

# Course Catalog/ Student Handbook

### Introduction

Welcome to Cornerstone Healthcare Training Company, LLC. Our online courses are designed to be educational, accessible and affordable. Cornerstone Healthcare Training Company, LLC. was established in 2010 when Robin VanHyning, MSN, RN, NHA, an industry veteran, foresaw the changes that Initiative 1163 would bring to caregiver training in Washington State. Cornerstone has been a pioneer in developing and supplying online curriculum within the long term Residential Care community. We have found a way to accommodate those caregivers working day or night, near or far, all while supported by passionate instructors

### Preface

This student handbook was developed to introduce you to Cornerstone Healthcare Training Company, LLC and help you become familiar with some of our working guidelines. This document is provided for the purpose of supplying general information about our Company and its policies.

We reserve the right to modify, revoke, suspend, terminate, or change any plans, policies, or procedures, in whole or in part, at any time with or without notice. However, any such changes must be in writing and will be made available through our Learning Management System (DigitalChalk) to all students to ensure awareness of the new policies and procedures.

The policies and procedures in this document are for general reference only and are subject to management discretion in applicable situations. All previously issued Handbooks or documents and any inconsistent policy or benefit statements are superseded.

# **Hours of Operation**

Office Hours: Monday through Friday, 9am to 5pm

**Grading Schedule:** Assignments are checked and graded routinely several times a day. The first grading starts at 8am and the last grading is done at 9 pm Mon-Fri. On weekends and holidays our on-call Instructor will typically grade on those same hours but at a minimum, once in the morning and once in the evening.

**Urgent Grading:** If you need an assignment graded urgently, please **TEXT: 206-673-2919** or **CALL: 206-673-2919**. **TEXTING IS PREFERABLE** because it will come through even when the cell signal is weak. Please include your name in your text. We cannot tell who you are from your phone number.

Note: Please reserve urgent grading requests for <u>truly</u> urgent deadline related situations. Responding to urgent requests and grading assignments out of order considerably slows down our process. (We manually grade 150+ assignments per day). The exception to this is Nurse Delegation Basic which requires grading at each step and you should feel free to request urgent grading so you can keep progressing in your class if you are in a hurry to finish.

**Waiting for Grading?** It's important to note that you **CAN** work ahead while waiting for grading (except for Nurse Delegation). You will **NOT** be able to take the module quiz until you are graded, but you can work ahead in consecutive modules and submit assignments while waiting for grading.

General Course Questions: During office hours (9am - 5pm M-F) the best option for a rapid response to any question(s) you may have is to email our team monitored e-mail address at: chtcompany@gmail.com. If your questions are after hours, and are urgent in nature, it is best to text or call our main office number 206-673-2919 as email is not monitored regularly when the office is not open.

Instructor Comments to students: Please read the Instructor comments for each assignment so you know if further work is required. They are located to the right of each assignment in the gray conversation balloon (see graphic below). If you have submitted an assignment and it "disappears" - be sure to read the instructor comments. It may mean the assignment needs additional work and has been returned to you. In these situations, the instructor will leave detailed information for you in

the gray conversation balloon located to the right of that assignment name. Just click on the balloon to open it and read the instructor comments or to leave comments for the instructor.





There are two parts to this assignment and you must answer both:

1) I am going to give you a scenario and I want you to write a "chart entry" using the things you learned about covering all the facts (when, what, where, how, who, and what).

2) The second part to the assignmet is to ask your supervisore for a copy of the facility/agency documentation policy for incidents. Review it and then tell me if you learned anything new

At 7:20am you knock on Mrs. Evans' door. You hear her call out and you open the door and enter her room/apt. You see her sitting on the floor with her back against her bed. Her walker is laying on it's side on the floor next to her. Document your observations as you would write them in the client's chart. (You may make up your own story about comments the client tells you and other observations.

Write your "chart entry" and your comments about your facility's policy in the assignment box below.



After Hours: If you are texting or calling outside of office hours your call will be routed to voicemail to be picked up by the on-call instructor. We do not guarantee a response after 9pm. but go ahead and try. You might get lucky:) Between 9pm-8am, if the instructor is awake or hears your incoming message they will respond. We will do our best to be available to you. Please be aware that 'on-call' means this person is NOT sitting in an office so it may take them a bit to get back to you but we will try to take no more than an hour normally.

