

PHLEBOTOMY PROGRAM CATALOG
JANUARY 2020-2021

Certificate of Approval to Operate Issued by the Illinois Board of Higher Education,
1 NORTH OLD STATE, CAPITAL PLAZA SUITE 333, SPRINGFIELD, IL 62701-1377.

Class Location: **3325 W 183rd Street, Homewood IL 60430.**

To the Students, Family, & Friends,

Welcome to Zurik Healthcare Institute! Congratulations on making the important decision to further your education and choosing our school to begin your career. Beginning with your introduction to the school during the admissions process through your graduation, we are dedicated in providing a school experience that will allow you to become the person you want to be in pursuing your professional and educational goals.

We strive to provide that experience through a set of values and principles that ensure quality and excellence in all aspects of your education. While completing your educational journey, you will work and collaborate with outstanding faculty, staff and administrators who are committed to your success. We specialize in smaller classes, state of the art technology and excellent support services. As a student you will become a member of the Zurik Healthcare Institute family that is rich in diversity and various interests. We have learned that school students who are actively engaged in school activities, school organizations and community service are most likely to excel in their studies and become successful in their chosen field. You will meet various people from different cultures and backgrounds who will expand your horizons and add value to your life.

HealthCare Training is the fastest growing Sector for the 21st Century. Zurik Healthcare Institute is committed in helping you develop your Health Care Credentials by using the latest techniques; curriculum and equipment to help you gain the expertise that would make you stand out in today's Tech-Savvy job market.

Our facilities are equipped with: We offer fully equipped nursing and phlebotomy labs for students in pertinent fields of study. We offer job placement assistance with our Career Services Department. Zurik Healthcare Institute's friendly and experienced staff is highly qualified in their area of expertise.

Our professionals are equipped with real world experience that is critical for your training success, and offers one on one training in our small classroom settings. All courses are approved by the Illinois Board of Higher Education, and Illinois Department of Public Health.

Classrooms are professional, neat and clean. All classrooms are equipped with new Pentium Core2Duo Processors, 2GB RAM, top of the line computers with High Definition TV's, Projectors, and flat screen 17/19" LCD monitors. Each student is provided the necessary equipment and supplies to complete the course.

Thank you for considering Zurik Healthcare Institute as your school of choice. We look forward to the experience of working, learning and serving you. Please visit our campus locations in Olympia Fields, Illinois.

Sincerely,

Nneka Green-Ezurike

President

OFFICE HOURS:

Monday – Friday: 9:30a.m. – 5p.m.

HOLIDAYS

Zurik Healthcare Institute is closed on:

Easter; Independence Day; Memorial Day; Labor Day; Christmas; New Years.

NON-DISCRIMINATION POLICY

Zurik Healthcare Institute will not under any circumstances discriminate on the basis of race, color, religion, creed, national origin, sex, age ancestry, marital status, sexual orientation, arrest record, military status, citizenship status, physical or mental disability.

For questions, concerns or complaints please contact corporate office:

Address: 3325 W 183rd Street, Homewood IL 60430

Phone Number: (708) 960-0723) or 708-760-0252

Course Schedule of Events:

July 4th – 6th. Independence Day. Classes resume July 7th

August 30th – September 1st. Labor Day Classes resume September 2nd

November 27th – 30th. Thanksgiving Break. Classes resume December 1st

December 24th – January 1st. Christmas and New Year break. Classes resume January 2nd.

accreditation statement:

“Zurik Healthcare Institute is (not) accredited by a US Department of Education recognized accrediting body.”

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OUR HISTORY

Zurik Healthcare Institute was established in 2011 as a result of an identified need to meet the growing demand for competent and trained nurse assistants in the healthcare industry. According to Healthcare Business News, a reliable national research reporter, a new study predicts that the U.S. economy will need 5.6 million more healthcare workers in the next eight years, and most of the workers will need to have a postsecondary education or training. The report states that healthcare occupations over the 10 years from 2020 to 2030 will grow by about 27%, to 19.8 million from 15.6 million. That represents the fastest growing sector in the U.S., as production will rise by more than 70%, from \$1.8 trillion to \$3.1 trillion over the same decade. "Because of growing demand for services and low productivity, the demand for healthcare workers over the next decade will grow nearly twice as fast as the national economy," the study's authors wrote. Furthermore, more trained Phlebotomists are recently pursuing higher education leaving the number of Phlebotomist in the healthcare settings on a downward slope.

Our Institute intends to join other reputable organizations to achieve the goal of sustaining and strengthening the healthcare service providing sector within the State of Illinois.

Our school is yet not accredited by an accrediting body recognized by the U.S. Department of Education.

Our Philosophy

We believe that students have the ability to learn and should be given every available opportunity to succeed in school and work. We also believe that all students should understand and respect cultural, religious, ethnic, gender, and personal differences.

The philosophy of Zurik Healthcare Institute is to provide individuals with quality training that is in compliance with all government standards, rules and regulations.

Our Core Values are the following:

- Education Quality & Integrity
- Dedication
- Understanding of Others
- Advisement & Achievement
- Teamwork & Technology
- Excellence

Mission Statement

Zurik Healthcare Institute is dedicated to the development of competent, caring, and productive students for a diverse and changing society through high standards, quality teaching, instructional technology, and community partnerships.

Our Vision

Our vision at Zurik Healthcare Institute is to become the school of choice for healthcare providers through outcome-oriented programs, convenient and supportive student services that accommodate students' lives, and career assistance.

