



**American  
Red Cross**

**States of New Hampshire & Vermont**

**The American National Red Cross**

**Nurse Assistant Training Program**

**Participant Catalog**

**June 2019-September 2019**

# Table of Contents

OWNERSHIP .....	3
MISSION STATEMENT .....	3
PHILOSOPHY AND PURPOSE .....	3
NAT PROGRAM OVERVIEW .....	3
NAT PROGRAM COSTS .....	3
TRANSFER/WITHDRAW/REFUND POLICIES .....	4
NAT PROGRAM LEARNING OBJECTIVES.....	4
COURSE COMPONENTS.....	5
COURSE DELIVERY OPTIONS .....	6
ADMISSION POLICY .....	6
DOCUMENTS/CRITERIA REQUIRED UPON REGISTRATION .....	6
LEARNING ACCOMMODATIONS .....	7
STATE EXAM.....	7
BACKGROUND CHECK/PRIOR CONVICTIONS .....	7
GRADING .....	7
STUDENT DRESS CODE .....	7
RESUME BUILDING/JOB FAIR .....	8
ATTENDANCE .....	8
COURSE CANCELLATION AND POSTPONEMENT.....	8
ADDITIONAL STUDENT GROUND RULES .....	9
STUDENT SERVICES.....	10
SCHOOL CALENDAR.....	10
STUDENT COMPLAINT RESOLUTION PROCESS .....	10
FUNDING ASSISTANCE .....	11
PATIENT BILL OF RIGHTS .....	11
NON-DISCRIMINATION & ANTI-HARASSMENT POLICY.....	11
CLASS LOCATION .....	12
PROGRAM INFORMATION AND SCHEDULE .....	13
NURSE ASSISTANT TRAINING PROGRAM STAFF .....	13

## OWNERSHIP

The American National Red Cross exists pursuant to a charter granted in 1905 by an act of the United States Congress. Chapters of the American Red Cross are local units of the corporation, not separate legal entities. As a national not-for-profit corporation, chartered by an act of Congress, the American Red Cross is authorized to conduct business in all 50 states.

## MISSION STATEMENT

The mission of the American Red Cross Nurse Assistant Training Program (the “NAT Program”) is to prepare Nurse Assistants who provide high quality and compassionate care for residents in nursing homes, assisted living facilities, private homes, and patients in hospitals.

## PHILOSOPHY AND PURPOSE

The NAT Program is rooted in six (6) principles of care: **Privacy, Dignity, Independence, Communication, Infection Control, and Safety**. The NAT Program is designed to motivate the participant and establish a deeper appreciation of his/her important role in providing quality nursing care in a variety of healthcare settings.

The purpose of the NAT Program is to provide the information and skills that will enable nurse assistants to provide quality care for residents in nursing homes, as well as supplemental information and skills to enable them to provide quality healthcare for clients at home and patients in hospitals and other healthcare facilities. The NAT Program is led by Registered Nurses and Licensed Practical Nurses who have completed a NAT Program and meet all applicable Federal, State, and American Red Cross instructor requirements.

## NAT PROGRAM OVERVIEW

The NAT Program meets the New Hampshire and Vermont Board of Nursing requirements for Nurse Assistant training. All classes are taught by highly experienced and professional nurses with a small student to instructor ratio to provide quality training. The expectation of excellence is high within our fast-paced and focused NAT Program. We train our students to provide compassionate care for people within the health care system.

Through lecture, video, role-playing, and hands-on laboratory and clinical practice, our students learn procedural skills such as bathing, dressing, positioning, and vital signs. Students will also learn key communication techniques through life skills training including resume workshop and interview preparation to prepare students for employment after graduation. After students graduate the NAT Program, they are eligible to sit for State Board Exam to become a Licensed Nurse Assistant (LNA).

## NAT PROGRAM COSTS

### Tuition

Total cost payable to American Red Cross for this training is \$1,400.00 (includes \$150.00 non-refundable application fee). Each student will be responsible for additional expenses (see below).

### Tuition includes

Application Fee (non-refundable):	\$150.00
Tuition:	<u>\$1250.00</u>
TOTAL:	\$1400.00

Included in the NAT Program:

Background Check, Textbook, Basic Life Support, Nursing Assistant Graduation Pin and Certificate.

