



Caregiver Training Program

SUNRISE SERVICES, INC.

Catalog / Handbook



Home Care Aide Basic (HCA) and Bridge Nursing Assistant Certified (NAC)

Everett Training Center

7016 Evergreen Way

Everett, WA 98203

425-212-4210

Anacortes Satellite Classroom

1119 26th St,

Anacortes, WA 98221

425-212-4210

Helping provide quality training to the community since 1999.

Volume 8



Student Handbook / Catalogue

Sunrise Services, Inc. has been a major provider of community human services in Snohomish, Whatcom, and Skagit counties since 1977. Sunrise Caregiver Training Program is a division of Sunrise Services, Inc. and has been a major trainer of caregivers in these communities since 1997. We are a leader in the state developing and creating online and classroom training courses - continually adding new courses. Sunrise Services, Inc. looks forward to a bright future. The company is owned 100% by Sue A. Closser, CEO. Ms. Closser's contact information is as follows: Corporate office: 7001 Evergreen Way, Everett WA, 425-212-4211.

Mission: To provide high-quality relevant training to our local communities so they can in turn better serve clients in need.

Every One Philosophy: Sunrise believes that every person has the right to lead a fulfilling life, and another chance when it all goes sideways. This philosophy is engrained in our staff throughout all facets of the organization, and we hope to pass this mindset to our students as well when they think of the clients they will serve.

Sunrise Caregiver Training Contact information:
Everett: 425-212-4210
Email: enrollment@sunriseemail.com
Website: www.sunrisecaregivertraining.com

Online Training: sunriseclasses.talentlms.com
Everett Office Hours: Mon-Fri. 8:00 AM
To 4:30 PM

After Hours: We do our best to be available to you, but our team is not on call 24 hours a day. We answer all phone messages each morning as fast as possible, as we recognize the importance of your questions. Please ensure you are leaving a voicemail if you do not reach staff directly otherwise, we have no record of your attempt to call. Leave a slow, clear message with your phone number and full name. You can also contact us by email.

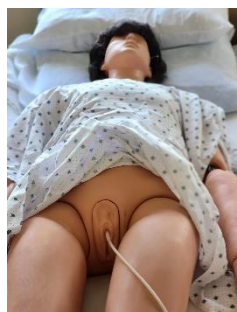
Holidays: The following holidays will be observed, and classes will not be held: New Year's Day, Martin Luther King Day, and Memorial Day, 4th of July, Labor Day, Thanksgiving Day & day after, Christmas Eve & Christmas Day. Holidays are not counted as part of the contracted time schedule.

Locations: 7016 Evergreen Way,
Everett, WA 98203
1119 26th St,
Anacortes WA (Classroom Only)

425-212-4210

425-212-4210

The facility is state of-the-art with a reception area, lecture room, and personal care skill lab. Training equipment includes hospital beds, manikins, feeding stations, wheelchairs, transfer belts, clothing, and much more. Students should be aware that the temperature in the training rooms may fluctuate and should plan on wearing light layers so they can adjust accordingly. A microwave, refrigerator, sink, and tables & chairs. Both male and female lavatories are available. There is free parking available in a well-lit parking lot. Facilities are near public transit and restaurants. The facility is ADA accessible; additional reasonable accommodation will be provided upon student request. Students receive a half-hour lunch break for any all-day training.



Instructors and Administrative Staff:

Our instructors and staff are integral to our success, ambassadors building community and forming links in the communities where they live and work. Every instructor is approved by the DSHS Training Unit. Instructors are registered nurses, have an associate or higher degree of education, or are persons with specific knowledge, training, and work experience in the provision of direct personal care, or other relevant services to the elderly or persons with disabilities requiring long-term care.

Methods of instruction include, but is not limited to lecture, skills demonstration, practice exams, video, interactive student activities, scenario completion, and self-assessment 2Student to teacher ratio and maximum class.

HCA-C Classes with lab skills practice sessions will be limited to 22 students. The average student to teacher ratio is 1 teacher to 14 students. Classroom only classes have a limit of 24 students per class.

