



# Student Handbook 2023/2024

## A Message from the Owners

The Health Care Aide Academy has been educating students since 2015. We are licensed under the Private Career College's branch of the Alberta Government and we are a member of the National Association of Career Colleges. The success rate of our graduates is impeccable and is a great testament to the school's popularity.

The Health Care Aide Academy continues to grow and our success is contingent on continually striving to be student focused in our school and always meeting our students' needs with great hands on education. Students are our focus of everything we do and student satisfaction is our number one priority.

We value our staff teammates and realize that for all of us to be successful we need to create an environment where you can reach your goals as well. We believe that all teammates have an important contribution to make and we are committed to providing an environment where all teammates are encouraged to reach their greatest potential.

A multitude of topics are covered in this handbook however if you cannot find the information you are looking for or if you need more information please do not hesitate to ask your immediate supervisor/manager who will be pleased to answer all of your questions. Please read this handbook thoroughly and retain it for future reference.

The Health Care Academy is committed to a culture of learning, creativity, and growth based on education, advanced curriculum, quality techniques and teamwork. We strive to excel in exceeding our students' high expectations and recognize every student as our ultimate focus.

## **Health Care Academy Campus Address:**

Red Deer - Bay 7, 6421 Gaetz Ave, Red Deer, AB

Drayton Valley - CETC Building: 5400 22 Ave, Drayton Valley, AB

## **Contact:**

Director

Tanya Bast

(403) 967-0309

tanyab@hcaacademy.ca

## **HEALTH CARE AIDE PROGRAM ENTRY REQUIREMENTS**

The following requirements must be met to be eligible for entry into a licensed HCA program.

### **ACADEMIC ENGLISH LANGUAGE ARTS (ELA)**

- English 20-1 or 20-2 with a minimum score of 60% achieved or Canadian jurisdiction equivalent; **or**
- English 30-1 or 30-2 with a minimum of 55% or Canadian jurisdiction equivalent, such as a Canadian High School Equivalency Diploma (General Education Development-test (GED)); **or**
- Deemed equivalent by completion of Next-Generation ACCUPLACER (assessment placement test) reading and writing tests, with

**Note:** *Students who have not met the ELA requirement (i.e., 20-1, 20-2, 30-1, or 30-2 English level) with the minimum grade are subject to completing the Next- Generation ACCUPLACER assessment test. This can include students out of province, out of country, or mature students that have been out of school for a significant length of time.*

## ENGLISH LANGUAGE PROFICIENCY

Candidates where English is a Second Language (ESL) must meet the English Language Proficiency requirement in addition to the Academic English requirement. Equivalencies are as follows:

- By presenting a Canadian High School Equivalency Diploma (General Education Development- test (GED)), **or**
- By attending high school in Canada. Studies must have been in English at an approved Canadian high school (grades 9, 10, 11, 12) with at least three consecutive years of full-time academic study; **or**
- Providing evidence of attending two consecutive years of full-time equivalent post-secondary study in English in a subject other than a HCA program at a Canadian institution; **or**
- By completing an Approved ELP Test with the required Canadian Language Benchmark (CLB): A minimum CLB of 7 in each of the 4 language skills (speaking, listening, reading and writing) and not an average of 7.
- Official test results must be submitted directly to the PSI.
- PSIs will accept submissions from any one of the following approved ELP tests:

### Approved English Language Proficiency (ELP) Tests:

1. International English Language Testing System (IELTS) Academic: 6 (no section score below 5.5);
2. Test of English as a Foreign Language Internet Based Testing (TOEFL iBT): 71;
3. Canadian English Language Proficiency Index Program (CELPIP) General: 7 (with no section score below 6);
4. Canadian Language Benchmarks Tests/Milestones Test (7 in each strand, not an average of 7);
5. Duolingo English Test (minimum score of 95); and
6. Canadian English Language Benchmark Assessment for Nurses (CELBAN): 7 in each area of listening, reading, writing and speaking, not an average of 7.

**Note: Test Currency:** results must have been obtained within two years of the start date of the program. **Test Validity:** IELTS (Academic) and TOEFL results are valid for two years from the day of testing.

## CHANGES TO PERSONAL INFORMATION

If your personal information changes please ensure that you notify the Registrar.

