

Washington Care Academy

Course Catalog/ Student Handbook



Washington Care Academy

School name: Washington Care Academy:
www.washingtoncareacademy.com

Location: 25019 45th Ave S Kent, WA

Catalog year, volume number, and date of publication: 2019, Volume 1, 06/19/2019

(see WAC 490-105-040(5)(a))

The catalog/brochure starting on page #2:

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Welcome Students:

Our goal as a Home Care Aide/Nurse Aide training program is to create an excellent environment in which to train Home Care Aides and Nurse aides. We will strive to provide a place of excellence for students to learn and practice the entire required state approved curriculum for care givers.

Washington Care Academy owner, Faduma Mursal, RN, BSN started the company in 2018 in recognizing the need for an affordable online option for DSHS approved training. Faduma Mursal has been a Registered Nurse for 7+ years and has trained countless of personal care assistances and care givers as a Nurse supervisor trainer.

This student handbook was developed to introduce you to Washington Care Academy 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 policy.

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 Online Learning Management portal to all students to ensure awareness of the new policies and procedures. Changes will be approved in advance by the Workforce Board, **currently enrolled students will not be negatively affected**. Each student will be bound by and must comply with all terms, provisions, policies, requirements, and procedures contained in this catalog. The student; however will not be bound to any revision that alters the terms of their contract unless the student agrees to the revision in writing.

Owners, Personnel, and Licensure:

Owners: Husband and Wife team: Faduma Mursal: Director of Training and Ahmed Farah: Director of Business Operation.

DSHS Approved 54 hours Online Home Care Aide Core Basic and 5 hours Orientation and Safety Training.

<https://www.dshs.wa.gov/altsa/training/dshs-curriculum-available>

Instructors and Summary of Qualifications: Faduma Mursal is a Registered Nurse with her BSN. She brings hands on knowledge working and training care givers in home care and assisted living facilities with over 7 years' experience.

Licensure: This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board
128 – 10th Avenue Southwest
Olympia, Washington 98501
360-709-4600
Anthony.collins@wt.wa.gov

Facilities

Washington Care Academy utilizes an up-to-date facility with a reception area and one classroom. Training equipment includes: All the Skills practice equipment needed for Home Care Aides to practice. The school has a break room for students with a microwave, refrigerator, sink, and tables and chairs. Both male and female lavatories are available. There is parking available in a well-lit parking lot. The facility is located in close proximity to public transit. This is an ADA accessible facility with handicapped ramps and lavatories, reasonable accommodation will be provided at the request of the student. The maximum class size is 15 and the student/teacher ratio is 15 to 1.

Entrance/Admission Requirements

Students must possess a High School Diploma, a General Education Development (GED) Diploma. Students must pass DSHS background check in order to receive license. For more information go to

<https://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/HomeCareAide/LicenseRequirements>

Holiday Observation: The following holidays will be observed and skill classes will not be held. **(New Year's Day, Martin Luther King Day, Independence Day, Memorial Day, Labor Day, Thanksgiving, Christmas.)**

Hours of Operation: Monday through Friday, 9am to 9pm

Entrance/Admission Requirements:

This is an online Home Care Aide Training program. Students must be able to speak and write basic English to complete the course.

Grading Schedule: Assignments are checked and graded routinely several times a day during weekdays, weekends and holidays.

General Course Questions: The best option for a rapid response to any question's you may have is to email us at fmursal@su.edu. We are always available via phone call as well @ (206) 306-6588

Administrative Office Contact:

Washington Care Academy

PO Box 6142, Kent, WA 98031

www.washingtoncareacademy.com

Phone: 206-306-6588

Email: fmursal08@su.edu

Skills Training Location: 12910 SE 273rd St Kent, WA 98030

Enrollment Periods:

Washington Care Academy Training offers courses that can be taken at any time according to your schedule. **Our courses are self-paced learning educational modules.** As such, you may enroll for any of our courses and are not subject to calendar terms. With that being said, students must complete the 75-hour home care aide course within 2 months of enrolling. Skills/Lab/Clinical and specialty training is classroom training. Training schedules will be posted online.