Instructors and their qualifications:

Theresa Allyn, Training director, NAC, BA, M.Ed. 30 Years of Exp.
Christina Griffith, HSI CPR Train the Trainer
Darla Williams, LPN, DSHS/ CNA Approved 20+ Years Exp.
Robert Wingrove, RN DSHS Approved, 30+ Years Exp.
Melissa Scheckel LPM, DSHS Approved, 20+ Years of Exp.,

Training Director
Training Coordinator & CPR Instructor
Instructor
Program Director/Advisor
instructor

Licensure and Contracts:

Licensure: This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board

124 10th Avenue Southwest
Olympia, Washington 98501
360-709-4600
workforce@wtb.wa.gov

Contracts: Sunrise Caregiver Training Program is contracted by Aging and Long-Term Support Administration (AL TSA), Training, Communications, Development, and Quality Unit. Each one of our certificate or CE offerings has been approved by AL TSA. Your class completion certificates will have DSHS approval codes and our training program number.

Sunrise also has a contract with DOH (Department of Health) for the Bridge to NAC Program. Course are approved by them, and curriculum is created with their direct approval.

Types of Students Served:

- Community Enrollments– A student enrolling in any length of training which is paid for by their employer, by family/friends, a church, or themselves if 24 or less hours of training. Etc.
- Private Career School – A student that is enrolling in more than 24 hours of training AND either paying for their training by themselves or is paid for by a State-funded program.
- Employee- A hired worker for Sunrise in any division of the company.

Enrollment:

Entrance Requirements:

Class fees are due in-full at enrollment. For cost break down of classes see page 16.

Background checks are not conducted by the training program, but students are advised about them and that they will need to be passed for a Washington State License for HCA-C. Students must possess a US High School Diploma, a General Education Development (GED) Diploma, or pass an ability to benefit test which is a graded entrance exam. Students must pass 80% or higher before enrollment. The ability to benefit testing makes sure that the student has the language level to benefit from the classes to taken.

A confirmation with all vital class information will be emailed after enrollment is processed. If the class a student selects is full, office staff will contact the student to help place them in an open session for the same subject, get them on a waitlist for desired session if requested, or help with a refund if needed. Students are required to bring their own pens/pencils, notebook, or other items they may need to class.

- Community & Private Career School – Enroll online, on-site, or via phone by paying for your training. Once payment is received, your spot will be held.
- Private Career School Admission – In addition to above, Private Career School admission requires:
 - High school diploma, or General Educational Development (GED) certificate.
 - In lieu of diploma or GED, an entrance exam based on English language comprehension/proficiency test will meet the requirement.
 - Passing grade on this test is 80%.
- Specific enrollment paperwork to be filled out prior to class at the time of enrollment. A copy will be given to you for your records.
- Employee – follow internal policies & procedures given.

We encourage diversity and accept students from all races, orientations, and cultural experience. We do not discriminate based on race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability. We acknowledge that information pertaining to a student's disability is voluntary and confidential and will be made on an individual basis. If this information is presented, we will reasonably attempt to provide accommodations to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodation should be made to the Training director upon class enrollment; some classes may require medical documentation because of the rigors of the curriculum.

Financial Aid:

Currently, we do not offer financial assistance. We are not authorized to offer Federal Financial Aid. We pledge to make every effort to keep our classes affordable and easy to access. If you are not currently employed, then we encourage you to contact WorkSource for assistance.

WorkSource Everett: (425) 258-6300

Website: <https://www.worksourcewa.com/>

Types of Training Offered:

- Home Care Aide (HCA) – includes 3 distinct sections.
 - 5-hour Orientation & Safety Training* - general knowledge needed for this line of work and safety best practice information
 - 38 hours of Core Basic Training – 5 days of class which carefully cover all aspects of the Caregiver 3rd Edition Textbook recommended by DSHS.
 - 16 hours of Population Specific Training* - Dementia and Mental Health Certificate,
 - 16 hours of In Skills Lab training and practice.
- Mental Health Specialty -8 hours on important knowledge surrounding this topic.
- Dementia Specialty- 8 hours on important knowledge surrounding this topic.
- TBI 8-hour Special Population class on Traumatic Brain Injury.