## SCHOLARSHIPS

School scholarships may be offered periodically. The only type of Scholarship offered is tuition allowances for specific time periods. All students that enroll during that time period are eligible for the Scholarship. If the Student withdraws from the school prior to completion of the course of study, the Student will not receive the scholarship credit and will be obligated to pay the full amount of unpaid tuition under the contract.

## PROGRAM MATERIALS

Each student will receive the following materials:

- Textbook bundle (includes: Textbook and workbook)
- HCA printed Curriculum Study Guide
- Lab and Practicum Outline

## GRADING PROCEDURES

Students must successfully pass each course exam with a 70% before continuing on to the next course. The Clinical Practicums are Pass/Fail and graded “P” for pass or “F” for fail. The Clinical portion will look at your ability to apply the knowledge, skills and concepts presented in the program. Your course final exams are multiple choice exams. Students must PASS a government provincial exam to gain credentials and certificate for the program.

## EVALUATIONS

Students will be evaluated on the following criteria:

- Multiple Choice course exams
- Course assignments or projects
- Lab skills
- Clinical Performance

## MISSED EXAMS & ASSIGNMENTS

If you are absent from writing an exam, you are to notify your instructor prior to the start of the exam. Failure to do so will result in an exam grade of zero. If you are late for an exam you will not be able to write if you are later than 10 minutes after the exam start time \* please note that you will not be given extra time to complete the exam.

## RESCHEDULED EXAMS

In an event of an emergency, it is the student’s responsibility to discuss matters with the instructor. Deferred exams must be written within 5 days of the originally scheduled date.

## ABSENTEEISM

Students are encouraged to attend all theory and clinical classes throughout the Program.

- Students are encouraged to schedule appointments on days they are not scheduled to be in class.
- Student absences will be reviewed on a case-by-case basis.
- A doctor's note or other appropriate documentation is required to verify the cause of absence after 2 consecutive days of absences.

During clinical placement days, students are required and expected to attend all hours reserved for clinical days (course 5 – 80hrs, course 8 – 160hrs and course 9 – 80hrs). If a day or days is/are missed the procedure is as follows:

- The maximum amount of time an HCA student can miss from a clinical placement experience course 5, 8 and 9, without penalty or extension, is a maximum of 32 hours, out of the total number hour of required clinical experience hours.
- Any time not completed before the completion date will have to be made up at a cost of \$85/day.

Withdrawal Policy for Students Attending Alberta Private Career Colleges (licensed under the Private Vocational Training Act.) Private Career Colleges must monitor and record student attendance. When students are absent, institutions must keep track of details relating to contact with the student and the reason for the absence in the student's file. A reasonable excuse for an absence must describe circumstances requiring the student's absence (e.g. medical, family emergency, etc.).

The Health Care Aide Academy considers a student as withdrawn under any of the following circumstances:

- a student has missed five consecutive class days without contacting the institution, before or during the absence, to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days that the student was absent.
- a student with a reasonable excuse is absent more than 30 consecutive days. In this case, the effective date of the withdrawal is the first day during this period that the student was absent.
- a student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. In this case, the effective date of the student's withdrawal is the last day that the student was in attendance

## CLINICAL EXPECTATIONS

All students must attend a clinical practicum. This practicum will be arranged for you and you are expected to come prepared and attend. If you need to miss a clinical day due to an illness or emergency, you will be required to make up this time. If the illness is in excess of 2 days, you will need to provide a doctors' note. Each student will be reviewed on a case-by-case basis. If termination is required, you may re-apply and repeat the practicum at a later date at a cost of \$85.00 per day.

Your clinical practicum will be full time weekdays. Please make sure that all personal arrangements are made prior to your shift.

If an injury or accident occurs, please report the incident to your instructor. You are covered under WCB while off campus.

## CLASSROOM & LAB CONDUCT

It is the students' responsibility to catch up on any work missed due to an absence. The Health Care Aide Academy expects that individuals respect one another, cooperate and actively participate in activities. Uniforms to be worn in lab and no cell phones, food or drinks allowed in the lab.

## LAB SAFETY

The lab simulates a workplace and an environment where you will practice your skills. Please ensure there is always an instructor present when using any equipment.

