Top Tier Healthcare Training Center

NURSE AIDE PROGRAM

STUDENT POLICY HANDBOOK

Updated: 9/12/2026

Top Tier Healthcare Training Center

Program Description:

This comprehensive program is designed to provide a holistic learning experience, combining didactic instruction, hands-on laboratory training, and clinicals to equip participants with all the essential skills required to excel as nursing assistants.

Textbooks (This textbook is used as a reference source for portions of the program curriculum)::

Title: Hartman's Nursing Assistant Care: The Basics Edition: 6th Edition

Author: Jetta Fuzy MS RN ISBN: 978-1-60425-141-8

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Top Tier Healthcare Training Center

Table of Contents

Mission Statement 5
ADA Policy 5
Special Assistance Policy 5
Non-Discrimination Policy 5
Sexual Harassment Policy 5
Drug and Alcohol Awareness Policy 6
Transfer Credits 6
Admissions 6
Clinicals 6
TUITION, FEES, AND FINANCIAL AID 7
Program Requirements 7
Forms of payment accepted (NO CASH ACCEPTED) 7
Materials provided by Top Tier Healthcare Training Center 7
Teaching Methods: 7
Program Schedule/Hours: 8
Background Check 9
Refund Policy 9
Attendance Policy 10
Excused Absences 10
Program Cancellation 10
School Closings 10
Testing Policy 10
Cheating 11
Grading System/Academic Performance 11
Academic Failure 12
Job Search Assistance 12
Student Conduct Rules 12
Hybrid Online Learning Conduct Rules 13
Grievance Policy 13
Insurance 14
Cell Phones and Other Electronic Devices 14
Dress Code 14

Patient Privacy and Confidentiality 14
PUBLIC HEALTH CODE (EXCERPT) 15
Program Objectives 18
Student Objectives 18
Student Signature Page 20

Mission Statement

Our mission is to empower healthcare professionals by providing quality training, enabling them to deliver compassionate, patient-centered care and make a meaningful impact in the lives of individuals and communities.

ADA Policy

Top Tier Healthcare Training Center LLC (TTHCTC) is committed to providing equal opportunity in all aspects of employment and student enrollment for qualified individuals with disabilities. In accordance with the Americans with Disabilities Act (ADA) and applicable state and federal laws, it is the policy of TTHCTC to provide reasonable accommodations to qualified individuals with disabilities, unless doing so would impose an undue hardship on the operation of the Center or fundamentally alter the essential functions of a job or program. Retaliation against individuals for requesting or utilizing reasonable accommodations is strictly prohibited.

Special Assistance Policy

If a student requests special accommodations at any time, they will be required to provide supporting documentation from a physician, educational institution, or a federal or state agency. Special needs may include, but are not limited to, challenges related to reading, writing, hearing, speech, or physical disabilities. Appropriate accommodations will be provided to support the student's success in their program. However, all students, including those receiving accommodations, must be evaluated on the same competencies and skills required for program completion. Documentation must be in accordance with Section 504 of the Rehabilitation Act of 1973.

Non-Discrimination Policy

Top Tier Healthcare Training Center admits students of any race, color, religion, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at Top Tier Healthcare Training Center. It does not discriminate on the basis of race, color, ethnicity, nationality, religion, creed, sex, gender identity, sexual orientation, marital status, veteran status, disability, or any other protected characteristic under applicable law in administration of its educational policies, admissions policies, and other school administered programs.

Our commitment to equal opportunity for the students encompasses:

1. The student's right to a quality education
2. The student's right to a fair academic and clinical evaluation of performance
3. The student's right to participate in course and faculty evaluations.
4. The student's right to appeal a dismissal from their chosen program
5. The student's right to know that their student records will not be discussed with another party including other students, their spouse(s), parents, or other family members without consent.
6. The student's right to confidentiality of information concerning grades and performance. This is mandated by the **Family Education Rights and Privacy Act Policy (FERPA)** which protects the privacy of the student education records.

Sexual Harassment Policy

Top Tier Healthcare Training Center is committed to maintaining a safe and respectful environment for all employees and students, free from discrimination and harassment of any kind, including sexual harassment. The Center enforces a zero-tolerance policy regarding sexual harassment in the workplace and educational setting. All reports of sexual harassment will be taken seriously and investigated promptly and thoroughly.

Any individual found to have engaged in sexual harassment will be subject to disciplinary action, up to and including dismissal from the program or termination of employment. Retaliation against any person who reports or participates in an investigation of sexual harassment is strictly prohibited.

Drug and Alcohol Awareness Policy

In accordance with the Drug-Free Schools and Communities Act Amendment of 1989 (Public Law 101-226), Top Tier Healthcare Training Center strictly prohibits the unlawful possession, use, or distribution of drugs and alcohol by students on school property or during any school-sponsored clinical activities.

Any violation of this policy will result in immediate dismissal from the program. In addition, any student suspected of being under the influence of alcohol or illegal drugs during the course of their education may be required to undergo immediate drug and/or alcohol testing at their own expense. The student may be suspended from participation in classes or clinical activities until test results are reviewed and evaluated by Top Tier Healthcare Training Center administration.

Transfer Credits

No credit from previous educations will be accepted for transfer as required by the State regulated program policies. All students must complete all required class, lab, and clinical training regardless of other education and experience.

