



CALREGIONAL

HEALTHCARE TRAINING STUDENT HANDBOOK

(800) 927-5159 • www.CALRegional.com

SHB240109

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Welcome

This handbook includes important information that students need to know in order to successfully complete the program. The instructor will go over the Student Handbook on the first day of class. Students are responsible for knowing all the information herein.

CALRegional

If students have any questions or concerns regarding the program that cannot be addressed by the instructor, students should contact CALRegional.

Phone: (800) 927-5159

Email: info@CALRegional.com

Address: CALRegional
4820 Business Center Dr, Suite 100
Fairfield, CA 94534

Hours: Monday – Thursday 9:00am to 5:00pm
Friday – 9:00am to 1:00pm

All messages left in the general mailbox during business hours will be returned the same day. Messages left after business hours will be returned the next business day.

Please Note: It is the student's responsibility to notify CALRegional of any changes in their contact information including address, phone number and email address.

Program Location:

The program location will be identified on the student's enrollment agreement. The program may be held on campus or at an off-site location managed by CALRegional.

Program Fees

Program fees include liability insurance, CPR training, and externship. Students are responsible for all other costs associated with the program including, but not limited to:

- Textbooks
- Uniforms
- Immunizations
- Medical Kits for EMT and Medical Assistant Program
- Background Screening and Drug Test
- State Licensing Fees

Students are responsible for purchasing uniforms, books and supplies prior to the first day of class.

Uniform

Phlebotomy Technician, Medical Assistant and Pharmacy Technician Students:

Students are required to wear navy blue scrubs and leather, closed-toed shoes to the first day of class and each class thereafter. Clean white athletic shoes are also acceptable (No clogs, sandals or shoes with openings of any kind). See page 11 "Dress Code" for more information.

EMT Students:

Are required to wear navy blue EMT pants, light blue shirt and black steel-toe boots.

Refunds

A student has the right to cancel the enrollment agreement without any penalty or obligation (with the exception of a \$300 non-refundable registration fee) if made within seven (7) days of the class start date. No refund will be **given seven (7) days after the class start date**. Students who are dismissed from the program are not eligible for a refund.

Withdrawals

All requests to withdraw from a program require approval from the Chief Academic Officer. Students requesting to withdraw from a program are required to (1) complete the online withdrawal form (2) speak to an academic advisor. Students are not considered withdrawn from the program until they have received an email approving the withdrawal.

Please follow the link below to start the withdrawal process.

<https://CALRegional.com/course-withdrawal-request/>

In the event the withdrawal is approved, and a refund is due, refunds are payable to the student within 30 days of the receipt of the online withdrawal form. Refunds will be made according to how tuition was paid. If tuition was paid with a credit card, the money will be refunded to the card used. If the card used is closed or invalid, the money will still be refunded to the credit card used.

The school reserves the right to cancel or postpone a program due to low enrollments. If the program is postponed or canceled in its entirety by the school and the student cannot be placed in another program, the student is entitled to a full refund of all fees, including the registration fee.

Fees incurred from textbooks, uniforms, background and drug test and basic supplies are the sole responsibility of the student and will not be paid for, reimbursed, or refunded.

Tuition Transfer

Tuition is not transferable to other programs or persons.

Payment Plans

Students on a tuition payment plan will be billed each month according to the Payment Plan Agreement. **All billing is conducted by HarperRand and will be noted as CALRegional on the credit card statement or bank account associated with the student's Enrollment Agreement.**

Failed Transactions & Late Payments

Students are required to make payments according to their payment plan. If a payment fails, the student will be placed on academic probation immediately. Students are required to make up the failed payment within 10 business days or will be dropped from the program. **There is a \$35.00 fee for all failed transactions.** The failed transaction fee will be charged the same day as the failed payment occurs and will not be waived or refunded.

For more information on program fees, please refer to your Enrollment and Payment Plan Agreement.