Please reserve after hours calls to requests for urgent grading or technical support and remember "on-call" does not mean "on-duty" The instructor sleeps during the night. We do NOT guarantee a response between 9pm-8am but will do our best to be there for you. If you have a special situation where you know you are going to need assistance after 9pm, please contact the grading instructor earlier in the evening to discuss this with him/ her and see if they may be available outside our normal hours.

### **Enrollment Periods**

Cornerstone Healthcare Training offers courses that can be taken at any time according to your schedule. Our courses are self-paced. As such, you may enroll for any of our courses and are not subject to calendar terms or enrollment periods. You probably **DO** have a deadline determined by the DOH, DSHS, SEIU and/or your employer for completing your training. Cornerstone does not monitor these deadlines, it is the student's responsibility to know your own deadline.

# **Transcripts and Certificates**

Once you have established an online account and have registered for a course it will be listed in your

Gradebook under the Current Courses or Completed Courses tab. You have unlimited access to your Gradebook and may print out PDF certificates of completion once you have completed a course. Cornerstone does not mail or email certificates. It is the student's responsibility to download their own certificate upon completion of a course and provide their employer with a copy. Cornerstone Healthcare Training Company, LLC will maintain any and all transcripts for a period of not less than thirty (30) years.

# **Administrative Office**

Friday Harbor Office:
Cornerstone Healthcare Training
PO Box 519 - 100-A First Street - Tower Suites
Friday Harbor, WA 98250
(206)673-2919 (Tel/Text/
Fax)
www.CHTCompanyOnline.

# Owners, Personnel and Licensure

Cornerstone Healthcare Training Company, LLC

Robin VanHyning, RN, MSN, Director of Training & Development, Lead

NHA Instructor, Owner

Mary Perrollaz Director of Operations & Accounting

Sonda

com

Earley HCA Student Advisor, Instructor

Robin Staggs, NAC, HCA HCA Student Support - Skills

Meagan Brown Enrollments & Support

Maria Piper Billing Coordinator

Noah Atchley Administrative Assistant

Evan Perrollaz Instructor

Cornerstone is licensed as a Private Vocational School with Washington State and is contracted as a Community Instructor with the WA Department of Social and Health Service. Each one of our certificate or CE course offerings has been approved by the WA DSHS. Our assigned program number is #0174 and this program number will print on each certificate per offering completed.

Cornerstone's owner, Robin VanHyning, RN, MSN, NHA, started the company in 2010 in anticipation of I-1163 and recognizing the need for an online option for DSHS approved

training. Robin has been a geriatric nurse for 30+ years, is a licensed nursing home and assisted living administrator and has owned an adult family home. Her own mother receives care in a residential care setting and has lived with dementia for over a decade. Robin writes all our courses and produces them. It's our goal to provide quality training that will give communities the kind of staff that Robin would want caring for her own mother.

# **Anti-Discrimination Policy**

Cornerstone Healthcare Training Company, LLC embraces diversity and does not discriminate on the basis of race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability. Cornerstone acknowledges that information pertaining to an applicant's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, Cornerstone will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the Director of Operations upon registration of the program, some programs require medical documentation because of the rigors of curriculum.

# Minimum System/Hardware/Computer Requirements to take the online courses

- **CPU**: 2 Gigahertz (GHz)
- Memory: 2 Gigabyte (GB) RAM (32-bit) or 4 GB RAM (64-bit)
- Operating System: Windows 7, Mac OS X 10.7, iOS 6, Android 4
- Screen Resolution: 1024x768
- **Browser**: Internet Explorer 11, Chrome Current and (Current-1), Firefox Current and (Current-1), Safari Current and (Current-1)
- Current and (Current-1) denotes that we support the current stable version of the browser and the version that preceded it. For example, if the current version of a browser is 24.x, we support the 24.x and 23.x versions.
- Browser Plugins: Flash Version 10.1
- Internet Connection:
- Audio Only Chalkboard: 512Kbps dedicated download and 256Kbps dedicated upload
- Small Video Chalkboard: 512Kbps dedicated download and 256Kbps dedicated upload
- Large Video Chalkboard: 1.5Mbps dedicated download and 256Kbps dedicated upload
- Video Only Chalkboard and Full Screen HD Video: 2.5Mbps dedicated download and 256Kbps dedicated upload