Admissions

Students may enroll in their course either through the online enrollment form or in person using the paper application. Assistance is available in person or by phone with our office staff. Once submitted, students must coordinate with the Administrative Director or designated admissions staff to confirm training dates.

Enrollment is on a first-come, first-served basis. A seat is reserved only when the enrollment process is fully completed. This includes submitting the following documentation and requirements at least **14 business days** prior to the first day of class:

1. Provide a valid driver's license or State ID
2. A completed and signed admissions application, which includes acknowledgment of having read and understood the student handbook and refund policy.
3. Provide funding for their course including non-refundable registration fee
4. Provide clear TB test or chest X-ray (within the last year)

Clinicals

Students are required to successfully complete the core curriculum, including classroom and lab instruction, before participating in clinical training at the designated long-term care facility.

During clinical practice, students are expected to demonstrate professionalism at all times, comply with HIPAA regulations, and treat all residents with respect and compassion. Any misconduct during clinicals may result in failure of the clinical component and dismissal from the program.

The following items must be submitted at least 14 business days prior to the first day of class in order to participate in clinicals:

1. Proof of a negative 1-step TB test (within the past year)
2. Clearance through an ICHAT background check (to be initiated by the school)

Students understand that clinical sites may have their own requirements regarding required vaccinations which may include:

- HepB vaccine, or student has been informed of and advised to be so vaccinated but has refused;
- Evidence of two MMR vaccinations according to CDC guidelines or Rubella Titer, Rubeola Titer, and Mumps Titer with a positive result or, if negative result, two Mumps, Measles, and one Rubella (MMR) vaccinations;
- Positive Varicella Titer or two Varicella vaccines
- Annual influenza vaccine
- Record of one dose of Adacel (Tdap) within past 10 years
- Record of recent negative Covid Test (accepted test may vary)
- Record of Covid-19 Vaccination

Students must fulfill clinical site vaccination requirements prior to the start of clinicals and will be informed of these requirements during registration.

TUITION, FEES, AND FINANCIAL AID

Tuition: Certified Nursing Assistant Program	$900.00

Program Requirements

- Must be 18 years of age
- Available to attend all classes (Mandatory attendance)
- Must have access to reliable internet and a laptop, desktop, or tablet for online portion of program (**Wi-Fi/connectivity issues will not be accepted an excuse for absences/tardies)**

Admissions requirements

- Complete enrollment form online or in-person
- Must pass background check (completed by TTHCTC and included in registration fee)
- Obtain TB skin test (must be negative and taken within 1 year)
- Pay deposit $250.00 (non-refundable)
- All tuition and outstanding balances are due in full before the first day of class. Top Tier Healthcare Training Center may, at its discretion, approve payment arrangements or extensions on a case-by-case basis.
- Must present with a valid state ID or Driver's license.
- Present any other vaccination requirements as directed by clinical site.
- Must be able to read and write English

TUITION MUST BE PAID IN FULL BEFORE THE FIRST DAY OF CLASS.

Cost not included in tuition

- TB Skin Test

Forms of payment accepted (NO CASH ACCEPTED)

- VISA
- MC
- AMEX
- Discover
- Certified funds
- Michigan Works Voucher
- Michigan Achievement Scholarship
- Employer paid partnership program
- Additional funding sources may be discussed on a case-by-case basis with administrative director

Materials provided by Top Tier Healthcare Training Center

- One set of Khaki Scrubs
- Instructional Materials
- Gait Belt
- Tablet or Chromebook (Loan)
- State Exam & Certification Fees

Teaching Methods:

Top Tier Healthcare Training Center LLC will utilize a variety of teaching methods for this program. This includes didactic teaching, lecture, videos, discussion, individual/group projects, case studies, role playing, hands-on skills simulations, lab practice, and clinical hours. Student participation is **mandatory** in all aspects of learning.

Program Schedule/Hours:

The State of Michigan mandates all program hours for CNA training. Top Tier Healthcare Training Center offers multiple schedule options to meet student needs, including daytime, evening, and Saturday-only classes. Program lengths and times vary based on the schedule selected.

Please refer to the Schedule section below for details on each option, and visit our website for the most current class date blocks and availability

Day Class: 2 ½ Weeks

1st Week:
Monday-Friday 9:00am-3:30pm (6 hours with 30 min lunch)

- Online Lecture

Total Hours: 32.5 Hours

2nd Week:

- Monday - Friday: 9:00am-3:30pm (6 with 30 min lunch)
    - In-Person Labs

Total Hours: 32.5 Hours

3rd Week:

- Monday & Tuesday 7:00am-3:30pm (8 hours with 30 min lunch)
    - Clinicals
- Wednesday 9:00am-1:00pm (4 hours)
    - Test Prep, Certification Review, & Career Exploration

Total Hours: 20 Hours

Total program hours: 85

Evening Class: 3 Weeks

1st Week:
Monday-Friday 4:00pm-9:00pm

- Online Lecture

Total Hours: 25 Hours

2nd Week:

- Monday -4:00pm-9:00pm (Online Lecture)
- Tuesday-Friday- 4:00pm-9:00pm (In-person labs)

Total Hours: 25 Hours

3rd Week:

- Monday & Tuesday 4:00pm-9:00pm (In-Person lab)
- Wednesday & Thursday 7:00am-3:30pm (On-person Clinicals)
- Friday 4:00pm-6:00pm (Test Prep, Certification Review, & Career Exploration)