The student textbook is American Red Cross: *Nurse Assistant Training*, Fourth Edition, copyrighted 2018 and published by StayWell. The text is the most recent publication available, confirmed as of September 2018.

### Student Responsibility (estimated costs – price may vary by vendor)

Physical Exam:	\$25.00-\$75.00
Tuberculosis/TB Test:	\$5.00-\$50.00
Uniform (white scrub top, red scrub pants):	\$20.00-\$30.00
White tennis shoes:	\$20.00-\$50.00
Watch with a second hand:	\$10.00-\$30.00
Gait belt	\$5.00-\$10.00
Blood Pressure Kit	\$15.00-\$25.00
State Certification Exam:	\$125.00
State Police Criminal Background Check/Finger Printing	\$51.50 (Licensure)
Board of Nursing License Application Fee	\$35.00
Make-up Session	\$50.00 per hour
Flu Shot	\$0.00-\$40.00

Prospective students may pay their tuition either, in full (i.e., \$1,400.00), or in two (2) separate payments, i.e., application fee (\$150.00); and tuition (\$1,250.00), prior to the first day of class. Students will not receive their textbook until the full \$1,400.00 payment is received. No later than 5 business days before class.

If an outside source is paying all, or a portion, of the NAT Program cost, a signed authorization from the agency/source must be provided at the time of registration. If the outside source is paying an amount less than the full amount due for the NAT Program, the student is responsible for the remaining balance, which is due at the time of registration.

Tuition is to be paid by credit card.

### TRANSFER/WITHDRAW/REFUND POLICIES

Students requesting transfers up to three (3) days prior to the first day of class may transfer, without charge, to the next scheduled class that has availability. Students will be allowed only one (1) transfer, without charge.

In the event a student has a significant life events that make them unable to attend or complete a NAT Program course, the student shall provide documentation of the personal health issue within five (5) business days or death in the immediate family. We may require verification of death and relation of the student to the deceased, and in that event, the student may be eligible for a refund or transfer into another class.

Students who have started the NAT Program and request a refund before sixty-two and one-half (62.5) class hours have elapsed will receive 50% of what was paid as a course fee (minus the \$150.00 non-refundable deposit). After sixty-two and one-half (62.5) hours of class, no refund will be given. Students wishing to withdraw from any class must submit their written request to withdraw to the NAT Program Manager. Students have thirty (30) calendar days from the day they drop out of class to request a refund. **Students will not receive a refund if they fail the course.** All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal. Students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations.

### NAT PROGRAM LEARNING OBJECTIVES

The NAT Program course curriculum consists of the following content and components of study:

- **Role of the Nurse Assistant:** Examines the role of the nurse assistant in the long-term care facility. Introduces students to the health care team and the different agencies that provide care.
- **Communicating with People:** Provides instruction in observation reporting methods, and provides a foundation in medical terminology and abbreviations. Students learn effective communication techniques for interacting with residents, family and members of the health care team.

