



Employee-Student Handbook for the **CNA Training Academy**

of Senior Care Network of St. Louis, Missouri

13190 South Outer Forty Dr
Town and Country, MO 63017
Phone: 314-446-2541; fax 314-262-8285
Email: drogers@scnnet.org

Welcome to all our new students. This Certified Nursing Assistant Program Handbook includes vital information regarding your CNA Training, and explains procedures that students are to follow.

All students are responsible for understanding the information contained in this handbook, so take some time to become familiar with the contents. The final page of the handbook includes an acknowledgement that you have read, understood, and agreed to abide by the information and program requirements presented herein. This form is to be completed, signed, and returned with your Application.

We look forward to working with you toward your goal of becoming a Certified Nursing Assistant.

Sincerely,

Dave Luethy
Chief Administrator
CNA Training Academy

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Objective

The objective of the Certified Nursing Assistant (CNA) training program at the CNA Training Academy is to prepare students to fulfill the duties of a CNA. After completing this course, participants will be able to:

- Provide basic care to residents of long-term care facilities.
- Communicate and interact effectively with residents and their families, with sensitivity to the psychosocial needs of residents.
- Assist residents in attaining and maintaining maximum functional independence.
- Protect, support and promote the rights of residents.
- Provide safety and preventive measures in the care of residents.
- Demonstrate skill in observing, reporting and documentation.
- Function effectively as a member of the health care team.

A state certification exam must be taken and passed to work as a CNA in the state of Missouri, and this course will prepare the students to take and hopefully pass that exam.

Program Content & Course Description

The content of the CNA Training Academy program is consistent with the training requirements established by the Missouri Department of Health and Senior Services. Specifically:

1. Describe the functions of body systems appropriate to the nursing assistant scope of practice.
2. Describe the roles and responsibility of nursing assistants including ethics, communication, legal responsibilities, abuse laws, and the State of Missouri Regulations.
3. Demonstrate professional communication skills including recording and reporting, and legal and ethical responsibilities.
4. Demonstrate safety and infection control practices that comply with standards of practice for nursing assistants.
5. Understand Human Anatomy and Physiology.
6. Define common medical terms and abbreviations used in health care.
7. Understand observations, reporting, charting on medical records.
8. Understand the needs and behaviors of residents in Long Term Care settings.
9. Understand the Elderly.
10. Safety in Long Term Care settings.
11. Understand the importance of Long Term Care food service, nutrition, serving and feeding, observe, measure and record fluid input and output.
12. Demonstrate how to provide personal Care, including oral care, hair care, nail care, perineal care.
13. Demonstrate and understand Elimination and Restorative Nursing.

14. Demonstrate how to perform special clinical procedures, including admission, discharge, transfers, height, weight, oxygen therapy, and end of life care.

Admission Requirements

Acceptance into the CNA Training Academy program will be granted upon the applicant providing/ completing the following:

- 1) A fully completed CNA Training Academy Application/Enrollment Form.
- 2) Proof of age – the student must be 18 years old on the first day of classroom instruction
- 3) A copy of high school diploma, or High School Equivalency Test (HiSET) certificate
- 4) Demonstrated ability to communicate both verbally and in writing in English. The applicant may be requested to take and successfully pass the TABE Language Test, if the Program Administrator deems it necessary.
- 5) Proof of a recent (90 days) flu vaccine (seasonal).
- 6) Copy of health insurance coverage card.
- 7) A favorable screening result obtained from the Missouri Family Care Safety Registry (FCSR). The CNA Training Academy will have this screening performed. No action from the prospective student is required for this step. The cost of this screening is included in the prospective student's application fee. (Note: all prospective employees of senior care communities in Missouri must obtain a favorable FCSR result prior to being hired. Since the intent of the CNA Training Academy is to graduate students able to be employed in Missouri, this has been made a prerequisite for admission to the CNA Training Academy program.)
- 8) Current favorable Tuberculosis test, or recent chest x-ray.
- 9) In good physical health, able to lift at least 25 pounds.
- 10) A negative drug screen test. This test will be arranged by the CNA Training Academy, and conducted at a CNA Training Academy designated location.
- 11) An interview with the CNA Training Academy Administrator.