- NAC Bridge Program – 5-day advance training for students with an active HCA license to further education and become a Nursing Assistant – Certified. NAR certificates are not accepted in place of HCA certificates. Other facilities may offer a training path for NAR, however we do not.
- Nurse Delegation Core self-study – Learn which tasks can be delegated to certain types of caregivers by an RN overseeing this.
- Nurse Delegation Diabetes Focus self-study – Requires ND Core as prerequisite & focuses on insulin as a delegated task.
- CPR, First Aid, and AED* - hybrid learning method. Complete the basics online first, then come in person to focus on hands-on skills practice.
- Continuing Education* - 12 hours are needed before a Caregiver's birthday each year to maintain their credential. We offer many relevant and vital topics to choose from. Many CE classes are 100% online and can be taken once the student is paid and registered.
- Online HIV/AIDs* - 4 hours on important knowledge surrounding this topic and proper prevention.
- Online ½ hour AFH Food Safety Class* - for certain AFH workers to maintain food safety knowledge and meet job requirements.
- CE classes have multiple topics to choose from including bipolar, fetal alcohol, suicide prevention, depression, suicide prevention, addiction, ABCS of D.D., autism, people first language, bed bugs, heart disease, stroke, traumatic brain injury, cultural sensitivity, and more.

We are always adding to and bettering our curriculum so check back with us.

Student Cancellation / Refund Policy

Refund policies vary based on the class, program length, and payment method. Refunds for transactions originally paid for by card will be issued back onto the original card if the card is still active and it's within 90 days of the transaction. Please allow up to 7 business days for the refund to appear back in your account. Refunds for a transaction originally paid with cash or check will be issued back in the form of a mailed check within 14 days. We do try to process refunds as quickly as possible, so many refunds will occur ahead of the mentioned schedule.

To cancel training: Please call: 425-212-4210 and speak to someone directly. If a message is left that is not able to be understood or is missing vital information (such as full name, phone number, session cancellation, etc.) we will not be able to cancel your class in time. It is the student's responsibility to follow-up and make sure the cancellation request was received in the provided time frame.

No call/no show: When a student fails to show up to class without advanced notification, it denies a seat to another student that may greatly need it. Please make every effort to make it to class and contact the office in advance of class if you know you can no longer make it. We do not refund missed classes if not given 7 days' notice.

Tuition: Students will need to meet all financial responsibilities before they can start their class. We are not authorized to offer Federal Financial Aid.

The school retains a registration fee equal to 10% of the total tuition cost if the applicant cancels past the fifth business day after signing the enrollment contract or making an initial payment. A registration fee is any fee charged by a school to process student applications & establish a student record system.

Class fees include textbooks. Students are required to bring their own pens/pencils, notebook, or other items they may want in the classroom. Job placement assistance is not offered.

Community Enrollment Refunds:

- For on-site CE, Population Specific, and HCA Training:
 - **Refunds will only be issued for training when 7 or more days' notice is given before the class starts. (including weekend and holidays).**
 - If enrollment occurs less than 7 days before class starts, attendance is considered mandatory and there will be no refunds, however if the student calls the student is allowed one free transfer to the next class.
 - A refund will not be issued for a class that has already been rescheduled (see reschedules).
 - Classes are non-transferable to other students and due to their nature, self-studies are non-refundable.
 - Books and supplies will not be refunded once picked up or mailed.
- NAC Bridge Class: 14 or more days' notice is required to cancel class for refund of cost of class from original session minus a \$85 admin fee + cost of books (\$50 of original payment fees). Supplies are eligible for a full refund if they have not been picked up yet. **Rescheduled courses will not be eligible for a refund.**
- **Hybrid CPR/First Aid: Once the online portion of the training is in-progress, this class is no longer eligible for a refund.** The online training is held through the American Heart & Safety Institute, and this is based upon their refund policies.
- Online Training – Once a class is in-progress, it is not eligible for a refund. Any course that is not attempted may be refunded.