- **Infection Control:** Introduces students to various modes of infection transmission, the importance of hand washing and medical asepsis. Provides instruction and discussion on Universal Precautions, Hepatitis and HIV infections, tuberculosis, isolation techniques, personal protection equipment and the importance of cleaning, disinfecting and sterilizing equipment.
- **Safety & Emergency Procedures:** Provides an overview of general safety, fire safety and prevention, proper use of restraints, and the Right to Know Law.
- **Resident Rights:** Examines ethics, confidentiality and certain legal responsibilities of the nurse assistant. Resident/patient rights and the subject of abuse are also covered.
- **Personal Care Skills:** Provides students with an understanding of hygiene needs, including procedures of the complete bed bath, tub bath or shower, mouth care, nail care and shaving.
- **Providing Care for the Person's Surroundings:** Instructs students on the importance of keeping the residents' personal space clean and neat to promote dignity and independence.
- **Basic Nursing Skills:** Teaches procedures for measuring vital signs (including temperature, pulse, respirations and blood pressure), height and weight, and provides instructions in assisting with elimination needs, use of the bedpan and urinal, providing catheter care and collecting specimens.
- **Restorative Care:** Teaches rehabilitative care skills, bowel & bladder training, self-help with the activities of daily living, using a mechanical lift, range of motion exercises, prosthetic devices, cast care, turning, moving, lifting residents, moving the resident up in bed, position changes, bed-to-chair transfer, and assisting the resident to dangle, stand and walk. Introduces the function and roles of physical therapy, occupational therapy and speech therapy.
- **Nutrition:** Instructs on the general principles of nutrition, the food pyramid, therapeutic diets, and the process of feeding.
- **Common Diseases and Conditions of the Body Systems:** Provides an introduction to the body systems and certain illnesses that are specific to each system.
- **Mental Health Needs of the Resident:** Provides an understanding of human needs, coping mechanisms, patient care plans, sexuality and behavior modification.
- **Care of the Cognitively Impaired Resident:** Teaches the physiology of the brain and examines the differences between dementia, delirium and other coexisting brain disorders. Examines the etiology and physiology of Alzheimer's disease as well as the progression of symptoms, and individual differences, and explores interventions with a resident with memory impairment and manifestations of anxiety and/or depression.
- **Providing End-of-Life Care:** Provides instructions on physical and emotional changes that a resident may experience in the final stages of the life cycle. Provides students with ways to care for the resident to allow the resident to die with dignity.

## COURSE COMPONENTS

**Lecture:** Note taking and pre-reading are mandatory and add to the learning process. Or Students may choose the Hybrid Blended Learning Online Training in place of lecture in the classroom.

**Activities:** Activities are designed to involve students in the experiential learning process. The Hybrid Blended Learning Online Training offers multi-modal interaction which heightens web based learning.

**Video:** Videos and instructor demonstrations are used to provide a standardized method for all nurse assistant skills to help ensure standardization of quality, and to present real-life scenarios for the student. The Hybrid Blended Learning Online Training will be a story based platform with engaging graphics, audio and video.

**Lab sessions:** Lab sessions allow students to demonstrate competency in each skill prior to the clinical experience.

**Clinical experience:** The clinical component of the NAT Program will provide students a real world, hands-on learning opportunity in a long-term healthcare facility.

## COURSE DELIVERY OPTIONS

Students have the option to complete the Nurse Assistant Training course in one of two ways:

1. Classroom format-100% of the course is in-person. Instructor led in classroom, lab and clinical.
2. Blended Learning Hybrid Format-the theory content will be completed on-line within approved hours set by the American Red Cross; lab skills session will be held in person along with the clinical experience both Instructor led.

## ADMISSION POLICY

You must attend a mandatory information session prior to signing up for a class; there is no cost to attend. The Information Session is delivered two ways; it can be taken online or attend an in-person training session. Please bring a photo ID with you. At the informational session (“Information Session”), you will learn what the NAT Program includes, pricing, policies and procedures, along with a list of the required documents that are due prior to signing up for a class, and how to register. No registration will be accepted without attending the session. Please register for a NAT (LNA training) Information Session at <https://www.redcross.org/take-a-class/cna>.

Students enrolling in the NAT Program must be at least 16 years of age. A high school diploma or GED/HiSET is not required for entrance into the NAT program. However, fundamental reading and writing skills in English are essential. All prospective students will be required to take and pass a reading and math skills test prior to admission into the NAT Program. NAT Program course training materials are written at an eighth-grade reading level and therefore the minimum test score required is a Grade 8 level on both the reading and the math components. Credit for previous training is not granted. Please note that an American Red Cross background check will need to be completed as part of the application process.

## DOCUMENTS/CRITERIA REQUIRED UPON REGISTRATION

1. Attend a NAT Program information session in person or online.
2. Submit proof of age (must be age 16 or older at the time of the NAT Program start date).
3. Complete the reading and math test (photo ID required to take test).
4. Submit completed student application and agreements:
  - a) Enrollment Agreement
  - b) ARC Student Application
  - c) Criminal Background Check
  - d) Government issued photo ID
  - e) Proof of negative 2-step TB skin test or negative chest x-ray (completed within the last year)
5. Physical form completed by health care provider (completed within the last year)
6. Payment
7. Documentation of a DT booster (within the last 10 years) – highly recommended but not required
8. Medical Insurance - highly recommended but not required