Please keep in mind that these are minimum system recommendations and other environmental factors may impact your course delivery performance. Contact DigitalChalk Support at support@digitalchalk.com if you have any questions about your specific environment or if you are experiencing any technical difficulties. We find that switching browsers often resolves video issues and we recommend Safari or Firefox over Internet Explorer. Be sure to close all other tabs, browsers, and programs while streaming your content. It may also help to hard wire your Internet connection instead of using a wireless network connection. While DigitalChalk may run without issue in older operating systems and browser versions, these are not actively tested and we may not address bugs that appear when operating within these older environments. DigitalChalk does support course activity on the iPad, however not on the iPhone.

Note: The iPhone will play the video within a chalkboard element, however, the Digitalchalk infrastructure cannot track the time spent viewing the video. Our support center will not be able to support students reporting iPhone issues. Also, since the iPad and iPhone do not support the use of Adobe Flash, any course elements which contain Flash content, such as Web Archives and SCORM activities, will not be able to be accessed.

# **Grading System**

Each assignment or course element will be assigned a grade. If your answer is incorrect or not satisfactory, the Instructor will leave you a comment in the Instructor comment box (see grading policy) with directions on how to proceed. You will be given the opportunity to try again. If you have repeated difficulty in meeting the minimum standard passing grade, a phone counseling session with an Instructor will be scheduled.

At the end of each course module there will be a quiz to determine competency. You are given three attempts to pass the quiz. If you do not pass after your third attempt please contact the office to set up a phone counseling session. Your grades are viewable from the 'Completed Courses' tab, you may also review quizzes, completed assignments, etc. from that tab.

To review your test results

A student who has completed the course would do the following to access the test results;

- click the Completed Courses tab on the Dashboard
- click the course name or thumbnail image
- click the Review Test link for the test

A student who has not yet completed the course can access the test results within the active course;

- click the Current Courses tab on the Dashboard
- click on the name of the course
- · click on the completed test element within the course elements list

# **Code of Conduct**

Cornerstone reserves the right to expel any student who is verbally combative, deemed disrespectful by the management or engaging in any behavior or conduct deemed inappropriate or non-compliant. Foul language (written or verbal) will not be tolerated.

Skills Lab and Specialty Training Instructors reserve the right to remove any students demonstrating undesirable behavior in any of our Instructor Led (ILT) classes. Students arriving more than 15 minutes late to class may not be allowed entrance and asked to reschedule. Leaving class early is not acceptable and students who do so will need the reschedule and repeat the entire class day.

The following conduct is unacceptable and will not be tolerated:

- 1. All forms of bias including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed as demonstrated through verbal and/or written communication and/or physical acts.
- 2. Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something.
- 3. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud.
- 4. Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings and programs, or other school activities.

- 5. Theft or damage to the school or class premises or damage to the property of a member of the school community on the school premises.
- 6. Student acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds and class locations.
- 7. Violation of the law on school premises or class locations. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
- 8. Violation of published school policies.

Expelled students can expect that we will refund the balance paid for classes that have not been completed and will make alternate suggestions as to where the student may take the remaining classes for certification through another provider. Once a student has been dismissed from the Cornerstone program they must reapply directly to the Director of Operations stating why they should be allowed to return to the training program. The Director of Operations will respond within five (5) working days declaring any such action taken. Nothing in this policy prevents the student from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint.

### Right to Refer and Refund

Cornerstone makes every effort to assist ESL students and students who are new to online learning and using computers in general as this represents the bulk of our student body. However, we cannot offer one-on-one tutoring or one-on-one computer lessons. These courses are self-guided and self-led and the student is expected to possess basic computer skills and to be able to navigate the online classroom with minimal assistance from our office. In the rare circumstance that a student's need for assistance is greater than what our staff feels they can provide, Cornerstone reserves the right to refer the student to alternative learning options and will provide a full refund for fee(s) paid.

# Interpreters

Cornerstone does not provide interpretation services. Students may privately arrange for an interpreter during their Skills Lab if desired, but the interpreter may not assist during testing. Interpreters will not receive a certificate or class credit of any kind.

