



Nursing Assistant Student Handbook

2025 - 2026

The Nursing Assistant Student Handbook is intended to elaborate on the EAC Catalog and Handbook for students in the Nursing Assistant Program. The Program reserves the right to make changes to the Handbook when appropriate. Changes shall not be made during the current semester unless absolutely necessary. Any changes made during a semester will be communicated verbally during class and in writing via the students' email accounts within two weeks.

COURSE DESCRIPTION

A course designed to prepare individuals for entry-level positions as nursing assistants in structured health care settings directly supervised by a registered or licensed practical nurse. Successful completion of the certification written and manual skills exams, and application for certification or licensure, will lead to a certification as a Certified Nursing Assistant (CNA) or Licensed Nursing Assistant (LNA) through the Arizona State Board of Nursing (AZBN). Students must take NUR 100G, Nursing Assistant Lab, concurrently with this course. Students must attain a minimum of 120 hours of total instruction, which must include a minimum of 40 hours of classroom instruction, 20 hours in the skills lab, and 40 clinical hours in a skilled nursing facility. The Arizona State Board of Nursing requirements for certification include proof of legal presence in the United States and disclosure of felony conviction(s). Fingerprints are required by the AZBN to conduct background checks for criminal convictions. Students are informed that legal residency and criminal background check are required for State Certification or Licensure. Eastern Arizona College checks for legal residency upon admission into college. Students must provide proof of immunizations required by the clinical facility or exemptions per clinical facility policy. The student must also complete a urine drug screen and background screening through the approved third-party vendor, which will cost approximately \$110. Some requirements are dependent upon the clinical facility the student is attending.

NURSING ASSISTANT COURSE OBJECTIVES

- Prepare students to professionally provide high quality, ethical, and compassionate health care services.
- Develop the role of the Licensed Nursing Assistant with commitment to excellence and quality outcomes.
- Provide students with the knowledge and skills necessary to perform basic care services for a patient in an acute care setting or resident in a long-term care setting.
- Prepare students to be able to internalize foundational principles of professional nursing assistance to provide safe, culturally competent, therapeutic care for individuals.
- Prepare students to pass the state competency evaluation, both written and manual skills components.
- Assist the patient in obtaining optimal health status.
- Demonstrate safety and emergency procedures, including the Heimlich maneuver and cardiopulmonary resuscitation.
- Perform functions utilizing concepts of safe practice for patients and providers including infection control, aseptic technique, body mechanics, and universal precautions.
- Implement selected portions of the care plan to provide effective care for patients. Task related components include basic nursing skills, personal care skills, basic restorative services, care of the cognitive impaired client, individual client needs, age-specific mental health, and social service needs.
- Function as an effective member of an integrated health care team.
- Perform duties utilizing principles of customer service and confidentiality with consideration to patient rights including right to privacy, right to be free from abuse, mistreatment, and neglect.
- Communicate with patients and their families to identify and respond to specific patient needs and reports to RN as necessary.
- Demonstrate interpersonal skills. Communicate with patients, family and health team members in a manner that maintains dignity and respect.
- Identify normal parameters of patient conditions and appropriately report deviations from the norms.

- Complete assignments as directed by the RN, report regularly, and document consistent with established guidelines to record activities, utilizing appropriate medical terminology.
- Adhere to the legal aspects of nursing assistant practice.

ADMISSION REQUIREMENTS

Students are required to meet minimum English and Math requirements prior to enrolling in the nursing assistant course. The prerequisites for NUR 100 are as follows:

- completion of a course in department 'ENG' with a course number greater than or equal to '090' with a minimum grade of "C", or EAC Equivalent reading placement test score "46" AND
- completion of a course in department 'MAT' with a course number greater than or equal to '100' with a minimum grade of "C", or EAC Equivalent minimum numerical test score of '5'.
- A minimum age of 15.

COURSE REQUIREMENTS

Required books are **Lippincott Textbook for Nursing Assistant: A Humanistic Approach to Caregiving, Sixth Edition CoursePoint/eBook, with the accompanying physical workbook.** Students must purchase their own books and have access to them by the first week of class.