**The registrations process may be initiated with full completion of the first 4 items and payment of the \$150 nonrefundable application fee. In order to secure a spot in a particular course, all items listed above,**

**including full payment, must be received. Class registration is established on a first-come, first-served basis and class may fill to capacity.**

## LEARNING ACCOMMODATIONS

The classroom, lab and clinical sessions require the ability to learn in a fast-paced academic environment coupled with strenuous physical activity. If you have any conditions that could affect your ability to participate including learning disability, pregnancy, chronic condition or an injury, please provide written permission from your physician or clinician. Applicable conditions revealed after enrollment without permission to participate will be grounds for dismissal.

In compliance with the Americans with Disabilities Act, the ADA Amendments Act of 2008 and Section 504 of the Rehabilitation Act, postsecondary education students with disabilities who request accommodations are required to submit supporting documentation of their disabilities that has been completed by a current, qualified examiner/health professional. All students are expected to demonstrate the same level of understanding of course material and meet the minimum skill performance standards as all other students in the class.

## STATE EXAM

Upon successful completion of the NAT Program, you are eligible to take the State Board Exam to become certified as an LNA.

## BACKGROUND CHECK/PRIOR CONVICTIONS

Subject to applicable laws and regulations, the American Red Cross has the right to deny a student enrollment based on a prior conviction, and the Application Fee will be forfeited. Please contact the NAT Program Coordinator regarding your questions and concerns about prior convictions, if applicable.

## GRADING

Students are expected to come prepared to class with all homework assignments completed. Students are required to pass written exams (quizzes and a final exam) with a minimum of 80%. Students have the opportunity to retake quizzes one time. Students may retake the final exam one time. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will not be permitted to participate in clinicals and will be dismissed from the NAT Program. All questions, quizzes, and exams are equally weighted.

Students are required to demonstrate competency of all skills required in the NAT Program. Evaluation of competency occurs both in the lab and clinical components of the NAT Program.

All skills listed in the Nurse Assistant Training Student Handbook will be performed with 100% accuracy. This is mandatory before attending clinical setting. In the clinical setting students are expected to demonstrate respect, truthfulness, reliability, timeliness and good judgment in providing safe care to residents.

## STUDENT DRESS CODE

The Nurse Assistant student uniform is a **white scrub top, fire-engine red scrub pants, and white shoes**. Students are expected to be in uniform every day of class, clinical, State exam days, the job fair, and graduation. A watch with a second hand is part of your uniform. Failure to follow the dress code will result in a Student at Risk and if not corrected will result in dismissal from the NAT Program.

Shoes should be an athletic/tennis shoe and must be closed toe and closed heel. Shoes may have some other small color or design, as long as they are mostly white.

## PERMITTED

- Scarf or skirt (*neutral colors*) for those with religious necessity
- Small earring studs and rings with personal significance (*limit one per hand*)
- Natural makeup
- Nails trimmed not extending beyond tips of fingers - No colors or designs

## NOT PERMITTED

- Hats or scarves (*religious exception*)
- Dangling jewelry or visible facial piercings (nose, eyebrow, lip, chin, etc.)
- Long, loose hair, extreme hair color or styles
- Acrylic nails or overlays
- Heeled, open-back, or clogged shoes
- No jackets over the uniform attire, unless they are professional scrub jackets - If you are cold, we allow a long-sleeve red, white, gray or black shirt under the white scrub top
- Please cover tattoos for the clinical experience

## RESUME BUILDING/JOB FAIR

- Students will have the opportunity to create or edit their resume during the resume workshop and life skills portion of the NAT Program; this is a required portion of the course.
- The NAT Program hosts a job fair for all students. The job fair will help students find a job but does not guarantee employment. Students will have the opportunity to complete job applications and schedule interviews with prospective employers. The American Red Cross does not provide job placement for students.

## ATTENDANCE

The student is required to satisfactorily complete all one hundred twenty-five (125) hours of the NAT Program as approved by respective Boards of Nursing of the states of New Hampshire and Vermont. This includes all classroom, lab, and clinical time. Students should plan to arrive each day at least fifteen (15) minutes prior to the class start time to ensure all required class hours for the day are completed. Students arriving more than ten (10) minutes late to the start of class, as measured by the classroom clock, will be asked to leave, will be required to make up the entire day, and will receive a Student at Risk form. After receiving three (3) Student at Risk forms, students will be dismissed from the NAT Program.

