

BOSTON REED COLLEGE

The Future You Can Afford



STUDENT HANDBOOK



www.BostonReedCollege.com

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Welcome Letter

Dear Student:

Welcome to the program! Included in this handbook is everything you need to know to make this a successful training program. Please take the time to read through all materials.

Expected Outcomes: We are dedicated to training caregivers who provide safe and respectful healthcare. We expect all program participants to...

- **Apply** learned technical, workplace and life skills to the chosen allied health profession.
- **Communicate** effectively and professionally with clients, employers and members of the healthcare team.
- **Recognize** lifelong learning opportunities to allow the maintenance and growth of knowledge in the chosen profession.
- **Exercise** critical thinking to receive, process, and act on information that will lead to safe and effective care for clients served.
- **Work** collaboratively and independently in diverse environments, recognizing cultural and spiritual differences and treating others with respect and dignity.

Contact Information: A listing of contact numbers, general fax number and website addresses.

Student Guidelines: Please read and keep with you for reference. You are responsible for knowing and complying with all guidelines, policies, and procedures.

All About Externships: Everything you need to know about externship prerequisites and the externship placement process. The Physical Examination Form is to be completed by a physician or nurse practitioner. The CPR Information Sheet reviews acceptable programs.

Assumption of Risk Form: Read and sign this student agreement and bring it to class. Your instructor will collect these forms. Keep a copy for your records.

Upon successful completion of the program you will receive a certificate of completion. If registration, certification, or licensure is necessary in your State you will learn more about the process during the program.

Enjoy the program!

Contact Information

Enrollment Questions.....	800-201-1141, Option 6
General Questions.....	800-201-1141, Option 1
Reporting Absences	800-201-1141, Option 4
Tuition Questions.....	800-201-1141, Option 6
General Fax Line.....	707-307-5017
Course Resources.....	www.bostonreedcollege.com/online
<i>(or other website specified by your instructor or a site representative)</i>	
Career Garden.....	www.bostonreedcollege.com/careergarden

Student Success Tips

In Class

Use Your Student Assignment Sheet—It tells you what chapters to read, what assignments are required, and when examinations take place. Keep it and refer to it regularly.

Attend Class Regularly—Each day in class is important because concepts build upon each other. If you miss one or more days, it's hard to catch up.

Use Class Time Wisely— It may sound obvious, but listen carefully, focus on what is going on, and participate in discussions.

Take Notes and Use Them—Writing down key ideas helps you remember them. Review your notes soon after class to help reinforce the new information.

Ask Questions—Anyone can miss or misunderstand an idea, concept or assignment. If you have questions, don't be afraid to ask your instructor to clarify for you.

Outside of Class

Study Constantly—You'll be more successful if you keep up with the reading assignments. College course are designed so that each hour in class requires two hours of outside study (homework) to learn or practice the material. Plan to study daily.

Keep up with the assignments—We all have a tendency to procrastinate, but putting off working on an assignment will leave you rushed and unable to do your best.

If you're having trouble with a course, do something about it—Go to your instructor for help before or after class. Get together with a classmate to do homework. Start a study group.

Student Guidelines

It is the responsibility of each student to read and abide by the Student Guidelines.

Contact Information: Be sure to make Boston Reed and the Partnering School (*as applicable*) aware of any change of address or telephone number immediately. Your continuing status in the program can be dependent upon our ability to reach you for important matters as they arise.

Program Completion Requirements: To obtain a certificate of completion, students must successfully pass the classroom portion of the program.

Grading Policy: To pass a program, students must achieve a minimum 80 percent overall average including quizzes, homework and exams. In addition, students must score a minimum of 80 percent on each portion (written and practical) of the final exam to pass the program. Homework assignments will account for 10 percent of the overall grade. Quizzes will account for 30 percent of the overall class grade. Midterm(s) and/or final exams will account for 60 percent of the overall class grade. Quizzes shall be administered for most modules. For programs where quizzes are administered in the classroom: Quizzes will not be made-up; however, any student who misses a quiz due to an absence will be given a copy of the quiz for studying purposes upon his/her return. For programs where quizzes are administered online: Quizzes will be completed any day prior to the class meeting when you begin working on the next module. A student may take a quiz twice. The grade is the grade gained on the most recent attempt.