Program Requirements

Immunization Requirement

Students are required to provide up-to-date immunizations to complete the program. Students are encouraged to begin collecting their immunization documentation prior to the start of class. **Students will be dropped from the program if immunizations are not uploaded by the last day of class. See Page 7 “1. Immunizations” for more information.**

Education Requirement

Students must be at least 18 years old and have a high school diploma or its equivalent to enroll in the program.

Math and English Assessment

A basic Math and English Assessment will be administered on the first day of class. Students are required to pass both the Math and English Assessment with a score of 70% or better. Students are allowed 2 attempts to pass the Math and English Assessment. In the event the partner school administers their own pre-assessment, the partner’s policies regarding passing and re-takes may differ and will apply.

Computer Literacy

Students are required to have basic computer literacy to succeed in the class.

Technical Requirements

While Schoology may be accessed on a smartphone or tablet, a computer provides the best learning experience to participate in each day’s online activities.

Background & Drug Test

It is the student’s responsibility to assess their eligibility to successfully complete the program and to be certified/licensed in the profession. A criminal conviction or positive drug test will likely jeopardize the student’s eligibility to be placed in externship and/or to be certified/licensed in the profession. **A failed drug screen may result in the student being dropped from the program and will not be eligible for a refund.**

Drug screens are valid for 3 months and background checks are valid for 1 year.

Student ID Cards

A student ID card will be provided to students. Once issued, it should be worn at all times while on campus and at externship. If lost, replacement IDs can be ordered for \$10.00 by contacting CALRegional.

Participation and Attendance

Attendance, both in the classroom and at the externship site, is one of the most important factors in a student’s ability to succeed in the program. Students are expected to maintain 100% attendance to receive credit for each hour of the program. The first day of class is mandatory. If a student misses the first day of class, they are automatically dropped from the program. Students are required to notify their instructor in advance of any absence. Once students are in externship, they are required to notify their externship coordinator and their externship site in advance of any absence. If a student is dropped for attendance issues, they will not be eligible to take the certification exam and will not be issued a certificate or be eligible for a refund.

Absences in class or externship include:

- Not attending on a date scheduled
- Late arrival

- Early departure
- Returning late from scheduled breaks
- Excessive personal breaks

For the Phlebotomy Technician program absences are not allowed. If a student in the program misses a class, he or she will be dropped from the program.

For Medical Assistant, Pharmacy Technician, and EMT Programs, students who miss 8 hours of classroom instruction will be issued a warning. Students who miss more than 8 hours of classroom instruction may be dropped from the program.

Health Conditions Including Pregnancy

Students are responsible for notifying CALRegional if they have a health condition including pregnancy that could limit their ability to participate in or successfully complete the program, including externship.

Grading Policy

Students must maintain an 80% or better cumulative GPA to successfully pass the classroom portion of the program. The grading policy includes In-class labs, homework assignments, quizzes, midterm and final exams, participation, attendance, and prerequisites. Students will be evaluated throughout the program. The student’s final grade will be calculated by the following grading scale.

GRADING SCALE	
In-Class Labs	20%
Homework Assignments	10%
Quizzes	20%
Midterm and Final Exam	40%
Participation/Attendance	5%
Prerequisites	5%
	100%

Students who receive less than 70% on the midterm or final exam may retake the exam at the consent of the instructor. Students who are permitted to retake an exam will receive a maximum grade of 70% on the exam.

A student will be warned that they are in jeopardy of failing the program if their cumulative grade point average falls below 80%. If a student is dropped from a program for low grades or for failing the final exam, the student **will not** be allowed back to class, **will not** be eligible to take the national certification exam and **will not** be entitled to a refund.

Schoology

Schoology enrollment will be available prior to the first, class session. Students must enroll in the Schoology website prior to the first day of class. Instructors will use Schoology to post grades, take attendance and communicate with students. Students will use Schoology to view the syllabus, homework assignments, grades, upload prerequisites and communicate with the instructor. Students will also use Schoology to attend online lectures for hybrid programs. Schoology is best used on a laptop or desktop using the Google Chrome web browser but can also be accessed by downloading the application from Apple’s App Store or from Google Play.