If a student is unable to attend class due to illness or an emergency, the instructor must be contacted by phone or text prior to the start time of class. Written documentation may be required. Any time missed within these guidelines must be made up prior to the final exam.

A fee of \$50 per hour will be charged for all make-up time. All students must arrange for make-up hours with their instructor and all charges assessed must be paid prior to attending a make-up session.

## COURSE CANCELLATION AND POSTPONEMENT

If a cancellation or unforeseen schedule change occurs, American Red Cross reserves the right to determine a revised schedule, makeup date and/or graduation date.

If weather conditions are poor and the city schools are delayed or closed where the classroom is located; class will be delayed or cancelled and time will need to be made up as directed by NAT Program Manager. If classes are cancelled or changed for any other reason, all students will be notified by their instructor or the NAT Program Manager as soon as possible.



## ADDITIONAL STUDENT GROUND RULES

- Students who complete the classroom portion in person or on line, but are unable to complete the scheduled clinical time due to an emergency will have sixty (60) days to complete the clinical experience. They must provide documentation verifying the emergency within five (5) business days to the Registration Coordinator. If the student requires a separate clinical session, they will be required to pay the makeup session fee noted in the estimated costs section.
- Dismissed students may only be readmitted at the NAT Program Manager or Senior NAT Program Manager's discretion. If readmitted, students will be asked to re-enroll in a future class and pay tuition for that class. Students who fail a test/skill/course will only be allowed to re-enroll in a future class if the American Red Cross has reason to believe that they will be successful. If they re-enroll, they will be required to pay the full tuition. No exceptions.
- Students are expected to actively participate in class discussions and activities. Students will not be allowed to sleep or lay their head on the tables.
- **Use of cell phones, pagers and other electronic devices, including tablets, smart watches, iPads, iPods, etc. are prohibited, and all electronic devices must be stored out of sight during class time.** Cell phones must be set to silent and messages are to be answered at lunch time only. Cell phones are not to be answered in the restroom, elevators, stairwells or hallways of the buildings. Refer emergency calls to the American Red Cross Emergency Number, which will be provided to students by the instructor. Cell phones are to be used only in designated areas.
- If a student is found with a cell phone – on or off – or any other electronic device anytime during the class time it will result in immediate dismissal from the NAT Program.
- Storage areas are not to be accessed during class time, only during lunch or break time.
- The student is expected to be on time for clinical assignments. Clinicals are mandatory. The need for make-up will be on an individual basis and must be made up within sixty (60) days. If any clinical time is missed, the student will not be permitted to graduate with his/her class unless that time is made up before graduation.
- The student will keep resident information confidential. No electronic devices are allowed to be on or visible at the clinical site. Students found using a cell phone in patient care areas or hallways at the clinical site will be sent home immediately. Students are never permitted to post clinical or resident information or pictures on social media sites.
- Students are expected to listen to different opinions and treat others with respect. Argumentative or disruptive behaviors, fighting, use of profanity or foul language will result in immediate dismissal from the NAT Program. Physical/verbal threatening or provoking behavior towards any student, American Red Cross staff or clinical facility staff will not be tolerated for any reason and will be grounds for immediate termination. Students must report this behavior to the instructor or other American Red Cross staff immediately.
- Illegal drug use and/or consumption of alcohol prior to or during classroom or clinical experience are prohibited and will result in immediate dismissal from the NAT Program.
- Cheating, lying, falsifying information and/or stealing will result in immediate dismissal from the NAT Program.
- Due to the sensitivity of residents, student and staff, perfume, after shave and scented lotions are prohibited.
- Each student will present an oral presentation. It is a class requirement and will provide the students an opportunity to gain up to 4% extra towards the final exam: 1% for an outline, 1% for the presentation, 1% for a handout and 1% for a poster.
- Review class is part of the curriculum and student attendance is mandatory and students are expected to be present the entire class.
- Breaks will be taken at assigned times only. Breaks taken outside of assigned times will be counted as missed time from class, counted toward hours missed and subject to make-up. One (1), fifteen (15)-minute break and one (1), thirty (30)-minute lunch will be scheduled by the instructor on the first day of class and will remain at that time throughout.