Our Corporate Goals:

- Meet education demands and career development of individuals;
- Ensure professional development of minority groups and create employment opportunities for them

- Maintain a quality school that meets and satisfies the changing needs and interests of our community.
- To implement recruitment and retention strategies that lead to sustained full school enrollment, steady student retention and preparation for career pathways.

Zurik Healthcare Institute Contact Information:

Administrative Office

Address: 3325 West 183rd Street Homewood IL 60430

Phone Number: (708) 960-0723 or 708-960-0252. Fax- 708-960-0419

Classroom Location: 3325 West 183rd Street Homewood IL 60430

STAFF

Nneka Green, President

Adanna Okolie, RN Dean/Faculty

Kelechi Ezurike, Administrator

Deborah yaber, RN Faculty

Chinyere Iwuajoku, Office Manager/ Student Services

PHLEBOTOMY TECHNICIAN PROGRAM

DEFINITION & PURPOSE

The Phlebotomist is a valuable member of the health care team responsible for the collection, processing, and transport of blood specimen to the laboratory. Phlebotomy is the collection of blood in treatment and prevention of disease.

This program will prepare individuals to do venipuncture and collect blood specimens for lab analysis. It focuses on the techniques for collecting blood samples. It provides opportunities for learners to perform routine venipuncture, routine capillary puncture and special collection procedures. This course also helps the student perform administration of some testing such as glucose testing, specimen collection, and bleeding times.

Upon completion of this program, the successful student will have the basic knowledge and practical skills necessary to become an entry-level Phlebotomy Technician.

This program meets the needs of students with no prior knowledge or experience in phlebotomy. It also provides training consisting of hands-on lab opportunities.

The objective of this course is to prepare students with adequate knowledge needed to perform duties and responsibilities of the phlebotomist. It prepares the learner to collect blood specimens for laboratory analysis. Learners apply medical terminology, basic anatomy and physiology, infection control, safety, communication and professionalism as they relate to the role of the phlebotomist in the medical laboratory. Specimen collection equipment and venipuncture are used. The program includes a 40-hour externship program with a minimum of 50 successful venipuncture and 10 skin punctures.

This course prepares you for the following certification exam:

CPT: Certified Phlebotomy Technician* (National Health career Association)

COURSE OUTLINE

Medical terminology

Anatomy and physiology

Introduction to Phlebotomy

Phlebotomy techniques

Clinical lab procedures

Human relations training

Professional ethics

Legal aspects of phlebotomy

Sterilization techniques

Infection Control

The steps and their importance in: blood drawing by venipuncture and capillary techniques, blood specimen handling and transport, proper patient contact

Features and use of various types of phlebotomy equipment

HOURS

90 Hours / 9 Weeks (Approximately)

REQUIREMENTS FOR ADMISSION TO PROGRAM / COURSE:

The student must meet the following requirement to be able to enroll in the program:

Phlebotomy Program admission requirement are as follows:

1. High school graduation or successful completion of the GED exam.
2. Reading Native Compass test with a score of 77 or higher, or ESL Compass test with a score of 90 or higher
3. Valid U.S. Social Security number
4. Successful passing of Criminal Background Check
5. Health/Physical Exam with corresponding lab tests within 1 year

PROGRAM / COURSE OBJECTIVES: Upon completion of the course, the student will be able to:

1. List the duties of a phlebotomist.
2. Define legal issues related to phlebotomy.
3. Describe the universal precautions as outlined by the CDC.
4. Describe the venous anatomy and veins and skin surfaces on which phlebotomy can be performed.
5. Differentiate between serum and plasma.
6. Identify factors to be considered in venipuncture or skin puncture site selection.
7. List the equipment and supplies needed to collect blood by venipuncture and skin puncture.
8. Describe 6 patient factors which influence the ability to perform venipuncture successfully.
9. Discuss 6 complications associated with blood collection.
10. Describe the steps in accurate specimen collection and documentation procedures.
11. Demonstrate a successful venipuncture.

Tuition and Fees

All tuition, fees and charges are payable in full at registration. Payment may be made in cash, by check (personal checks require identification), certified check, cashier's check, or money order. Fees are due in full on the 1st day of class; with a Certified Check or Money Order Payable to

Zurik Healthcare Institute, Inc. Tuition, fees, and charges are determined by the cost of instruction, activities and equipment by the Agency's Board of Directors. These are subject to change at any time by the Board.

General Registration Charge \$200.00 is required to register for class. This charge is required of all students. It is not waived for any student. A registration fee of \$200.00 is due upon application with the balance of \$1300.00 is due on the first day of class. If you are unable to pay \$1300.00 on the first day, you may pay a down payment of 30% of the fees and set up a payment plan for the balance over the next four (4) weeks. Consideration for payment plan option will be determined on individual basis.

To register for class, you may; mail the payment along with your application; make a credit card payment by phone, or pay in person at our office.

TUITION & FEES

NON-REFUNDABLE REGISTRATION FEE:	\$ 200.00
TUITION:	\$ 1300.00
OTHER:	\$ 000

Other Includes: \$110 State examination

TOTAL COST FOR BASIC PHLEBOTOMIST PROGRAM / COURSE: \$ 1,500.00

COURSE MATERIALS

- Compulsory to have a text book for every classroom-based lecture and during clinicals.
- Chapter wise handouts will be provided before or after the lecture session.
- Handouts for homework and daily quiz will be supplied at the end of lecture session.
- Evaluation of clinical skills performance sheet will be provided before clinical sessions must be signed by instructor and student at every clinical session.