Private Career School Refunds: As a reminder, the requirements for a student to fall into this category would be both:

- A. Students who take more than 24 hours of the 75-hour Basic Training.
- B. Students either pay for their own training or are state funded by a state program.
(Employer paid, or business paid do not follow in this category.)
 - The school must refund all money paid if the applicant cancels within 5 business days (excluding Sundays and holidays) after the day the contract is signed or payment in full is made if the applicant has not begun training. Students must prepare a written notification of withdrawal and submit it to the school Director which contains the student's name, address, and date. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance.
 - The school must refund all monies paid if the student is not accepted. This includes instances where a starting class is cancelled by the school.
 - The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after signing the contract. A registration fee is any fee charged by a school to process student applications and establish a student record system.
- C. If training is terminated by the student after the student enters classes, the school may retain the registration fee established under (3) of this subsection, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	School may keep this percentage of tuition:
One week or up to 10%, whichever is less	10%
More than one week (or 10%), whichever is less, but less than 25%	25%
25% through 50%	50%
More than 50%	100%

- A. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:
- When the school receives notice of the student's intention to discontinue the training program; or,
 - When the student is terminated for a violation of a published school policy which provides for termination; or,
 - When a student, without notice, fails to attend classes for thirty calendar days.
- B. All refunds must be paid within thirty calendar days of the student's official termination date.

Grievance and Complaints

Nothing in this policy prevents a student from contacting the Workforce Board (the state licensing agency) at 360-753-5662 at any time with a concern or a complaint. workforce@wtb.wa.gov

Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school Director. The written request should include the following information:

- Student's full name and current address
- A statement of the concern including dates, times, instructors, and if applicable, & other students involved.
- Date of complaint letter and signature of the student
- Three dates on which the student would be available for a meeting with the school Director. These dates should be within 10 business days of the complaint.

The school Director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.

Reschedules/Incomplete Courses

Students are expected to attend the session they register for. Scheduling a course means a spot has been held, and as a result another student in need of training may be turned away due to expected class sizes. However, we understand that unexpected events in-life do occur which is why we have developed the below refund policies:

- **On-Site Reschedules** (excluding NAC Bridge):
 - Students are allowed 1 free reschedule to a new session for the same course missed.
 - Rescheduled courses must be completed within 60 days of the original class session.
 - Classes are not transferable to other students.
 - If the free reschedule has already been used or is scheduled outside the 60-day window from original class, then the student would need to re-enroll in the course at full cost.
 - Reschedules must be scheduled in-advance with the help of the Training Coordinator. Students may not just show up to another session without scheduling first.
- **Self-Study Nurse Delegation Core/Diabetes:**
 - Students may reschedule their exam for free 1 time within the 60-day period to complete their self-study.
 - Students receive 2 tries at the exam, so a retest may be scheduled within 60 days even if the free reschedule has been used up previously.
- **Online Training:**
 - Classes not in-progress will be eligible for 1 free rescheduling to another training of the same hours/cost.
 - If a student wishes to reschedule to a class at a higher cost, they may do so after paying the price difference.
- **NAC Bridge Class:**
 - If a session must be rescheduled for any reason, written notice within seven or more days prior to the first day of class is required in order to be eligible for a discounted re-enrollment rate of 50% of current enrollment fees.
 - This written notice may be in the form of an email to: enrollment@sunriseemail.com, hand delivered to one of the enrollment centers to a training staff member directly or mailed.
 - Rescheduled classes are not eligible for refunds. Reschedules that occur without the required notice will result in re-enrollment at full cost. See, “re-enrollments,” policy in NAC Bridge section for additional info.