## RE-ENTRY STUDENTS

Former students of the school who wish to re-enter, must request approval from the school administration. The request will be reviewed and a decision made within 30 days of the request. Students who re-enter within the 30 days of the original official withdrawal date will be charged for hours remaining (rate of \$85.00 per day). The settlement calculation for the former enrollment will be adjusted to reflect charges for actual hours attended. Students who re-enter more than 30 days after the original exit date may be evaluated scholastically in the same manner as a transfer student to determine class level assignment. Tuition rates current at the time of re-entry will apply. Students who withdraw from enrollment two times may not be considered for re-enrollment. Contract periods and attendance percentages will be calculated based on hours remaining in the re-entry contract. All re-enrollment students will be charged a re-enrollment fee of \$150.00.

## DRESS CODE

The Health Care Academy strives to provide a professional work environment for both staff and students. In turn, our students should be well groomed and take a common sense approach to their personal appearance.

### Student Identification

You will be issued a student ID card at the start of your program. Please ensure you have the card with you while at school.

### Shoes

Footwear must be clean without rips or tears. They must be non-slip, low with closed toes. Shoes must be clean and in good repair.

### Personal Hygiene

Students hair must be clean and well kept. Males must have beards and mustaches neatly trimmed. Make-up is allowed but in moderation. Please ensure that you are using deodorant every day and clothes must be clean. Uniforms must be clean and in good repair.

## STUDENT RULES & REGULATIONS

- Classes begin at 8:30am and end at 3:30 pm. Please contact your instructor if you are going to be late or absent.
- Clean-up time is assigned for each semester as is dismissal times. Please keep busy until the instructor allows you to clean-up and dismisses the class.
- Breaks are to be determined by the instructor in order to keep class flow consistency. Eight hour classes receive a 30 minute lunch and 2 15 minute breaks.
- If it is necessary to leave the school early, you must let your instructor know in advance as well as complete an Early Dismissal form (which you can get from your instructor). Failure to do so may result in you losing more time. If we do not know you left we will only give time from the last break, or the last time we physically saw you in class.
- Cell phone use is a privilege, please refrain from use in classrooms. If there is a valid reason that you require your phone you must receive permission in advance and have it set on silent or vibrate.
- Beverages and food are permitted in the designated areas of the school only and will not be allowed in the classrooms. Water is acceptable as long as it is in an unbreakable, sealable container.
- There is a designated student smoking area at each campus. Students are required to make sure to dispose of their cigarettes in the appropriate receptacle provided.
- Student should not bring large sums of money, expensive jewelry, or any other valuables to school. Please ensure that all of your tools, etc. are clearly labeled and under lock and key. The Health Care Aide Academy is not responsible for any lost or stolen property.

## EMERGENCY LOCKDOWN PROCEDURES

The following information pertains to procedures to follow during an emergency. Your instructor will provide you with detailed instructions on what to do in the event of an emergency.

## STUDENT COMPLAINT PROCESS

### A Word about Our Student Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all students. Our practice is to treat each student as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and re- solved in a mutually respectful atmosphere. We take into account individual circumstances and the individual student.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

## **Harassment**

We prohibit harassment or bullying of any student/employee by another student/employee, supervisor, or third party for any reason including, but not limited to race, color, religion, sex, national origin, age, ancestry, physical disability, mental disability, medical condition, including genetic characteristics, marital status, sex, pregnancy, childbirth or related medical conditions. Harassment of supervisors or third parties by our employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of students. It is to assure that in the workplace, no student harasses another for any reason. While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments or visual depictions, unwelcomed jokes and teasing. Any student who feels that he or she is a victim of such harassment should immediately report this matter to their instructor or direct supervisor. The school will investigate all such reports as confidentially as possible. Adverse action will not be taken against a student because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy may result in disciplinary action up to and including termination.

## **Sexual Harassment**

Sexual harassment is against school policy and is unlawful under provincial and federal law.

We firmly prohibit sexual harassment of any student/employee by another student/employee, supervisor, or third party. Harassment of supervisors or third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of students it is to assure that in the workplace no student or employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favor and / or verbal or physical contact of a sexual nature including, but not limited to, sexually related drawings, pictures, jokes, teasing, uninvited touching or other sexually related comments.

Sexual harassment will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination for cause. There will be no adverse action taken against students or employees who, in good faith, report violations of this policy or participate in the investigation of such violations.

## **COMPLAINT PROCESS**

All complaints to be investigated by the Health Care Aide Academy will be treated in the strictest confidence.

### **Procedure for a Formal Complaint**

The following steps should be taken if a student feels that he or she is being harassed.