Total Hours: 28 Hours

Total program hours: 78

***Clinical hours/days subject to change based on facility availability**

Upon successful completion of the program, you will be eligible to take the State Exam administered by Headmaster

Background Check

Convictions found on a prospective student's background check will be reviewed prior to acceptance into the Nursing Assistant Program. Healthcare professionals, by the nature of their licensure and responsibilities, have unsupervised, intimate, physical, and emotional contact with patients—often during times of extreme vulnerability. They also may have unsupervised access to patients' personal property. These patients may be unable to protect themselves, voice objections, or accurately recall events, placing healthcare providers in a position of significant public trust.
For this reason, all students must meet the background check requirements outlined in **Public Health Code Act 368, Section 333.20173a**, which governs eligibility for participation in clinical training. The full statute can be accessed here:

http://www.legislature.mi.gov/(S(1wuzeh2jicpyva54aahnjhqg))/mileg.aspx?page=GetObject&objectname=mcl-33320173a

Top Tier Healthcare Training Center conducts background checks through the **State of Michigan's Internet Criminal History Access Tool (ICHAT)**. Please note that different employers may use additional background screening resources, and their hiring decisions may vary based on their internal policies and procedures.

The background check conducted by TTHCTC is solely for the purpose of determining a student's eligibility to participate in the clinical portion of the program.

If a student is aware of any criminal history—whether inside or outside of Michigan—that could impact their eligibility or future employment in this field, they are encouraged to notify the Administrative Director as early as possible.

Refund Policy

1. **Denial of Admission**
   If an applicant is not accepted into the program by Top Tier Healthcare Training Center, all tuition and fees paid will be refunded. A **non-refundable registration fee of up to $250.00** may be retained. Refunds will be issued within **30 business days** to the address on file.
2. **Cancellation Within 3 Business Days of Application Submission**
   Applicants who cancel their enrollment in writing **within 3 business days of submitting their application**—which includes acknowledgment of the Student Handbook and Refund Policy via application links—will receive a full refund of all tuition and fees paid, **less the non-refundable $250.00 registration fee**. Refunds will be issued within **30 business days**.
3. **No Refund After 3 Business Days**
   After the 3-business-day cancellation period, **no refunds** will be issued for any reason. This includes situations where tuition is paid out-of-pocket or through third-party assistance (e.g., scholarships, agencies, or sponsorships).

- Students may request to **transfer their enrollment to a different open session one time**, provided that the request is made **at least 7 business days before the scheduled class start date**.
- **No refunds will be issued once class has begun.**
- If a student is dismissed or fails to meet the requirements outlined in the Attendance Policy or the Student Handbook, **no refund** will be issued for tuition or registration fees.

4. **Refund Policy Timeline Start**
   The **non-refundable deposit** initiates the **refund timeline**. Regardless of the payment method or arrangement, this deposit sets the official start date for the 3-business-day cancellation window and all related refund deadlines.

Attendance Policy

Attendance is mandatory during the full duration of the CNA course.

Absence from class, for any reason, in no way lessens the student's responsibility to meet all requirements for the program. Due to State requirements for attendance for each program no days or times may be missed. Tardies (More than 5 minutes late at the start of class or from breaks) will be penalized as following:

- 1st Tardy: Verbal Warning
- 2nd Tardy: Written Warning
- 3rd: Withdrawn from program and will have to re-enroll in another program session at their expense

Unexcused absences will result in dismissal from the program. Any students receiving sponsorship will have their sponsors notified by TTHCTC

Excused Absences

Excused absences must be approved by School Administration. Students who must be absent for an excused reason including death in the family or documented illness will be removed from the program. They are allowed to start again in the next available session without financial penalty. This is at the discretion of administrative staff and class session availability.

Program Cancellation

Students will be notified in advance for any cancellations of the program classes due to low enrollment or if a qualified Instructor becomes unavailable or due to unsafe issues due to weather and other acts of nature. Students will receive a full refund as stated in the refund policy within 30 days or may apply their payments to an upcoming course.

School Closings

Top Tier Healthcare Training Center may be closed due to inclement weather and all students will be notified as soon as possible before the class begins and given instruction for a make-up day. It is important to note that in respect of the occupation, that class cancellations are rare and only in cases of severe weather emergencies. Cancellations are determined by the Instructor and do NOT reflect other local school closings. Students understand that makeup days for school closings may have to occur on weekends or evenings.

Holidays:

Top Tier Healthcare Training LLC does not observe all federally recognized holidays. If students have a lecture, lab or clinical day that falls on a holiday they must attend, unless they are made aware of a planned school closing and make up date.

Testing Policy

During all testing, students must close their books. Cell phones/Smart Watches MUST be turned off. No talking until everyone is finished. If students require assistance during testing, they may alert the instructor who may assist them.

Accommodations are made for those students who have special needs, proper documentation must be provided, regarding Section 504 of the Rehabilitation Act of 1973. Once students have turned in their tests, any unanswered questions will be marked as incorrect. Test results may not be available the same day test was issued in order to allow the instructor to evaluate, grade, and record your testing results accurately. Test retakes are not guaranteed and are at the discretion of administrative staff.

Cheating

Cheating is prohibited for any reason. Plagiarism is a form of cheating and is also prohibited. If a student is found cheating or plagiarizing, the student will receive a failing grade for the course. Plagiarism in some forms is an act punishable by law according to some Federal and State laws. The student may or may not face legal action. Looking at another student's test during a testing period may permit for immediate dismissal from the program.