- Food is only allowed in the classroom with the explicit permission of the instructor. Students may have a drink provided it is covered with a lid. No student is permitted to bring in food for potlucks or parties. A graduation ceremony will be provided to all classes, refreshments will be provided by Red Cross staff.
- Smoking is prohibited in the building and on the premises, including inside vehicles in the American Red Cross parking lot.
- Children and other student guests are not permitted in the building, classroom, clinical setting, review class, or state testing, even during lunch breaks. There is a no visitor rule.
- Students will handle classroom supplies, books and medical equipment in an appropriate manner. Failure to do so may result in dismissal from the NAT Program.

## STUDENT SERVICES

### Transfer Credit

Transferability of credit is at the discretion of the accepting institution and it is the student's responsibility to confirm whether credits will be accepted by another institution. The American Red Cross does not accept transfer credits from any institution.

## SCHOOL CALENDAR

The American Red Cross observes the holidays listed below. If a holiday falls on a Saturday, it is observed on the preceding Friday. If a holiday falls on a Sunday, it is observed on the following Monday.

New Year's Day – January 1 <sup>st</sup>	Labor Day – 1 <sup>st</sup> Monday in September
Christmas Day – December 25 <sup>th</sup>	Independence Day – July 4 <sup>th</sup>
Thanksgiving Day – 4 <sup>th</sup> Thursday in November	Memorial Day – Last Monday in May

## STUDENT COMPLAINT RESOLUTION PROCESS

If a student wishes to appeal an academic or disciplinary action, the following process must be followed:

### Level One:

A written grievance must be submitted to the instructor within forty-eight (48) hours of the initial academic or disciplinary decision. When the instructor receives the appeal, the instructor will schedule a meeting with the student within two (2) business days to discuss the situation. If unable to reach consensus, the student may move to the next level of the process.

### Level Two:

If the meeting with the instructor does not result in a satisfactory outcome, the student may submit a written appeal to the NAT Program Lead RN within forty-eight (48) hours of the meeting with the instructor.

The Lead RN will schedule a meeting with the instructor and the student within two (2) business days. Within two (2) business days of the meeting, the Lead RN will notify the student of his/her decision in writing. If the student is dissatisfied with the decision, the student may move to the next level of the process.

### Level Three:

If a student is not satisfied with the decision made by the Lead RN, the unresolved case should be presented to the NAT Program Manager for review within five business days of the date the resolution was presented. The NAT Program Manager will make a final ruling on the case.

All written grievances will be considered by the above individuals fairly and without discrimination. Within forty-eight (48 hours) after receiving a written grievance from a current student, a meeting will be scheduled to discuss and resolve. A dismissed student who has a grievance involving expulsion must submit their grievance in writing within two weeks of dismissal.

### **Level Four (NH students only):**

If a student is still not satisfied with the resolution, they may contact the NH Department of Education, Office of Career School Licensing, 101 Pleasant Street, Concord, NH 03301, 603-271-6443. See the New Hampshire Department of Education website for more information: [education.nh.gov/highered/career/index.htm](http://education.nh.gov/highered/career/index.htm).

## FUNDING ASSISTANCE

### **State Assistance Programs (NHEP, CAP, Vocational Rehabilitation or NH Works)**

Tuition assistance is available for qualifying students. Approval for tuition is on an individual basis. It is the student's responsibility to apply for tuition assistance from one of these parties.

- New Hampshire Employment Security (NHES): local offices around the state [nhes.nh.gov](http://nhes.nh.gov)
- Vermont Department of Labor Workforce Development: (802) 828-4000 or [labor.vermont.gov/workforce-development/](http://labor.vermont.gov/workforce-development/)

### **Scholarships/Grants**

- New Hampshire Charitable Foundation: (603) 225-6641, ask for adult aid, or go to [nhcf.org](http://nhcf.org)
- Vermont Student Assistance Corporation (VSAC): (800) 642-3177 or [vsac.org](http://vsac.org)

## PATIENT BILL OF RIGHTS

In any clinical setting, The Patient Bill of Rights must be respected by all students and all instructors at all times. All students are required to uphold the Patient Bill of Rights as stated by the clinical facility. All patients, clients and residents have the right to be free of abuse. All students must uphold the Patient Bill of Rights or will face immediate dismissal and notification of the incident to the facility. Students are to comply with all the applicable regulations of the patient abuse statute.