### **Facilities**

Cornerstone's main classroom location in Lynnwood is ADA friendly with a first-floor location and handicap accessible restroom facilities. There is a mini-fridge and microwave on site as well as free coffee and water. Cornerstone utilizes hotel conference rooms and donations of space by assisted living communities to host ILT classes across the State. We make every effort to provide ADA friendly, easily accessible locations with water and coffee available. If you have specific concerns or questions about a facility and location please contact the office for information.

### **Students with Disabilities**

Cornerstone provides reasonable accommodations to qualified students with disabilities to afford an opportunity for their full participation in our educational courses. Although Cornerstone Healthcare Training Company, LLC is not required by law to fundamentally alter the nature of its academic or other programs or services, we will provide reasonable accommodations to those students requesting accommodation. Requests can be emailed to the Director of Operations at mary@cornerstonehcc.com

# **Billing Policy**

We will bill (due Net 30) organizations with more than 25+ employees. Please contact billing@cornerstonehcc.com to establish an account. Organizations with less than 25 employees will need to pay upon registration by credit card for employee training. Registration requests for established billing accounts will be billed upon registration - NOT completion. The exception to this is ILT (Instructor Led Training) such as Skills Labs or Specialty Training. These courses will be billed upon the student's physical attendance in the class. Organizations that do not pay their invoices within 60 days are subject to suspension.

# Credit/Refund Policy

- 1. If we are notified within 30 days of the registration date and the student has not begun their course(s) we can offer a full credit or refund. Note: Employers are given 3 full refund/credits per month for cancelled training meeting the conditions noted above. Any additional cancellations within that same month will be subject to a \$15 processing fee.
- 2. If we are notified outside of the 30 days and/or the student has begun their course(s) we can offer the following credit or refund:
  - If the student completes up to 10% of the online training the school will retain 10% of tuition cost
  - If the student completes between 11% and 25% of the online training the school will retain 25% of tuition cost
  - If the student completes between 26% and 50% of the online training the school will retain 50% of tuition cost
  - If the student completes more than 50% of the online training the school will retain 100% of the tuition cost.
- 3. Our vocational school licensing is governed by the WorkForce Board of Washington which was established to protect students in Washington from unethical vocational schools. Be advised that we must maintain transparency and will share what fee(s) we have paid towards a student's training when requested, even when those fee(s) were paid by their employer.

NOTE: Some employers initiate payroll deductions for training fees or offer reimbursement programs. You should check with your employer about their specific policy as Cornerstone has no access or knowledge of policies or agreements between employer and student.,

### **No Show Policy**

Students who no call/no show or cancel within 24 hours of an ILT (Instructor Led Training) class such as Skills Labs or Specialty Training are subject to a \$35 fee. Space is limited in these classes and there is an extraordinary amount of effort, expense and coordination that goes into offering these classes at 7 locations across the State.

When students fail to show up or cancel with short notice it denies a seat to another student. If a student has been registered under a billing account, this fee will be billed to the employer. Cornerstone does not bill individual students unless they are self-paying through the Catalog. In those cases, the student will receive an invoice via email that must be paid before the Skills Lab can be rescheduled. Some employers will initiate payroll deductions for training or no show fees, you should check with your employer about their specific policy.

PLEASE MAKE SURE YOU UNDERSTAND THIS REFUND POLICY. We take a firm stand on following this policy as we have expenses we have incurred when we register you for a class. Feel free to call the office or email: billing@cornerstonehcc.com with any questions.

# Financial Aid

Every effort has been given to make our classes affordable and easy to access. If for any reason you do not have a credit card or ability to make a payment through our online system please contact our office and we can make arrangements for you to send a check, money order or pay through PayPal. If you are not currently employed, we encourage you to reach out to employers in your community. Demand for caregivers is high and many LTC providers subsidize training costs or offer reimbursement programs.

### **Placement Assistance**

At this time we do not offer placement assistance though you may contact us at any time to discuss what openings or opportunities we may be aware of. We also encourage students and employers to post employment opportunities and/or seeking employment ads on our <u>Facebook</u> page.

### **COURSE CATALOG**

# **HCA TRAINING - 75 HOUR CERTIFICATE**

# A1 - Orientation & Safety - DSHS Approved - 5 Hours \$20.00

This course fulfills the DSHS requirement (effective January 1st, 2011) that requires all LTC workers in the State of Washington to take 2 hours of Orientation training and 3 hours of Safety training before employment with unsupervised access to clients commences. This course consists of an audio/video lecture. You will need a computer that will allow you to view video and speakers to hear the audio. Upon completion of this course you can print your certificate for your employer's records by selecting the "Completed Courses' tab. This also counts as the first class in the HCA Course.