Transcripts and Certificates

Once you have registered for any of our courses, your course transcript and certificate will be listed under transcript and certificate tab. Anytime you complete a course, you have unlimited access to download as PDF and print certificate of completion. Washington Care Academy, LLC will maintain any and all transcripts for a period of not less than one hundred (50) years. We store transcripts confidentially and only provide to students upon request.

Grading System:

At the end of each course module there will be a quiz to determine competency. You are given three attempts to pass the quiz with an 80 percent score or higher. If you do not pass after your third attempt, will need to enter a probation period. The student will be scheduled for in-school instructor-led assistance. Students unable to increase their grade point averages may be dismissed from the program. Refunds will be given in accordance with the school's refund policy. Your grades are viewable on the dashboard of the website.

Anti-Discrimination Policy:

Washington Care Academy encourages diversity and accepts applications from all minorities. Washington Care Academy 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. Washington Care Academy acknowledges that information pertaining an applicant's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, Washington Care Academy 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 admissions administrator upon registration of the program. To be qualified, an individual with a disability must meet the basic skill, education, training and other eligibility requirements of the relevant job or vocational program, and must be able to perform the essential functions of the relevant job or vocational program, either with or without reasonable accommodation; the employment and academic standards are the same for all individuals enrolled.

Student Evaluation Techniques

A test is administered after each lesson to determine the amount of learning that has taken place. Test scores that are below 80 percent are an indication that the necessary skills for entry into employment were not acquired. Administration may provide progress reports at predetermined intervals in the program. Students should make arrangements for additional practice, independent study, or tutoring, if needed. Grades and/or assessments will be provided to the students on a weekly basis with a final report and transcript provided at the completion of the program if the student is in good status. Other methods of evaluation may include oral quizzes, skill development tests, hands-on skill evaluation, and individual and group projects.

Incomplete Grades

Incomplete grades are given when a student is unable to complete a course because of illness or other serious problems. An incomplete grade may also be given when students don't turn in work or don't take tests. If a student does not make arrangement to take missed tests, a failure grade will be given. A student who misses a final test must contact the instructor within twenty-four hours of the test to arrange for a make-up examination.

Probation For Below Average Grades

Students who fail to maintain the minimum grade point average of 80 percent required for graduation will need to enter a probation period. The student will be scheduled for in-school instructor-led assistance. Students unable to increase their grade point averages may be dismissed from the program. Refunds will be given in accordance with the school's refund policy.

Attendance Requirements

Washington Care Academy program consists of 54 hours DSHS approved online course and 4 days hands on training. Students must complete the full 75 hour home care aide training to get HCA certificate. This includes attending 2 days skills training and 2 days Dementia and Mental Health Specialty training. **The following classes make up the 75 hours HCA training certificate:**

- **Orientation training: 2 hours of introductory Orientation Training:**
- **Safety training: 3 hours of introductory to Home Care Aide Safety:**
- **54 hours DSHS approved interactive online Core basic training:**
- **16 hours Population specific basic training** – Dementia and Mental Health Specialty Training.

Tardiness

Developing a good work ethic is an important part of the training at Washington Care Academy. Students sign up for the hands-on skills training as posted on the calendar. Once student confirms their selected date, they are required to attend. If you cannot make it to class, please notify us 24 hours in advance. Students arriving late for the hands-on training class are interrupting the instructor and other students. The following recording system will be used for tardiness.

- 1 to 15 minutes late will be counted as 15 minutes late
- 16 to 30 minutes late will be counted as 30 minutes late
- 31 to 60 minutes late will be counted as 1 hour late

Minimum System Requirement to take our online courses

Student computer/Laptop must meet minimum requirements. Students must have reliable, high-speed internet access and be comfortable working in a primarily online environment.

