student will immediately contact and report any and all incidents/unusual occurrences to their clinical instructor.
- Student will not discuss incidents/unusual occurrences with **ANYONE** other than as instructed by Chaffey College representatives.

**INJURY REPORTING PROCEDURES  
FOR STUDENTS ASSIGNED TO  
CLINICAL OR INTERNSHIP SITES**



**24/7 Injury Hotline**

**(888) 375-0280**

- ▶ For all life- or limb-threatening injuries, students can be treated at the clinical/internship site, if emergency services are available. If emergency services are not available at the site, call 911 for immediate medical attention. Once the situation has stabilized, it is the responsibility of the student and/or instructor/supervisor to report the injury to Company Nurse® with detailed information.

**FOR NON LIFE-THREATENING INJURIES**

- ▶ Student must immediately report the injury to Chaffey College's injury reporting service: **Company Nurse on Call® (888) 375-0280**
- ▶ Student may receive initial treatment at the clinical/internship site if the injury has required time constraints for treatment when exposed to blood borne pathogens (needle stick/instrument, poke/cuts, etc.). If the injury involves the exposure to blood borne pathogens, the student must follow the clinic/agency protocol for testing and follow-up treatment. Incident must be reported to Company Nurse®.
- ▶ Student must immediately report the injury to their Chaffey College instructor.
- ▶ **Medical Billing:** If the student is referred for medical treatment, the medical provider shall forward invoices to York Risk Services Group, P.O. Box 619079, Roseville, CA 95661; Phone: (909) 942-4882.
- ▶ Student is required to follow-up within 24 hours of the injury by contacting Risk Management at (909) 652-6531 or (909) 652-6521 to arrange a time to complete the required forms.

**INTRODUCTION:** Company Nurse On Call® is an innovative injury reporting service. According to Labor Code 3368, educational institutions shall treat students in an unpaid work-experience/educational setting in the same manner as employees. Therefore, students in this classification are required to report injuries to the Chaffey College “Company Nurse On Call®” service. Within minutes of an injury at the clinical or internship site, students will be provided the services of RN’s and medical professionals to assist with triage and self-care advice; or, if necessary, the student will be referred to a medical provider for treatment. The student may receive initial treatment at the clinical/internship site if the injury has required time constraints for treatment when exposed to blood borne pathogens (see A-5 below).

**MEDICAL BILLING:** If the student is referred for medical treatment, the medical provider shall forward invoices to

York Risk Services Group at P.O. Box 619079, Roseville, CA 95661; Phone: (909) 942-4882.

### A. REPORTING AN INJURY

1. For all life or limb threatening injuries, student can be treated at the clinical/internship site, if emergency services are available. If emergency services are not available at the site, call 911 for immediate medical attention. Once the situation has stabilized, it is the responsibility of the student and/or instructor/supervisor to report the injury to Company Nurse® with detailed information.
2. Students are required to immediately report all injuries to Company Nurse®.
3. Students must report the injury to their instructor as soon as possible.
4. Once the instructor has knowledge of the injury, the instructor must contact Company Nurse® to ensure proper reporting procedures were followed by the student.
5. Exposure to bloodborne pathogens (needle stick/instrument poke/cuts, etc.) If the injury involves the exposure to bloodborne pathogens, the student must follow the clinic/agency protocol for testing and follow-up treatment.
6. The medical provider shall forward invoices to York Risk Services Group at P.O. Box 619079, Roseville, CA 95661; Phone: (909) 942-4882. The student must report to the College’s Risk Management office located in the SSA Building, Room 202 for direction on follow-up care.

**NOTE:** Company Nurse® does not diagnose injuries. The nurse utilizes a triage process that will guide the student to the appropriate level of care for treatment given the information obtained during the telephone call.

### B. MEDICAL/PHYSICAL ACTIVITY STATUS REPORT

After the incident students are required to submit a copy of the medical/physical activity status report to their instructor immediately following medical treatment or on the next business day.

**NOTE:** Students will not be allowed to return to the clinical or internship site without providing documentation from the treating physician to the instructor.

### C. RELEASE TO RETURN TO WORK EXPERIENCE/EDUCATIONAL SETTING WITH RESTRICTIONS

If the treating physician releases students to return to the clinical or internship site with restrictions, students must obtain authorization from their instructor to return to the clinical or internship site as long as program policy allows for temporary light duty assignments.

### D. SAFE WORK PRACTICES

In order to avoid accidents or injuries, it is the responsibility of all students to use proper safe work practices and appropriate protective equipment while performing their duties at the clinical or internship site.

For questions or additional information, please contact:

Susan Hardie, Director, Human Resources at (909) 652-6531

Maria Martinez, Administrative Assistant, Risk Management at (909) 652-6521.

## Q. Procedure for Nursing Assistant State Certification Exam

### 1) Nursing Assistant State Certification Exam

- Fee to take the state Nursing Assistant certification exam is \$100.00 payable via money order or cashier's check only.
- Students will be informed by theory instructor the specific date the fee is due.
- Students who do not meet the required due date for exam fees will not be able to take the exam with the class as scheduled and will be responsible for arranging the certification exam on their own.
- No refunds are given by the outside testing agency or Chaffey College.