Absences: You will need to notify Boston Reed (*and the Partnering School as applicable*) of absences by calling our toll-free student line at 800-201-1141 and choosing option 4. Leave a message, including your full name, class location and a phone number where you can be reached including area code. If calling to report an absence, do not expect a return call.

Attendance: Students will be allowed to miss a maximum of 14 hours* for the duration of the course. More than the allowed number of hours may result in the student being dismissed from the program. Students will be required to make-up any work that is missed as a result of an absence. In addition to making up assigned work, the student will be required to complete additional work assigned at the instructor's discretion. *This policy does not apply to Phlebotomy or Veterinary Assistant courses. No absences are allowed in said programs.

Rules of Student Conduct: Be courteous and respectful to all persons at all times, including but not limited to fellow students, instructors, school personnel and clients; be on time; give advance notice of any absence or late arrival; be conscientious and diligent in the performance of all assignments and conduct yourself as a professional at all times regardless of the circumstances. Students are expected to avoid behaviors that could be perceived as sexual harassment including but not limited to unwelcome touching, language or inappropriate images.

Student Guidelines

Background Check/Drug Testing: You may be asked to undergo drug testing and or background check at your own expense. If you have any criminal convictions or conflicting information on your form of identification it is possible you may be prevented from completing the program. Refunds will not be awarded to those who fail to determine their own eligibility. A positive drug test may result in dismissal from the program.

Policy on Dishonesty: Dishonesty includes but is not limited to cheating, plagiarism, knowingly assisting another student in cheating or plagiarism, or knowingly furnishing false information to instructors or school personnel. When a student is charged with plagiarism or cheating related to a class and the instructor has reasonable proof or documentation or the student admits the violation, the instructor may select one or more of the following options:

1. Issue an oral or written notification and warn the student that further acts of this sort will result in additional disciplinary action.
2. Issue a failing grade of a “0” for the assignment in question.
3. Issue a failing grade for the course.
4. Refer the student to the Program Manager for disciplinary action, which may include dismissal from the program.

Student Grievance Procedure: The student is advised to attempt to resolve an issue with the instructor first, if applicable. If that is unsuccessful, the student should put the grievance in writing and submit it by mail or fax to the attention of the Program Manager:

Boston Reed College
2799 Napa Valley Corporate Drive
Napa, CA 94558
Phone: 800-201-1141
Fax: 707-307-5017

Grounds for Dismissal: We may permanently dismiss any student who:

1. Exhibits disruptive behavior and/or a lack of a common courtesy and respect for the instructor and/or fellow students.
2. Exhibits behaviors that could be interpreted as sexual harassment, including but not limited to unwelcome touching, language or pictures.
3. Uses profanity with an instructor, fellow student, or school personnel.
4. Does not meet the attendance requirement.
5. Fails to meet financial obligations. \$30.00 service charge for all returned checks.
6. Fails to abide by any or all of the terms of the registration agreement, policies, procedures and guidelines.
7. Results positive to a drug test.
8. Academic dishonesty.

Procedure for Dismissal: The Program Instructor will notify the Program Manager if a student is not meeting the requirements of the Student Guidelines. The Program Manager may contact the student by telephone or in writing to obtain further information. The Program Manager will then make a decision and inform the student by telephone and in writing. The student then has the option to appeal the decision.

All About Externships

What is an externship? An externship is a chance to continue your learning in a hands-on environment. It is an important step toward becoming a professional in your chosen field and will allow you to put into practice all that you have learned in the classroom. However you are still considered a student. You will work under the guidance of a preceptor to gain actual hands-on experience. Your preceptor will provide you with an orientation to the policies and workflow of the company. This is your chance to move from the role of a student into the role of a professional.