CLINICAL SKILLS REQUIREMENTS:

Students are required to complete the clinical sessions before board certification examinations. All students must complete clinical skills including:

- Vein puncture blood draw.
- Using winged infusion set.
- Finger sticks.

LECTURE & EXAM PREPARATIONS:

Students will be expected to review the course outlined and be prepared for all classroom sessions. Students are strongly encouraged to pay attention and prepare notes during lecture, review those notes regularly before moving to new session. Homework will be given to reinforce topics covered in the class.

GRADING SYSTEM:

All students are required to have at least passing grade of 75% percentile. Furthermore, instructors administering a midterm and final examination may project daily quizzes and class work assignments to view the student's retention of topics and do so at their judgment. Failure in the midterm requires immediate action which will be based on the instructor's evaluation. Students who did not qualify for the final examination will not be allowed to sit for any state board examination.

At the end of the term all final statistics should capitulate into the final grade system.

A: 90 – 100

B: 85 – 89

C: 84 – 84

D: 79 – 55

F: 54 and below.

REFUND AND TUITION REFUND SCHEDULE INFORMATION

1. Schools shall, when a student gives written notice of cancellation, provide a refund in the amount of at least the following:
 - a. When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, all application registration fees, tuition, and any other charges shall be refunded to the student;
 - b. When notice of cancellation is given after midnight of the fifth business day following acceptance but prior to the close of business on the student's first day of class attendance the school may retain no more than the application registration fee which may not exceed \$200 or 50% of the cost of tuition, whichever is less;
 - c. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course of instruction, the school may retain the application registration fee, an amount not to exceed 10% of the tuition and other instructional charges or \$300, whichever is less, and, excluding the cost of any books or materials which have been provided by the school.
 - d. When a student has completed in excess of 5% of the course of instruction the school may retain the application-registration fee but shall refund a part of the tuition and other instructional charges.
 - 1) All other schools regulated under this Section may retain an amount computed prorata by days in class plus 10% of the tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed in excess of 60% of the course of instruction, the school may retain the application/registration fee and the entire tuition and other charges.
 - 2) A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this Section.
 - 3) Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.

- 4) Application-registration fees shall be chargeable at initial enrollment and shall not exceed \$200 or 50% of the cost of tuition, whichever is less.
- 5) Deposits or down payments shall become part of the tuition.
- 6) The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.
- 7) All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
- 8) A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.
- 9) A school may make refunds which exceed those prescribed in this Section. If the school has a refund policy that returns more money to a student than those policies prescribed in this Section, that refund policy must be filed with the Superintendent.
- 10) A school shall refund all monies paid to it in any of the following circumstances:
 - a. the school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog or bulletin;
 - b. the school cancels or discontinues the course of instruction in which the student has enrolled;
 - c. the school fails to conduct classes on days or times scheduled, detrimentally affecting the student.
- 11) A school must refund any book and materials fees when: (a) the book and materials are returned to the school unopened and unmarked; and (b) the student has provided the school with a notice of cancellation.

Refunds and Withdrawals

Students may drop courses during the first seven days from the start date of class for main session (or equitable time period for special sessions) without incurring a penalty.

After the first seven days of the start of class for main session (or equitable time period for special sessions), no refunds will be allowed.

Refunds

Refunds for student-initiated withdrawals (WTH) are available at one hundred percent of tuition and applicable fees only if processed during the first seven days from the start of class for main session (or equitable time period for special sessions) without incurring a penalty. No refund will be allowed if a student withdraws after the first seven days of class.

Refunds – No-Show Withdrawal / No Show 1 Day (NSW and NS1)

No refunds of tuition and/or fees will be issued for classes with no-show withdrawals (NSW or NS1's). Students will be held accountable for the payment of tuition and fees of NSW/NS1 courses.

Non-Refundable Fees

The following fees associated with course registration are non-refundable.

They include, but are not limited to:

Partial Payment Fees

Lab Fees (Lab fees may be refunded if courses are dropped before the term begins)

Academic Standards**Class Attendance**

Students are expected to attend classes. Instructors record attendance at every class session. Failure to attend classes may result in one of the following administrative actions:

Grading System**Final Grade Description Grade Points**

A = 90 - 100

B = 85 - 89

C = 80 - 84

D = 79 - 55

F = 54 below

I Incomplete 0

Incompletes (I):

Students will receive a grade of "I" (Incomplete) if they have actively participated in a course and are doing acceptable work at the end of the course, but have not taken the final examination or have not completed other specific assignments such as a term paper. A student must make prior arrangements and receive, from the instructor, a written understanding of the work needed to complete the requirements of the course.

When the instructor cannot be contacted for purposes of completion, the student should contact the program chairperson.

To remove an "I" grade, the student must complete all requirements by the agreed period.

If the completed course requirements are not received by the instructor by the deadline, the "I" grade will convert to an "F" grade. A student who has an "I" grade will not be allowed to re-register for that course.

However, once the "I" is changed to either a "D" or an "F," the student may then re-register for that course.

ATTENDANCE:

Students are expected to attend all scheduled classes, laboratory sessions, and clinical practicums. Patient/ resident care requirements demand that all students must be on time for clinical experience as well as classes.

All classroom and clinical hours not attended must be made up hour-for-hour. The student is responsible for scheduling makeup time with the instructor within one week following the

absence. The student will submit to the instructor written answers to questions on material covered in class during the absence. Only one clinical makeup day allowed (at the instructor's discretion).