Collection date for the State Exam fee required you must bring:

- \$100.00 money order or cashier's check (student will be informed who to make it payable to)
- Valid California driver's license or ID, or valid passport may be asked
- Social Security card or a certified letter from the Social Security Office that states: name, address, and other identifying information proving that you have applied for your Social Security card may be asked for

- 2) Your California driver's license/ID **MUST EXACTLY MATCH** the name on your Social Security card.

Day of State Certification Exam Requirements

- **Must wear Nurse Assistant white uniform** as outlined in the Nursing Assistant uniform policy.
- **Must arrive on time**, otherwise you will **NOT** be allowed into the exam and will be responsible for any fees incurred to reschedule on your own.
- **Must bring your valid California driver's license/ID** that was presented the day you paid your exam fees – **REMEMBER: the names must exactly match.**
- **Must bring your Social Security Card that exactly matches your California driver's license/ID.**
- **Bring your 283-B Department of Public Health form** that your theory instructor supplied to you.

- 3) Please note: Any student not complying with any part of the testing requirements will not be able to test with the class and must make individual arrangement with testing agency.

## III. GUIDELINES FOR PROFESSIONAL BEHAVIOR

### A. Confidentiality

The student will:

- Show respect for patient confidentiality by accessing a patient's medical record for the provision of nursing care only.
- Respect the privacy of all patients (e.g. do not express medical opinions about patients that can be overheard by others).

- Speak English in patient areas. When required for patient care, communicate directly or through an interpreter in the language best understood by the patient whenever possible.

Students will not divulge personal information about self, such as; address, telephone number, etc., to the client or significant other.

Recording devices are not to be taken into or utilized in a facility.

In the classroom, students may utilize a recording device ONLY with PRIOR permission of instructor/speaker.

#### **B. Acceptance of Gratuities/Gifts**

Students are not to accept gratuities or gifts from the client's or their families/significant others. Any questions regarding this should be discussed with the clinical instructor.

### **IV. STUDENT OPPORTUNITIES**

#### **A. Financial Aid**

The Financial Aid Office, (SSA Building, Room 104, 909-652-6199) assists students in determining yearly education expenses and administers a number of programs designed to help students with limited resources meet those expenses. Hours for the Financial Aid Office are:

Monday and Thursday: 7:30 a.m. to 7:00 p.m.

Friday: 7:30 a.m. to 2:00 p.m.

#### **B. Scholarships/Grants**

Scholarships, grants and loans are available to students currently enrolled in the nursing program. Information is disseminated to students by course instructors and scholarship applications are available in Health Science Office.



**CHAFFEY COLLEGE  
HEALTH SCIENCE DIVISION  
CLINICAL PERFORMANCE REPORT**

Student Name: \_\_\_\_\_

Course Number: \_\_\_\_\_

1. On \_\_\_\_\_, your performance in the clinical laboratory setting was below course standards because you:

\_\_\_\_\_ Failed to meet clinical objectives required in previous semesters.

\_\_\_\_\_ Failed to meet clinical objectives for this semester.

\_\_\_\_\_ Performed in a manner that created a situation of physical/emotional jeopardy.

\_\_\_\_\_ Other: \_\_\_\_\_

**DEFINITIONS:**

- Emotional Jeopardy                      The result of a student's actions or inaction which, in the judgments of the evaluator, threatens the client's psychological well-being.
- Physical Jeopardy                        The result of a student's action or inaction which, in the judgments of the evaluator, threatens the client's bodily well-being.
- Departure from Standard                An extreme departure from the standard of care, which, under similar circumstances would have ordinarily been exercised by a student at that level.
- Incompetence                              The lack of possession of, or the failure to exercise that degree of learning, skill, or care ordinarily possessed and exercised by a student at that level.

2. Description of the performance:

3. Action taken by instructor:

\_\_\_\_\_ You are being advised that your performance is unsatisfactory and may result in your being dropped from this course. An unsatisfactory clinical standing will be recorded in your student file. The following is recommended/required for improvement:

\_\_\_\_\_ You are being dropped from this course with an unsatisfactory clinical standing recorded in your student file because your actions:

\_\_\_\_\_ Constitute a second violation

\_\_\_\_\_ Exhibit a departure from the standard for your level as a student.

\_\_\_\_\_ Other

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Instructor Signature

\_\_\_\_\_  
Date

Note: The student is given the opportunity to seek a resolution through established procedures. See Chaffey College Catalog and Student Handbook for procedures.





## Health Science Impaired Student Policy

The Chaffey College School of Health Sciences recognizes the importance of ensuring that students who are enrolled in the various health science programs have the ability to provide the necessary health care services, with respect to the quality and preservation of human life. With this understanding, the School believes it is necessary to recognize those conditions in which a student's ability to perform those functions has been impaired by an illegal substance and/or emotional condition. With this as the guiding principle, the faculty has established this *impaired student policy*. Compliance with this policy is a condition of continued enrollment in the program. Failure or refusal of a student to cooperate fully, sign any required document(s), submit to any inspection or test, or follow any prescribed course of substance abuse treatment and/or counseling will be grounds for disqualification.