Grading System/Academic Performance

We believe in fostering a supportive and effective learning environment at Top Tier Healthcare Training Center, where the emphasis is on the acquisition of essential skills and knowledge rather than traditional letter grades. Our pass/fail grading system is designed to encourage collaboration, continuous improvement, and a focus on the practical application of nursing assistant skills. This approach allows students to concentrate on their learning journey, building confidence and competence without the added pressure of conventional grading scales. Our commitment is to graduate competent and compassionate nursing assistants who are well-prepared for the challenges of their future careers.

The following point structure will be utilized as part of the pass/fail point system for all didactic-related assignments, including quizzes, participation, and exams.

Course Point Breakdown:

Assignment:	Points:
Quizzes or Assignments (5)	50
Exam	60
Participation	10
Total: 120	

Participation: Student participation points are determined by active engagement in course discussions and completion of assigned activities. The allocation of points is at the discretion of the instructor, based on the assessment of whether the student contributed meaningfully to the didactic portions of the class and fulfilled assigned tasks satisfactorily.

Passing: Students must achieve at least <u>75 points</u> or higher cumulative from all assignments above to receive a "P" or passing in their didactic portion.

Students will only be allowed to continue on to the laboratory and clinical portions of their program upon receiving a "P" in the above didactic related assignments (quizzes, participation, and exam).

In the event that a student demonstrates poor academic performance early in the program, they may be subject to an academic review. This review may involve discussions with the instructor or administrative staff to assess the situation and explore potential interventions to support the student's academic success. If a student fails they will be withdrawn from their program. They will be allowed to re-enroll right away into the next available course at their own expense. If a student wishes to re-enroll after a secondary academic failure their application will have to be reviewed by the administrative director prior to acceptance.

Lab Check-Offs:

Laboratory hands-on skills assessments in nursing assistant training are crucial for evaluating key aspects, including safety, infection control, and resident's rights. To earn a passing result in lab checkoffs, students must demonstrate strict adherence to these critical factors, among others. The lab checkoffs will be conducted at the clinical discretion of the instructor. A student must receive a “P” passing on all lab checkoffs prior to being able to participate in clinicals.

Academic Failure

Student academic failure may result if student:

1. Violates the student Code of Conduct or
2. Violates HIPAA policy or
3. Fails to achieve the cumulative points required for a “P” (passing) for all assignments or
4. Does not satisfactorily demonstrate 100% of the required skills in lab and/or clinical or
5. Student who does not meet the attendance requirements.

Job Search Assistance

There are frequent openings in our region in the field students will be trained in. Students may inquire of Top Tier Healthcare Training Center for assistance in job searching. Opportunities and contact information for local providers are gladly provided to students. It is the student’s responsibility to apply at their desired employment opportunity. Top Tier Healthcare Training Center LLC makes no guarantees regarding job placement.

Student Conduct Rules

Students will have constitutional rights of free expression or thought or opinion; however, students must understand that rights also bear responsibility. Students will be expected to conduct themselves as professionals in all aspects of their behavior in class, lab, and clinical practice. Any infraction of the Code of Conduct will be reviewed with the student. The student will have the right to defend themselves, recorded in writing. The infraction will be reviewed by Top Tier Healthcare Training Center ’s Administration.

Prohibited conduct and grounds for dismissal from the program include:

1. Profane language on School premises, in the classroom or clinical site/area;
2. Breach of Patient Confidentiality or Patient’s Rights;
3. 3. Academic dishonesty up to and including:
    a. Cheating
    b. Plagiarism
    c. Acquisition, without permission, of tests or other academic material. This includes students who aid and abet.
4. Clinical dishonesty up to and including:
    a. Falsification of patient records;
    b. Fabrication of patient experiences.
    c. Failure to report omissions of patient care.
5. Disruptive behavior such as:
    a. Threatening of physical violence or rude behavior towards school staff, instructors or other students occurring on school premises including classroom, hallways or clinical areas;
    b. Talking to other students while instructor is teaching;
    c. Use of cell phone/smart watch during class
6. Blatant disrespect for any/all Top Tier Healthcare Training Center policies.
7. Smoking and chewing tobacco is prohibited on the premise of Top Tier Healthcare Training Center or the clinical site/provider.

The first occurrence results in a verbal warning. The second occurrence results in a written warning. The third occurrence may result in dismissal of the course.

Certain disruptive behaviors will result in termination from the program upon the first occurrence such as:

1. Sexual, ethnic or racial harassment, which is a violation of Federal Civil Rights laws;
2. Attending class under the influence of drugs or alcohol;
3. Threatening speech and/or behavior towards staff, instructor(s) or another student.
4. Cheating during tests.