GradTracker

CalRegional has developed GradTracker to automate the tracking of student employment outcomes, a process required by state governing bodies. Instead of calling graduates, a short job survey will be sent to you via text and email at the start of class to record your current job status. You are required to respond to this survey promptly. Additional surveys will follow post-class to update your employment status. Completing the initial survey earns participation credit in class, and finishing the post-graduation surveys will result in a gift from CalRegional once you are hired.

Externship Prerequisites

Externship is an opportunity for students to continue learning by working hands-on in a local healthcare facility. Students must submit all prerequisite documentation to be placed in externship. **All prerequisites are graded and due on the day of the midterm. A warning letter may be given to students missing items. On the last day of class, students who are missing prerequisites will be dropped from the program. Students who are dropped for not providing prerequisite documentation as required, will not be eligible to take the certification exam, and will not be issued a certificate or be eligible for a refund.**

Uploading prerequisites is an assignment in Schoology and will be included in student's final grade. Documents uploaded to Schoology must be in a PDF format and must be clear. Pictures from cell phones are not acceptable.

Externship Prerequisites Checklist:

- Immunizations
- CPR Card
- Background Screening and Drug Test
- Résumé

To be eligible for externship a student must also:

- Pass the class with an 80% or higher cumulative grade average
- Must be up to date with their payment plan or paid in full
- Adhere to the policies and procedures of the program, including attendance and rules of conduct
- Be available to start the externship on the scheduled date provided
- Be available to work **full time** Monday through Friday

1. Immunizations

Students will need to show proof of the following immunizations:

- MMR– 2 doses; 1st dose on or after age one OR Titer (blood test) showing immunity
- Varicella – 2 doses; 1st dose on or after age one OR Titer (blood test) showing immunity
- TB (PPD, Chest x-ray or QuantiFERON blood test within 1 year)
- Tdap (Administered within 10 years)
- Hepatitis B Series (Three series)
- Flu Shot (Influenza Vaccine required during flu season – October through April)

If no immunization records are available, ask your healthcare provider to perform a blood titer test.

Upload your immunization records to Schoology.

2. CPR for the Healthcare Professional

All students will participate in CPR training in class, regardless of previous CPR training or certification. The training will cover Basic Life Support for the Healthcare Provider as required by the American Heart Association. Students who successfully complete CPR training will receive a CPR card.

Students who miss or cannot attend the scheduled CPR training are responsible for completing the Basic Life Support for the Healthcare Provider class by the American Heart Association and pay for it themselves.

Upload a copy of both sides of your CPR card to Schoology.

3. Background Screening and Drug Test

Students are responsible for paying for their Background Checks and Drug Screens through the CALCareer student portal under the menu “Prerequisites.” Background Checks are performed online in partnership with Checkr, and drug Screens are performed during class in partnership with GCC Laboratory. To create an account, go to calcareer.com and sign up with the same email address used to enroll at CALRegional. No other background check or drug screen will be accepted. If a student fails their Drug Screen in class, they are required to contact their Regional Manager for further instructions. See page 12 for information on how to obtain a background screening and drug test.

Upload your background check, drug test receipt, and results to Schoology.

4. Resume

A copy of the student’s resume will be sent to externship sites as part of the placement process. The quality of your resume is considered by externship sites, therefore resumes must be free of errors in order to be eligible for externship. Sample resumes are provided in your class Schoology account. There are also many websites that can provide resume samples and templates. Here are some basic rules to follow:

- The resume should be updated and include the skills learned in class
- Keep the resume to one page
- Larger fonts should be used for the student’s name, city, telephone number and email address. This information should be found at the top of the resume
- Include sections for education, work experience and skills (such as fluency in languages other than English)

Upload a copy of your resume to Schoology.

Externship Placement

For programs that include externships, a CALRegional externship coordinator is responsible for placing students. The Regional Manager will email students important prerequisite and externship information after the midterm. In addition, externship coordinators email and call students approximately 2 business days after the last day of class. Students who have questions about their externship need to communicate directly with their externship coordinator.