Any accident, incident or injury to a client, resident, patient, instructor or student must be reported to the instructor immediately. An accident report must be written and given to the NAT Program Manager. Appropriate action will be taken upon receiving a report of an incident.

## NON-DISCRIMINATION & ANTI-HARASSMENT POLICY

The American Red Cross fosters an equal employment opportunity policy for all applicants, volunteers and employees, without regard to race, color, sex, religion, national origin, age, handicap or veteran status, except when, with reasonable accommodations, age or handicap substantially limits ability to meet or perform legitimate service standards or poses a safety hazard. If a student believes that she or he has been subjected to harassment, the student must bring the matter to the immediate attention of the instructor. All reports of harassment will be promptly investigated and, if appropriate, disciplinary action will be taken.

**Revised once a year or as needed  
(Rev. June 5, 2019)**

## CLASS LOCATION

### **American Red Cross**

2 Maitland Street  
Concord NH 03301

### **Havenwood Heritage Heights**

33 Christian Avenue  
Concord NH 03301

### **Golden View Health Care Center**

19 NH Route 104  
Meredith NH 03253

### **River Valley Community College**

438 Washington Street  
Keene, NH 03431

### **Clipper Harbor**

188 Jones Avenue  
Portsmouth, NH 03801

### **Regency Home Health**

8025 South Willow Street  
Manchester NH 03103

### **Thompson House Rehabilitation & Nursing Center**

80 Maple Street  
Brattleboro VT 05301

### **School Contact Information**

(603) 224-2326

<http://www.redcross.org>

### **Training Support Center**

1-800-RedCross  
(800-733-2767)

## PROGRAM INFORMATION AND SCHEDULE

Location	Town/State	DATES	HOURS
Havenwood Heritage Heights	Concord, NH	June 24 – July 31, 2019	8AM-2:30 M-TH
Havenwood Heritage Heights	Concord, NH	August 5 <sup>th</sup> -Sept. 11, 2019	8AM-2:30 M-TH
Clipper Harbor	Portsmouth,NH	June 24 – August 7, 2019	5pm-10pm M-TH
Clipper Harbor	Portsmouth,NH	August 16 <sup>th</sup> -Oct. 12, 2019	Fri. nights plus wkends. Call office for schedule
American Red Cross – Concord	Concord, NH	July 8 <sup>th</sup> -August 20	4:30pm-9:30pm M-TH
American Red Cross – Concord	Concord, NH	Sept. 9 <sup>th</sup> -Oct. 22 <sup>nd</sup> , 2019	4:30pm-9:30pm M-TH
Regency Home Health	Manchester, NH	July 8 <sup>th</sup> -Aug. 29 <sup>th</sup>	4:30pm-9:30pm TUES-TH
Golden View Health Care Center	Meredith, NH	July 22 <sup>nd</sup> -Aug.29 <sup>th</sup>	8AM-2:30 M-TH
Thompson House Rehab.&Nursing Center	Brattleboro, VT	June 24 – August 7, 2019	5:00pm-10:00pm M-TH

For the most up-to-date schedule of classes please visit [redcross.org](http://redcross.org) or call the local NH office (603) 224-2326

**Please register to take a NAT Information Session: <https://www.redcross.org/take-a-class/cna>**  
**We offer on-demand/online sessions that you can take at your convenience and we offer in person sessions every other Wednesdays from 1:30 PM- 3:30 PM**  
**at the American Red Cross Concord, 2 Maitland Street, Concord, NH 03301**

## NURSE ASSISTANT TRAINING PROGRAM STAFF

**Stacey Lucibello**

Operations Manager

**Margaret Wedge**

Business Development Manager

**Tracy Donahue**

Registration Coordinator

**Flora Meyer Lead RN**

**Vanessa Carter**

Scheduling Coordinator

**Lindsey Johnson**

Scheduling Coordinator