### I. **PURPOSE**

The purpose of the policy is:

- A. to acknowledge that it is in the best interest of the student to have the cause of his or her impairment identified and treated as such;
- B. to maintain a safe environment for clients/staff in the educational setting;
- C. to reduce the potential for mistakes or injury to persons;
- D. to encourage students to voluntarily obtain a clinical diagnosis and subsequent treatment for the cause of their impairment whether it is substance related or otherwise;
- E. to provide confidential handling of the diagnosis and treatment of these diseases;

### II. ***POLICY***

All students of the Health Science School are expected to report for clinical, classroom, and laboratory assignments with no alcohol, illegal drugs, or their metabolites in their bodies and emotionally prepared to participate in instruction. A student must not have alcohol, an illegal drug, or its metabolite in his or her body at any time while in clinical or laboratory experience regardless of whether the student's performance is or is not affected by this use of alcohol and/or illegal drug.

### III. ***DEFINITIONS***

School site includes, but is not limited to, any college property and/or any place where the student is assigned for school courses (including clinical sites) or any place where school business is conducted.

“Under the Influence” means, for the purpose of this policy, that the student is affected by alcohol, or any other drug, in any detectable manner. The symptoms of influence are not confined to those consistent with problem behaviors identified. A determination of “influence” may be established by either a professional opinion, a scientifically valid test, or by a lay person's opinion. It will be conclusively presumed that the student is under the influence of alcohol if the student has a urine or blood alcohol content greater than 0.

## **II. PROBLEM BEHAVIORS**

Students who exhibit problem behaviors cause concern for the welfare of clients, staff, other students and/or the general public. These behaviors may indicate an impairment in the students' ability to maintain a safe environment. (See Chaffey College Student Handbook Behavior Code, #6.)

Problem behaviors may include, but are not limited to:

### Physiologic:

- Slurred or rapid speech
- Trembling hands
- Persistent rhinorrhea
- Altered pupil dilation
- Flushed face
- Red eye
- Odor of alcohol
- Unsteady gait
- Declining health

### Behavioral

- Irritability and mood swings
- Isolation or avoidance of group work
- Pattern of absenteeism and tardiness
- Decreased clinical and academic productivity
- Fluctuating clinical and academic performance
- Change in dress or appearance
- Inappropriate responses
- Elaborate excuses for behavior
- Decreased alertness/falling asleep in class
- Dishonesty

### **III.LEGAL DRUGS, ILLEGAL DRUGS, AND ALCOHOL**

- A. Legal Drugs. Legal drugs include prescribed drugs and over-the-counter drugs which have been legally obtained and are being used for the purpose for which they were prescribed and manufactured.

No prescription drug shall be brought onto the school site by any person other than the person for whom the drug is prescribed by a licensed medical practitioner and shall be used only in the manner, combination, and quantity prescribed. The manufacture, dispensation or sale, offer to sell, purchase, use, transfer, or possession of legal drugs, except under the conditions specifically permitted herein, is prohibited.

If a student has any question or concern as to his or her ability to safely and/or efficiently perform their job while taking a prescription drug or other medication, the student has an affirmative obligation to report the use of that drug or medication to the student's instructor or Chaffey College Health Services Department.

- B. Illegal Drugs. The manufacture, dispensation or sale, or offer to sell, purchase, use (including having illegal drugs or their metabolites in a student's body) is prohibited at the school site.

Illegal drug means any drug:

1. which is not legally obtainable; or
2. which is legally obtainable but has not been legally obtained.

The term includes, but is not limited to, cocaine, opiates, amphetamines, barbiturates, methadone, PCP, benzodiazepines, and marijuana. It includes prescribed drugs not legally obtained and prescribed drugs not being used for prescribed purposes. It also includes any substance which a person holds out to another as an illegal drug.

No student shall possess or bring drug paraphernalia onto any school site.

- C. Alcohol. Any student while at a school site is prohibited from being under the influence of alcohol due to salient concerns for:
1. the safety of the student, co-workers, clients, and/or the general public;
  2. the student clinical performance; or
  3. the safety or efficiency of school operations.

### **IV.ENFORCEMENT OF POLICY BASED ON REASONABLE SUSPICION**

It is reasonable to expect that someone who has chosen a course of study in a health science area, where life and death situations arise, concurs with the importance of ensuring their ability to provide the services necessary to perform their duties.

Whenever a school representative establishes reasonable suspicion based on his or her observations of a particular student's behavior, demeanor and/or physical appearance, consistent with the described conditions listed in section II of this policy, then the student in question will be

immediately removed from the instructional area. At that time, the student will be given the opportunity to explain the circumstances involving their impairment.