Students are required to complete a background check and urine drug screen within the first two weeks of the course. The estimated cost of these services is approximately \$110. Once a student registers for the background and drug screen package, they have 5 days to complete the urine drug screen (also referred to as the ePassport). Students who do not complete the urine drug screen within the first two weeks of the course are at risk of not being placed in clinicals and being withdrawn from the course without a refund. If a urine drug screen results are dilute, the student has one opportunity to retest. Eastern Arizona College Nursing Assistant Program will reimburse the student for the 2nd drug screen if the results are negative.

Prior to starting clinicals, a negative TB skin test, QuantiFERON, or chest x-ray within the past six months is required by the long-term care center. Other immunizations may be required. Students can ask for an exemption from the clinical facility and nursing faculty will help students through the process; however, the final determination rests with the clinical agency.

*Additional information will be given on the first day of class.

PROGRESSION & COMPLETION

NUR100 Nursing Assistant is a, 6 credit, 1 semester course. To complete the training and earn the credits, students must pass the grading requirements for both the theory (NUR100) and skills/clinical portion (NUR100G).

DIDACTIC AND CLINICAL REQUIREMENT HOURS

A minimum of 120 hours of total instruction consisting of:

- Didactic teaching in a classroom setting for a minimum of **40 hours**
- Instructor-supervised skills practice/testing (Skills Lab) for a minimum of **20 hours**
- Instructor-supervised clinical experiences for a minimum of **40 hours**, with a minimum of 20 of those hours as direct resident care in a long-term care facility
- Additional classroom, skill, or clinical instruction, at least **20 hours**.

Classroom and Skills Lab hours will be tracked through the online college attendance system. If skills lab hours are missed, make-up hours will be indicated on the C N A Student Hour Log.

Clinical hours will also be tracked, with attendance rolls kept on file by the didactic instructor; each student's hours must equate to at least 40 hours for clinicals.

NURSING ASSISTANT CLASS POLICIES

Grading:

There are two components to the grade in this class: Clinical and Theory. Both of these components must be passed satisfactorily to pass the course. The **clinical** component of this class will be graded as either "P" for pass (competent) or "F: for fail (not competent).

The theory component of this class will be letter-graded based on test scores as follows:

- A = 91 - 100%
- B = 83 - 90.99%
- C = 75 - 82.99%
- D = 68 - 74.99%
- F = 0 - 67.99%

WEIGHT GIVEN TO METHODS OF EVALUATION

Exams and quizzes	70%
Assignments and Participation	10%
Final exam – no make ups or retakes permitted without prior approval	20%
Clinicals	Pass/Fail

A grade of "P" for Pass in the clinical component AND a minimum grade of "C" in the theory component must be earned to pass the class and to qualify to write the Nurse Aide Training &

Competency Evaluation Program (NATCEP) tests for certification as a nurse aide in Arizona. Skills testing must be passed with an 80% or higher.

SUPPLIES NEEDED

- Textbooks – see Course Requirements section. Uniform and ID Badge A set of scrubs in good condition, any color
- Supplies to take notes during class and lab

TESTING

All tests will be taken during the scheduled time (see syllabus). If there are extenuating circumstances and the test cannot be taken during the specified time, you must make prior arrangements with the instructor.

CLASS ATTENDANCE

- Students are expected to attend and be on time for all class lectures and clinical sessions for which they are scheduled. The student is responsible for any material missing as a result of an absence.
- Tardiness is a disruption to the educational process. Therefore, if the student is 10 minutes late, they will lose one hour of attendance. Students who enter late are responsible for making sure they are counted present WITHOUT interrupting class.
- After **6 hours** (3 class periods) of absences, the student may be withdrawn from the class.
- The instructor may drop any student who exceeds the absentee policy.
- All skills make-up time scheduled with the instructor will be documented on the C N A student hour log.

SKILLS LABS

Attendance at skills labs is required. It is the responsibility of the student to arrange time with the instructor to learn/practice any material/skills if time is missed. The instructor may offer additional hours for extra practice or make-up skills labs.

SKILL LABORATORY/CLINICAL PRACTICE

- Students attend a minimum of 10 hours of skill lab and pass all competencies prior to clinical practice. Skills lab will be completed in the nursing assistant lab and some skills will also be incorporated with class time.
- Clinical objectives are defined and distributed at the beginning of the program. The clinical practice is graded as pass/fail. Clinical evaluation is based upon written behavioral objectives and guidelines.
- One clinical instructor is present for each 10 students on the units at all times during clinical session.
- The clinical instructor will directly supervise students in clinical areas and document student performance, consistent with course and clinical objectives.
- Clinical instructors will have only activities related to the direct supervision of students during the clinical session.