Location

The externship coordinator will attempt to identify an externship site within 60 miles of the location where the student’s class was held. Neither the instructor nor anyone else connected with the program can guarantee a specific location for the student’s externship.

Onsite Phlebotomy Externships

Some program locations have a laboratory partner onsite or near the classroom. At these onsite laboratory locations, blood draws are completed on volunteers. **Each student must provide enough volunteers to complete the required 50 blood draws for the externship portion of the program. Students who cannot provide at least 10 volunteers should not take the program.** Students will be notified upon registration if the program has an onsite laboratory.

Scheduling

Best efforts will be made to ensure students are placed in externships within 60 days from the last day of class provided the student has turned in all prerequisites and payment plan is up to date.

Students are required to attend externship sites during the hours assigned, which are full-time and may vary from the program schedule. If the student declines a scheduled externship, externship interview and/or the externship coordinator is unable to contact the student, or the student fails or is dropped from the externship site for any reason, the student will be dropped from the program and not be eligible for a certificate of completion or refund of any kind. Students are not allowed to transfer externship locations. 100% attendance is required at externship. Students must notify their externship site and their externship coordinator if they have an emergency and have to miss a day. If a student does not call and does not show up to externship, they are automatically dropped from the program. Students are required to complete their externship within 6 months of the program end date.

If a student does not complete their 50 required draws in the 40-hour assigned Phlebotomy externship, they are required to continue their externship until the required draws are completed.

Students may request to be placed in externship at their place of employment. In the event the request is approved by CALRegional management, CALRegional will initiate the contract process with the site. For various reasons, contract approval could be delayed and, in some cases, not get approved at all. Students who request to be placed in externship at their place of employment waive the right to be placed in an alternative externship site by CALRegional and waive the expectation to be placed in externship within 60 days.

Medical liability insurance is provided for each student. It is not health insurance.

Accidental needle stick – in the event a student is stuck by a needle, they are to notify their instructor immediately. After class they are to seek medical attention to test for any accidental bloodborne exposure. It is the student's responsibility to cover any costs associated with the incident.

Externship Fee

Under certain conditions, a student may be entitled to a refund for the Externship portion of the tuition (if any) in an amount not to exceed \$199. To be eligible, a student must satisfactorily complete the classroom portion of the program, meet all the externship placement obligations, be paid in full, and the Regional Manager must be unable to schedule the externship within 90 days of becoming eligible for externship.

Externship Booklet

Externship Booklet Deadline:

Students are required to turn in a completed Externship Booklet (including CSPPT form for phlebotomy students) within 14 days of the last day of externship. **Students who do not turn in their Externship Booklet within 14 days of the last day of externship may be dropped from the program and will not be issued a certificate or be eligible for a refund.**

Students are required to take their Externship Booklet with them each day of the externship. The site will have a designated manager or preceptor who will sign off on attendance and skills throughout the externship. Please review your Externship Booklet for more information.

At the Conclusion of Externship

On the last day of externship, make sure the Externship Booklet is completed and signed by the preceptor. It is the student's responsibility to make sure all documents are filled out correctly. Students must submit their

externship booklets to CALRegional directly, not the externship site or their instructor. Students should keep copies of all documents for their records.

Students must email their **scanned** Externship Booklets to: externships@CALRegional.com

Please note: Photographs of Externship Booklets will not be accepted.

Certificate of Completion

To obtain a certificate of completion for the program, the student must pass the class with an 80% or higher, successfully complete an externship to the satisfaction of the externship site and be paid in full.

For your convenience, once your certificate is approved, a digital copy will be emailed to you.

Certificates of completion take approximately 14 days to verify and issue. If a student has not received a certificate after 14 days of submitting the externship booklet, call CALRegional for assistance.