If the exhibited behavior(s) cannot be adequately explained, the student will be asked to leave the facility and/or will be scheduled to meet with the program coordinator. The student will be transported from the facility by the student's emergency contact person. If the emergency contact person is unavailable, the student will be transported by a designated public transportation company. If for any reason the student cannot supply his or her contact person:

- A. contact the appropriate Dean's office;
- B. after business hours, contact Chaffey College Campus Police at 989-9633.

The same procedure shall apply to any Health Science student whose impairment has resulted in an accident, injury, or any physical or verbal altercation while in the educational setting.

## **V. PROTOCOL FOR CONDUCTING SUSPICION-BASED TESTING**

An evaluation may be conducted to determine the cause for the problem behavior.

To ensure the expectation of privacy for students and that test results are sufficiently trustworthy and reliable, all suspicion-based testing of students under this policy shall be administered by trained personnel with requisite medical expertise in this order:

### A. Breath Testing

Students presumed to be under the influence of alcohol will be obligated to submit to testing conducted by a PAS device. Such testing will be conducted by an authorized law enforcement official. Contact Chaffey College Campus Police in a time-sensitive manner. Individuals for whom the PAS device test reveals a blood alcohol level of greater than 0 will be considered under the influence per this policy.

### B. Urine Testing

Students presumed to be under the influence of illegal drugs and/or alcohol will be obligated to submit to urine testing by a trained medical professional at a designated medical facility immediately following a suspected occurrence. The designated medical facility will be:

Concentra Medical Center  
9190 Haven Avenue  
Suite 100  
Rancho Cucamonga 91737  
(909) 481-7345

During such testing, the individual:

1. Will be monitored but not directly observed while providing urine samples;

2. Urine samples will be handled and controlled only by trained medical professionals who are responsible for conducting the tests and/or testing the samples.

Individuals for whom urine testing reveals a positive finding above the margin of error shall be considered under the influence per this policy.

## **VI. PROGRAM REENTRY**

As consideration for the program granting the student's request to return to school, the following conditions shall prevail:

- A. The student shall submit to the program proof of his or her enrollment in an alcohol and/or drug abuse follow-up treatment, counseling, or rehabilitation program. Proof of students' attendance at all required sessions must be submitted to, and approved by, the Chaffey College Health Center. Attendance will be closely monitored.
- B. The student agrees to voluntarily submit to testing for alcohol and/or illegal drugs on a random basis as requested by the program. The student's failure of such testing during this period or the student's refusal to submit to such testing shall be grounds for immediate termination from the program.
- C. The student must maintain an acceptable attendance and performance record and comply with all other school and program policies upon his or her return to school. Any absence by the student will require a written doctor's certificate.
- D. The costs of rehabilitation shall be borne by the student.
- E. Failure of the student to comply with all of the above conditions will result in the student's immediate termination.

**CHAFFEY COLLEGE  
SCHOOL OF HEALTH SCIENCES  
HEALTH EXAMINATION FORM**

**APPENDIX D**

The following student has been accepted in the **CNA** Program. Please have your physician complete and return this form prior to attending your first course in Chaffey College's Health Science Program.

Mr./Miss/Mrs. \_\_\_\_\_ Birth Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Last First MI.

Weight \_\_\_\_\_ Height \_\_\_\_\_ Pulse \_\_\_\_\_ Blood Pressure \_\_\_\_\_

**Section I. MEDICAL EXAMINATION:**

Normal	Check each Item in Appropriate Column (Enter NE if not evaluated)	Abnormal	Notes: Describe any abnormality in detail.
	HEENT		
	Lungs and chest		
	Breasts		
	Heart (Thrust, size, rhythm, sounds)		
	Vascular system		
	Abdomen and viscera (including hernia)		
	Endocrine system		
	G-U system		
	Upper/Lower extremities (Strength, range of motion)		
	Spine, other musculoskeletal		
	Skin and lymphatic		
	Neurologic (Tendon reflexes, equilibrium, senses, coordination, etc.)		
	Psychiatric (Specify any personality deviation)		

HEARING	Right ear				Left ear			
Whispered Voice (Standing sideways far ear closed)	/15 ft.				/15 ft.			
<b>or</b> Audiometer (Decibel loss)	500	1000	2000	4000	500	1000	2000	4000

DISTANT VISION (Standard test types only)	NEAR VISION (Use linear values)	
Right eye	20/	Corrected to 20/
Left eye	20/	Corrected to 20/
Both eyes	20/	Corrected to 20/

**Section II. LABORATORY TEST:** Must be within last **3** months of beginning of program.  
**(Attach copy of lab results)**

TEST	FINDINGS	DATE
Drug Screening / 10 Panel List plus Ethanol – negative results		