Externship Completion: The externship is graded on a pass/fail basis and is based on the evaluation given by the externship preceptor. Have the preceptor complete the evaluation on your last day at the externship. Make a copy of the booklet for yourself and mail or fax the original to Boston Reed. This step will be the impetus to get your certificate sent to you.

Pre-Requisites: Students are required to submit the following pre-requisites to Boston Reed by the 6th week of the program: resume, proof of computer proficiency, proof of CPR for healthcare provider training, a completed physical exam form and results of a screening for tuberculosis and any state specific requirements as applicable. Students are responsible for obtaining resume, computer proficiency, CPR for healthcare provider training, physical exam and tuberculosis screening and any state specific requirements (as applicable) on their own. The above items are required prior to the start of the externship. To confirm your prerequisites were received go to www.bostonreedcollege.com, select Students, login, select Externship Prerequisites. If you do not submit your prerequisites by the 6th week of the program consequences include; dismissal from program and issuance of certificate for classroom portion of the program only. No refunds will be given upon dismissal from program.

Physical Examination with Tuberculosis (TB) Screening: You can use your existing medical coverage to obtain this. Take the form provided in the Student Handbook to your physician or community clinic. Return completed form to Boston Reed via mail or fax (any physical or TB screening completed in the last year will qualify).

Resume: Your resume will be sent to sites interested in hosting you for your externship. A suggested format is listed below. Keep it to one page. Potential externship hosts or employers will typically not read more than the first page of your resume. Use large print for your name, address and telephone number. Include sections for education, work experience, special skills. Include the training you are gaining in this program. Send us an original copy. Because we fax your resume to the externship site, your resume should be a clear original and not faxed or photocopied. Preferred method is to submit your resume to: resumes@bostonreed.com. Some sources for help:

- Check your computer word processing program for a resume template.
- If you don't have a computer, try your local library or copy shop.
- Take the resume course at www.coursesonline.com.
- Check the yellow pages or want ads for resume services.
- Check with your local Employment Development Department.
- Ask a friend or family member for help.
- Ask for help at your local adult school.

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CPR for Healthcare Provider Card: You need CPR for the healthcare professional. This includes: one and two-person adult, child and infant CPR, choking and AED. Please see attached CPR Information Sheet. When arranging for a class, find out how and when you will receive your card. In some cases there may be a delay and this can hold up your externship. We recommend that you request a receipt when you attend the class. Here are some places to look for a class:

- Local adult school or community college
- The American Red Cross
- The American Heart Association (local chapter)
- Local fire department, hospitals and nursing homes

Proof of Computer Proficiency:

Some suggestions for obtaining proof of computer proficiency are:

- Consult the Partner School (take a course or ask them to test you and provide a statement)
- Employment and temporary agencies may test you and provide a statement.
- Take the Internet program at coursesonline.com
- Ask your employer for a letter stating you have basic computer operation skills (see sample letter <http://www.bostonreedcollege.com/documents/computerproficiency.pdf>)

Eligibility: An eligible student is one who has

- turned in the required pre-requisites
- met all financial obligations
- complied with policies and procedures including attendance and conduct guidelines
- provided availability to Externship Coordinator

Externship Dates: Eligible students available full time for an externship will be placed within 60 days of the end date of the classroom portion of the program. Eligible students who are available part time (3-4 business days per week) will be placed within 150 days of the end date of the classroom portion of the program or 150 days following receipt of the required pre-requisites, whichever is first. All externships must be completed within 12 months of the start date of the program.

Process: You will receive a call when the Externship Coordinator is ready to begin placement in your area. Before a student is placed in a site, the Externship Coordinator will contact the student to confirm availability. Students with off-hours externship requests or those that have not turned in the required documentation in a timely fashion may be delayed in externship placement. We do not guarantee placement for students who are not available at least 3 business days (8:00am - 5:00pm, Monday-Friday) a week. Date of externship placement is based on the needs and availability of the externship host site.