During the makeup session the instructor will review course material and lab skill demonstrations from the missed class as well as supervise the student's lab skill practice.

ABSENTEESM

Some absences may be acceptable. However, notifications or proof of justification may be required. These absences include but not limited to illness, religious observance and funerals.

More than two absences may be grounds for dismissal. Students are expected to attend all classes. In the event of illness, it will be considered an acceptable absence. However, it shall not exceed 2 days in the classroom. The student will receive counseling after the second absent day. A physician's excuse will be required if another episode occurs. Should the student be absent without a physician's excuse, they will be formally placed on probation and terminated should another incident occur.

A student requesting time off for a religious observance should make arrangements in advance with the course instructor or the clinical instructor-depending on the class/clinical assignment at the time.

TARDINESS

Students are to report to the classroom prepared to begin at the designated time. Students arriving late will be given a verbal warning. Two such warnings and the student will receive a written warning. The written warning shall inform the student that one more incident of tardiness will result in dismissal from the program. The instructor will determine if an incident of tardiness is beyond the student's control and act accordingly. Students must notify the instructor if they will be late for class

CLINICAL TARDINESS

Students are to report for duty in the clinical area at the hour designated by the clinical site. Students reporting more than five minutes late for clinical will be considered tardy.

Students will be given a verbal warning when arriving late. Two verbal warnings and the student will be given a written warning. The written warning shall inform the student that one more incident of tardiness will result in a 1-day suspension from the program.

The suspension day will be made up prior to program completion. One additional incident of tardiness, and the student will be dismissed from the program

Student Rights and Responsibilities

Zurik Healthcare Institute is obliged to guarantee students:

- privacy of student records;
- the right to access and challenge educational records;
- the right to a hearing if accused of violating the standards of conduct.

Student Obligations to Zurik Healthcare Institute

Students are obliged to:

- familiarize themselves with and follow Zurik Healthcare Institute policies and procedures and requirements to register and complete programs;
- maintain standards of conduct;
- comply with health examination requirements as listed in the *Student Policy Manual*;
- adhere to academic integrity policy;
- meet financial obligations to the Agency; and
- adhere to conditions of admission or readmission.

Faculty is in charge of the classroom at all times. In their syllabus, faculty members establish policies and standards of behavior that they feel best support instruction given the facilities, the discipline being taught, and their own teaching style. Students are expected to comply with these written classroom policies.

Identification Cards

All students, faculty, and employees are required to obtain a current Zurik Healthcare Institute identification card and have this card in their possession during academic activities.

Academic Integrity:

Students and employees at Zurik Healthcare Institute are required to demonstrate academic integrity and follow Zurik Healthcare Institute Conduct. This code prohibits:

- cheating,
- plagiarism (turning in work not written by you, or lacking proper citation),
- falsification and fabrication (lying or distorting the truth),
- helping others to cheat,
- unauthorized changes on official documents,
- pretending to be someone else or having someone else pretend to be you,
- making or accepting bribes, special favors, or threats, and
- any other behavior that violates academic integrity.

There are serious consequences to violations of the academic integrity policy. Zurik Healthcare Institute provides students a fair hearing if a complaint is made against you. If you are found to have violated the policy, the minimum penalty is failure on the assignment and, a disciplinary record will be established and kept on file in the office of the Program Chair for a period of 3 years.

STUDENTS RECORDS

Zurik Healthcare Institute defines students record an education record, contains information directly related to a student, which means that the record is personally identifiable. Personal identifiers that relate a record to a student include student name, student ID/social security number, student address, parent/family member names, and a list of personal characteristics.

Student/education records are maintained in multiple media including handwriting, print, Computer's main memory, and flash drives.

Student/education records may be presented by the student, submitted on behalf of the student, or created by the School. These records are used to assist offices in their support of basic educational objectives and to document student progress and achievement in the course progression.

The student/education records are filed under these categories:

- Admissions Records
- Cumulative Academic Records
- Student Employment Records
- College/Academic Advising Records
- Financial Records
- Disciplinary Records
- Medical Records
- Background checks
- Cooperative Education & Placement Records

Zurik Healthcare Institute is the custodian for all students and faculty records, we all share the responsibility for ensuring the security and privacy of the records and data that we maintain.

Zurik Healthcare Institute complies with the Federal law (the Family Educational Rights and Privacy Act of 1974 and amendments, FERPA) which ensures that the security and confidentiality of information used in our operations is guaranteed. Thus, security and confidentiality are a matter of concern for all employees within the Administration. All school staff s holds a position of trust relative to this information and must recognize the responsibilities entrusted to them and this office in preserving the security and confidentiality of this information.

Educational Records – Student Access

Students and former students have the right to inspect and review their educational records. Students and former students must put their request to inspect and review their educational records in writing. This request must be submitted to the Administrator of the office in which the desired education records are located.

The requested educational records will be made available to the student within 45 calendar days of the student's written request. A staff member of the Zurik Healthcare Institute where the student's records are located must be present at all times during the course of the inspection.

The student, during the inspection, has the right to request an explanation and interpretation of the records. The student has the right to a copy of the educational records.