**STEP 1: Ask the offender to stop**

Tell the person that the behavior is unwelcome, inappropriate, or unacceptable. If the person refuses to cooperate, inform the person of the schools harassment policy. Keep a record of the incident or harassment. A person doesn't need a written record to make a complaint, but documentation serves to make a complainant's case stronger. It is also not necessary to ask the offender to stop in order to proceed with a complaint.

**STEP 2: Get advice or counseling.**

Inform the director, who is the authorized advisor for the anti-harassment policy. A second advisor of the opposite sex may also be appointed and may provide advice and assistance, however, the advisor is not an advocate for either party, but rather an impartial party, remaining neutral and listening to both sides. The advisor provides information and referrals to services needed, such as counseling in the "advice seeking" stage.

**STEP 3: Make a complaint**

If the above steps have not resolved the alleged harassment to the complainant's satisfaction, or, if the harassment continues, a complaint should be filed with the Director. The Director, acting in their capacity of "Anti-Harassment Advisor", will be responsible for implementing the steps outlined below for addressing complaints under this policy, except where otherwise stated.

A person must make a complaint within one month from the date of the alleged harassment. It is best to make the complaint as soon as is possible after the alleged incident.

A person must put forth his/her complaint in writing before the Director can talk with the alleged offender. The alleged offender will be given a copy of the complaint and an opportunity to respond to the complainant in writing.

The complaint should contain but not limited to, the following information:

- o Name of the alleged harasser
- o A description of what exactly happened
- o When and where the incident took place
- o Names of any witnesses

The Director/Advisor will talk privately with both parties. Both parties may have someone they trust come with them to this meeting. The Director/Advisor will monitor the terms of the agreement to make sure they are respected. If the Director/Advisor decides that the resolution cannot be reached then both parties will be told in writing within 5 days of the Director/ Advisor's decision.

The person making the complaint has days to ask the President in writing for an investigation to further determine whether the allegations and details of the situation warrant a further investigation.

**STEP 4: A Panel Investigates**

If the investigation results in finding that harassment and/or discrimination has occurred, disciplinary measures as determined by the President may include any of the following:

- o A verbal reprimand
- o A written reprimand
- o Suspension from school at HCAA
- o Termination of contract from attending HCAA
- o Removal of the right to use the services of HCAA

**STEP 5: Appeal of the decision**

If the resolution is not satisfactory to the complainant or to the alleged offender, either party may appeal the decision. The appeal must be made in writing to a third party mediator agreed to by the complainant and the President and shall include all appropriate documentation.

The appeal shall be made within 30 days of the finding made in Step 4 of this procedure. The findings and recommendations of the third party mediator shall be final and binding.

**Conditional Clause**

If the original complaint is found at any stage not to be supported or is withdrawn by the complainant, no documentation shall be placed in the personnel, student, or client file of the alleged offender. If the alleged offender is the Director then the President shall fulfill all the duties assigned to the Director under this policy.

**Disciplinary Action**

It is expected that the school policies and procedures as set forth and agreed to be followed without diversion, otherwise notice of termination may result. Notices will first be given verbally. If there is no apparent change in the inappropriate attitude or behavior then written warnings will be issued and kept in your file. This will be followed by suspensions (determined by the administration). If there is still no change, then a termination of your contract with the Health Care Aide Academy will follow.

- o Unprofessional Behavior
- o Insubordination or disobedience towards Health Care Aide instructors.
- o Unprofessional behavior towards instructors, peers, Delmar employees, or others in the building, including negativity towards instructors, peers, or HCAA employees.
- o Disruptive or abusive behavior including gossiping and meddling.
- o Refusal to comply with the school policies and procedures (as agreed), refusal to perform curriculum objectives, or to participate in class activities and assignments.
- o Abuse of Private Healthcare records or information

## **Immediate Termination**

Theft of any form Pilfering school supplies, borrowing others' equipment without permission, etc. The perpetrator may also face criminal charges.

Drugs or alcohol. Involvement with the use of drugs or alcohol anywhere within the school or within school hours.

Unwarranted breakage Destruction or vandalism of the school or building property. The perpetrator will be expected to pay for any repair or replacement as required and may face criminal charges.

Bullying Bullying of students or staff will not be tolerated. Any bullying behaviors including cyber bullying are subject to immediate termination.