Admission Procedure

Prospective CNA Training Academy students should follow the procedure below in order to be admitted to the program:

- 1) Complete all sections of the CNA Training Academy Application. A copy may be obtained by contacting the Academy office at 314-446-2541.
- 2) Provide all of the required documents to be submitted with the application. The list of documents includes:
 - a. Government provided proof of age – e.g. Birth Certificate, Driver's License, or Passport
 - b. Copy of High School diploma, or HiSET certificate
 - c. Copy of health insurance coverage card verifying that the student is covered under a health insurance plan

- d. Doctor's statement indicating a recent (within 30 days) negative Tuberculosis test result, a recent (within 30 days) chest xray, and recent (seasonal, within 90 days) flu vaccination
- 3) The instructor will notify you shortly thereafter regarding your acceptance/admittance into the CNA Training Academy program, and, if you are accepted, will confirm the date of the first class session.

Length of Program

The State of Missouri requires that CNA training classes consist of not less than 75 hours of classroom instruction as presented by a Missouri licensed CNA instructor, plus no less than 100 hours of clinical instruction, supervised by a Missouri certified CNA clinical supervisor, in a certified facility approved by the Missouri Department of Health and Senior Services. This CNA Training Academy program fulfills these requirements by offering class hours that exceed the Missouri minimum required hours, allowing time for extra review, tutoring, or special instruction.

Program Schedule

There are two possible class schedules offered as part of the CNA Training Academy program – one for students able to attend daytime classes, and one for students able to attend evening classes. Daytime and evening classes may be offered at various times throughout the year. The daytime and evening session will each require 13 weeks to complete from start, through Graduation. Please contact the school at the contact info above for the anticipated start dates of classes for the upcoming year.

In general, the hours for daytime classes will follow this schedule:

Classroom Instruction:

- Two days per week – 8:45am-4:00pm - week 1 through week 6
 - o Two 15 minute breaks, plus 30 minute lunch break allowed
 - o Classroom time total= 75 hours

Clinical Instruction:

- Three days per week – 8:00am-2:30pm – week 7 through week 12
 - o Two 15 minute breaks, plus 25 minute lunch break allowed
 - o Clinical time total= 100 hours

Exam: - during a day in Week 13 – time to be determined

In general, the hours for the evening classes will follow this schedule:

Classroom Instruction:

- Three evenings per week – 4:30pm-9:00pm - week 1 through week 6
 - o Two 15 minute breaks allowed

- Classroom time total= 75 hours

Clinical Instruction:

- Three days per week – 8:00am-2:30pm – week 7 through week 12
 - Two 15 minute breaks, plus 25 minute lunch break allowed
 - Clinical time total= 100 hours
- Exam: - during a day in Week 13 – time to be determined

Students will receive a schedule of specific class days and hours prior to the start of each session.

Scheduled Holidays

Appropriate class session and clinical session adjustments will be made to the schedules to accommodate the following holidays, when these holidays fall on what would normally be a scheduled class day:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

Grading Methods

As required by the state of Missouri Department of Health and Senior Services standards, students must achieve a combined average grade of 80% on the written comprehensive classroom exams in order to successfully complete the classroom part of the program, and be allowed to proceed to the clinical portion of the Program.

At any point the Program, if it is determined that the student's classroom exam grade average is below that where a final passing grade is achievable, the Student will be terminated from the Program.

Clinical evaluations are performed at the end of the clinical session. A clinical failure occurs when any one objective is graded as unsatisfactory. However, the instructor reserves the right to immediately dismiss a student from the clinical area if his/her behavior is deemed unsafe. This dismissal may result in a clinical failure if the instructor believes it is warranted.

If in the judgment and at the discretion of the Program Administrator it is determined that the student's clinical performance is not acceptable and cannot be made acceptable to an independent examiner, the student will be terminated from the program.

Homework assignments will be given at the conclusion of each class, and will be due at the beginning of the next class session. No late work will be accepted. Copying or plagiarism of the homework assignment will result in a "zero" score for that assignment, and that assignment may not be made up.

Tuition for employees of Senior Care Network companies & members

Should an employee of a Senior Care Network Member company wish to enroll in a CNA Training Academy program, that student will receive a discounted tuition rate of \$600 upon providing proof of employment at that SCN member company to the Program Administrator. Additionally, since the employee will already have successfully completed the FCSR and Drug Screens as a condition of their employment, this portion of the application requirement shall be waived, and payment of the Application Fee will not be required. All other Program Fees and costs will remain as above.

The student may request their community sponsor their enrollment in the CNA Training Academy program by using the form included in the Application packet. If their community agrees to sponsor them for this program, then the tuition/fee portions of the following section do not apply.