Student Conduct

Students are required to be courteous and respectful to fellow students, instructors, school personnel, patients, clients, visitors and externship personnel. Students should always conduct themselves in a professional manner, regardless of the circumstance. A student may be dismissed from a program or externship for any reason, including, but not limited to, if the student:

- Commits any safety violation that may endanger or harm the campus, students, administrators or staff
- Commits an obscene act or engages in habitual profanity, vulgarity or behavior that could be perceived as sexual harassment
- Causes or attempt to cause damage to school or private property
- Takes medical supplies or removes equipment from the classroom or externship site
- Causes, attempts to cause, or makes threats to cause physical injury to another person
- Commits or attempts to commit a sexual assault or battery
- Is found to be in possession of (including selling, buying, or furnishing) any firearms, knives, explosive devices, dangerous devices or other weapons, even if they are considered imitations
- Unlawfully possess, uses, sells or otherwise furnishes any controlled substance, alcoholic beverage, or intoxicant of any kind
- Is under the influence of alcohol, drugs or intoxicants of any kind
- Unlawfully possesses, or unlawfully offers, arranges or negotiates the sale of any drugs or paraphernalia
- Knowingly receives stolen school property or private property
- Uses a phone at inappropriate times during class or externship

Dishonesty Policy

Dishonesty will not be tolerated. Examples of dishonesty include:

- Cheating
- Plagiarism
- Assisting another student in cheating or plagiarism
- Giving false information to the school, program personnel, externship personnel or potential employers

Dishonest behavior will result in disciplinary action including:

- Issuance of a failing grade of "0" for an assignment or quiz
- Issuance of a failing grade for the program
- Denial of externship placement

- **Dismissal from the program**

Harassment Policy

There is no tolerance in the program for harassment or assault of, or by, students. Any person found to have engaged in such conduct will be subject to discipline, up to and including expulsion from the program. Students who feel they have been harassed are urged to report the incident as soon as possible to their instructor, CALRegional, school authority and in any event of matters involving personal safety, law enforcement.

Classroom Cameras

Classrooms may be equipped with a camera or cameras. Cameras are not monitored continuously under normal conditions but may be monitored for safety, security, cheating or other disciplinary purposes.

Online Conduct

Although our classroom environment is virtual (online), the standards of behavior are as important as they would be if you were meeting in person on campus. In other words, our virtual classrooms are real classrooms with real teachers; therefore, appropriate student behavior is expected.

- Students are required to login to their online lectures 5 minutes prior to the class start time for every class session.
- Students are not to use obscene, profane, threatening, or disrespectful language or images in any communications with faculty, staff, or classmates.
- Students must use a profile picture and video feed background that is appropriate for an educational environment. The faculty and administration reserve the right to determine if a profile picture or video feed background is inappropriate. Students using an inappropriate profile picture or video feed background will be required to update their settings. Schoology profile pictures should be a headshot of the student only and may not be offensive or inappropriate in any manner.
- Students must use an email address that is appropriate for an educational environment. Email addresses that use profanity or may otherwise be construed as offensive, shall not be permitted in correspondence with faculty and staff. The faculty and administration reserve the right to determine if an email address is inappropriate for the educational environment.

Dress Code

Programs have established uniform/scrubs requirements. Students are expected to observe the dress code both in the classroom and at the externship site.

- Uniforms must be worn at all times, including in person classes, externships, and online lectures
- Uniforms must be clean and fit appropriately
- Proper footwear should be worn at all times
- An identification badge is to be worn at all times above the waist, with name visible
- Hair should have a clean and neat appearance; hair that is shoulder-length or longer must be pulled back. Facial hair must be clean, neat, and well-groomed
- Religious head covers may be worn; all other headwear is inappropriate
- Jewelry should be appropriate and professional and not present a safety hazard when working with patients or equipment. Students must be prepared to remove jewelry and piercings
- Do not wear any perfume, cologne, scented lotion or scented hairspray as they can cause allergic reactions for some individuals.
- Fingernails should be clean, no polish and appropriate in length.
- Be prepared to cover obvious tattoos and remove artificial nails.