This course is the first of nine modules or courses needed to obtain your 75 Hour Training Certificate which you will need to become certified as a Home Care Aid (HCA) in the State of Washington. This course is available combined or can be purchased separately.

# A2 - HCA 202A Population Specific (Dementia) - 8 Hours \$25.00

This is the second class in the HCA course. This course is one of two courses required for HCA students to receive their "Population Specific" Certificate. This is NOT Dementia Specialty Training even though we do use the curriculum. Specialty Training certificates can only be obtained in person. You may substitute an 8 hour Dementia Specialty certificate in place of our HCA 202A. Please let the office know that this is your intention so you are registered for the right classes.

### A3 - HCA 202B Population Specific (Mental Health) - 6 Hours \$25.00

This is the third class in the HCA Course. This course is one of two courses required for HCA students to receive their "Population Specific" Certificate. This is NOT Mental Health Specialty Training even though we do use the curriculum. Specialty Training certificates can only be obtained in person. You may substitute a 6 hour Mental Health Specialty certificate in place of our HCA 202B. Please let the office know that this is your intention so you are registered for the right classes.

### A4 - HCA 303 - The Client and the Caregiver for HCA Students - \$25.00

This is the fourth class in the HCA Course. Completion of this course contributes toward your Core Basic certificate. This course focuses on the role of the client and the caregiver in community based care settings.

# A5 - HCA 304 - Infection Control and Mobility for HCA Students - \$25.00

This is the fifth class in the HCA course. Completion of this course contributes toward your Core Basic Certificate. This course focuses on Infection Control and working with a client's mobility.

A6 - HCA 305 - Communication, Skin Care, and Elimination for HCA Students - \$25.00 This is the sixth course in the HCA course. Completion of this course contributes toward your Core Basic Certificate. This course focuses on Communication, Skin & Body Care, and Elimination.

# A7 - HCA 306 - Nutrition and Meal Prep for HCA Students - \$25.00

This is the seventh class in the HCA Course. Completion of this course contributes toward your Core Basic Certificate. The course focuses on Nutrition and Meal Preparation.

A8 - HCA 407 - Assistance vs. Administration; Diseases for HCA Students and Practice Exam - \$25.00 This is the eighth class in the HCA course. Completion of this course contributes toward your Core Basic Certificate. The course focuses on Diseases, Cultural Sensitivity, and Self Care.

# A9 - HCA 408 - In-Person Classroom Skills Lab - \$150.00

This is your ninth and final class in the HCA training program. You will be asked to pre-register for your Skills Lab in the 303 module. The Skills Lab is a practice day for the State test. You will work with a Cornerstone Instructor and fellow students to practice the 15 skills on the HCA Checklist. If time allows, a 'mock' Skills Exam will be held at the end of the lab day. You may attend a Skills Lab at any point throughout your training but it recommended you take it closer to completion so that what you learn remains fresh for the State Skills Test.

**Outside Certificates:** Cornerstone may accept outside certificates from DSHS approved trainers to be applied to our 75 hour course. Please fax or email any certificates you wish to be credited towards your 75 hours of training to the main office. Our HCA staff will review and let you know how and if they may be credited against the 75 hours of training. Please allow 24-72 hours for a response from Cornerstone staff as outside certificates are reviewed on a case by case basis and often require research.

Release of Liability: Cornerstone assumes no liability or responsibility for any injury sustained by a student(s) during the course of a Skills Lab. Students will be expected to practice and perform all skills on the <a href="https://example.com/HCA Skills Checklist">HCA Skills Checklist</a> which include modalities such as bending, squatting, lifting, transferring, etc. Students will be asked to sign a release of liability waiver at the beginning of the lab day. Students who have a concern about participation should contact the office prior to their lab day to make reasonable accommodations.

**HCA Skills Videos:** Videos of all the Skills are available on Cornerstone's YouTube channel. We encourage you to view them prior to your lab date so that you know what to expect and are ready to practice! They are also great for review prior to testing. See your online 'Dashboard' for specific access information.