**Section III. IMMUNIZATIONS/SCREENINGS: (Attach copies of immunization)**

	<b>TYPE/RESULTS</b>	<b>DATE</b>
<p>TB 2 step TB required unless Documented negative PPD in the last year is presented</p> <p style="text-align: center;"><b>OR</b></p> <p>Chest x-ray If new positive PPD or no documentation of prior positive and clear check x-ray provided. Repeat CXR is not required if documentation is provided and no symptoms of active disease per health care provider</p>	<p>1<sup>st</sup> Skin Test (PPD Only) - Results:_____ Read Date: #1_____</p> <p style="text-align: center;">2 step required before program begins</p> <p>2<sup>nd</sup> Skin Test (PPD Only) – Results:_____ #2_____</p> <p style="text-align: center;">(at least 7 days from #1 read; not more than 21 days)</p> <p>_____Chest X-ray: (every 3 years) Results:_____</p> <p style="text-align: center;"><b>Copy of radiology report required.</b></p>	<p>Inj Date: #1_____</p> <p>#2_____</p>
<b>Influenza vaccine</b>	Current season flu vaccination required	Date: _____

**List any pertinent medication(s) the student is currently taking:**

\_\_\_\_\_

\_\_\_\_\_

This student does not have any health condition that would create a hazard to themselves or others. Agree\_\_\_\_\_Disagree\_\_\_\_\_

If disagree, please explain\_\_\_\_\_

This student does not have any lifting or mobility restrictions. Agree\_\_\_\_\_Disagree\_\_\_\_\_

If disagree, please explain\_\_\_\_\_

In your opinion, is the health of the applicant such that he/ she can undertake this program? Yes\_\_\_\_\_No\_\_\_\_\_

This individual has been advised of the finding of this examination and has been encouraged to consult with his/her personal physician if appropriate: Yes\_\_\_\_\_ No\_\_\_\_\_

ADDITIONAL COMMENTS:\_\_\_\_\_

Print (MD, DO, PA or NP) Name\_\_\_\_\_

Date:\_\_\_\_\_ Signature of (MD, DO, PA or NP)\_\_\_\_\_

Phone Number\_\_\_\_\_

Address\_\_\_\_\_

PLEASE RETURN THE COMPLETED FORM TO:

**CHAFFEY COLLEGE**  
Nursing Assistant Program, HS-145  
5885 Haven Avenue  
Rancho Cucamonga, CA 91737-3002





## STANDARDS OF STUDENT CONDUCT AND STUDENT DISCIPLINE PROCEDURES

### A. INTRODUCTION AND PRINCIPLES OF DISCIPLINE

Chaffey Community College District, as a tax-supported institution, is committed to compliance with state and federal laws. As an institution of higher education, the college is committed to providing an orderly environment conducive to student learning. When the conduct of students transcends the bounds of the law or interferes with the normal processes of education, the college must take appropriate action. It is in this spirit and toward these ends that the following procedures have been developed.

### B. STANDARDS OF CONDUCT

Students are subject to suspension or expulsion for good cause which shall include, but not be limited to, any of the categories of misconduct set forth below related to college activity or college attendance.

1. Continued disruptive behavior, continued willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, college personnel.
2. Cheating, plagiarism, or submitting work for a class that is not the product of a student's own effort, **California Education Code**, Section 76037.
3. Obstruction or disruption of the college's educational process, administrative process, or other college function, **California Code of Regulations**, Section 41301.
4. Assault, battery, or any threat of force or violence upon a student, college personnel, or any other person.
5. Willful misconduct which results in injury or death to a student, college personnel, or any other person, or which result in cutting, defacing, or other injury to any real or personal property owned by the District.

6. The use, sale, or possession on campus or at any college activity of, or presence on campus or at any college activity while under the influence of, any controlled substance, or any poison classified as such by Schedule D in Section 4160 of the Business and Professions Code.
7. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the governing board.
8. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.
9. Theft of, or damage to, property of the college or any other person.
10. Failure to make good on returned checks cashed by the college.
11. Failure to pay debts, such as fines or loans, and failure to return college property.
12. Unauthorized entry into college facilities, or unauthorized use of college supplies or equipment, including unauthorized possession or duplication of keys to any college premises.
13. Reckless driving on college property.
14. Gambling or other unauthorized gaming activity.
15. Possession or use of any deadly weapons, firearms, explosives, dangerous chemicals, or other potentially harmful implements or substances.
16. The use, sale, or possession on campus or at any college activity, or presence on campus or at any college sponsored event, under the influence of any alcoholic beverage.
17. Dishonesty.
18. Forgery, alterations, or misuse of any college documents, records, or identification.
19. False accusations or malicious charges against any other students, staff member, or governing board member of the college.
20. Hazing or any act that injures, degrades, or disgraces an individual.
21. Soliciting or assisting another to do any act which would subject a student to expulsion, suspension, probation, or other discipline pursuant to this policy.
22. Possession of concealed electronic devices for recording in a class or laboratory situation without the permission of the instructor.
23. Theft or other abuse of college facilities and/or computing equipment, including, but not limited to, the following:

- a. unauthorized entry into a file to use, read or change contents, or for any other purpose;
  - b. unauthorized transfer of a file;
  - c. unauthorized use of phone or electronic devices such as fax, modem, etc.;
  - d. unauthorized use of another individual's identification or password;
  - e. use of computing facilities to interfere with the work of another student or college employee;
  - f. use of computing facilities to interfere with normal operations of the college computing system;
  - g. use of computing facilities to send or receive obscene or abusive messages.
24. Violation of other state, federal, or local statutes, or college policies, rules, or regulations while on college property, including violation of college policies or of campus regulations concerning student organization, traffic, or the use of college facilities.