- Instructor rounds for each student according to patient or resident need and student ability.
- A clinical instructor's cell phone number is used to ensure that instructor is available as needed.
 - Students will be given written notification of clinical probation whenever performance is unsatisfactory.
- Students are responsible for their own transportation to and from clinical facilities. Students must be able to attend class and skills lab at the Allied Health Lab building located at the corner of Church Street and Stadium Avenue and clinical experience at Haven of Safford Care and Rehab and Mt. Graham Regional Medical Center.
 - Each student practices direct patient care at a minimum of 40 hours, including at least 20 hours at the long-term care facility.
 - Students cannot function as staff or facility during clinical experiences.

CLINICAL ATTENDANCE

- There are **NO** absences allowed for clinicals.
- If a clinical is missed for any reason, it will need to be replaced with the same number of clinical hours, if hours are available. If the student cannot be accommodated, the student will receive an Incomplete or fails the course. An Incomplete will be allowed per Eastern Arizona College's policy. Clinical hours will be documented in the C N A student hour log.
 - Students must arrange planned changes in clinical schedules prior to the scheduled clinical day with the class instructor.
- If an emergency arises and the student will not be able to attend clinicals, the student must call and make arrangements with the clinical instructor prior to the start of clinicals.
- The student must furnish verifiable proof of the nature of the emergency to the class instructor.
- If the student fails to make arrangements with the instructor and/or clinical advisor prior to clinical for an emergency absence, it is considered a "no-call/no show" and the student will be dropped from the class.
 - If the student is obviously ill, the clinical instructor may send the student home. The student will be required to make up the hours missed.
 - **Each student must complete 40 hours of clinical**
 - **Each student must complete 20 hours in the skills lab**
- **Overall, the student must complete a minimum of 120 hours of clinical, lab, and classroom hours.**

CLASSROOM ETIQUETTE

- Do not talk while the instructor or another student is speaking.
- If any electronic devices are seen in the classroom, the student will be asked to leave for the rest of the class and this absence will count as a full day's absence from the class.

WITHDRAWAL AND DISMISSAL

Students are responsible for initiating withdrawal within the time frame set by the College. Instructor may drop students for non-attending.

CLINICALS

- The practice of nursing may put you in a position of possible risk to your physical health. Students are encouraged to carry health insurance.
- Clinical objectives are defined and distributed at the beginning of the program. Additional copies of the candidate handbook may be downloaded from hdmaster.com
- Students are responsible for their own transportation to and from clinical facilities.
- All nursing assistant students must meet health requirements prior to clinical experiences.
- The clinical agency and the college health policies must be upheld in all circumstances of student illness, injury or health limitations.
- The student must provide proof of a current TB skin test (within the last year), or a clear chest X-ray, or a statement from their health care provider that student is free from symptoms of pulmonary tuberculosis.
 - All health care facilities are smoke-free.
- Cell phones are not permitted in clinical facilities.

CLINICAL & LAB DRESS CODE REQUIREMENTS

Nursing assistant students participate in clinical facilities with appropriate dress code. If in doubt about what is appropriate, check with your clinical advisor or instructor.

- Neat, clean and pressed uniform
- Neat, clean and professional looking non-skid shoes with clean shoelaces
- Clean, matching socks or hose
- School ID badge must be visible to read
- A watch, which indicates the time in seconds, stethoscope (optional), and black ball-point pen
- Long hair is to be pulled back at all times; hair must be off the collar and controlled
- No jewelry except watch, wedding ring and posts for pierced ears
- Fingernails must be short and clean with no dark-colored polish. No artificial nails.
- Tattoos must be covered, if at all possible.
- Hair must be a natural hair color

CLINICAL GUIDELINES

- No gloves in hall
- Bag all trash and linen to transport in hall or bring trash/linen barrel directly outside room
- For all transfers, ALWAYS 2 persons. Everyone will work in pairs for the day. Each pair is assigned a resident for the day.
- If anything soiled is disposed of in trash, please take trash out of the room.
- Strip beds completely on shower days.
- Complete shower sheet on shower days
- Isolation rooms - wear PPE. Once you have gone into the room with PPE on, do not come out into the hall with PPE on. It is contaminated.
- Donning: gown, mask, gloves