TRANSFERABILITY OF CREDITS TO OTHER SCHOOLS

ZHI is designed to provide the student with vocational career training and is not designed to prepare the student for transfer to other institutions. Acceptance of ZHI hours is determined solely by the receiving institution. Students wishing to transfer hours should first consult with the Registrar at those institutions concerning acceptance. IBHE Approval alone does not guarantee credit transfer. The School cannot and does not guarantee credit transfer. The school does not have articulation agreements with other schools.

EXCEPTION Zurik Healthcare Institute may refuse the copy but only if in doing so, the institution does not limit the student's right to inspect and review that record. For example, a copy of a student's transcript can be refused if a negative service indicator (hold) for a financial obligation exists. In such a case, no directory information will be released, nor will transcripts be released to other educational institutions.

Educational Records – Limitations of Students' Rights to Inspect and Review

Zurik Healthcare Institute *is not required to permit students to inspect and review the following:*

- Financial information submitted by parents.
- Confidential letters and recommendations placed in their files prior to January 1, 1975, provided these letters were collected under established policies of confidentiality and were used only for which collected.
- Confidential letters and recommendations associated with admission, employment or job placement, or honors to which students have waived right of inspection and review.
- Education records containing information about more than one student; however, in such cases the institutions must permit access to that part of the record which pertains only to the inquiring student

Educational Records – Disclosure

Disclosure with written student consent – Zurik Healthcare Institute must obtain written consent from students before releasing any personally identifiable information from their education record (with the exception as noted below). In order for the written consent to be valid, it must specify:

- The records to be released
- The purpose of the disclosure
- The identity of the party(s) to whom disclosure may be made.

The most important requirement, however, is that the written consent be signed and dated by the student.

Disclosure without written student consent – Written student consent is not always necessary; the college must disclose student records when requested by the following:

- Students who request information from their own records, however, the request must be appropriately documented.

- Authorized representatives of the following for audit and evaluation of Federal supported programs or for the enforcement of or compliance with Federal legal requirements related to those programs:
 1. Comptroller General or Attorney General of the United States
 2. The Secretary of the United States Department of Health, Education and Welfare
 3. The United States Commissioner of Education, Director of National Institute of Education, or Assistant Secretary of Education
 4. State and local educational authorities

Student Education records may be disclosed to the following:

1. Officials of other colleges in which the students seek to enroll, on condition that the issuing institution makes a reasonable attempt to inform the student of the disclosure, or makes such transfer of information a stated institutional policy.
2. Persons or organizations providing to the student financial aid or determining financial aid decisions concerning eligibility, amount, condition, and enforcement of terms of said aid.
3. Organizations conducting studies to develop validate and administer predictive tests, to administer student aid programs, or to improve instruction. Those organizations may not disclose personal identification of students, and information secured must be destroyed when no longer needed for their projects. Institutions are advised to obtain such assurance in writing.
4. Accrediting organizations carrying out their accrediting functions.
1. Parents of a student who has established that a student's status as a dependent according to Internal Revenue Code 4 of 1954, Section 152.
6. Persons in compliance with a judicial order or a lawfully issued subpoena provided that the institution first make a reasonable attempt to notify the student. In such cases, a letter will be sent to the student at his/her last known address. A copy of this letter should be retained along with the subpoena in the student's file.
7. Persons in compliance with a lawfully signed release form from the student.
8. Persons in an emergency, if the knowledge of information, in fact, is necessary to protect the health or safety of the student or other persons.
9. In specific circumstances, to state and local officials or authorities to whom such information is specifically allowed to be reported or disclosed pursuant to state statute if the allowed reporting or disclosure concerns the juvenile justice system and the system's ability to effectively serve the student whose records are released.
10. In specific circumstances, final results of disciplinary proceedings held against a student for a crime of violence or a non-forcible sex offense may be disclosed including disclosure to the victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense.

11. In specific circumstances, to a parent of a student under the age of 21 years old regarding the student's violation of any Federal, State or local law or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance.

RECORDS AND RETENTION

It is the policy of Zurik Healthcare Institute to keep Records in a wide variety of formats, including paper, maps, photographs, microfilm, digital images, e-mail messages, databases, etc. Zurik Healthcare Institute will be responsible for ensuring that all of their records (regardless of format) are permanently and properly retained and remain accessible during the entire retention period. All records need to be stored in a secure and stable environment that will protect them from tampering, damage and degradation. Electronic records are dependent upon specific hardware and software to be accessed and used. It is important to understand that the original technology that is used to create electronic records will eventually become obsolete. As a result, ZHI has a plan in place on how to retain the information under the electronic records with long term/permanent retention requirements.

Educational Records – Parental Access to Information

A student's parent may obtain personally identifiable information from a student's educational records by:

- Obtaining the student's written consent, or
- Having the parent establish the student's dependency as defined by Internal Revenue Code of 1954, Section 152. If the parent is claiming dependency, proof of such must be submitted at the time the request is made.

Academic Dishonesty

Academic dishonesty is a serious offense, which includes but is not limited to the following: cheating, complicity, fabrication and falsification, forgery, and plagiarism. Cheating involves

copying another student's paper, exam, quiz or use of technology devices to exchange information during class time and/or testing. It also involves the unauthorized use of notes, calculators, and other devices or study aids. In addition, it also includes the unauthorized collaboration on academic work of any sort. Complicity, on the other hand, involves the attempt to assist another student to commit an act of academic dishonesty. Fabrication and falsification, respectively, involve the invention or alteration of any information (data, results, sources, identity, and so forth) in academic work. Another example of academic dishonesty is forgery, which involves the duplication of a signature in order to represent it as authentic. Lastly, plagiarism involves the failure to acknowledge sources (of ideas, facts, charges, illustrations and so forth) properly in academic work, thus falsely representing another's ideas as one's own.

