



Helping Hands Home Healthcare and Staffing Agency, LLC
111 W. Washington St. Suite 310 –East Peoria, IL 61611
PH: 309-699-4715 • Fax: 309-699-4717 • www.helpinghandshealthcare.org

Helping Hands Home Healthcare and Staffing Agency

C.N.A. Training Program

School Catalog



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Helping Hands Home Healthcare and Staffing Agency’s C.N.A. Training Program Mission Statement

The mission of Helping Hands Home Healthcare and Staffing Agency’s C.N.A. Training program is to provide a quality education taught by professionals. Our mission revolves around the principles of learning the proper entry-level skills to care for patients in the healthcare field.

The program's mission is reflected in its ongoing goals:

1. To provide quality, professional education to students.
2. To provide comprehensive material, course calendar, and skills necessary to perform as an entry-level healthcare employee.
3. To provide advice and consultation to the faculty and students on any problems that may arise within the program.
4. To maintain a course evaluation system that supports program goals and complies with appropriate licensing and accreditation standards.
5. To maintain organizational structure that will effectively support the goals of the program.

Prior to the beginning of each fiscal year, annual objectives that support the programs goals are established by the Administrative Board and faculty.

Helping Hands Home Healthcare and Staffing Agency, LLC’s CNA Training Program is not an accredited institution.



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Administrative Office and Teaching Location:

Helping Hands Home Healthcare and Staffing Agency

111 W Washington St, Suite 310

East Peoria, IL 61611

Phone: 309-699-4715

Fax: 309-699-4717

Clinical Sites:

Hopedale Nursing Home

107 Tremont Street

Hopedale, IL 61747

Phone: 309-449-4145

Liberty Village

6900 North Stalworth Drive

Peoria, IL 61615

Phone: (309) 693-1400



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Helping Hands Home Healthcare and Staffing Agency’s Certified Nursing Assistant Training Program Operations:

Helping Hands Home Healthcare and Staffing Agency provides C.N.A. Training classes on location at 111 W. Washington St. Suite 310, East Peoria, IL 61611. The course is seven weeks in length. Theory is held at the Helping Hands Office, for a total of 80 hours. Clinicals are held at Hopedale Nursing Home, located at 107 Tremont St., Hopedale, IL 61747, for a total of 40 hours. The hours of instruction, includes classroom and clinical hours, totaling 120 hours.

The CNA Training Program provides instruction and hands on experience in the classroom/lab and clinical settings on the basic nursing assistant skills required to work in a variety of healthcare settings. Skills include the 21 IDPH required skills as well as all elements of personal care, vital sign measurements, body mechanics, safety measures including reinforcement of cardiopulmonary resuscitation (CPR), resident rights, infection control, communication and observation. Exploration of geriatric care and care of the person with Alzheimer’s disease or related dementias is included.

Instructors:

Rebecca Long, RN, Approved Evaluator: 309-699-4715

Karen Sedgwick, RN, MSN, CRNA, Approved Evaluator: 309-699-4715

Director of Admissions:

Karen Sedgwick, RN, MSN, CRNA: 309-699-4715



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Curriculum:

Week 1

- CPR
- TB Testing
- Textbook/ Workbook
- Lab Demonstrations
- Skill Performance
- Weekly Quiz

Week 2

- Vital Signs, Body Mechanics, Safety Measures
- Textbook/ Workbook
- Lab Demonstrations
- Skill Performance
- Weekly Quiz

Week 3

- Personal Care, Resident Rights, Communication/ Observation
- Textbook/ Workbook
- Lab Demonstrations
- Skill Performance
- Weekly Quiz

Week 4

- Infection Control
- Textbook/ Workbook
- Lab Demonstrations
- Skill Performance
- Weekly Quiz

Week 5

- Geriatric Care
- Alzheimer's/ Dementia
- Final Performance Skill Review and Checkoff
- Student Presentations

Week 6

- Clinicals

Week 7

- Clinicals



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Admission Requirements:

Deadline for admissions is one week prior to the start of class. Applicant must provide a copy of their high school diploma (if you have received one) and a valid driver's license or state issued identification card.

Applicant may also pass an entrance exam to be considered for admission into program. Helping Hands Home Healthcare and Staffing Agency's C.N.A. Training Program shall not enroll an applicant under the age of 16 or an applicant enrolled in an elementary or a high school in Illinois unless it has established through verifiable and recorded contact with responsible school officials (school superintendent, school principal, or designee) that, based on academic performance, the course will not be detrimental to the student's regular school coursework. Students who do not have a high school diploma or GED will be required to take the test of adult basic education prior to entrance into the program.