Students must have an updated browser: Students can download the correct browser free of charge from Firefox.com, chrome.com, Opera.com. We recommend Google Chrome. Its free at <https://www.google.com/chrome/>



Code of Conduct:

Students enrolling in Washington Care Academy Online assume an obligation to conduct themselves in a manner compatible with the schools function as an educational institution. As a result, reasonable policies, procedures, and regulations have been developed to guarantee each student's freedom to learn and to protect their rights.

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 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.
7. Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
8. Violation of published school policies.

Student Grievance-Complaint/Appeal Process

Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint. Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school director. The written request should include the following information:

- 1) Student's full name and current address
- 2) A statement of the concern including dates, times, instructors, and if applicable, other students involved
- 3) Date of complaint letter and signature of the student
- 4) Three dates in which the student would be available for a meeting with the school director. These dates should be within 10 business days of the complaint.

The school director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.

Harassment and Sexual Harassment

Washington Care Academy is committed to fostering an online learning environment free of harassment. Verbal or written conduct that is unwelcome, or that denigrates or shows hostility or aversion toward an individual based on any of the factors listed below will not be tolerated. Harassment of any form is strictly against School policy and may result in disciplinary action.

Harassment is any verbal or physical action based upon race, color, creed, religion, gender, national or ethnic origin, age, handicap, or sexual orientation. Sexual harassment includes but is not limited to sexual advances, requests for sexual favors, or unwelcome contact. Sexual innuendoes, use of obscene language, and telling sexual jokes can also be construed as sexual harassment.

A fundamental belief of our School is that each member of the community has a right to a healthy and supportive environment for learning and working. Harassment of any form is considered a serious matter at Washington Care Academy. Complaints of harassment will be promptly and carefully investigated, and all members of the community are assured that they will be free from any and all reprisal from filing a complaint.

Cancellation and Refund Policy (Compliance with WAC 490-105-130):

Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule.

1. The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school.
2. The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training.
3. The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A "registration fee" is any fee charged by a school to process student applications and establish a student record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	The school may keep this percentage of the tuition cost:
One week or up to 10%, whichever is less	10%
More than one week or 10% whichever is less but less than 25%	25%
25% but less than 50%	50%
More than 50%	100%

5. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:
 - a. When the school receives notice of the student's intention to discontinue the training program;
 - b. When the student is terminated for a violation of a published school policy which provides for termination; or,
 - c. When a student, without notice, fails to attend classes for 30 calendar days.
6. All refunds must be paid within 30 calendar days of the student's official termination date.

Skills Lab Facilities:

Washington Care Academy skills lab locations are ADA friendly with a first-floor location and handicap accessible restroom facilities. We make every effort to provide ADA friendly, easily accessible locations. If you have specific concerns or questions about a facility and location, please contact the office for information.

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. Call us for guidance.

Placement Assistance:

We do not guarantee employment. Job outlook for caregivers is very much OnDemand. Jobs are posted on all classifieds including indeed.com, seattle.craigslist.org, Seattle times, etc. **At this time Washington Care Academy does not offer job placement but we are more than happy to direct students in the right search areas.**

Student Records:

Student records will be maintained by the school for 50 years or until the school closes. If the school closes, whether voluntary or involuntary, educational records or transcripts will be forwarded to the Workforce Training and Education Coordinating Board. Upon graduation, each student will be given a copy of his or her transcript. These records should be maintained indefinitely by the student. Students may request copies by writing the school. Student records are available for review by the student at any time.

COURSE CATALOG/Program

1) **Home Care Aid Training Program (HCA) -**

- 75 hour home care aide certification Awarded after completion of program.

Training required to take the home care aide certification exam. The following classes make up the 75 hours:

- **Orientation training: 2 hours of introductory** information orienting new workers to the care setting and job.
- **Safety training: 3 hours of introductory** information on safety practices.
- **54 hours online Core basic training** – Training covering the basic skills and information needed to provide hands on personal care.
- **16 Population specific basic training** – Training tailored to a specific group of clients and their unique care needs due to their disease, condition and/or stage of life. Specialty training meets the population specific requirement when taken with Core Basic training.