Penalties for Academic Dishonesty

In individual cases of academic dishonesty, sanctions may range from a written warning to a failing grade for the course; the severity of the penalty is left to the discretion of the instructor. Additional sanctions may be imposed up to and including dismissal from the program when circumstances warrant it.

Standards of Conduct

Zurik Healthcare Institute students are expected to conduct themselves in a manner which is considerate of the rights of others and which will not impair the educational mission of the Agency. Specifically, all students assume an obligation to conform to Board Rules, the statement of Student Rights and Responsibilities and the following policies.

“The Standards of Conduct applies and discipline may be imposed for conduct which occurs on Zurik Healthcare Institute premises, at off campus recreational or instructional sites, at any Agency-sponsored event, or at any Agency supervised or provided activity, transportation or facility.”

Misconduct for which students are subject to Agency discipline, up to and including expulsion from the program, falls into the following categories:

1. All forms of dishonesty such as stealing, forgery, alteration or improper use of college documents, records, or identification cards with intent to defraud, and knowingly furnish false information to the Agency.
2. Intentional obstruction or disruption of teaching, research, administration, disciplinary proceedings or other agency activities.
3. “Physical abuse, verbal abuse, threats, intimidation, harassment, hazing, coercion, and/or other conduct which threatens or endangers the health or safety of any person or creates a hostile working or learning environment which includes but not limited to any telecommunication devices.”
4. “Carrying or possession of unauthorized weapons, ammunition or other explosives, or creating a clear and present danger to persons or property by the misuse of combustible or biological materials.
5. Theft or damage to Agency premises or damage to property of a member of the Agency community on institution premises.
6. Unauthorized or inappropriate use of Zurik Healthcare Institute facilities and resources

STUDENTS HANDBOOK

Zurik Healthcare Institute offers the following:

Welcoming, Safe and Clean Environment

We will provide an atmosphere that is welcoming and hospitable to every student or other customer who walks through our doors. We will also maintain an environment that is safe for everyone with buildings and properties that are clean at all times.

Accessible Employees and Resources

We will make sure that the various employees and resources that our students or other customers need are accessible and available to them when and where they are needed.

Respectful and Courteous Treatment

We will treat all of our students and other customers with the utmost of respect and dignity. We will provide courteous service to all customers with full appreciation for the diverse backgrounds and cultures that are reflected in our college community.

Responsive and Accountable Employees

We will respond to the requests and needs of our students and other customers in a positive, professional and action-oriented manner. We will hold ourselves personally accountable for helping each of our customers resolve their issue.

Knowledgeable and Informed Employees

We will maintain the necessary expertise in our own jobs. If we cannot answer specific questions for our students or other customers, we will locate someone who can answer their question.

Clear, Concise Instructions and Explanations

We will make sure that any instructions, directions or explanations we provide to our students or other customers are clear and concise and that they fully understand what we are communicating to them.

Accurate and Useful Information

We will make sure that any information we provide to our students or other customers is accurate, up-to-date and useful in helping the customer resolve their issue.

Continuous Customer Feedback - We will regularly ask our students and other customers for feedback on our service so we can continuously improve our performance. We must always know if our customers feel that they are being served in a manner that meets or exceeds their expectations and makes them feel valued as individuals.

NON-DISCRIMINATION POLICIES AND PROCEDURESEqual Opportunity in Programs, Services, and Activities Policy

Zurik Healthcare Institute prohibits discrimination, except as allowed by law, by any person with respect to hire, terms and conditions of employment, continued employment, admissions or participation in programs, services and activities based upon race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation, marital status, disability or handicap, veteran status, membership or lawful participation in the activities of any organization, or the exercise of rights guaranteed by local, state or federal law.

“Discrimination” includes harassment or the creation of a hostile working or learning environment based upon race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation, marital status, disability, veteran status or the exercise of rights guaranteed by local, state or federal law.

Prohibited harassment under this policy includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, where the conduct is made a condition of employment or participation in a Board program, service, or activity.

Prohibited harassment also includes where submission to or rejection of such conduct is the basis for an employment or educational decision, or where such conduct interferes with the individual's work or academic performance or creates an intimidating, hostile, or offensive working or learning environment.

Pursuant to its policy and applicable local, state and federal laws, the Board of Trustees has adopted specific policies that prohibit Sexual Harassment, violations of Title IX of the Education Amendments of 1972 (concerning gender discrimination in education), and disability discrimination.

Discrimination and Harassment Complaint Procedures

Students who believe that they have suffered from a violation of equal opportunity Zurik Healthcare Institute's policies with respect to nondiscrimination or sexual harassment may file a complaint with the CEO who is charged with investigating complaints of this nature. The CEO or designee addresses all equal opportunity concerns of Zurik Healthcare Institute employees, applicants for employment, students or applicants for admission or any other person including complaints of discrimination, harassment or hostile work environment, retaliation, intimidation and requests for accommodation due to religion or disability.

With respect to students or other persons, complaints of discrimination may concern registration, participation, application of academic policies, educational or learning environment, or any other term or of participation in programs, services, and activities. Students who file such complaints are protected from retaliation. The CEO can be directly reached directly at 708 9839903.