The following requirements are also necessary for admissions:

- Completed health affidavit- if restrictions are noted, a physical exam is required
- Complete 2-Step TB skin test
- Authorization for Criminal Background Check
- Tuition must be paid in full before first day of class (unless payment plan arrangements have been made with administration)
- Satisfactory score on entrance exam



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Course Requirements:

Students are required to attend class on time on a daily basis. Tardiness is not accepted and will not be tolerated. There will be no excused absences or special exceptions given. If you are absent or unable to comply with the schedule you will be released from the course. The following requirements are also necessary for successful course completion:

- Satisfactory attendance and progress
- No “Disqualifying Conditions” on Criminal Background Check
- 100% proficiency on 21 required competencies
- 80% or higher score on Final Exam
- Obtain an average of 80% or higher at course completion

Certification:

Upon successful completion of the course, each student must take and pass the written competency exam required by the Illinois Department of Public Health. Students are responsible for the cost of the written state competency exam of \$67, to be paid to Helping Hands as part of tuition, who will then forward to the appropriate State Exam Facility. Students have 1 year from the start date to pay any tuition balance to be eligible to take the State Exam.

Nursing assistants/aides working in licensed and/or certified skilled nursing facilities, intermediate care facilities and home health agencies in the state of Illinois must be certified. The Illinois Nurse Aide Testing Program is responsible for administering the written competency exam as required by the Illinois Department of Public Health. Criminal background checks are also provided as a service to approved nurse aide training programs. (SIUC Nurse Aide Testing, 2008)

In order to be placed on the Illinois Department of Public Health Nursing Assistant Registry, the nursing assistant is required to:

- a) Have completed 80 hours of theory and 40 hours of clinical.
- b) Take and pass the written competency exam.
- c) Pass the Manual skills portion of the exam.

Upon successful completion of course requirements, students will be issued one certificate of course completion from Helping Hands Home Healthcare and Staffing Agency. Students may issue a written request for additional copies of their certificate for a fee of \$20 per certificate.



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Grading Scales and Standards of Student Progress

Student must obtain at least an 80% or above at the completion of class and receive a score of 80% or above on the final exam.

Grading Scale:

- 90 - 100 = A
- 80 - 89 = B
- 75 - 79 = C
- 70 - 74 = D
- Below 75 is failing

** Grades will be made available to students on a weekly basis. **

Satisfactory Progress

Academic performance will be continuously tracked by faculty during the course. Students must maintain satisfactory academic progress by achieving 100% attendance and completion of all lecture quizzes and laboratory tests at an 80% level. If a student fails to attain the established standard, the student will be placed on academic probation and be given extra assistance in an effort to reach the expected level of performance.

Academic Probation, Suspension or Dismissal

A student unable to maintain an average of 80% grade in the course work and laboratory tests will be placed on academic probation. The student will be given extra assistance in an effort to reach the expected level of performance. At the end of probation, if the student has not brought his/her grades to meet our established attendance and academic standards, then the student may be suspended or terminated, depending on the recommendation of the faculty. The student has a right to appeal the decision to the school administrator. If a student falls below required grade point average, a meeting will be held with the instructors to determine student eligibility in course. The instructor is required to meet with the student within 24 hours to discuss the student's status.



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Termination Procedure

Students who are dismissed or terminated from school will be notified in writing, and can appeal to the school administrator within three days of receiving the termination notice.

Advanced Standing:

No advanced standing will be given to any students.

Supplies/Equipment Provided:

Items provided include: Gait belt, blood pressure cuff, and stethoscope. Student must purchase uniforms and leather shoes. Uniform color is navy blue top and pants, white leather shoes, white lab coat may be purchased, patch, and name badge.

Breakdown of Tuition, Fees, Cost for Books, Supplies and Equipment

Non-Refundable

Registration Fee \$100

Tuition \$1210

Books \$85

Lab fee \$45

State Exam Fee \$75

Total Cost \$1515

Cost of the class is \$1500; which includes non-refundable registration fee of \$100, cost of instruction, textbook/workbook, criminal background check, CPR certification, blood pressure cuff, stethoscope, gait belt, patch, nametag, lab fee, and Illinois State Exam fee.



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Methods of Payment:

The Registration fee of \$100 is non-refundable upon application submission. Installment payments for tuition are available for all students upon administrative approval once accepted into the class. Every student must have a zero balance by the fifth week of the program to qualify for our clinical portion. This means there will be no outstanding balance owed from any student. Payment schedule is provided upon approval. Arrangements can be made through the administrative office. Please contact administration regarding the payment plan request form. Forms of payment accepted include cash, money order, certified check, or credit card. Personal checks will **not** be accepted.