Examples of what may cause a student to be responsible for locating their own externship include, but are not limited to:

- Moving out of state.
- Declining a site within 60 miles from the classroom.
- Neglecting to contact us when we have offered a site.
- Receiving an unsatisfactory mark on your final evaluation.

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- You must give advance notice to your Externship Coordinator and your externship preceptor for any absence or late arrival.
- If you experience any difficulty at your externship, you must contact the Externship Coordinator immediately.
- Externship host sites have the right to dismiss students for any reason without recourse. We will request an evaluation from the host site and determine if the student is eligible to continue in the program.
- If you are assigned an externship and you do not follow through with the arrangements, we will determine if you are eligible to continue in the program. We will determine if the student is eligible to continue on the program.
- If you are asked to discontinue your externship and are determined eligible to continue, you will be responsible for locating your own next externship.

Externship Placement Information: Externships are held at a variety of settings. We do not guarantee placement for students who are not available at least 3 business days a week. Many of our host sites prefer students to be available full-time. Others allow short hours but prefer you to report at least three days a week. It is a good idea to start planning now for how you will fit your externship into your schedule. It can help to save up some vacation time, arrange for childcare, and secure transportation ahead of time. Students may be required to travel 60 miles in one direction to an externship site.

We will arrange an externship site for you unless you have a site in mind. We do not guarantee placement at a particular site, rather, we match the needs of the site with each student's availability, grades, attendance records and location. Once we have made arrangements for your externship you are expected to complete the hours at the assigned site without schedule changes.

If you have a request for a particular site or if you plan to do your externship with your employer, you must gain prior approval. To gain approval, call your Externship Coordinator at Boston Reed with the name of the facility, the address, full name of your preceptor, the telephone number, the fax number, your projected start date and your schedule. Any hours you complete prior to obtaining approval will not be covered under our liability or malpractice insurance and will not count toward the required hours for your program or certificate.

Please do not contact Kaiser facilities directly. Kaiser placements must go directly through us.

Prerequisites should be submitted by mail or fax to the attention of Student Records:
Boston Reed College , 2799 Napa Valley Corporate Drive, Napa, CA 94558
Fax: 707-307-5017

The Interview: Some of the sites prefer to interview students prior to the externship. This gives them a chance to see if you will be a good fit for their particular facility. We recommend that you go to the interview in your uniform (lab coat, scrubs, etc) following the dress code (see Externship Resource Booklet), and wearing your nametag. Hair should be tied back. Take your externship resource booklet and a small note pad with a pen. This shows them that you are serious about learning the role. Be prepared to ask a few questions about the type of practice they

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have and what their expectations are. Show enthusiasm for learning. Be prepared to answer questions about what you have learned. During the interview confirm your start date, work hours and the name of your preceptor. After your interview, call them to confirm your start date and schedule.

Successful Externing: Treat the externship like a job. Show up on time and in uniform. Review the dress code. Take your externship resource booklet with you. Anytime you either observe or perform a skill, have that skill signed off on the skills checklist in your booklet. Have your hours signed off daily. When you are nearing completion of the required hours, ask your preceptor to fill out the evaluation form in the back of your booklet. Remember that students are often judged more strictly than employees. Even if you see employees wasting time or dressed casually, do not follow their lead. Instead, ask if there is anything you can do to help. It is OK to help with cleaning or filing if the work site is slow.

Many of our students are hired either by their externship site or by word of mouth from a preceptor who felt the student did an exceptional job. This is your chance to make a good impression on your fellow professionals. Ask for a letter of recommendation upon completion.

Sometimes students are asked to discontinue an externship. The most common reasons are not being on time, not showing up on scheduled days, lack of initiative, or failure to follow procedures after repeated instructions. Students are also dismissed for poor attitude or for developing inappropriate relationships with coworkers or supervisors. Remember you are a professional—your behavior should reflect this! If a site manager calls us about a student, we often ask the student to leave the site immediately. If you are having a problem at your externship site, you must notify us immediately.

Please remember that we are guests in the facility. Make a good impression so that they will be happy to take students in the future. Just think, one day soon, perhaps you will be working and arranging for another student to do an externship with you!