The Skills Lab schedule is always posted on the Dashboard of the online classroom. We hold labs in the following locations: Lynnwood, Mount Vernon, DuPont, Richland and Spokane. Please reference the schedule for specifics on dates, times and locations.

**No Show Policy:** Students who no show or cancel within 24 hours of a Skills Lab will be charged a \$35 fee. Space is limited in these classes and there is an extraordinary amount of coordination, effort and expense associated with offering these labs at 5 locations across the State. No other HCA training company travels to teach Skills Labs that we are aware of. When students fail to show up or give adequate notice it denies a seat to another student.

- (A) Employer Paid Training: If a student has been registered for their classes under a billing account (training billed to employer) this fee will be billed to the employer. Some employers will initiate payroll deductions for training or no show fees, you should check with your employer about their specific policy.
- (B) Self-Paid Training: Self-pay students will be emailed an invoice for their no-show fee that may be paid via debit, credit or e-check. Self-pay students will not be able to reschedule their Skills Lab until their no-show fee has been paid in full.

# Time Sensitive and Licensure Information for Home Care Aide's

All LTC workers hired on or after January 7, 2012, must become certified as a Home Care Aid within 200 days of their date of hire. Please note that CNA's are exempt from this requirement. Please visit the <a href="Department of Health">Department of Health</a> website for more information about exemptions.

Washington State WAC I-1163 states if you are currently employed as a caregiver you will have the following deadlines to meet:

- You must have a 75 hour training certificate (this is what you will obtain from Cornerstone) completed within 120 days of your date of hire or you can no longer have direct contact with residents.
- You must have your HCA certificate in your possession within 200 days of hire. This means you have to have passed both the written and the skills tests offered by <a href="Prometric">Prometric</a> (Prometric is contracted by the State to perform the tests; this is NOT administered by Cornerstone.) You must also have that information transmitted to the Department of Health so they can issue your HCA certificate. If you do not, you may no longer have direct contact with residents until you have it.
- ESL students may apply to the DOH for a provisional certificate which extends the 200 day deadline to obtain your HCA certificate to 260 days from your date of hire.
- Cornerstone does NOT manage this licensure process. It is the student and/or their employer's responsibility to manage this process and adhere to the deadlines.

Workbooks: Throughout the HCA courses we will reference the Dementia Specialty Workbook, Mental Health Specialty Workbook and the Fundamentals of Care Workbook. These workbooks are included as a PDF download in the applicable modules. All of the content you need to know is included in the audio/video presentations. However, the workbooks are helpful for reference when completing assignments. It is NOT necessary to print them out, we recommend you just leave them as an open document and refer and read on your screen when needed. The workbooks DO NOT follow the online course format!

However, some students prefer to order a hard copy for reference. If you wish to order a workbook please call the office with a credit/debit card number and allow 3-7 business days for shipping from Friday Harbor. Prices include shipping.

Dementia Specialty Population Specific - \$10 Mental Health Specialty Population Specific - \$10 Fundamentals of Care - \$15

# **Continuing Education**

- **B1 Falls and Fall Prevention DSHS Approved 1 CE Hour \$15.00** This course is a basic class on falls and fall prevention.
- **B2** Assisting a Client w/ Chronic Pain DSHS Approved 2 CE Hours \$25.00 This course will teach caregivers how to support clients who have chronic pain
- **B3** Establishing Trust through Communication DSHS Approved 2 CE Hrs \$25.00 This course is about developing good communication skills for working with long-term clients and/or elderly.
- **B4** Recognizing Depression in Your Older Client DSHS Approved 2 CE Hrs \$25.00 This course will show you how to recognize depression in your client and how to address it. You will receive 2 CE Hours upon completion of this course
- B5 Back to the Basics of Nutrition DSHS Approved 3 CE Hrs \$35.00

This is a 3 hour continuing education course focused on nutrition and meal planning B6 - Isn't Dementia the Same Thing as Alzheimer's? DSHS Approved 3 CE Hrs \$35.00 This course is a brief overview of 11 different types of Dementia. It is not designed to

provide in depth knowledge of each type. It is designed to create an awareness that different types exist.