Tuition, Fees, & Other Costs

There are three different fees associated with the CNA Training Program:

- 1) Application Fee - \$50 must accompany each application, prior to that student's application being reviewed. The application fee is intended to cover the drug screening, background check, and administrative time associated with processing the student's application. In the event that the prospective student is not admitted to the program a full refund of the application fee will be made, less the fees associated with the FCSR screen (\$11.00) and drug screen (\$22.00). NOTE: this fee will be waived for applicants you are employees of Senior Care Network member companies.
- 2) Tuition - The cost of tuition for either the daytime or evening program of the CNA Training Academy shall be \$600 for employees of Senior Care Network Member companies. This is the cost of the classroom instruction and clinical instruction only.
- 3) Supplies/Materials – Students will be required to obtain/possess the following items for use in class prior to the start of the second day of classroom instruction:
 - a. Uniform – the cost for this will be approximately \$40, and must be purchased from the CNA Training Academy
 - b. Wrist watch, with a sweep second hand – student must provide
 - c. A working, high-quality stethoscope – available for purchase from CNA Training academy, if needed. Approximate cost = \$20
 - d. Gait belt - available for purchase from CNA Training academy if needed. Approximate cost = \$15

- e. White shoes, with closed toe and heel. Athletic shoes are acceptable, provided that are at least 90% white in color.
- f. Text book – “Nurse Assistant in a Long-Term Care Facility (CNA)” – must be purchased from the CNA Training academy. Approximate cost = \$40.
- g. I.D. Badge – Student ID badge must be worn during all classroom and clinical sessions. This will be provided by the CNA Training Academy on the first day of classroom instruction.

Payments for the application fee, tuition, and supply items to the CNA Training Academy can only be made by the following methods:

- a) Cash
- b) Certified check, payable to “CNA Training Academy”

The tuition payment must be received by 4:00pm on the business day prior to the first day of classroom instruction for the session that the student has been admitted to. Example: for a class with an initial classroom session on a Monday, all fees must be received by the Program Instructor no later than 4:00pm on the Friday immediately prior to the first day of class instruction.

Payment for supplies/materials must be made upon delivery of the respective items to the student.

Cancellation Policy

Should the CNA Training Academy, at any point prior to completion of the scheduled final exam session(s), be forced to discontinue the program, all students currently enrolled as of the announced date of cancellation will be entitled to a full refund in accordance with the information shown in the “Refund Policy” section, below. Reasons for cancellation include, but are not limited to:

- a) Insufficient enrollment level
- b) Unavailability of classroom or clinical space
- c) Resignation or termination of classroom instructor

Student Conduct Policy

Participation in the CNA Training Academy Program Classroom and Clinical sessions requires patience, organization skills, a high level of motivation to succeed, and professionalism.

All students are expected to abide by the CNA Training Academy Conduct Policy while in attendance at all program classroom and clinical sessions and while on the property/grounds of all classroom and clinical locations.

The conduct requirements include:

- 1) Students must maintain a professional behavior at all times.
- 2) Students must comply with facility’s policy as well as patient rights.
- 3) Under no circumstance are students to take matters into your hands to resolve a dispute.

- 4) Students must report any concerns to the instructor or the charge nurse on your unit.
- 5) Use of cell phones or other mobile electronic devices during classroom or clinical training sessions is prohibited. All cell phones are to be TURNED OFF during lecture, lab or clinical sessions. Use of cell phones is disruptive and inconsiderate to your classmates. The instructor has the option to request that you leave the classroom if you are not compliant with the above policy.
- 6) Eating, drinking, chewing gum, and smoking are prohibited in the CNA Training Academy classroom, unless approved by the instructor.
- 7) Eating, drinking, and chewing gum during clinical sessions, outside of the prescribed break areas, or during non-break periods, is prohibited. Smoking is prohibited on all smoke-free campuses where clinical sessions are held. Smoking is only allowed on campuses where permitted, but only during break periods.
- 8) All students must adhere to the patient rights guidelines as provided in HIPPA, which prohibits any incidents of patient abuse, violation of patient rights, photographs, etc.
- 9) Students are not to make engagements with or to take gifts from clients or residents, nor are students to give clients or residents gifts. This is both unprofessional and unethical.
- 10) Any damage of equipment should be reported to your instructor and charge nurse. The instructor and student must report to the appropriate office at the community and complete an Incident Report. Any charge is the responsibility of the student.

Upon the first violation of the above rules, the student will receive a written warning.

Upon the second violation of the above rules, the student will be subject to termination from the program, subject to the discretion of the instructor.