Student Grievances (Non-Academic)

If any student feels he/she had been mistreated by another student, or a member of the agency staff, the following "non-academic grievance" procedure should be followed:

1. If the student believes he/she is in immediate danger, or is threatened in any way, program chairperson should be notified immediately and a report filed with local authorities if necessitated.
2. If the student feels aggrieved by a staff person, the student should submit a written complaint within five (5) days of the incident, describing the aggrieved incident to the staff person's supervisor – The agency's Administrator

The Administrator will investigate the incident and report back to the student their finding within five (5) class days. Based on the Administrator's findings the necessary action will be taken in accordance with the Zurik Healthcare Institute - Rules of the Board of Trustees. If the student's grievance is sexual harassment or discriminatory related, they should follow the procedures outlined by the Policy on Equal Opportunity in Employment, Programs, Services and Activities.

If the student feels aggrieved by a fellow student, the student should submit a written complaint within five (5) days of the incident to the program chairperson, or their designated representative, detailing the aggrieved incident. The matter will be investigated and a response will be provided to the student within five (5) class days.

If it is determined that a hearing is warranted to resolve the matter, a Committee of students, faculty, and administrators will be convened to hear the grievance and render a recommendation. The administrator will receive the Committee's recommendation and make a final decision on the matter within five (5) class days from receiving the ruling from the Committee.

The student filing the non-academic grievance should be notified in writing of the final ruling within five (5) class days of the hearing.

If the student's grievance is sexual harassment or discriminatory related, they should follow the procedures outlined by the Policy on Equal Opportunity in Employment, Programs, Services and Activities

Complaint Resolution Process

The Administrator or designee addresses all equal opportunity concerns of Zurik Healthcare Institute employees, applicants for employment, students or applicants for admission or any other person including complaints of discrimination, harassment or hostile work environment, retaliation, intimidation and requests for accommodation due to religion or disability.

With respect to employees, complaints of discrimination may concern hiring, wages, salary, benefits, promotions, transfers, work environment or any other term or condition of employment.

With respect to students or other persons, complaints of discrimination may concern admissions, participation, application of academic policies, educational or learning environment, or any other term or condition of participation in programs, services and activities.

For purposes of this policy, "discrimination" includes harassment or the creation of a hostile working or learning environment because of a person's race, creed, color, national origin, ethnicity, citizenship, gender, sexual preference or orientation, marital status, disability or handicap, age, veteran status, or membership or lawful participation in the activities of any organization.

Prohibited harassment under this policy includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, where the conduct is made a condition of employment or participation in a program, service or activity, or where submission to or rejection of such conduct is the basis for an employment or educational decision, or where such conduct interferes with the individual's work or academic performance or creates an intimidating, hostile, or offensive working or learning environment.

Complaints must be made to the Administrator in writing within 14 days of the discriminatory act. The Administrator may develop form complaints. Complaints may be made by or against employees, students or other participants in programs, activities and services.

After 14 days will investigate and follow appropriate action to rectify the situation and put away in the file. If dissatisfied may appeal to IBHE.

IBHE CONTACT INFORMATION Illinois Board of Higher Education 1 North Old State Capitol Plaza, Suite 333 Springfield, Illinois 62701-1377 Phone: (217) 782-2551 Fax: (217) 782-8548 TTY: (888) 261-2881 info@ibhe.org IBHE website IBHE online complaint system

COMPLAINT FORM

Complaint No: _____

Last Name First Name Middle Name

Street City/Town Postal Code

Home Telephone # Mobile Telephone # Email

DESCRIPTION OF COMPLAINT (Be as specific as possible. Use extra pages as needed.) Date(s) and Time(s) of incident:

Location: _____

Witnesses: _____

Alleged Violation: _____

Name(s) of alleged offender: _____

Is alleged offender? (Please check one) **Student** **Administrator**
Faculty Member **Support Staff** **Other** _____

Circumstances (events leading up to incident, actions taken, follow-up, etc.):

REMEDY REQUESTED:

I hereby declare that the information on this form is true, correct and complete to the best of my knowledge. I understand that any misinterpretation of information may result in disciplinary action as stipulated in the Code of Student Rights and Standards of Conduct.

Signature: _____ **Date:** _____
Complainant

OFFICE USE ONLY BEYOND THIS POINT FOR REMAINDER OF FORM

Received by: _____ Date: _____

Copies to: _____ Date: _____

SCHOOL POLICIES

1. Students must wear white uniforms at all times, including the first day of classroom meeting.
2. Lab coat must be white but optional.
3. Name badge is to be visibly worn on the right side on white uniform daily at all times.
4. A good supporting pair of shoes, mostly white and clean to be worn in the facility at all times.
5. Clean good oral hygiene. Chewing of gum should be discrete. Students should have no body odor and only light perfumes/cologne should be used, (due to allergies of classmates, instructors, clients, please refrain from using excessive perfumed products).
6. Watch should have second hand, no dangle or hoop earrings or large rings (wedding band is ok). Necklace should be worn under uniform.
7. Long hair must be pulled back and held tightly with clasp or barrette. Male facial hair should be trimmed and well groomed.
8. Full white undergarment should be worn under white uniform.
9. Make-ups (cosmetics) should be worn in moderation (instructors have the right to decide when make-up is in excess).\
10. Clean, short trimmed natural finger nails, clear nail polish may be worn. Absolutely No fake finger nails.
11. Body piercing is to be minimal, not obvious to the resident and large tattoos are to be covered.
12. No use of offensive, derogatory, demeaning or sexually inappropriate comments will be tolerated in the facility.
13. NO MORE than 10 minutes tardiness twice will be allowed. Maximum of two absences is allowed. It is the student's responsibility to schedule makeup days with the instructor. All fees will be forfeited if dismissed for any of the above reasons.
14. Food and drinks (spill proof container only) maybe allowed in classroom. Students must clean up their mess.
15. Homework will be assigned daily and turned-in on a timely manner.
16. Students may be tested daily to assess comprehension of content material.
17. Students can only smoke in designated areas at all times.
18. Cell phones must be turned off or placed in silent mode in the classroom and at clinical (except during break) to eliminate distraction.
19. Students and instructors will be held to the Regulations/Standards of the clinical facility.
20. Students are not allowed to bring children to school.
21. Suspicion of substance abuse will be grounds for dismissal from the classroom or clinical and from the program.