- Removing: gloves, gown, mask use a Biohazard bag for anything blood or body fluid soaked
- Make beds after getting residents out of bed
- Be respectful to the CNAs on duty. If you are asked to help with a task, assist the CNA or Nurse. It is a privilege to do clinicals in this facility.
- Answer ALL call lights within 2-3 minutes
- Do not Discuss: "That's not my job. That's not my resident."
- Use hopper to rinse soiled linen before placing in linen barrel
- Undress strong side first/ Dress weak side first
- No sitting at the Nurses Station.
- Students are allowed a 15-minute break before and after lunch. If they leave for a break or lunch, they must let their clinical instructor, CNA, and nurse know.

INDIRECT PATIENT CARE

- Knock on the door before entering
- Check to see that the bed is locked
- Pull the privacy curtain
- Address the person by name
- Introduce yourself
- Explain the procedure to the patient
- Ask permission to perform the procedure
- Wash your hands
- Identify the patient (check the ID bracelet)
- Arrange needed items on the overbed table
- Do not expose your patient, keep him/her covered with a sheet
- Talk to the patient and explain each step of the procedure as you are doing it.
- If the side rail was lowered, raise it when the procedure is completed
- Place the call light within reach when you finish the procedure.
- Offer water and place it where the patient can reach it for later use.

STUDENT HEALTH

Health Insurance

The certified nursing assistant program may place students at risk for illness and injury. Students are recommended to carry health insurance.

Pregnancy

Pregnant students may want to take special precautions due to physical requirements and the possible exposure to harmful diseases or substances. If the student is unable to complete their clinical assignments the student may sign a contract with the Instructor and make up the missing clinical hours at a later time. This contract will allow them to be given an incomplete until they are able to

fulfill the terms of the contract. All contracts are good for one semester following the current semester.

Disabilities

Students are expected to participate fully in activities required by the program. Physically this includes, but is not limited to, lifting patients, standing for several hours at a time, and bending. Students must also exhibit stable mental processes by being able to function appropriately under stressful conditions. Any student having a temporary medical condition inhibiting/restricting their activities must supply a written explanation from their health care provider. Should a student become unable to participate fully in the program's activities, they may be withdrawn from the program or may take an incomplete until they are able to fulfill the required hours to complete this course. All the terms of an incomplete contract must be completed by the next semester. If the student fails to fulfill the terms of the Incomplete Contract, their grade automatically turns to an "F". Students with learning disabilities are encouraged to contact the Counseling office at the beginning of the admission process to discuss service needs. Support services include personal counseling, academic and career advising, registration, and financial aid application assistance. Students requesting accommodation must document the need for academic aid. The following academic aids may be obtained through the Counseling office as appropriate: readers, note takers, testing accommodations (including proctors, scribes), library research aid, sign language interpreters, and assistance with adapted course work materials.

TESTING

All tests will be taken at specified times (see syllabus). If there are extenuating circumstances and the test cannot be taken during the specified time, the student must make prior arrangements with the instructor.

STUDENT EVALUATIONS OF THE PROGRAM

Students will be offered the opportunity to evaluate the program, the courses, the instructors, the clinical instructors and sites anonymously at the end of each semester. This will be done either electronically or with paper evaluations.

POLICY CHANGES

All policy changes will be communicated to the students within two weeks. Faculty will make announcements to their students; postings may be made on the website, and the handbook will be updated as needed.

SPECIFIC GUIDELINES FOR STUDENT CONDUCT

The nursing assistant program follows Eastern Arizona College's Academic Standards policies in issues involving student misconduct.

STUDENT RIGHTS AND RESPONSIBILITIES

All students must follow the Student Code of Conduct set forth by Eastern Arizona College. Students are responsible for their own learning. Students will be asked to participate in class activities and labs as part of their final evaluation. All students will be responsible for all exams and assignments to be submitted by the due dates set by instructor. Certificate of completion will not be issued until all requirements are met.

Students have the right to file grievances for both academic and non-academic issues. Follow the guidelines for Grievance Procedures in the next sections.