The determination for adherence to the Conduct Policy will be entirely at the discretion of the Program Classroom instructor and/or Clinical Supervisor, as appropriate.

Student Tardiness Policy

An important goal of the CNA Training Academy Program is to help them learn the requirements expected by their eventual employers. It is also imperative that students be in attendance for each scheduled classroom and clinical full day to fulfill the minimum hour requirements of the Missouri Department of Health and Human Services.

The following rules will be applied to all students:

- a) First tardy offense – a verbal warning
- b) Second tardy offense – written warning
- c) Each tardy offense thereafter will result in a 5 point deduction on the student's exam average, and may result in disqualification from being allowed to take the Missouri state CNA examination

Students who fail to adhere to the Tardiness policy and meet the Program Requirements will be subject to dismissal, and termination from the CNA Training Program.

Student Attendance Policy

Attendance at each Classroom and Clinical session is critical in order to fulfill the minimum hour requirements of the Missouri Department of Health and Human Services.

Unexcused absences are not acceptable, and may result in termination from the program, at the discretion of the Program Instructor.

If the student anticipates that he/she will be absent for a classroom or clinical session, he/she must notify the instructor no later than 1 hour prior to the start of that session, or be subject to being charged with an un-excused absence, and possible termination from the program.

If circumstances or events prevent attendance by the student for a classroom session, and provided that the Instructor has been adequately notified, as defined above, the student has the following options available to make up for the missed classroom time:

- a) The student may sit in an alternate CNA Training Academy session, and complete the missed material, provided that session is available
- b) The student may schedule a private make-up session with the instructor, at a mutually agreeable date & time, upon payment of a \$50 fee

Students are allowed no more than two class session make-ups. Upon their third absence, even if excused, they are subject to termination from the program, subject to the discretion of the CNA Training Program instructor.

If circumstance or events prevent attendance by the student for a clinical session, and provided that the Instructor has been adequately notified, as defined above, the student has the following option available to make up for the missed clinical time:

- a) The student may make up the missed clinical time with a Clinical supervisor approved by the CNA Training Program instructor, and a mutually agreeable date & time, upon payment of a \$50 fee

Failure to fulfill the make-up requirements above in time for completion of the respective classroom or clinical session term will result in the excused absence being classified as an un-excused absence, and will result in termination from the program.

Students are allowed no more than two clinical session make-ups. Upon their third absence, even if excused, they are subject to termination from the program, subject to the discretion of the CNA Training Program instructor.

Meals & Breaks

Students are required to bring their own lunches, drinks and snacks. Refreshments may be available in break room areas, however cannot be guaranteed. They will not be allowed to leave the property

during the classroom or clinical instruction sessions. Leaving the property will result in the student being charged with an un-excused absence and may result in termination from the program.

Student Dress Code

Following the first Classroom session, all students are responsible for wearing the required attire for each remaining classroom/clinical session.

The appropriate CNA Training Academy attire includes:

- CNA Training Academy scrub top and bottom (appropriate under garments not visible to the eye; tops should fit well over the pants or tucked in; the abdomen should not be exposed).
- Lab jackets are optional.
- White leather shoes & white socks only. No clogs, sandals, or other open toed shoes.
- Identification badge must be worn on uniform at all times

The following are prohibited, and not considered proper CNA Training Academy attire:

- Earrings - stud earrings only, and no more than 2 pair per ear lobe
- No necklaces are permitted.
- One class ring only.
- No piercing or tattoos should be exposed.
- No acrylic nails. Natural nails should be short and trimmed. Clear finger nail polish only!
- Hair must be groomed and off neck line. No loud hair color will be allowed

Failure to comply with the CNA Training Program dress code will result in a written warning upon the first offense, and possible termination from the program upon the second offense, subject to the discretion of the CNA Training Program instructor.

Student Appeal/Grievance Policy

Should a student have a complaint regarding some aspect of the program that they have not been able to resolve via discussions with the Program Administrator (aside from a complaint regarding their course grade), the student should complete and submit an Appeal/Grievance form (available in the back of this book, or from the Academy Office) and then forward that form to the CNA Training Academy Chief Administrator. A meeting to discuss the basis for the Termination will be scheduled within 2 weeks following the receipt of the request for appeal. A decision regarding the appeal will be provided within 1 week following the Appeal meeting, and will only be granted if agreement can be reached between the Chief Administrator and Classroom Instructor/Clinical Supervisor that the issue merits reversing.