- **B7** The Difference between a Rt & Lft Sided Stroke DSHS Approved 3 CE Hrs \$35.00 This is a CE course for 3 CE hours. After completing the course, you will be able to say what a stroke is and state two major causes. You will know how a stroke affects the brain and be able to list some helpful tips for left-brain injuries and for right-brain injuries. You will also learn about other complications that result from brain injuries and ways to assist with care.
- **B8** First Things First Taking Care of Yourself DSHS Approved 2 CE Hours \$25.00 In this class you will learn about the healthy life balance of taking care of yourself first.
- B9 Medication Assistance Training DSHS Approved 5 CE Hours \$55.00

This course covers 1)Self-Directed Care for the IP; 2)Delegation; 3)Medications; and 4)Medications & Dementia. It discusses the proper procedure for assisting and administering meds. It teaches proper documentation and what things should be observed and reported

**B10** - **Getting Enough ZZZs** - **The Importance of Sleep** - **DSHS Approved 1 CE Hour \$15.00** This course discusses the importance health benefits of sleep and the science of sleep. It also discusses senior sleep patterns. Upon successful completion, you will receive a certificate for 1 CE hour of DSHS approved continuing education.

B11 - The Process of Elimination - DSHS Approved 2 CE Hours \$25.00

This course is worth 2 hours of CE credit with the WA State DSHS. The course covers the process of the elimination of waste products from the human body. It will teach you 1) How to promote good bowel and bladder functioning for a client; 2) Problems with bowel and bladder functioning, the causes, signs, what

can help, and what to report; and 3) Assisting with toileting, including: a) common toileting assistive equipment; b) incontinence products; and c) peri-care, colostomy, and catheter care.

# B12 - Client's Rights - DSHS Approved 2 CE Hours \$25.00

This course reviews the legal rights of clients residing in community-based care, the role of the mandatory reporter, types of abuse, and restraints.

# B13 - Traumatic Brain Injury - DSHS Approved 5 Hours \$55.00

This course for formal and informal caregivers of those that have suffered a brain injury.

# B14 - Substance Abuse & Addiction in the Older Client - DSHS Approved 2 Hours \$25.00

This 2 HR DSHS approved CE course is designed to introduce Long Term Care Workers (LTCW) to the misuse of alcohol and substances by the senior population.

# B15 - Grief & Loss - DSHS Approved 1.5 Hour - \$20.00

This course on Grief and Loss is a copy of one module of the HCA training curriculum. It has been approved by the DSHS for 1.5 hours of CE credit for Long Term Care Workers (LTCW). Please ignore the references to HCA training and certification.

# B16 - Customer Service Skills - DSHS Approved 1 Hour - \$15.00

This course is approved for 1 hour CE by DSHS for Long Term Care Workers (LTCW). It provides an excellent, yet simple, approach to training key staff in the basic commandments of excellence in customer service.

# B17 - How to be a Great Team Member - DSHS Approved 1 Hour - \$15.00.

This 1 CE HR DSHS approved course teaches individuals how to be effective team members.

# B18 - Self-Care and the Caregiver - DSHS Approved 1.5 Hour - \$20.00

This 1.5 CE Hour course is approved by DSHS for Long Term Care Workers (LTCW) and focuses on helping caregivers recognize the need for self care and how to identify warning signs of burnout.

# B00 - CE 12 HRS Bundle #1 (2015) - \$125.00

This CE bundle contains five classes and contains 12 CE hours of credit. If you have taken any of these classes with us previously DO NOT register for this as you cannot count the same class twice for CE credits. The classes in this bundle are:

- 1. Isn't Dementia the Same Thing as Alzheimer's?
- 2. Recognizing Depression in Your Older Client
- 3. Assisting a Client Living with Chronic Pain
- 4. First Things First Taking Care of Yourself
- 5. The Difference Between a Right and Left-Sided Stroke

Note: class substitutions are not available in this bundle and the student will receive ONE certificate for 12 credits. This course can NOT be broke out into individual courses or certificates.

# B001 - CE 12 HRS - Bundle #2 (2016) - \$125.00

This 2016 CE bundle contains six classes and contains 12 CE hours of credit. If you have taken any of these

classes with us previously DO NOT register for this as you cannot count the same class twice for CE credits. The classes in this bundle are:

TBI - Surviving & Thriving - 5 hrs Substance Abuse and Addiction in the Older Client - 2

hours Customer Service Skills - 1 hour

How to be a Great Team Member - 1 hour

Self Care and the Caregiver - 1.5 hours

Grief and Loss - 1.5 hours

Note: class substitutions are not available in this bundle and the student will receive ONE certificate for 12 credits. This course can NOT be broke out into individual courses or certificates.