✓ **Course price: \$399**

2) **75 hour Home Care Aide Training Certificate with in person Dementia and Mental Health Specialty Training awarded:**

- This package includes all the individual Home Care Aide modules into one course and the cost of the in-person Dementia and Mental Health Specialty Training. (Required for Adult Family Homes, Assisted Living Facilities)

✓ **Course Price: \$499**

3) **Nurse Delegation Self Study Course: (9 hours)**

- Nurse Delegation self study course for Certified Nursing Assistance.
- This course provides basics for RN delegated tasks such as medication assistance, and patient specific procedures per rules and regulations regarding nurse delegation.
- Students must be able to perform the physical aspects of the skills performance evaluation and have prior certification as a Home Care Aide or Nursing Assistant.

✓ **Course Price: \$50**

4) Nurse Delegation – Diabetes (3 hours) :

- ND with special focus on Diabetes

This self-study course is designed for nursing assistants and Certified Homecare Aids who:

- Are registered or certified (NA-R's or NA-C's).
- Have successfully completed the Nurse Delegation for Nursing Assistants Self-Study Training Course.
- Need this additional, required training to administer insulin injections under nurse delegation.

The course includes this workbook and a companion DVD video. Both the workbook and DVD are divided into three sections or Modules.

- Module 1: All About Diabetes
- Module 2: All About Insulin
- Module 3: All About Insulin Injections

✓ **Course Price: \$35**

5) Traumatic Brain Injury (5 hours): \$40

- Learn to work effectively with adults with TBI
- This course was developed for caregivers who provide care and services to adults affected by a Traumatic Brain Injury (TBI). This course will help you better understand and work effectively with adults with TBI.

✓ **Course Price: \$40**

6) Orientation & Safety: (5 hours) \$20

- This course fulfills the DSHS requirement 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 a 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.

✓ **Course Price: \$20**

7) Population Specific Training (Common Disease or Conditions): (11 hours).

Course Price: \$99

8) Population Specific Training (End of Life Care): (5 hours):

✓ **Course Price: \$55**

9) Core Basic Bundle (58 hours training):

- This is for Home Care Aide students who ONLY need a Core Basic certificate. It is only one of three components (5 hours Orientation & Safety, 14 hours Population Specific & 56 hours Core Basic) of the 75 hour training required to become licensed as an Home Care Aide.
- If you choose this option you will also need to provide:
 - a. Dementia Specialty Training and Mental Health Specialty Training certificates OR
 - b. 14 hours of Population Specific Training certificates PLUS 5 hour Orientation & Safety Training certificate.

✓ **Course Price: \$299**

10) Navigating Challenging Behavior: (3 hour RFOC enhancement):

- As a long-term care worker, there will be times when working with a client requires more effort, skill, and patience on your part because of a client's challenging behavior.
- The training provides information, tips, and best practices to help guide you through these challenging situations.

✓ **Course Price \$35**

11) **Instructor Led WA DSHS Dementia Specialty Training, Level 1**

Capable Caregiver: 8 hour CE:

- The dementia, mental health and developmental disability specialty courses can be used to meet the population specific training requirements and applied towards the 70 hour requirement.
- This is an 8 hour instructor lead training: If you work in an Adult Family Home or an Assisted living facility this training is required.

✓ **Course Price: \$85**

12) **Instructor Led WA DSHS Mental Health Specialty Training, Level 1**

Capable Caregiver: 8 hours CE:

- The dementia, mental health and developmental disability specialty courses can be used to meet the population specific training requirements and applied towards the 70 hour requirement.
- This is an 8 hour instructor lead training: If you work in an Adult Family Home or an Assisted living facility this training is required.