### **C. DISCIPLINARY ACTION**

Students who violate any standard of conduct shall be subject to the following disciplinary actions. The college may utilize any of the disciplinary actions set forth hereafter without previously using a lower-level of discipline.

#### **1. Removal by Instructor**

An instructor may remove a student from his or her class for the day of the removal and the next class meeting. The instructor shall complete a classroom discipline form and immediately submit a copy to the student and to the vice president of institutional development. If the student removed by an instructor is a minor, the college president or the president's designee shall ask the parent or guardian of the student to attend a parent conference regarding the removal as soon as possible. If the instructor or the parent or guardian so requests, a college administrator shall attend the conference. During the period of removal, a student shall not be returned to the class from which he or she was removed without the concurrence of the instructor of the class.

#### **2. Long-Term Suspension**

A student may be suspended by the president or the president's designee from any or all classes and college activities for a period of time up to and including one or more terms for good cause. The college president shall report all student suspensions to the governing board. Whenever a minor is suspended, the parent or guardian shall be notified in writing by the president or the president's designee.

#### **3. Expulsion**

A student may be expelled by the governing board for good cause when other means of correction fail to bring about proper conduct, or when the presence of the student causes a continuing danger to the physical safety of the student or other.

4. Other Sanctions

Nothing in this section shall be construed to prohibit the president or the president's designee from imposing a lesser disciplinary sanction than suspension or expulsion. A lesser sanction may include, but need not be limited to, verbal or written reprimands, probation, or ineligibility to participate in extracurricular activities.

5. Immediate 10-Day Suspension From Class

The president or the president's designee may place a student on immediate suspension pending a disciplinary hearing in order to protect lives or property, or to ensure the maintenance of order. Prior to imposition of an immediate suspension, or within five (5) calendar days thereafter, the suspended student shall be afforded the opportunity to meet with the president or the president's designee to respond to the charges.

**D. DISCIPLINARY PROCEDURES—NOTE: *If a Campus Police Department report is issued, be advised that timelines for discipline action will commence on the date the report is received in the Office of the Vice President for Student Services.***

No student shall be suspended for more than ten (10) instructional days or expelled without first being afforded an opportunity for a hearing in accordance with the procedures set forth herein. A student may be suspended for up to ten (10) consecutive instructional days by the president or the president's designee for good cause. Before imposing such a short-term suspension, a student shall be given specific written reasons for the proposed disciplinary action and an opportunity to respond to the president or the president's designee before suspension is imposed.

For suspensions longer than ten (10) days, and in cases of expulsion, the procedures set forth below shall govern.

1. Right to a Hearing (expulsions and long-term suspensions)

The student shall be entitled to a hearing before a decision to expel is made. An expulsion hearing shall be held within forty-five (45) calendar days after the date the president or the president's designee determines that good cause exists to expel. The student and the administration shall be entitled to postpone the hearing for up to five (5) additional calendar days each.

2. Notice

Written notice of the hearing shall be mailed or personally delivered to the student and if a minor, to the student's parent or guardian, no later than ten (10) calendar days prior to the date of the hearing.

The notice shall include:

- a. the date, time, and place of the hearing;

- b. a statement of the specific facts and charges upon which the proposed disciplinary action is based;
- c. a copy of the disciplinary rules of the college than relate to the alleged violation;
- d. notice of the opportunity for the student, or if the student is a minor, the student's parent or guardian, to appear in person or employ and be represented by counsel, to inspect and obtain copies of all documents to be used at the hearing, to testify at the hearing, to question all other evidence presented, and to present oral and documentary evidence on the student's behalf, including witnesses.

Should the student elect to have an attorney present at the hearing, the student must notify the vice president of institutional development by telephone at least forty-eight (48) hours prior to the hearing.

### 3. Hearing Panel

The president or the president's designee shall appoint an impartial three-member panel to conduct the expulsion hearing, to make findings, and to make a recommendation to the governing board. The panel shall consist of an administrator, an instructor, and a student. In suspension cases, the panel shall have the authority to issue a final decision without forwarding a recommendation to the governing board.

### 4. Conduct of Hearing

The hearing shall be conducted privately with the panel, the administration, the student, and the student's representative, if any, in attendance. Technical rules of evidence shall not apply, but relevant evidence may be admitted and given probative effect only if it is the kind of evidence upon which reasonable persons are accustomed to rely in the conduct of serious affairs. The administration and the student may present evidence, call witnesses, question and cross examine witnesses, and engage in those rights described in section D (2)(d) above.

Any recommendation to expel shall be based upon substantial evidence relevant to the charges adduced at the hearing. No decision to recommend expulsion shall be based solely upon hearsay evidence.