Please note the following when going to your externship:

- You should treat your externship like a job. Be dependable and punctual, respectful and helpful, remembering that we are guests in the facility.
- You should be in uniform and wear your name badge at all times.
- Take with you the externship resource booklet and have your preceptor log hours and have skills signed off each day you are there. Do not leave your booklet at the site.

Confidentiality: You are required to maintain confidentiality of patient information in accordance with state and federal law. No student will have access to or have the right to review any medical record, except where necessary in the regular course of the externship. The discussion, transmission or narration in any form by students of any patient information obtained in the regular course of the externship is forbidden except as permitted by law. Do not open or read a profile you are not directly responsible for. Do not discuss patients with anyone but the appropriate staff.

Externship Checklist

Student Name:	Daytime Phone:
Address:	
Program:	Program Location:

Step One: By second day of class, make arrangements to take a CPR class, obtain proof of computer proficiency, have a physical exam and a TB test. Complete your resume. Complete any State Specific Prerequisites.

Step Two: Submit checklist and prerequisites by Monday of the 6th module of your program. Complete this checklist and attach to the following:

Note: You must send all of the following documentation at the same time this completed externship checklist or it will be returned.

- Completed physical exam form – must be signed by you and your healthcare provider.
- TB test results, or if positive TB test in the past, submit a chest x-ray report. (TB test must be within the last year. Chest x-ray must be within the last two years.)
- Copy of your CPR for healthcare provider card. Must include adult, infant, child, two-person CPR and choking.
- Proof of computer proficiency
- Original copy of your resume. Because we fax your resume to the externship site, it should be a clear original and not faxed or photocopied. Preferred method is to submit your resume to: resumes@bostonreed.com
- State Specific Prerequisites.

Step Three: Two weeks after mailing your prerequisites, log in to the Boston Reed College website to confirm receipt: <https://secure.bostonreedcollege.com/myaccount/>, or call the Student Line at 800-201-1141 – option 6.

Mail or fax this checklist and above forms (except the resume which must be mailed or submitted by email.) Remember to keep a copy for your records.

Boston Reed College
Attn: Student Records
2799 Napa Valley Corporate Drive
Napa, CA 94558
Fax: 707-307-5017

Physical Examination Form

<i>TO BE COMPLETED BY STUDENT</i>			
Student Name:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Birth date:	
Program Location:	<input type="checkbox"/> Weekday	<input type="checkbox"/> Saturday	
Have you had a serious illness, injury or surgery?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please describe:	
<u><i>STUDENT SIGNATURE IS REQUIRED</i></u>			
<i>I give permission to release a copy of this form to affiliating facility.</i>			
Student Signature:		Date:	

<i>TO BE COMPLETED BY PHYSICIAN OR NURSE PRACTITIONER</i>			
1. Current complaints or disabilities pertinent to the student's participation in training program:			
2. Medications used prescription and over-the-counter (use back if necessary):			
Name	Indication	Frequency	
3. Significant medical history, accidents, deformities, surgeries, back problems, communicable diseases:			
4. Examination comments and findings:			
Required Tuberculosis Screening	Date	Initials	Date and Result in Millimeters
Test One			
Chest x-ray (if positive PPD)		Attach results	
<i>Texas Students:</i> DSHS requires completion of the Hepatitis B vaccine series prior to direct patient care. Students are required to begin the vaccine series prior to submitting this form and complete the series prior to externship placement.			
Immunization	Documented Dates: (attach documentation)	Initials	Comments
Hepatitis B Vaccine	Exp. Date: Declination:		

Physical Examination Form

<i>TO BE COMPLETED BY STUDENT</i>	
Student Name:	Program Location:
<u><i>STUDENT SIGNATURE IS REQUIRED</i></u>	
<i>I give permission to release a copy of this form to affiliating facility.</i>	
Student Signature:	Date:

The following immunizations are not required as a prerequisite; however, if an externship site is found for you who requires proof of immunizations, your placement may be delayed if you do not have the immunizations on hand. If you want to obtain them advance, it could expedite your placement should a site require them. Obtaining immunizations in advance does not guarantee placement in any particular site.