The practice of nursing may put you in a position of a possible risk to your physical health. Students are encouraged to carry health insurance. Students must meet health requirements prior to clinical experiences. In circumstances of student illness, injury or other health limitations, both the clinical agency and the college health policies must be upheld. The faculty member will assess a student's ability to give adequate nursing care and will determine if the student can remain and/or return to the clinical rotation, regardless of a physician's approval to return.

If illness occurs during clinical practice, the faculty member will determine if the student must leave the clinical agency. The student will be referred to his/her private physician.

Students have a right to access their school records. Requests can be made in writing to the Records & Registration Office in the Student Services building or by calling 928-428-8270. Records pertaining to the NUR100 course, such as copies of skills checklists, attendance records, evaluations of the student, score reports, etc., will be kept in the Nursing Education Center for a period of at least three years. Students wishing a copy of their own record may contact the nursing program secretary at 928-428-8396 or email Erica.parnell@eac.edu.

STUDENT CODE OF CONDUCT

The College, under the authority vested by law in the Arizona State Board of Directors for Community Colleges, has the obligation to determine the standards of conduct appropriate for those who become members of its student body. These standards apply to all and will be administered by the President and/or his designee who may take disciplinary action deemed appropriate for the violation committed. Students who have rights and privileges as citizens have special additional obligations to the college community. It also presumes that students, as members of the academic community,

understand that due regard for law and the rights of others are always involved in the realm of liberty.

The rules of conduct specified below are not all-inclusive but are emphasized as being among those necessary for the security and well-being of students attending Eastern Arizona College and are among the circumstances, which may lead to disciplinary action and possible dismissal.

- Conviction of a crime or continued misconduct of any type that is an infraction of the established laws of the town, county, state or nation.
- Possessing or using intoxicating liquors, narcotics, or other illegal drugs
- Stealing or in possession of stolen articles
- Malicious destruction of property
- Endangering or threatening the life or physical safety of others or self
- Failure to meet financial obligations to the college
- Student's conduct, on or off campus, prejudicial to the best interest of the College may be considered cause for disciplinary action or dismissal.

GRIEVANCE PROCEDURE (NON-ACADEMIC STANDARDS) POLICY 5810.01

Students aggrieved by College actions of a non-academic nature shall have the opportunity for appeal. When a complaint about a non-academic action arises, with the exception of sexual harassment, the student shall subscribe to the following procedure to render the complaint legitimate. Complaints of sexual harassment should follow the procedure set forth in GCCCD Policy 2075.01 Sexual Harassment and described later in this section under "Sexual Discrimination/Harassment Complaints". The student's right for grievance shall be forfeited if the complaint is not addressed through the Official Review Process-Non-Academic Standards. The Official Review Process – Non-Academic Standards may not be applicable when services are delivered under the provisions of a negotiated contract. The appeal process does not suspend any actions which are being grieved.

DEFINITION OF TERMS

Days Calendar days exclusive of weekends, semester breaks, and official holidays as identified in the College Catalog

Complainant Student complainant

Official College official(s) responsible for the program or action for which the student complainant has a grievance

Student Affairs Officer Campus official designated by the College President for oversight of student

affairs

Judiciary Committee College committee charged with responsibility to advise the College President on policies, standards, rules and regulations for non-academic standards; and to serve as an appeals committee for grievances involving non-academic standards

Non-Academic Standards All institutional actions exclusive of academic standards and discrimination as defined by federal or state laws

OFFICIAL REVIEW PROCESS

Step 1. The Complainant shall seek out, within five (5) days of the action, the Official so both parties may be afforded an opportunity to clarify facts and to reach a mutually acceptable solution.

Step 2. If Complainant satisfaction is not achieved in Step 1, the Complainant shall provide a written request identifying the problem and requesting a meeting with the Student Affairs Officer. Within five (5) days of receipt of the request, the Student Affairs Officer shall arrange for a meeting with the Complainant and attempt to mediate an acceptable solution.

Step 3. If Complainant satisfaction is not achieved in Step 2, the Complainant shall provide a written request for a hearing by the Judiciary Committee. The request shall articulate the complaint and shall be delivered to the Chairperson of the Judiciary Committee and Student Affairs Officer within five (5) days after receiving a recommended solution as provided in Step II within ten (10) days of receipt of the request for a hearing, but not less than three (3) days of receipt of the request, the Chairperson of the Judiciary Committee shall arrange for a hearing. The Complainant, the Student Affairs Officer, and the Official shall be in attendance at the hearing. Within ten (10) days of the conclusion of the hearing, the Chairperson of the Judiciary Committee shall set forth a written document addressing findings of fact and the decision reached by the Committee. Copies shall be addressed to the Complainant, the Student Affairs Officer, the Official and the College President. Decisions made by the Judiciary Committee are binding.