Hybrid Online Learning Conduct Rules

Some program lectures will be conducted online using selected platforms (i.e. Zoom, Google Meet). Students understand that while they are in lecture online, they are still required to conduct themselves in an appropriate manner regardless of their location. Rules for online lecture include the previously stated student conduct rules. Additionally, students must adhere to the following conduct rules that may be unique to the online learning environment:

- Students are expected to have their own working computer, tablet, or laptop to participate in lectures. Phones are not recommended as they may not allow for full participation in online activities.
- Students are to join online lectures while they are in a quiet and private space. Students should avoid spaces with disruptive backgrounds.
- Students are still expected to attend their lecture on time. Attendance/tardy rules as previously stated will apply.
- Students must join using their full first and last name. This is to assist with attendance.
- Students must have their video on at all times during the lecture and be in full view of the lecture instructor. Students who refuse or whose video does not work will be removed from the online lecture and counted as absent. Failure to have working video will not be accepted as an excusable absence.
- Audio must be in working order throughout lecture. Students should be able to hear lectures and be heard when speaking. Audio failure may result in being removed from class and will be counted as an unexcused absence.
- Be respectful and do not disrupt speakers. Students must mute when not engaging in a discussion or answering questions.
- It is up to students to ensure that they have a working internet connection to allow them to join online lessons. Prolonged loss of connection (more than 5 minutes) or poor connections during lecture will be counted as an unexcused absence.
- Students will be expected to participate in all online activities including using chat features to answer questions. Students who do not participate in online lecture activities may be removed due to poor performance. This lack of participation may be counted as an absence. Students are expected to show up and engage online.
- Despite the online environment students must remain appropriately dressed while online. This means avoiding items such pajamas and other unprofessional clothing. Scrubs are not required, but students should dress as if they were coming into a professional classroom environment in person.
- Students need to communicate with instructors via chat or other means if they need to step away from the computer for any reason. Students must be aware that breaks should not exceed more than 5 minutes and should not be excessive. If a student is away from the camera and computer for longer than the acceptable break time, they may be removed by lecture host, and counted absent.

Grievance Policy

The instructor will work directly with the student to resolve any issues, concerns or behavioral issues at the time of occurrence or at the end of the class. If the instructor is unable to resolve the issue with the student, then the matter will be forwarded to Top Tier Healthcare Training Center Administration. Student and Instructor may be interviewed,

and results will be documented. Any student may appeal a final determination in writing within five (5) business days which will be reviewed by Top Tier Healthcare Training Center LLC designated leadership. Students will be notified in writing of the decision by leadership following a meeting after the appeal has been written.
Any student who wishes to make a complaint can also contact the State of Michigan, Department of Licensing and Regulatory Affairs at https://www.michigan.gov/lara/0,4601,7-154-61343---,00.html

Insurance

Top Tier Healthcare Training Center LLC will maintain general liability insurance. This insurance does NOT include Professional Liability for the student and does not cover the student in any way for student health, misconduct, neglect, or failure of completion.

Cell Phones and Other Electronic Devices

Cell phones must be turned off or placed on silent during class and are not to be used during training hours. Cell phone/smart watch usage is prohibited during classroom, lab, or clinical areas at any time.

Dress Code

It is expected that students maintain an appearance of professionalism. The following requirements are mandatory and taken into consideration on evaluations, suspensions, and terminations:

1. Students are to dress modestly at all times during School hours.
    a. No undergarments visible.
    b. Skirts/dresses no shorter than mid-thigh.
    c. During all lab and clinical practice students are to wear scrubs in designated school colors
    d. Clean shoes with an enclosed heel and toe are required.
2. Hair must be clean, well-groomed and neat. Be fastened to prevent falling in front of shoulders and face and must not hang below the collar during labs and clinicals.
    a. Facial hair must be kept clean and neatly trimmed.
3. Cosmetics should be worn in moderation.
4. Fingernails are to be kept clean and fingertip length. Light subdued colors may be worn as nail polish.
5. Perfume and aftershave are not permitted due to allergies.
6. Offensive body odor will not be tolerated, and good oral hygiene is mandatory.
7. Jewelry should be kept to a minimum. Most jewelry harbor microorganisms (specifically rings with large stones) and are inappropriate for the clinical area. It may be necessary to remove all jewelry for a specific patient's care. Visible body piercings are not allowed in the clinical area besides earrings that are tight to skin.

Photo/Filming disclaimer:

Please note that photographs and footage may be taken during school events including lectures, lab, and graduation. These may be used by Top Tier Healthcare Training Center LLC for marketing and publicity in our publications, on our website and in social media or in any third-party publication. Students who do not wish to be filmed or captured in photography can fill out a media opt-out form with the office.

Patient Privacy and Confidentiality

The Health Insurance Portability and Accountability Act of 1996, (HIPAA), compliance effective as of April 14, 2003. This law has major implications for health care workers regarding the protection of patient health information and outlines the repercussions for noncompliance with the privacy rules. Students are held to the same standards that govern employees of clinical facilities. Any student who violates this policy is subject to removal from the program

without the option of returning to Top Tier Healthcare Training Center . It is possible that civil and criminal penalties may be brought against the student for the misuse of patient personal health information. You are required to sign a statement that you understand the consequences of violating patient privacy and confidentiality.

PUBLIC HEALTH CODE (EXCERPT)

Act 368 of 1978

333.20201 Policy describing rights and responsibilities of patients or residents; adoption; posting and distribution; contents; additional requirements; discharging, harassing, retaliating, or discriminating against patient exercising protected right; exercise of rights by patient's representative; informing patient or resident of policy; designation of person to exercise rights and responsibilities; additional patients' rights; definitions.

Sec. 20201. (1) A health facility or agency that provides services directly to patients or residents and is licensed under this article shall adopt a policy describing the rights and responsibilities of patients or residents admitted to the health facility or agency. Except for a licensed health maintenance organization, which shall comply with chapter 35 of the insurance code of 1956, 1956 PA 218, MCL 500.3501 to 500.3580, the policy shall be posted at a public place in the health facility or agency and shall be provided to each member of the health facility or agency staff. Patients or residents shall be treated in accordance with the policy.