Refund Policy:

Notice must be given to the Administrative Manager of Helping Hands Home Healthcare and Staffing Agency C.N.A. Training Program.

1. When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, all tuition, and any other charges shall be refunded to the student, excluding the non-refundable registration fee, which the school will retain.
2. When notice of cancellation is given after midnight of the fifth business day following acceptance but prior to the close of business on the student's first day of class attendance, the school will retain the non-refundable registration fee of \$100 or 50% of the cost of tuition, whichever is less.
3. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course instruction, the school may retain the non-refundable registration fee of \$100, and an amount not to exceed 10% of tuition and other instructional charges or \$300, whichever is less, and subject to the limitations of books and returns as stated in the refund policy on the bottom of page 13 of this Section letter 1 and 2, the cost of any books or materials which have been provided by the school. A school must refund any book and materials fees when: (a) the book and materials are returned to the school unmarked; and (b) the student has provided the school with a notice of cancellation.



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4. When a student has completed in excess of 5% of the course of instruction the school may retain the non-refundable registration fee but shall refund part of the tuition and other instructional charges in accordance with the following:
 - a) Helping Hands Home Healthcare and Staffing Agency may retain an amount computed prorata by days in class plus 10% of tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed in excess of 60% of the course of instruction, the school may retain the application/registration fee and the entire tuition and other charges.
5. A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this section.
6. Applicants not accepted by Helping Hands Home Healthcare and Staffing Agency's C.N.A. Training Program shall receive a refund of all tuition and fees, excluding the non-refundable registration fee of \$100, to be paid within 30 calendar days after the determination of non-acceptance is made.
7. Non-refundable registration fees shall be chargeable upon application submission and shall not exceed \$100 or 50% of the cost of tuition, whichever is less.
8. Deposits or down payments shall become part of the tuition.

Helping Hands Home Healthcare and Staffing Agency's C.N.A. Training Program shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed within 15 calendar days.

All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.

A student may give notice of cancellation to the school, Helping Hands Home Healthcare and Staffing Agency's C.N.A. Training Program in writing. The unexplained absence of a student from school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.



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Helping Hands Healthcare C.N.A. Program shall refund all monies paid to it in any of the following circumstances:

- a) Helping Hands Home Healthcare and Staffing Agency’s C.N.A. Training Program did not provide the prospective student with a copy of the student’s valid enrollment agreement and a current catalog.
- b) Helping Hands Home Healthcare and Staffing Agency’s C.N.A. Training Program cancels or discontinues the course of instruction in which the student was enrolled.
- c) Helping Hands Home Healthcare and Staffing Agency’s C.N.A. Training Program fails to conduct classes on days or times scheduled, detrimentally affecting the student.

Helping Hands Healthcare C.N.A. Program must refund any book and materials fees when:

- 1) The book and materials are returned to the school unmarked.
- 2) The student has provided the school with a notice of cancellation.

Rules of Conduct

Students must comply with the rules, regulations and policies of Helping Hands Home Healthcare and Staffing Agency. Students must conduct themselves in an orderly and professional manner. The use of drugs and alcohol during school hours, dishonesty, theft, disrupting classes, carrying dangerous weapons, cheating on tests or exam, use of profanity, unexcused absences, poor academic performance, excessive tardiness, insubordination, violation of safety rules, or not abiding by the school rules will lead to either probation or dismissal from classes.

Transcripts:

Transcripts are available upon student request and will be available within five working days. Each transcript will cost \$2 for processing fees. Transcripts may be obtained by:

1. Faxing the request to 309-699-4717
2. Calling in the request to 309-699-4715
3. Emailing the request to kmajors@helpinghandshealthcare.org

Transcripts will not be mailed until processing fee is received.



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Student Services Offered:

1. Helping Hands Healthcare C.N.A. Program Catalog
2. Academic Calendar
3. Criteria for Certification
4. Dates, times, and locations for State Certification testing
5. Description of Criteria/Requirements for entrance into program
6. Payment Plan upon Administrative Approval
7. Advice and Consultation on any problems that arise within the course.
8. Student Evaluation of program
9. A quality, professional education
10. Provide gait belt, blood pressure cuff, and stethoscope.

**No placement assistance will be offered.

Helping Hands Home Healthcare and Staffing Agency, LLC's CNA Training Program is not an accredited institution, therefore, the school does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness and applicability of credit and whether credit should be accepted is the decision of the receiving institution.