✓ **Course Price: \$85**

**13) HCA (Home Care Aide) Bridge to NAC (Nursing Assistant Certified):
Coming soon June 1, 2020.**

- Washington Care Academy understands Home Care Aids desire to further their education to become a Certified Nursing Assistant/Nursing assistant certified (CNA/NAC). This course will provide a complete package to train in today's on demand competitive healthcare setting. Get your Home Care Aid Certificate + Nursing Aid Certificate for only \$650 tuition fee.
 - ✓ **Program includes 65 hours online and only 34 hours of lecture/Lab/Clinical Training.**
 - ✓ **5 days of classroom only to get your HCA+CNA Certificate:**
 - ✓ **No more 4 or 5 weeks of classroom training:**
 - ✓ **High Quality training for fair pricing.**

Costs:

Tuition:	\$650
Textbook & Workbook Hartman's Nursing Assistant Care: The basic 4 th Edition:	\$35
Gait Belt and Scrub:	\$15
Total Cost:	\$800

- ✓ **Currently program is not available. We will launch in June 1, 2020.**

14) In-Person Classroom Skills Lab – (10 hours)

- This is the final class in the HCA training program. You will be asked to pre-register for your Skills Lab . The Skills Lab is a practice day for the State test. You will work with a Washington Care Academy Instructor and fellow students to practice the 15 skills on the HCA Checklist.

✓ **Course Price: \$99**

15) DDA Specialty Training 16 hours (Free):

- The newly revised Developmental Disability Specialty Training is a 16-hour training FREE introductory for new employees supporting individuals with developmental disabilities in Adult Family Homes and Assisted Living settings. The revised 16-hour training begins October 1, 2017. Successful completion of this class fulfills the WAC requirements regarding [AFH WAC](#). NOTE: The new total 16-hour training is delivered both online and an in-person class.

Participants accomplish finishing the 16-hour training in this way:

- Complete the four-hour online training before attending the in-person class, and then;
- Attend the in-person class for two days (12 hours);
- Access to the online training (website and password) is given when you register for the DDA Specialty Training;

*****Course Price: Free: To register: Please visit this link and call them directly:**

- https://www.dshs.wa.gov/dda/dda-specialty-training?field_months_of_the_year_tid=925

Outside Certificates: Washington Care Academy may accept outside certificates from DSHS approved trainers to be applied to our 75 hour course. Please give us a call for a free consultation.



Washington **Care** Academy

Who Must Take 75 Hours of Training and Become a Certified Home Care Aide?

- A newly hired LTC worker (unless listed as exempt on slide 5) must:
- Take 75 hours of training within 120 days of hire
- Become a Certified Home Care Aide within 200 days of hire LTC Workers with Limited English Proficiency can apply for a provisional certificate (when filling out the DOH application) that will extend this timeline an additional 60 days.
- **Home Care aide certificate also has DSHS application fee of \$85 and Prometric examination fee paid directly to the department of Health of \$137.**
- **Total Cost of Tuition including DSHS fees student will incur will be \$721.**

Workbooks: Workbooks are included free as a PDF download in the applicable modules. All of the content you need to know is included in the video presentations. Workbooks are very helpful when following along with the course. If you need hard copies, give us a call and we can provide you a copy. Cost of hard copy workbook is \$10. PDF download is free for you. If you need all the PDF links, send us an email and we will forward you all the files.

Release of Liability:

Washington Care Academy assumes no liability or responsibility for any injury sustained by a student(s) during Skills Lab. Students will be expected to practice and perform all skills on the HCA Skills Checklist. Students will be asked to sign a release of liability waiver at the beginning of the lab day. If you have concerns, please give us a call before lab day to make reasonable accommodations.

Complaints:

Washington Care Academy is licensed under Chapter 28C.10 RCW. If you have any complaints or concerns, please bring it to the attention of our director Faduma Mursal (206) 306-6588 or email at fmursal08@su.edu. We will always go above and beyond in addressing every student complain to find a solution. If you feel we did not satisfactorily addressed your complaint you may contact the Workforce Board which is our licensing entity and initiate a formal complaint process.

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Workforce Training and Education Coordinating Board
128 – 10th Avenue Southwest
Olympia, Washington 98501
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