(2) The policy describing the rights and responsibilities of patients or residents required under subsection (1) shall include, as a minimum, all of the following:

(a) A patient or resident shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or source of payment.

(b) An individual who is or has been a patient or resident is entitled to inspect, or receive for a reasonable fee, a copy of his or her medical record upon request in accordance with the medical records access act, 2004 PA 47, MCL 333.26261 to 333.26271. Except as otherwise permitted or required under the health insurance portability and accountability act of 1996, Public Law 104-191, or regulations promulgated under that act, 45 CFR parts 160 and 164, a third party shall not be given a copy of the patient's or resident's medical record without prior authorization of the patient or resident.

(c) A patient or resident is entitled to confidential treatment of personal and medical records, and may refuse their release to a person outside the health facility or agency except as required because of a transfer to another health care facility, as required by law or third party payment contract, or as permitted or required under the health insurance portability and accountability act of 1996, Public Law 104-191, or regulations promulgated under that act, 45 CFR parts 160 and 164.

(d) A patient or resident is entitled to privacy, to the extent feasible, in treatment and in caring for personal needs with consideration, respect, and full recognition of his or her dignity and individuality.

(e) A patient or resident is entitled to receive adequate and appropriate care, and to receive, from the appropriate individual within the health facility or agency, information about his or her medical condition, proposed course of treatment, and prospects for recovery, in terms that the patient or resident can understand, unless medically contraindicated as documented in the medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services.

(f) A patient or resident is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. If a refusal of treatment prevents a health facility or agency or its staff from providing appropriate care according to ethical and professional standards, the relationship with the patient or resident may be terminated upon reasonable notice.

(g) A patient or resident is entitled to exercise his or her rights as a patient or resident and as a citizen, and to this end may present grievances or recommend changes in policies and services on behalf of himself or herself or others to the health facility or agency staff, to governmental officials, or to another person of his or her choice within or outside the health facility or agency, free from restraint, interference, coercion, discrimination, or reprisal. A patient or resident is entitled to information about the health facility's or agency's policies and procedures for initiation, review, and resolution of patient or resident complaints.

(h) A patient or resident is entitled to information concerning an experimental procedure proposed as a part of his or her care and has the right to refuse to participate in the experimental procedure without jeopardizing his or her continuing care.

(i) A patient or resident is entitled to receive and examine an explanation of his or her bill regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the health facility or agency.

(j) A patient or resident is entitled to know who is responsible for and who is providing his or her direct care, is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs, and to be involved in his or her discharge planning, if appropriate.

(k) A patient or resident is entitled to associate and have private communications and consultations with his or her physician or a physician's assistant to whom the physician has delegated the performance of medical care services, attorney, or any other person of his or her choice and to send and receive personal mail unopened on the same day it is received at the health facility or agency, unless medically contraindicated as documented in the medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services.

A patient's or resident's civil and religious liberties, including the right to independent personal decisions and the right

to knowledge of available choices, shall not be infringed and the health facility or agency shall encourage and assist in the fullest possible exercise of these rights. A patient or resident may meet with, and participate in, the activities of social, religious, and community groups at his or her discretion, unless medically contraindicated as documented in the medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services.

(l) A patient or resident is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints authorized in writing by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services for a specified and limited time or as are necessitated by an emergency to protect the patient or resident from injury to self or others, in which case the restraint may only be applied by a qualified professional who shall set forth in writing the circumstances requiring the use of restraints and who shall promptly report the action to the attending physician or physician's assistant. In case of a chemical restraint, a physician shall be consulted within 24 hours after the commencement of the chemical restraint.

(m) A patient or resident is entitled to be free from performing services for the health facility or agency that are not included for therapeutic purposes in the plan of care.

(n) A patient or resident is entitled to information about the health facility or agency rules and regulations affecting patient or resident care and conduct. (o) A patient or resident is entitled to adequate and appropriate pain and symptom management as a basic and essential element of his or her medical treatment.

(3) The following additional requirements for the policy described in subsection (2) apply to licensees under parts 213 and 217:

(a) The policy shall be provided to each nursing home patient or home for the aged resident upon admission, and the staff of the facility shall be trained and involved in the implementation of the policy.

(b) Each nursing home patient may associate and communicate privately with persons of his or her choice.

Reasonable, regular visiting hours, which shall be not less than 8 hours per day, and which shall take into consideration the special circumstances of each visitor, shall be established for patients to receive visitors. A patient may be visited by the patient's attorney or by representatives of the departments named in section

20156, during other than established visiting hours. Reasonable privacy shall be afforded for visitation of a patient who shares a room with another patient. Each patient shall have reasonable access to a telephone. A married nursing home patient or home for the aged resident is entitled to meet privately with his or her spouse in a room that assures privacy. If both spouses are residents in the same facility, they are entitled to share a room unless medically contraindicated and documented in the medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services.

(c) A nursing home patient or home for the aged resident is entitled to retain and use personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other patients or residents, or unless medically contraindicated as documented in the medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services. Each nursing home patient or home for the aged resident shall be provided with reasonable space. At the request of a patient, a nursing home shall provide for the safekeeping of personal effects, funds, and other property of a patient in accordance with section 21767, except that a nursing home is not required to provide for the safekeeping of a property that would impose an unreasonable burden on the nursing home.