ADA Accommodations

The school will not discriminate against a qualified individual with a disability. Any student requesting special accommodation related to his/her disability must provide written verification to the school administration, at least 4 weeks before the anticipated start date of the program

How to Obtain a Background Screening and Drug Test

Students are responsible for paying for their Background Checks and Drug Screens through the CALCareer student portal under the menu "Prerequisites." Background Checks are performed online in partnership with Checkr, and drug Screens are performed during class in partnership with GCC Laboratory. To create an account, go to calcareer.com and sign up with the same email address used to enroll at CALRegional. No other background check or drug screen will be accepted. If a student fails their Drug Screen in class, they are required to contact their Regional Manager for further instructions.

Drug Screen Instructions

Students will complete a urine sample Drug Screen during class hours on a date assigned by the instructor. Prior to the drug screen date, students will need to process a payment of \$40 online through calcareer.com. To purchase a drug screen, students will need a valid email account to register along with a credit card (Visa/MasterCard/American Express/Discover).

1. Print a copy of the confirmation email
2. Upload a copy of the email receipt to Schoology as proof of purchase

Students must complete the drug screen on the assigned date. Students who do not take the drug screen on the assigned date may be dropped from the program.

Background Check Instructions

Students will need to process a payment of \$40 online through calcareer.com. To purchase a background check, students will need a valid email account to register along with a credit card (Visa/MasterCard/American Express/Discover).

1. Checkr will email instructions and a link to complete the background check.
2. Once the background check is complete (usually takes less than 48 hours), Upload the results to Schoology. If the background check takes more than 5 days or it comes back with an issue, contact your Regional Manager for further assistance.

Upload your background check, drug test receipt, and results to Schoology.

National Certification

Scheduling your Exam

Students that pass the class with an 80% or higher, complete their prerequisites, homework, and have up to date payment plans by the last day of class will receive **one** attempt at their national certification exam at no charge. National certification exams are provided by the American Medical Certification Association (AMCA) for CMA and CPT programs, the National Healthcareer Association (NHA) for Pharmacy Technician program, and the National Registry of Emergency Medical Technicians (NREMT) for the EMT program. National Certification

exams, except for the EMT programs, are provided on or near the last day of class. Instructions for signing up for the exam are provided in Schoology and will be reviewed by the instructor in class.

Please note: Students that do not meet the prerequisite or homework deadlines and students that cannot take the exam on the date assigned will have to schedule and pay for the exam themselves. Students who miss or fail the exam must pay for subsequent exam attempts.

Exam Day:

Please arrive at least 30 minutes prior to your exam time and bring a valid government issued photo ID. Students are only permitted to bring your car keys and ID into the exam room. The proctor will not delay the start of the exam to accommodate late candidates.

If there are any issues with online testing, students must call the exam provider's customer service number.

AMCA - (888) 960-2622

NHA - (800) 499-9092 and fill out the [Remote Proctoring Event Review Request form online](#).

NREMT - (614) 888-4484

Test Results:

Students should receive test results within 48 hours of completing the exam. **If you do not receive results or have any questions regarding your completed exam, contact the exam provider's customer service number.**

NREMT Testing – EMT Program

Application Process

1. Go to the NREMT website and set up a new account/login profile
2. Submit a NREMT application
3. Send an email to certs@CALRegional.com to receive your **one-time** promotion code for your first Cognitive exam attempt.
4. Candidates will receive an electronic Authorization to Test (ATT) once they are eligible for the exam. The electronic ATT contains scheduling instructions and important details concerning proper identification required at testing centers. The ATT is located in the 'Check Application Status' page
5. Send an email to info@CALRegional.com notifying our team of your application.

For step-by-step instructions go to <https://www.nremt.org/rwd/public/document/cognitive-schedule>

Certification Process

National Emergency Medical Technician (EMT) certification requires successful completion of both a cognitive and psychomotor exam. Passed portions of the exam (both cognitive and psychomotor) remain valid for up to a twelve (12) month period, provided all other requirements for NREMT certification are met.