Following the completion of the Appeal/Grievance process, should the student not yet be satisfied with the resolution offered, he/she may contact the Missouri Department of Higher Education at (573) 751-2361 for information on filing a formal complaint.

Student Withdrawal Policy

Should a student elect to voluntarily withdraw from the Program, he/she may do so at any time. The notification of intend to withdraw will not be considered received until provided in writing to the CNA Training Academy Chief Administrator. The amount of fees refunded shall be in accordance with the “Refund Policy” section below.

Student Refund Policy

The CNA Training Academy refund policy for session cancellations, student terminations, or student withdrawals is as shown below:

	Application Fee	Tuition				Supplies/Books/Materials /Uniforms
Class Cancellation by C.N.A Training Academy	Full refund	Full refund				Full refund upon return of each item purchased from CNA Training Academy in usable-"like new" condition
Voluntary Student Withdrawal within 3 days of signing enrollment agreement, excluding Saturdays, Sundays, and Holidays	Full refund	Full refund				Full refund upon return of each item purchased from CNA Training Academy in usable-"like new" condition
Student Termination - due to Conduct Policy violation, Low/Failing Grades, or due to Absence/Tardiness violation	No refund	100% refund if Termination occurs prior to conclusion of 3 days of Classroom instruction	50% refund if Termination occurs prior to conclusion of 5 Classroom instruction sessions	25% refund if Termination occurs prior to conclusion of 2 days of Clinical instruction	No refund if Termination occurs after conclusion of 2 days of Clinical instruction	Full refund upon return of each item purchased from CNA Training Academy in usable-"like new" condition
Voluntary Student Withdrawal from the Program after 3 days of signing enrollment agreement	No refund	100% refund if withdrawal request is submitted prior to conclusion of first 3 days of Classroom instruction	50% refund if withdrawal request is submitted prior to conclusion of 5 Classroom instruction sessions	25% refund if withdrawal request is submitted prior to conclusion of 2 days of Clinical instruction	No refund if withdrawal request is submitted after conclusion of 2 days of Clinical instruction	Full refund upon return of each item purchased from CNA Training Academy in usable-"like new" condition

Unless requested in writing, any refunds due as a result of actions above will be made to the person or organization who made the original payment to CNA Training Academy.

Student Graduation & State Certification Requirements

Students will receive a Certificate of Completion from the CNA Training Academy upon satisfactory completion of the course work, required course hours, and upon completion of their first attempt to pass the Missouri state CNA final exam.

In order to receive their Missouri CNA Certification, students must successfully complete the Missouri state CNA final exam, administered by a state approved independent examiner not associated with the CNA Training Academy program.

The final exam is monitored and will be given on a scheduled day. Both portions of the exam may be taken up to three times. After the third unsuccessful attempt, the student will have to repeat the program during another program session in order to qualify for another attempt at passing the exam.

Re-takes must be scheduled with the Independent Examiner, and the cost for a retake of the exam must be paid by the student.

During the final exam you are not allowed to use any materials (books, internet material, phones, notes, etc.) with the exception of a blank sheet of paper and a #2 pencil.

Transcript Issuance Policy

Upon graduation from the program, via a written request to the CNA Training Academy Chief Administrator, the student will be provided with an official copy of their CNA Training Academy course transcript, as well as a copy of their completed Department of Health and Senior Services Appendix A & B forms. Copies of the transcript and Appendix A&B forms will be provided to the student on no charge.

Description of School Facilities

Classroom sessions for the CNA Training Program will be conducted on the campus of Mason Pointe, at 13190 S. Outer 40 Road, Chesterfield, Missouri. Lectures, discussions, demonstrations, and hands-on practice all occur in the same classroom, located in the “Plaza Building”. A map of the campus that shows the specific street entrance, parking location, and building entrance the student must use is shown on the next to last page of this handbook.

For those students arriving by car via west bound I-64, it is recommended that you exit the Maryville Center exit and turn left to cross over the interstate, and then left again so that you approach Mason Pointe from the west, via South Outer 40 Road. The Mason Pointe campus will be on the right hand side.

Those approaching via east bound I-64 should use the Mason Road exit. Again, the Mason Pointe campus will be on the right hand side.

The Mason Pointe campus also sits on bus routes for Metro St. Louis bus system. A map with the appropriate bus routes can be found at www.metrostlouis.org.