# Courses (MISC)

# C1 - HIV and Bloodborne Pathogen Training \$20.00

This training meets the requirements for DSHS required 4 hour HIV and Bloodborne Pathogen training. NOTE: If you are a Home Care Aid student working on your 75 hour certificate, you do <u>NOT</u> need to take this course. The curriculum for this class is included in your 75 hours. This class is not approved for CE credits.

# C2 - Nurse Delegation - DSHS 9 CE Hours \$55.00

This is the 9 Hour WA DSHS certification course for basic Nurse Delegation.

You must be either an NAC or an HCA in order to be delegated. (Exception: Caregivers who have either a Revised Fundamentals of Care certificate or a Core Basic certificate along with an active NAR can be delegated). This course is online but requires grading at each step before you can proceed to the next lesson in the course. Urgent grading is available but whenever possible please allow 1-2 days to complete this course. Do not expect to complete the entire course in one sitting.

# C3 - Nurse Delegation - Focus on Diabetes - DSHS 3 CE Hours \$40.00

This is the 3 Hour WA DSHS certification course for Nurse Delegation Focus on Diabetes. Prerequisite:

You must have a 9 hour basic Nurse Delegation certificate.

You must be either an NAC or an HCA in order to be delegated. (Exception: Caregivers who have either a Revised Fundamentals of Care certificate or a Core Basic certificate along with an active NAR can be delegated). This course is online but requires grading at each step before you can proceed to the next lesson in the course. Urgent grading is available but whenever possible please allow 1-2 days to complete this course. Do not expect to complete the entire course in one sitting.

# IL1 - Instructor Led WA DSHS Dementia Specialty Training 8 Hours CE \$85.00

THIS IS **NOT** AN ONLINE CLASS. This class MUST be attended **IN PERSON** per DSHS. Classes are held on a rotating basis in Lynnwood, Wenatchee and Yakima. Register for this class if you need Dementia Specialty Training for Caregivers or Managers. After registration, you will be contacted by the office to confirm your session selection. There may be additional class locations offered based on demand. Check the Dashboard for the current schedule. This class can be substituted for HCA 202A for HCA students.

Note: We are trialing the new DSHS Dementia Specialty Training curriculum. At this time students taking our Dementia Specialty Training will receive a certificate that is valid for Caregiver's or Manager's. No special training or testing for Manager's is required at this time.

# IL2 or IL3 - Instructor Led WA DSHS Mental Health Specialty Training 6 Hours CE \$75, \$85 MGR

THIS IS **NOT** AN ONLINE CLASS. This class MUST be attended **IN PERSON** per DSHS. Classes are held on a rotating basis in Lynnwood, Wenatchee and Yakima. This is a 6 hour course that meets the DSHS requirements for Caregiver or Manager Mental Health Specialty Training. After registration, you will be contacted by the office to confirm your session selection. There may be additional class locations offered based on demand. Check the Dashboard for the current schedule. This class can be substituted for HCA

202B for HCA students. Notify the office in advance if you are requesting Manager's testing and certificate.

# IP1 - Basic Care for Individual Providers \$95.00

This course is specifically for Individual Providers caring for immediate family members who work through the "COPES" program and have been told they are "out of compliance" by their case manager and have had their "contracts terminated." - 30 Hours

# Complaints

This school is licensed under Chapter 28C.10 RCW. Any complaints or concerns should be brought to the attention of the Director of Operations by calling (206) 673-2919 Ext 10 or emailing <a href="mailto:mary@cornerstonehcc.com">mary@cornerstonehcc.com</a>. Cornerstone has maintained an outstanding reputation in the LTC community since 2010 and we will do everything we can to accommodate you. If you feel that Cornerstone has not satisfactorily addressed your complaint you may contact the Workforce Board which is our licensing entity and initiate a formal complaint process.

Inquiries or complaints regarding this private vocational school may be made to the: Workforce Board, 128 - 10th Ave. SW, Box 43105, Olympia,

Washington 98504-3105 Web: wtb.wa.gov

Phone: 360-709-4600

E-Mail Address: pvsa@wtb.wa.gov