GRIEVANCE PROCEDURE – ACADEMIC STANDARDS POLICY 5810.02

The professional educator's qualifications and rights to determine academic standards are respected and accepted. The professional educator shall be accountable for establishing and maintaining appropriate academic standards for coursework.

When a complaint about academic standards arises, with the exception of sexual harassment, the student shall subscribe to the following procedure to render the complaint legitimate. Complaints of sexual harassment should follow the procedure described in GCCCD 4730.00 Sexual Harassment. The student's right for grievance shall be forfeited if the complaint is not addressed through the

Official Review Process – Academic Standards. The Official Review Process - Academic Standards may not be applicable when services are delivered under the provisions of a negotiated contract. The appeal process does not suspend any actions which are being grieved. Definition of Terms

Days Calendar days exclusive of official holidays as identified in the College Catalog. Complainant - Student complainant

Complainant Student complainant

Professional Educator College professional educator(s) responsible for the program or action for which the student complainant has a grievance

Academic Affairs Officer Campus official designated by the College President for oversight of academic affairs

Admissions and Academic Standards Appeals Committee College committee charged with responsibility to advise the College President on policies, standards, rules and regulations for academic standards and student admission; and to serve as an appeals committee for grievances concerning academic standards.

Academic Standards All actions relating to grades, grading standards, professional educator conduct, materials presented in a classroom by the professional educator or adjunct, and professional educator discrimination against a student exclusive of discrimination as defined by federal or state laws. Students aggrieved by College actions of an academic nature shall have the opportunity for appeal.

OFFICIAL REVIEW PROCESS – ACADEMIC STANDARDS

Step 1. The Complainant shall seek out, within five (5) days of the action, the Professional Educator(instructor) so both parties may be afforded an opportunity to clarify facts and to reach a mutually acceptable solution.

Globe and Payson students file an appeal with instructor(s) in Globe and Payson)

Step 2. If Complainant satisfaction is not achieved in Step 1, the Complainant shall provide a written request for a meeting to the Nursing Director (Sara Lemley) responsible for oversight of the standards employed by the Professional Educator. Within five (5) days of receipt of the request, the Division Chairperson shall arrange for a meeting to include the following individuals: the Director, the Professional Educator, and the Complainant. The Division Chairperson shall attempt to mediate an acceptable solution.

Step 3. If Complainant satisfaction is not achieved in Step 2, the Complainant shall provide a written

request for a hearing by the Admissions and Academic Standards Appeals Committee. The request shall articulate the complaint and shall be delivered to the Academic Affairs Officer within five (5) days after receiving a recommended solution as provided in Step 2. Within ten (10) days of receipt of the request, but not less than three (3) days of receipt of request, the Chairperson of the Admissions and Academic Standards Appeals Committee shall arrange for a hearing. The Complainant, the Professional Educator, and the Director shall be in attendance at the hearing. Within ten (10) days of the conclusion of the hearing, the Chairperson of the Admissions and Academic Standards Appeals Committee shall set forth a written document addressing the finding of fact and the decision reached by the Committee. Copies shall be addressed to the Complainant, the Professional Educator, the Director, and the College President. Decisions made by the Admissions and Academic Standards Appeal Committee are binding.

EASTERN ARIZONA COLLEGE POLICIES

The following policies can be accessed through online EAC catalog:

GRADE CHANGE

GRIEVANCE PROCEDURE-ACADEMIC STANDARDS

STUDENT CODE OF CONDUCT

GRIEVANCE PROCEDURE: NON-ACADEMIC STANDARDS

OFFICIAL REVIEW PROCESS: NON-ACADEMIC STANDARDS

GENERAL COLLEGE REGULATIONS REGARDING THE ILLEGAL USE OF A CONTROLLED SUBSTANCE

INTERFERENCE WITH PUBLIC ORDER AND PEACEFUL CONDUCT OF EDUCATION