<i>TO BE COMPLETED BY PHYSICIAN OR NURSE PRACTITIONER</i>				
Immunization	Documented Dates (attach documentation)		Initials	Comments
Rubella Titer	Date	Results		
Rubeola (Measles) Titer	Date	Results		
Mumps Titer	Date	Results		
MMR Vaccine #1(Mumps, Measles, Rubella)	Date	Results		
MMR Vaccine #2 (if born after 1957)	Date	Results		
Varicella (Titer/Vaccine) #1	Date	Results		
Varicella #2 (if vaccine is given as an adult)	Date	Results		
Hepatitis C Titer	Date	Results		
Hepatitis B Vaccine	Exp. Date	Declination		
	Series			
<i>The above named patient/student has neither communicable nor disabling disease nor health condition that would create a hazard to himself, visitors, classmates or patients at this time. The above named is able to perform the physical activities required for the training.</i>				
Examiner Name (please print):			Phone:	
Examiner Signature:			Date:	
Address:				

CPR Information Sheet

We will accept any program or combination of programs that cover the basic core curriculum bulleted below. We will *not* accept any courses taken online. CPR is a skill that requires hands-on training obtained in a classroom setting with a skilled instructor and one-on-one techniques practice.

Some externship sites require American Heart Association (AHA) approved CPR programs. The AHA course, **CPR for the Healthcare Provider**, offers all the training necessary to be prepared in the field.

The American Red Cross and other private CPR programs also offer courses that will meet the core curriculum. Please be sure to ask specifically if the class offers the following components:

- 1 man CPR and 2 man CPR for Adults, Children and Infants using Mouth to Mouth, Mouth to Mask and Bag Valve Mask techniques.
- Training for Automated External Defibrillator (AED)
- Obstructed Airway Training for Adults, Children and Infants.



We must have a copy of your card as proof of completion to be eligible for externship.

Assumption of Risk Form

Students of Allied Health Training Programs may be required to learn and practice invasive procedures. The undersigned agrees that he/she understands that students learning and practicing these skills may be accompanied by potential dangers as identified below:

- I understand and acknowledge that as a part of the training program, I will be required to learn skills necessary for practice in the field.
- I understand that these skills may include, but not be limited to, finger sticks and injections for Clinical Medical Assistant Training.
- I understand that these skills may include, but not be limited to, finger sticks and venipuncture for Phlebotomy Training.
- I understand that these skills may include, but not be limited to, needle-syringe technique in preparation of medications for Pharmacy Technician Training.
- I understand that students will practice invasive procedures on each other.
- I understand that, prior to the skill practice; students will receive instruction from instructors regarding the skills to be practiced including information on safety and the potential dangers inherent in such procedures.
- I understand and acknowledge that such activities by their very nature can be very dangerous and involve the risk of serious injury/illness and/or death.
- I understand that the risk of injury/illness may include, but is not limited to blood-borne pathogen infections, phlebitis, thrombophlebitis, septicemia, hemorrhage, tissue sloughing, nerve damage, loss of limb, and injuries or other issues from being around animals.
- I understand that I may be subject to drug screening during the course.

I agree to assume liability and responsibility for any and all potential risks, which may be associated with participation in such educational activities. Moreover, I understand and agree that I will indemnify and hold harmless Boston Reed, its Board of Directors, Instructors, Employees, the Partner School, Clinical Affiliates, or hosting facility and that other students shall not be held liable for injury or illness which is incidental to or associated with the preparation for and the participation in these learning activities and which may be sustained.

I have received (by downloading a copy and printing it out from www.bostonreedcollege.com) a personal copy of the Student Handbook containing rules and regulations relative to the program. The Program Instructor has reviewed the content with all members of the class and time was made available to the student for questions and clarification of content. The student agrees to follow the outlined guidelines of the program.

Date: _____

Student's Printed Name: _____

Student's Signature: _____