(d) A nursing home patient or home for the aged resident is entitled to the opportunity to participate in the planning of his or her medical treatment. The attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services shall fully inform the nursing home patient of the patient's medical condition unless medically contraindicated as documented in the medical record by a physician or a physician's assistant to whom the physician has delegated the performance of medical care services. Each nursing home patient shall be afforded the opportunity to discharge himself or herself from the nursing home.

(e) A home for the aged resident may be transferred or discharged only for medical reasons, for his or her welfare or that of other residents, or for nonpayment of his or her stay, except as provided by title XVIII or title XIX. A nursing home patient may be transferred or discharged only as provided in sections 21773 to

21777. A nursing home patient or home for the aged resident is entitled to be given reasonable advance notice to ensure orderly transfer or discharge. Those actions shall be documented in the medical record.

(f) A nursing home patient or home for the aged resident is entitled to be fully informed before or at the time of admission and during stay of services available in the facility, and of the related charges including any charges for services not covered under title XVIII, or not covered by the facility's basic per diem rate. The statement of services provided by the facility shall be in writing and shall include those required to be offered on an asneeded basis.

(g) A nursing home patient or home for the aged resident is entitled to manage his or her own financial affairs, or to have at least a quarterly accounting of personal financial transactions undertaken in his or her behalf by the facility during a period of time the patient or resident has delegated those responsibilities to the facility. In addition, a patient or resident is entitled to receive each month from the facility an itemized statement setting forth the services paid for by or on behalf of the patient and the services rendered by the facility. The admission of a patient to a nursing home does not confer on the nursing home or its owner, administrator, employees, or representatives the authority to manage, use, or dispose of a patient's property.

(h) A nursing home patient or a person authorized by the patient in writing may inspect and copy the patient's personal and medical records. The records shall be made available for inspection and copying by the nursing home within a reasonable time, not exceeding 1 week, after the receipt of a written request.

(i) If a nursing home patient desires treatment by a licensed member of the healing arts, the treatment shall be made available unless it is medically contraindicated, and the medical contraindication is justified in the patient's medical record by the attending physician or a physician's assistant to whom the physician has delegated the performance of medical care services.

(j) A nursing home patient has the right to have his or her parents, if a minor, or his or her spouse, next of kin, or patient's representative, if an adult, stay at the facility 24 hours a day if the patient is considered terminally ill by the physician responsible for the patient's care or a physician's assistant to whom the physician has delegated the performance of medical care services.

(k) Each nursing home patient shall be provided with meals that meet the recommended dietary allowances for that patient's age and sex and that may be modified according to special dietary needs or ability to chew.

(l) Each nursing home patient has the right to receive representatives of approved organizations as provided in section 21763.

(4) A nursing home, its owner, administrator, employee, or representative shall not discharge, harass, or retaliate or discriminate against a patient because the patient has exercised a right protected under this section.

(5) In the case of a nursing home patient, the rights enumerated in subsection (2) (c), (g), and (k) and subsection (3)(d), (g), and (h) may be exercised by the patient's representative.

(6) A nursing home patient or home for the aged resident is entitled to be fully informed, as evidenced by the patient's or resident's written acknowledgment, before or at the time of admission and during stay, of the policy required by this section. The policy shall provide that if a patient or resident is adjudicated incompetent and not restored to legal capacity, the rights and responsibilities set forth in this section shall be exercised by a person designated by the patient or resident. The health facility or agency shall provide proper forms for the patient or resident to provide for the designation of this person at the time of admission.

(7) This section does not prohibit a health facility or agency from establishing and recognizing additional patients' rights.

(8) As used in this section:

(a) "Patient's representative" means that term as defined in section 21703.

(b) "Title XVIII" means title XVIII of the social security act, 42 USC 1395 to 1395kkk-1.

(c) "Title XIX" means title XIX of the social security act, 42 USC 1396 to 1396w-5.

History: 1978, Act 368, Eff. Sept. 30, 1978; ¾Am. 1978, Act 493, Eff. Mar. 30, 1979;¾Am. 1982, Act 354, Imd. Eff. Dec. 21, 1982; ¾Am. 1998, Act 88, Imd. Eff. May 13, 1998;¾Am. 2001, Act 240, Imd. Eff. Jan. 8, 2002;¾Am. 2006, Act 38, Imd. Eff. Mar. 2, 2006; ¾Am. 2011, Act 210, Imd. Eff. Nov. 8, 2011.

Popular name: Act 368

Popular name: Patient Rights

Rendered Thursday, February 6, 2014 Page 3 Michigan Compiled Laws Complete Through PA 2 of 2014 Ó Legislative Council, State of Michigan Courtesy of www.legislature.mi.gov

PUBLIC HEALTH CODE (EXCERPT)

Act 368 of 1978

333.21771 Abusing, mistreating, or neglecting patient; reports; investigation; retaliation prohibited; exception to report requirement; time frame for reporting.

Sec. 21771. (1) A licensee, nursing home administrator, or employee of a nursing home shall not physically, mentally, or emotionally abuse, mistreat, or harmfully neglect a patient.

(2) A nursing home employee who has reasonable suspicion of an act prohibited by this section shall report the suspicion to the nursing home administrator or nursing director and to the department in the manner required by subsection (8). A nursing home administrator or nursing director who has reasonable suspicion of an act prohibited by this section shall report the suspicion by telephone to the department and 1 or more law enforcement entities in the manner required by subsection (8).