Slander Any written or verbal derogatory comments about the Health Care Aide Academy or its staff will lead to immediate termination.

## **Record of Hours**

Each of our programs have a specific number of educational hours that are required for successfully completion. Instructors take daily attendance. You will also be required to keep track of your own hours. It is a good idea to keep your own log of hours in case of a discrepancy. Record your arrival time as well as your dismissal time.

Any adjustments or discrepancies to your time must be adjusted through administration. Please ensure that you book an appointment to address any time issues.

## **Information Privacy Policy**

(Personal Information Protection Act- PIPA)

The purpose of this Policy is to describe the personal information that the Health Care Aide Academy must collect, how it will be used and the circumstances under which it may be distributed to third parties. The Health Care Aide Academy Privacy Policy is designed to protect personal information under its control. The Health Care Aide Academy is bound by federal and provincial laws that aim at protecting the privacy of the students and staff information. The College respects the right to privacy of its students and is committed to safeguarding the personal information of each student, staff and graduate within the confines of the law. The Health Care Aide Academy will not disclose a student's personal information without a prior written consent of the student.

## STUDENT LOAN RESPONSIBILITIES

It is expected that students are actively involved in their education. This begins with understanding the Admissions process, determining the best option to pay for school, and striving to always maintain satisfactory progress. We are here to assist students in all aspects of this process, but in the end each student is responsible for his/her own education.

Students are expected to pay for their tuition by one of the methods outlined in the student enrollment contract signed prior to beginning classes. Failure to make these payments could result in termination from the school. The Health Care Aide Academy will not penalize students for delays in aid due to National Student Loans or Alberta Student Loans.

It is the responsibility of the student to:

- Think about how much you are borrowing: How the amount of the loan will affect your future finances, and what your payment obligation means before you take our a student loan
- Make payments on time: you are required to make payments on time even if you do not receive a bill, repayment notice or reminder.
- Keep in touch with your loan provider: if you are unable to make a payment or need time to pay, please feel free to contact National Student Loans or Alberta Student Loans to make arrangements.

### **Repayment of Loans**

There is a set time period after a student graduates, leaves the school or drops out before your student loan repayment process begins. If you drop out or are terminated, you will be expected to start repayment immediately. If you received any grants, these will turn into loans and you will be responsible to pay that portion back.

If you graduate, the government will provide a six month grace period to pay back your loan.

### **Disbursement**

There are times that loan disbursements may go directly to the student. Please be advised that it is your responsibility to make arrangements to pay the Health Care Aide Academy the tuition that you may owe at this time. Failure to do so may result in termination.

## PROGRAM STRUCTURE

**TERM 1** (16 weeks) consists of 5 courses:

**Course 1: Health Care Aide Role & Responsibility**

Hours 45      Credits 3      Prerequisites: Meet all admission requirements

**Course 2: The Human Body, Health & Chronic Illness**

Hours 45      Credits 3      Prerequisites: Min. 70%- course 1 final exam

**Course 3: Communication & Documentation in the Health care Environment**

Hours 60      Credits 4      Prerequisites: Min. 70%- course 1,2 final exam

**Course 4: Providing Person-Centred Care & Comfort**

Hours 75      Credits 5      Prerequisites: Min. 70%- course 1,2,3 final exam

**Course 5: Clinical Placement 1** *This course must be completed prior to the start of*

*Course 7*

Hours 80      Credits 3      Prerequisites: Min. 70% on course 1,2,3,4 final exam

**TERM 2** (16 weeks) consists of 4 courses:

**Course 6: Meeting Complex Care Needs**

Hours 75      Credits 5      Prerequisites: Min. 70%- course 1,2,3,4 final exam

**Course 7: Special Activities for Clients with Various Health Conditions**

Hours 75      Credits 5      Prerequisites: Min. 70%- course 1,2,3,4,6 final exam & PASS  
course 5

**Course 8: Clinical Placement 2**

Hours 160      Credits 5      Prerequisites: Min. 70%- course 1,2,3,4,6,7 final exam/PASS  
course 5

**Course 9: Consolidated Clinical Placement**

Hours 80      Credits 3      Prerequisites: Min. 70%- course 1,2,3,4,6,7 final exam/PASS  
course 5, 8

**Provincial Exam**

Required to have a PASS on exam in order to complete your HCA program.