Clinical Sessions will be held at one of several different Senior Care Network communities, subject to that community achieving/maintaining its favorable standing with the Missouri Department of Health and Human Services regarding their status as an approved training location. The current list of possible locations includes the following Long Term Care communities:

- St. Louis Altenheim – 5408 S. Broadway, St. Louis, MO - 63111
- Nazareth Living Center – 2 Nazareth Lane, St. Louis, MO - 63129
- Breeze Park of Lutheran Senior Services – 600 Breeze Park Dr, St. Charles, MO - 63304
- Meramec Bluffs of Lutheran Senior Services – 1 Meramec Bluffs, Dr., Ballwin, MO - 63021

- Laclede Groves of Lutheran Senior Services -723 S. Laclede Station Rd., Webster Groves, MO - 63119

These clinical locations represent a wide variety of geographic areas around the St. Louis region. Shortly after the classroom sessions are underway, each student will reach an agreement with the instructor will reach agreement on where the clinical sessions will be conducted for that clinical session.

Faculty Qualifications

Rhonda McKenzie – Administrator, Instructor

Rhonda is an RN with 20 plus years in nursing as well as 8 years of teaching experience as a CNA Instructor.

Certifications:

- Instructor/Examiner Certifications: RN, LPN, CPR, HIV/AIDS
- Certified Nurse Assistant/CMT Instructor/Examiner Certificate
- Critical Care I Certification
- Core Disaster Life Support (CDLS) Certification,
- CPR BLS Instructor
- Mental Health Instructor
- Volunteer for American Red Cross, Homeland Security

Equipment Resources

The CNA Training Academy classroom is fully equipped with all supplies, training aids, and equipment required to provide the student with an excellent education. The list of items to be included in the classroom includes:

- Manikins (2)
- Hoyer lift Sit to Stand & EZ Lift
- Bed (2)
- Night stand (2)
- Bed side table (2)
- Wheel chairs
- Bed pads/ or chux
- Foley catheter trays
- Walker, cane
- Sphygmomanometer B/P cuffs
- Colostomy bags apparatus
- Graduate cylinders
- Water pictures
- Oxygen masks/ nasal cannula tubing
- Oxygen tanks empty/ concentrator

- Towels, wash cloths,
- Measuring cups
- PPE's gloves, masks, gowns
- Bed pans
- Kleenex
- Dental swabs toothets

All Clinical sites are fully equipped skilled nursing centers, able to provide the necessary hands-on experience required to earn the Nursing Assistant Certification.

Job Placement Assistance

Graduation from the CNA Training Academy is **not** a guarantee of employment. However, following completion of the Program, graduation, and completion of the Missouri CNA exam, CNA Training Academy graduates will be provided the opportunity to apply for and interview for open CNA positions within communities operated by Senior Care Network (SCN) members, when those openings exist.

These SCN communities/organizations in the St. Louis Region include:

- St. Louis Altenheim – 5408 S. Broadway, St. Louis, MO - 63111
- Nazareth Living Center – 2 Nazareth Lane, St. Louis, MO - 63129
- Manor Grove – 711 S. Kirkwood Rd, St. Louis, MO - 63122
- Carrington Place – 2150 West Randolph St., St. Charles, MO - 63301
- Mt. Carmel – 723 First Capitol Drive, St. Charles, MO - 63301
- Mt. Carmel of O’Fallon – 206 N. Main St., O’Fallon, MO - 63366
- St. Agnes – 10341 Manchester Road, St. Louis, MO - 63122
- Breeze Park of Lutheran Senior Services – 600 Breeze Park Dr, St. Charles, MO - 63304
- Meramec Bluffs of Lutheran Senior Services – 1 Meramec Bluffs, Dr., Ballwin, MO - 63021
- Laclede Groves of Lutheran Senior Services -723 S. Laclede Station Rd., Webster Groves, MO - 63119
- REACH – West County of Lutheran Senior Services – 12120 Conway Rd, St. Louis, MO – 63141
- Mason Pointe of Lutheran Senior Services – 13190 S. Outer 40 Road, Town and Country, MO 63017

Students of the CNA Training Academy will be doing their clinical training in one of the SCN locations above, and therefore will have a great opportunity to make a favorable impression and demonstrate their abilities to those making hiring decisions for those communities.

Questions?