22. No firearms, weapons of any sort and illegal substances will be allowed in and around the premises at all times.

** NOTE: Law enforcement authority will be contacted for any suspected, reported or observed illegal activities in the facilities during program activities.*

Rules for clinical

1. Breaches of confidentiality will result in dismissal from the program and fees forfeited.
2. Profanity or vulgar language will not be tolerated.
3. Be prepared to work and be on time to all class/clinical sessions.
4. As guests in the facility, politeness to faculty, staff, patients and their family members is required.
5. There will be **zero** tolerance of resident abuse.
6. Follow dress code of Zurik Healthcare Institute (different color scrub from staff in clinical facility).
7. Only one clinical makeup day allowed (at the instructor's discretion).
8. Student will drop out of program if 10 minutes late twice or two (2) absences without excuses (fees forfeited). Presented excuses will be reviewed and approved by the program co-coordinator.
9. Students can only perform resident care if the clinical instructor or a designee is in the facility.
10. Clinical instructor will monitor students while providing ADL to residents and provide feedback at post conference. If care will jeopardize resident's safety, then instructor will intervene immediately.
11. You need to notify Zurik Healthcare Institute clinical instructor of resident information/requests prior to going to the nurse.
12. Clinical logs must be signed by instructor for validation of clinical experience at the end of each clinical day.
13. Mock testing will be performed to help students improve their chances of passing the state exams at no additional fee, after completion of the program (classroom course and clinical sessions).

Student Responsibilities

1. To be certified—all classes are required and make sure all RCP/checklist is signed daily.
2. You must attend all clinical training at your assigned nursing facility. If you do not attend all, you will not receive the Training Verification form or your Certificate of Completion at the end of your class. All clinical training is during the clinical instructor assigned shift; no exceptions.
3. You must follow Zurik Healthcare Institute's rules and conduct at the center and assigned nursing facility.

4. Students will be responsible for their materials; only one set will be distributed the first day of class.
5. You are expected to bring your materials to class every day with pens or pencils to participate and take notes during class.
6. You will have reading assignments. You must read all assignments on time in order to understand the lessons and participate in discussions.
7. You will receive your student ID badge the first week of class; wear the ID on site and at the clinical facilities. You will not be allowed into the clinical setting without the ID.
8. You will need to provide yourself at least one set of uniform (color to be determined) scrubs by the third day of class. You must wear the scrubs at all lab and clinical settings, and they must be clean at all times.
9. Treat yourself, the instructors, clinical staff and fellow students, with respect and courtesy at all times.
10. When you are at clinical training, if you witness resident abuse, you are required to report it to your instructor. You will need to submit a written report and must respond to all requests for information.
11. Each student is responsible for the \$110.00 required to pay Professional Resources to administer the state certificate exams.

Performing Skills

1. I understand that I am allowed and authorized to perform ONLY tasks during clinical facility training which:
 - a. I have received instructional training during class period, signed by Instructor,
 - b. I have received training during clinical skills lab period, signed by Clinical Skills Instructor.
2. If I am requested to perform skills not trained in, I will reply, "I am not trained on that yet. May I get you someone who can help you?" No other action is allowed.

Cause for Dismissal/Removal

1. Continued and repeated misconduct after one verbal and one written warning. All moneys paid will be fore-fitted.
2. Disclosure of private and confidential resident information (either personal or medical). This is a violation of Federal Health Insurance Portability and Accountability Act (HIPPA) regulations. If required by Federal and/or Indiana state regulations, charges will be pressed.
3. A report of any type of resident abuse (verbal, physical or emotional) will be cause for immediate action. If your behavior is found to be unacceptable, you will be removed from the Phlebotomy Training Program. In case of unacceptable behavior, a report will be made which will remain in the student's records at the Zurik Healthcare Institute. You will be able to dispute any claim or report.

4. Illegal or immoral behavior, including but not limited to:
 - a. Theft
 - b. Vandalism
 - c. Obscenity or inappropriate behavior
 - d. Use or possession of weapons, firearms, alcohol or drugs
 - e. Criminal activity

5. Disrespectful conduct (physical or verbal) towards self, instructor(s) or fellow students, or residents and/or staff of clinical facilities.

School Cancellation

Zurik Healthcare Institute will follow the Village of Home wood emergency and snow policies. In the event of uncertainty, it is the student's responsibility to verify if there will be classes/clinical or not. Make ups will be at the discretion of the instructors.

CERTIFICATION STATEMENT

I, Adanna Okolie, Program Director, do hereby certify that all statements included in this catalog are true and correct to the best of my knowledge and belief

Adanna Okolie BSN RN, MPH

END