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Student Complaints

Student complaints shall be received by Administrative office and by faculty at Helping Hands Home Healthcare and Staffing Agency. Complaints will be written, dated and discussed by the administrative office, members of faculty and student concerned. Each complaint will be recognized and investigated upon receipt. Student and/or faculty will be notified of the outcome of the investigation within 15 days of the complaint. Complaints will be kept on file for at least three years.

- a) A school shall resolve student complaints promptly and fairly and shall not subject a student to punitive action because of written grievances having been filed with the school or the Superintendent.
- b) The school shall maintain a written record of its handling of all student complaints.
- c) TO FILE A COMPLAINT WITH ILLINOIS BOARD OF HIGHER EDUCATION ANY STUDENT OR EMPLOYEE OF A SCHOOL APPROVED BY THIS ACT WHO BELIEVES HE/SHE HAS BEEN AGGRIEVED BY A VIOLATION OF THIS ACT SHALL HAVE THE RIGHT TO FILE A WRITTEN COMPLAINT WITHIN ONE YEAR OF THE ALLEGED VIOLATION. ILLINOIS BOARD OF HIGHER EDUCATION SHALL ACKNOWLEDGE WITHIN 20 DAYS RECEIPT OF SUCH WRITTEN COMPLAINT. ILLINOIS BOARD OF HIGHER EDUCATION SHALL ISSUE A WRITTEN FINDING AS TO WHETHER THERE IS GOOD CAUSE TO INITIATE DISCIPLINARY PROCEEDINGS IN ACCORDANCE WITH THE PROVISIONS OF THIS ACT. ILLINOIS BOARD OF HIGHER EDUCATION SHALL FURNISH SUCH FINDINGS TO THE PERSON WHO FILED THE COMPLAINT AND TO THE CHIEF OPERATING OFFICER OF THE SCHOOL CITED IN THE COMPLAINT.

COMPLAINTS AGAINST THE SCHOOL MAY BE REGISTERED WITH THE ILLINOIS BOARD OF HIGHER EDUCATION. COMPLAINTS SHOULD BE FORWARDED TO THE FOLLOWING:

ILLINOIS BOARD OF HIGHER EDUCATION
DIVISION OF PRIVATE BUSINESS AND VOCATIONAL SCHOOLS

1 N. Old State Capitol Plaza
Suite 333
Springfield, IL 62701-1377

Phone: (217) 782-2551

Fax: (217) 782-8548

www.ibhe.org

*Complaints are part of a student's records and must be maintained for a period of at least three years.

Certificate of Approval To Operate Issued By: Division of Private Business and Vocational Schools of the Illinois Board of Higher Education.

Revised 04/17/2018



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Academic Calendar

Program	Beginning Date	Ending Date
CNA Training Program	January 8, 2018	February 22, 2018
CNA Training Program	May 1, 2018	June 14, 2018
CNA Training Program	June 26, 2018	August 9, 2018
CNA Training Program	August 21, 2018	October 4, 2018

***Academic Calendar is contingent upon IDPH approval and minimum requirements for enrollment being met. ***

Consumer Information

Reporting Period July 1, 2017 – April 30, 2018

1. The number of students who were admitted in the course of instruction for this reporting period = 33
2. Additions during the year due to:
 - a. New starts = 11
 - b. Re-enrollments = 0
 - c. Transfers into the course of instruction from other courses of instruction at the school = 0
3. Total number of students admitted during the reporting period = 11
4. Of the total course of instruction enrollment, the number of students who:
 - a. Transferred out of the course instruction to another course of instruction = 0
 - b. Completed or graduated from the course of instruction = 7
 - c. Withdrew from the school = 4
 - d. Are still enrolled = 0
5. The number of students listed in item (4) who:
 - a. Were placed in their field of study = 1
 - b. Were placed in a related field = 0
 - c. Placed out of the field = 0

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- d. Were not available for placement due to personal reasons = 0
- e. Were not employed = 0
- 6. The number of students who took a State licensing examination or professional certification examination during the reporting period = 5
 - a. passed =5
 - b. failed = 0
 - c. with 2 additional scheduling at a future date
- 7. The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period = 1
- 8. The average starting salary for all school graduates employed during the reporting period = \$12.00/hr (\$24,960/year)



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Acknowledgement of Student’s Receipt of School Catalog.

I have received a written copy of Helping Hands Home Healthcare and Staffing Agency’s School Catalog.

Student Signature _____

Date _____

Staff Signature _____

Date _____