Should you have questions regarding the CNA Training Academy program, or any of the contents of this Student Handbook, please do contact one of us below:

- Rhonda McKenzie – Administrator, Instructor – 314-446-2420, rmckenzie@scnnet.org
- Dave Luethy – Chief Administrator – 314-262-8236, dluethy@scnnet.org
- Denise Rogers – Assistant Administrator – 314-446-2541, drogers@scnnet.org

CNA Training Academy

STUDENT VOLUNTARY WITHDRAWAL FORM

Date _____

Name _____ SSN _____

Address _____ City _____ Zipcode _____

Home Phone (_____) _____ Cell/Alternate Phone (_____) _____

Email _____ Program _____

Start Date _____ End Date _____

Reason for Withdrawal (Provided by Student): _____

Student Signature _____ Date _____

Instructor
Comments: _____

Instructor Signature _____ Date _____

Executive Director Signature _____ Date _____

REFUND INFORMATION:

- No refund on Application Fee.
- A full refund will only be allowed if student withdrawal is submitted prior to conclusion of first 3 days of classroom instruction. (See Student Handbook)
- A 50% refund will only be allowed if withdrawal is submitted prior to conclusion of 5 days of classroom instruction. (See Student Handbook)
- A 25% refund will only be allowed if withdrawal is submitted prior to conclusion of 8 days of classroom instruction. (See Student Handbook)
- No refund will be given after the conclusion of 8 days of classroom instruction. (See Student Handbook)

copies: 1 - student 1 - school 1 - finance

CNA Training Academy

STUDENT TERMINATION FORM

Date _____

Please check one: _____ Day _____ Evening

Please check one: _____ POLICY CONDUCT VIOLATION _____ LOW/FAILING GRADES

Name _____ SSN _____

Address _____ City _____ Zipcode _____

Home Phone (_____) _____ Cell/Alternate Phone (_____) _____

Email _____ Program _____

Start Date _____ End Date _____

Reason for Termination (Provided by Student): _____

Student Signature _____ Date _____

Instructor Comments: _____

Instructor's Signature: _____ Date _____

Executive Director Signature: _____ Date _____

Refund Information

- No refund will be given for Application Fee.
- A 90% refund will be allowed if termination occurs prior to conclusion of 3 days of classroom instruction. (See Student Handbook)
- A 50% refund will only be allowed if termination occurs prior to conclusion of 5 days of classroom instruction. (See Student Handbook)
- A 25% refund will only be allowed if termination occurs prior to conclusion of 8 days of classroom instruction. (See Student Handbook)
- No refund will be given after the conclusion of 8 days of classroom instruction. (See Student Handbook)

copies: 1 - student

1 - school

1 - finance

GRIEVANCE/APPEAL FORM

Please read carefully the Student Grievance and Appeals Procedures document before filing this application. Fill in all information requested completely, including any documents needed to consider the appeal. Place the form in a sealed envelope and deliver to the Program Administrator.

Name _____

Address	City	Zip code
---------	------	----------

Home Phone (_____) _____ Cell/Alternate Phone (_____) _____

Email _____ Program _____

Person(s) involved in this case: (Name(s) and Title) _____

On a separate page, please provide a brief description of the nature of the case, describe the main points of your situation and provide any detailed information that you feel is important.

Explain any attempts to settle the problem with the person(s) involved with the case (Instructor or staff person), or with that person's supervisor. Please use separate pages if necessary:

List and attach copies of any documents you are submitting with this application such as: grade reports, letters, correspondence, etc, _____

State a summary of the desired outcome you wish as the result of this grievance or appeal:

If you desire, you may elect to speak with the Administrator about your hearing.

The information contained in this application is not shared with anyone outside the grievance/appeals process without your express permission. The administrator is not allowed to discuss cases except in the context of the grievance/appeals process.

Signature _____ Date _____

Following the completion of the Appeal/Grievance process, should the student not yet be satisfied with the resolution offered, he/she may contact the Missouri Department of Higher Education at (573) 751-2361 for information on filing a formal complaint.

WHEN APPROACHING ON WESTBOUND I-64/40:

EXIT 23 MARYVILLE CENTRE DR.
LEFT ON MARYVILLE CENTRE DR
(CROSS OVER THE HIGHWAY).
LEFT ON S OUTER FORTY.
TURN INTO FIRST ENTRANCE.
PARK IN THE PARKING LOT ON THE RIGHT.
WALK UP THE HILL TO MASON POINTE "PLAZA"
ENTRANCE.