A record of the hearing shall be made. The record may be maintained by any means, including electronic recording, so long as a reasonable accurate and complete written transcription of the proceedings can be made.

Within fifteen (15) calendar days after the hearing has concluded, the panel shall deliberate alone and develop a written decision, including findings of fact and a recommendation to expel or not to expel. If the panel decides not to recommend expulsion, it may terminate the proceedings or impose a lesser sanction. If expulsion is recommended, the panel's decision shall be submitted to the governing board for action at its next regular meeting. A copy of the panel's decision shall be mailed to the student's last known address at least three (3) days prior to the date of the board meeting.

5. Governing Board

The governing board is authorized to expel a student for good cause when other means of correction fail to bring about proper conduct or when the presence of the student causes a continuing danger to the physical safety of the student or others. If the governing board accepts the recommendation calling for expulsion, its decision shall be based solely upon a review of the findings of fact submitted by the hearing panel.

The governing board may reject or modify the panel's recommendation by imposing a lesser penalty than that recommended by the panel. Any rejection or modification of the panel's recommendation shall be based solely upon the board's review of the panel's written findings.

A student who has been recommended to the governing board for expulsion may request through the office of the superintendent/president in writing the opportunity to address the board in closed session for the purpose of briefly commenting on, or responding to, the panel's decision.

The Governing Board's decision shall be final and written notice thereof shall be sent to the student by the superintendent/president or the superintendent/president's designee.

# CLASSROOM DISCIPLINE FORM

DATE: \_\_\_\_\_

TO: \_\_\_\_\_  
Student's Name

\_\_\_\_\_   
Class

\_\_\_\_\_   
Chaffey I.D. Number

\_\_\_\_\_   
Instructor

\_\_\_\_\_   
Area

I believe that you have committed a violation of the Disciplinary Policy. The details of this violation are as follows:

As a result of this violation, the following disciplinary action will be taken:

- |   |   |
|---|---|
| <input type="checkbox"/> Written Reprimand            | <input type="checkbox"/> Oral Reprimand                                       |
| <input type="checkbox"/> Failing Grade for Assignment | <input type="checkbox"/> 10-Day Class Suspension<br>(pending meeting with VP) |
| <input type="checkbox"/> Failing Grade in Course      | <input type="checkbox"/> <i>Dropped from Class*</i>                           |
| <input type="checkbox"/> Other (Specify)              | <input type="checkbox"/> Restitution  |

I concur that a violation as described above did occur, and I agree with the level of discipline indicated.

I do not agree that a violation as described above did occur and/or with the level of discipline to be applied, and I choose to appeal.

I do not agree that a violation as described above did occur and/or with the level of discipline to be applied, and I do not choose to appeal.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

*\*Dropped from class is not to be used for excessive absences or lack of academic effort.*

cc: Appropriate Administrator

Student Discipline Form #1



## CLASSROOM-RELATED DISCIPLINARY PROCEDURES

When a student is charged with plagiarism, cheating, or disruptive behavior and the faculty/staff member has reasonable proof or documentation, and/or the student admits said violation, the instructor/staff member will complete the Classroom-Related Discipline Form (see next page) in duplicate, give a copy to the student, and send the original to the appropriate administrator. The instructor may select one or more of the following options:

1. Issue an oral or written notification and warn the student further acts of this sort will result in additional disciplinary action.
2. Issue a failing grade (F) for the assignment in question.
3. Issue a failing grade for the course. If this option is selected, the instructor must consult the first-level manager.
4. Drop the student from the class and assign a withdrawal (W) for the class before seventy-five (75) percent of the course completion. Students dropped after the seventy-five (75) percent period will be assigned a failing grade (F) for the class, pursuant to the uniform grading policy. Before a student is officially dropped from a course, the instructor and student will be invited to a meeting with the dean of the school. If the student chooses not to attend the meeting, he/she will be dropped from the class.
5. Refer the student to the instructor's dean for disciplinary action at the district level, i.e., a letter of reprimand, full suspension, or expulsion.
6. Suspend the student from his/her class for the day and the next class meeting pursuant to the California Education Code, Section 76032. If the student is a minor, the college president or designee shall ask the student's parent or guardian to attend a parent conference regarding the suspension as soon as possible. If the instructor or the parent or guardian so requests, a college administrator shall attend the conference.

If a student does not agree with the disciplinary action taken, he/she may appeal the action by following the district's Student Grievance Policy.



## STUDENT GRIEVANCE PROCEDURES

**DUE PROCESS OF LAW** (procedural and substantive) is an important part of our legal system which protects every member of the community against laws and actions that could be classified as capricious, arbitrary, or unreasonable. The student should be protected against capricious, arbitrary, unreasonable, unlawful, false, malicious, or professionally inappropriate evaluations or pressures imposed by a faculty member. Students who make false or malicious charges against Chaffey College personnel could be subject to disciplinary actions. It is imperative, therefore, that we establish fair and equitable grievance procedures for Chaffey College students.