(3) Any individual may report a violation of this section to the department.

(4) A physician or other licensed health care personnel of a hospital or other health care facility to which a patient is transferred who has reasonable suspicion of an act prohibited by this section shall report the suspicion to the department and 1 or more law enforcement entities in the manner required by subsection (8).

(5) Upon receipt of a report made under this section, the department shall make an investigation. The department may require the individual making the report to submit a written report or to supply additional information, or both.

(6) A nursing home employee, licensee, or nursing home administrator shall not evict, harass, dismiss, or retaliate against a patient, a patient's representative, or an employee who makes a report under this section.

(7) An individual required to report an act or a reasonable suspicion under subsections (2) to (4) is not required to report the act or suspicion to the department or 1 or more local law enforcement entities if the individual knows that another individual has already reported the act or suspicion as required by this section.

(8) An individual required to report a reasonable suspicion of an act prohibited by this section shall report the suspicion as follows: (a) If the act that causes the suspicion results in serious bodily injury to the patient, the individual shall report the suspicion immediately, but not more than 2 hours after forming the suspicion.

(b) If the act that causes the suspicion does not result in serious bodily injury to the patient, the individual shall report the suspicion not more than 24 hours after forming the suspicion.

History: Add. 1978, Act 493, Eff. Mar. 30, 1979;¾Am. 2012, Act 174, Imd. Eff. June 19, 2012. **Popular name:** Act 368

Rendered Thursday, February 6, 2014 Page 1 Michigan Compiled Laws Complete Through PA 2 of 2014 Ó Legislative Council, State of Michigan Courtesy of www.legislature.mi.gov

Program Objectives

The overall objective of this Nurse Aide Training Program is the provision of quality services to residents/patients in healthcare facilities by nurse aides who are able to:

1. Form a relationship, communicate and interact competently on a one-to-one basis with the residents.
2. Demonstrate sensitivity to residents' emotional, social, and mental health needs through skillfully directed interactions.
3. Assist residents in attaining and maintaining functional independence.
4. Exhibit behavior in support and promotion of residents' rights.
5. Demonstrate observational and documentation skills needed in the assessment of resident's health, physical condition and well-being.

Student Objectives

Student will demonstrate competency in the following skills: 1. Hand washing, Using Protective Clothing & additional PPE

2. First Aid for Choking (Airway Obstruction),
3. Controlling Bleeding, Burns, Falls/Seizure and Unconscious, Sudden Illness or Injury (LECTURE)
4. Using an Electronic Thermometer
5. Taking and Recording a Person's Auxiliary Temperature
6. Taking a Person's Rectal Temperature (LECTURE)
7. Taking and Recording a Person's Oral Temperature
8. Reading, Cleaning and Handling Thermometer
9. Counting and Recording a Person's Pulse
10. Counting and Recording a Person's Respirations
11. Taking and Recording a Person's Blood Pressure
12. Moving a Person Around in Bed
13. Positioning a Person in a Supine Position
14. Positioning a Person in a Fowler's Position
15. Positioning a Person in a Modified Side-Lying Position
16. Positioning a person in a Prone Position (LECTURE)
17. Transferring a Person from the Bed to the Chair
18. Repositioning a Person in a Chair (Two Nurse Aides)
19. Using a Mechanical Lift to Transfer a Person from the Bed to a Chair (Two Nurse Aides) (LECTURE)
20. Turning a Person Using a Log-Rolling Technique
21. Making an Unoccupied Bed
22. Making an Occupied Bed
23. Brushing & Flossing a Person's Teeth
24. Providing Denture Care
25. Providing Mouth Care for an Unconscious Person
26. Shampooing, Brushing & Combing a Person's Hair
27. Helping a Man Shave with an Electric Razor and/or Safety Razor
28. Cleaning a Person's Fingernails
29. Providing Foot Care & Cleaning a Person's Toenails
30. Assisting a Person to Undress
31. Assisting a Person Dress

32. Assisting a Person with Bathing in a Tub, Shower, Bed Bath, Skin Care Inspection
33. Measuring a Person's Height and Weight 34. Assist with Feeding
35. Measuring & Recording Intake & Output
36. Assisting a Person with Toileting
37. Assisting a Person Use a Bedpan or Urinal
38. Providing Perineal Care for a Person (male/female) with or without a Urinary Catheter
39. Assisting with Catheter Care
40. Changing an Ostomy Appliance (Lecture)
41. Emptying a Urinary Drainage Bag
42. Collecting Urine Specimens (Lecture)
43. Collecting Stool Specimens (Lecture)
44. Assist with ambulation with out without assistive device (Walker, Cane, Wheelchair)
45. Assisting a Person with Passive ROM Exercises
46. Postmortem Care (Simulated)

YOUR OPINION MATTERS

Top Tier Healthcare Training Center LLC would like to thank each student for their involvement in this program. Instructor and Program evaluations will be provided to each student at the completion of the program. Please be as honest as possible because your opinion matters. We strive to continuously improve our programs and student learning environment.

CERTIFIED NURSE AIDE TRAINING PROGRAM

Student Signature Page

By signing below, I certify that I have received, read, and understand the policies and procedures outlined in the Top Tier Healthcare Training Center LLC Nursing Assistant Program Student Handbook. I agree to abide by these policies and procedures and understand that failure to do so may result in disciplinary action.

_____ _____

Student signature Date

Ed: 2.6 March 10, 2026