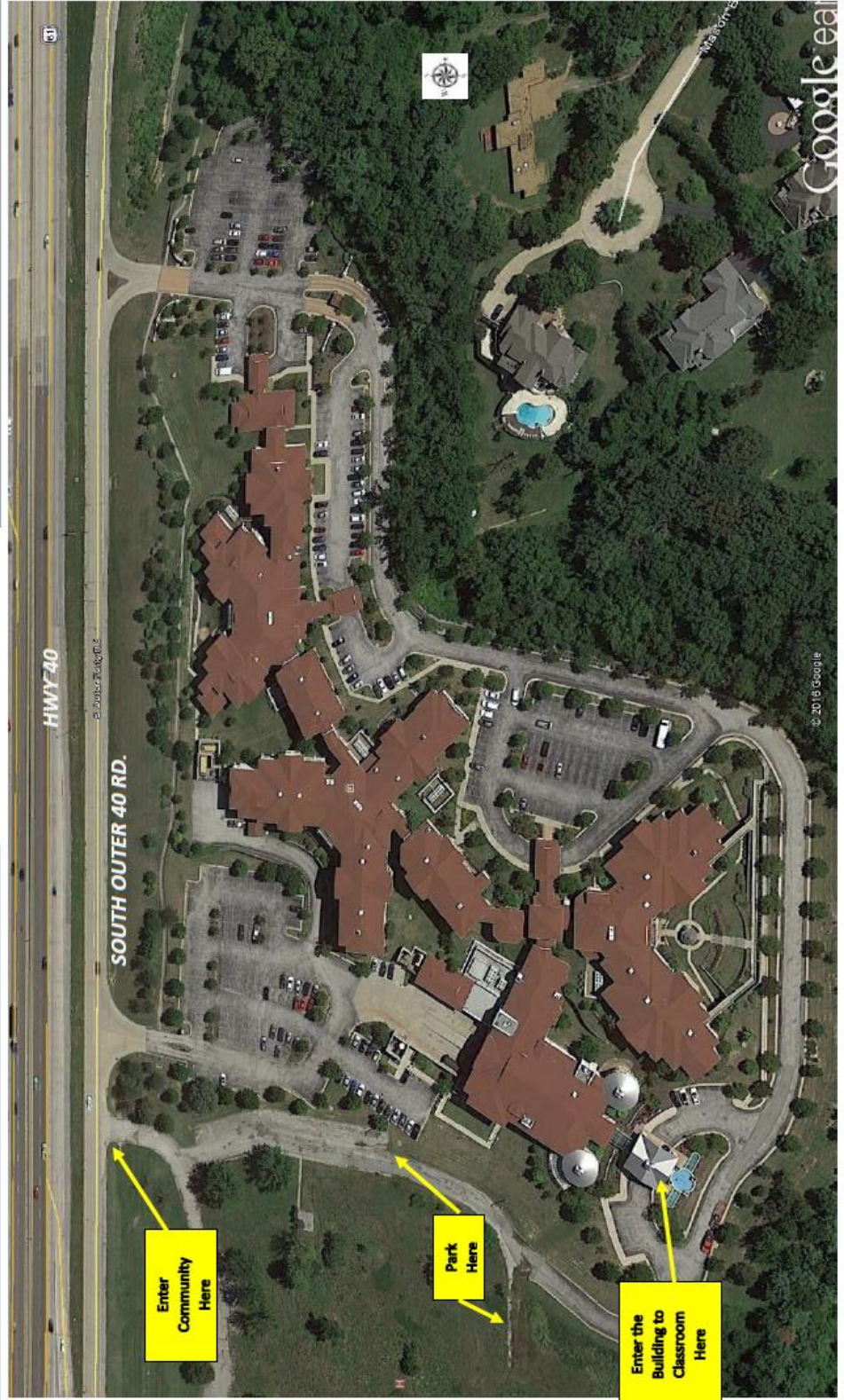
**CNA Training
Academy**

@ Mason Pointe

**13190 S. Outer Forty Rd.
Town and Country, MO
63017**

WHEN APPROACHING ON EASTBOUND I-64/40:

EXIT 24 MASON RD.
IMMEDIATELY GET IN FAR RIGHT LANE. TURN
RIGHT INTO FIRST ENTRANCE.
PARK IN THE PARKING LOT ON THE RIGHT.
WALK UP THE HILL TO MASON POINTE "PLAZA"
ENTRANCE.



STUDENT HANDBOOK ACKNOWLEDGEMENT

Certified Nursing Assistant Training Program

By signing below I acknowledge that I have read, understand, and agree to abide by the information and requirements presented in this Certified Nursing Assistant Program Student Handbook.

Student name (print): _____

Student Signature: _____

Date: _____