**Definition:** Student Grievance Procedures for processing complaints against individuals employed by the college.

Grievances are divided into two categories: academic and non-academic.

### 1. Academic

When grades are given for any course of instruction taught in a community college district, the grade given to each student shall be the grade determined by the instructor of the course and the determination of the student's grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetency, shall be final (Education Code 76224). If a student files a grievance relative to a grade, he/she must prove that "mistake, fraud, bad faith, or incompetency" entered in to the grade assignment.

Student grievance procedures are not to be used for removing "F" grade due to non-attendance or changing an "F" grade to a "W" grade. For these two specific grade changes, a student petition form may be obtained from the admissions office.

### 2. Non-academic

A non-academic grievance will constitute any grievance/complaint that does not pertain to a grade issue.

Students wishing to file complaints based upon sexual harassment/ discrimination should contact the chief of campus police, located in the police department office in Campus Center East Quad, telephone number (909) 652-6630.

Students wishing to file complaints based upon discrimination on the basis of ethnic group identification, gender, sexual preference, religion, age, color, or physical or mental disability and any other category of unlawful discrimination should contact the vice president of administrative services located in the Automotive Technology (ATL) Building, telephone number (909) 652-6160. If the vice president of administrative services is not available, the student can contact the vice president of institutional and student services located in the Administration Building, telephone number (909) 652-6131. Students wishing to file a complaint resulting from the

college's matriculation program as permitted by Title 5, 55534(a) should contact the dean of instructional services located in the Administration Building, telephone number (909) 652-6133.

## **LEVELS IN THE GRIEVANCE PROCEDURE**

### **General Provision**

A student or former student has six months after the close of the semester or intersession in which the alleged circumstances occurred to file a formal grievance. If a student fails to file a grievance within six (6) months, he/she has forfeited his/her right to file a grievance for that alleged circumstance.

Either an academic or non-academic grievance must follow the process indicated below:

**A. LEVEL I - INFORMAL ACTION** (Oral discussion between parties involved in the dispute. Any discussion during the informal process must be held in confidence by all parties involved.)

1. The student shall first present his/her complaint informally to the person against whom the complaint exists.
2. If the student refuses to meet informally with the person against whom the complaint exists, the student is free to pursue the issue through the appropriate supervisor, director, coordinator, or dean.
3. Prior to requesting a formal grievance hearing, the grievant must see either the dean of the appropriate area or the vice president of institutional and student services.
4. The appropriate administrator will convene a meeting with the grievant and the person the grievance was filed against.
5. If the matter is not then resolved, the student may request the formal grievance procedure.

**B. LEVEL II - FORMAL ACTION**

1. The grievant will complete all steps in the informal procedure prior to filing the written formal grievance.
2. The grievant will submit to the dean of the appropriate area a written statement of the complaint citing the regulation or college policy which allegedly has been violated, including all supporting facts and the desired solution sought by the grievant. Additionally, the grievant will provide the dean with his/her current mailing address and telephone number. The grievant will identify his/her representative to the Student Grievance Committee in the written statement submitted to the dean.
3. The person against whom the grievance is directed will be requested to submit to the appropriate dean a written response to the allegations and

his/her selection for the committee within ten (10) working days after the filing date.

4. Within ten (10) working days after receipt of the response, the Student Grievance Committee will be established as follows:
  - a. The chair of the committee, as designated by the vice president of institutional and student services (the chair will not be from the affected area).
  - b. One member selected by the chair of the committee.
  - c. One member selected by the grievant.
  - d. One member selected by the person the grievance is filed against.
  - e. The chair will help choose a fifth member who must be accepted by both parties to serve on the committee.

**Note: Members of the committee must be employees or students of the college.**

5. Within fifteen (15) working days after the selection of the committee, the vice president of institutional and student services will notify in writing to both parties the time and location of the committee meeting.
6. Within five (5) working days after notification to the appropriate parties, the chair will convene the committee.
7. The Student Grievance Committee will hear the alleged complaint and the response and will also examine all supporting facts and documents.
8. Either party may bring an individual to assist them at the grievance hearing; however, the individual must be an employee or student of the college.
9. Within five (5) working days, the committee will submit a recommendation in writing with all supporting reasons to the vice president of institutional and student services. Written documentation pertaining to the grievance will be confidentially maintained by the vice president of institutional and student services.
10. Within five (5) working days after receiving the committee's report, the vice president of institutional and student services will notify both parties of the recommendation of the committee.

### **C. STUDENT GRIEVANCE APPEALS**

If either party is not satisfied by the recommendation of the committee, then either party may appeal directly to the superintendent/president of the college. The superintendent/ president shall review all documentation and render a final decision.

CHAFFEY COLLEGE  
NURSING ASSISTANT/HOME HEALTH AIDE PROGRAM

Student File Receipt for the Student Policy Handbook

I have received, read, and understand the Nursing Assistant/Home Health Aide Program's Student Policy Handbook.

\_\_\_\_\_  
Print Name and Signature of Student

\_\_\_\_\_  
Date