Anti-discrimination Policy:

We encourage diversity and all accept students. We do not discriminate on the basis of race, creed, color, national origin, sex, veteran, military status, sexual orientation, or the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a person with a disability. We acknowledge that information pertaining to a student’s disability is voluntary and confidential and will be made on an individual basis. If this information is presented, we will reasonably attempt to provide accommodations to overcome the effects of the limitation of the qualified applicant.

Accommodations: Students requesting an accommodation should make the request in writing to enrollment@sunriseemail.com or come in-person at an enrollment center with as much advance notice as possible. We want students of all walks of life and abilities to be successful in our programs. Please let us know how we can help you.

- **Disability-** We provide reasonable accommodations to qualified disabled students so they can participate in our educational courses.
 - Some classes may require medical documentation because of the rigors of curriculum.
 - Examples may include printing slides for online classes to better follow along, or arranging an exam to be given orally, rather than written.
- **Religious-** Sunrise will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement.
 - Students should initially make all efforts to schedule a session in which they can expect to attend all days of training. However, when it is unavoidable that a session must be scheduled where time must be missed due to religious reasons, accommodation will be arranged.
 - Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class.
 - Students are responsible for obtaining materials and information provided during any class missed.
 - The student shall work with the admin team to determine a schedule for making up missed work.
 - Examples of religious accommodation may include giving a make-up day or a special arranged exam retest time for the student in question.
- **ESL-** Our classes are offered in English only, but many ESL students are still able to be highly successful in our trainings.
 - Certain class materials may be available in other languages, so check with staff if you feel you would benefit from materials in another language.
 - Students with English as a secondary language may choose to bring a language-to-language book or device with them to class.
 - Inform your instructor if you need to use a dictionary or language aide device.
 - The instructor may request to flip through printed Language-to-Language dictionaries or to move a student to closer proximity to them using an electronic language aid to ensure cheating does not occur.
 - Students may also arrange for a private interpreter if needed. Arranging interpreter services is not something that Sunrise coordinates.
 - The office staff and Instructor do need to be aware of this beforehand if an Interpreter is coming to plan accordingly for space.
 - Interpreters may not help with any testing offered and should be aware they will not receive a certificate of completion for a class.

Grading System

Successful completion to obtain a corresponding certificate requires that the student has 100% attendance and actively participates in all sessions within 60 days from original session attended. We record the daily attendance of each student. Records are available for student review.

Instructors provide in-person skills critique during personal care skills training. Each student must successfully complete each skill with instructor documentation. Each module of the class has competency testing with an additional written practice exam at the end. This allows for students to have the opportunity for evaluation of their individual progress.

Pass/Fail Grading

Students pass by attending all hours of a class or making up the missed time within a 3-month period. If they do not come back and make up the time, then they will be considered to have failed the class. All course work must be completed, and team activities and skill practice must be completed. The instructor will have a check off list of skills and sign off once the student has completed skills to a satisfactory level. If the student is unable to do so they can take a 3-hour skill refresher course to complete the tests to instructor satisfaction. The office coordinator will assist in scheduling missed days and skill refresher and can be reached at 425 212-4210.

Leave of Absence

If an individual is thrown into a crisis or must move out of the area, Sunrise works to accommodate the student. If the student notifies us at least 5 days before the class, they can receive a full refund or a credit to take the class at another time. If a student is in the middle of the 7 HCA-C class and must take an emergency leave, if they notify us in writing, we will reschedule them into another class that works better for them. If they cannot continue the class a refund will follow the schedule found on page 7.

Student Progress Reports and Grading

Student progress is reported directly to the student by the instructor. This occurs as the class progresses and then at the end of each class. Progress is documented by return skill demonstration and scored testing when applicable. Please keep in mind that not all classes require testing. Certificates of completion are received at the end of all classes.

Classes with exams: Certain courses require a written exam to be passed in addition to the above-mentioned grading system. Students are given 2 times attempts to pass the exam which may not be taken consecutively. Retests must be completed within 30 days of the class. Training Coordinators can advise students as to which courses have written exams.

Testing:

Certain courses Sunrise offers require a written exam in-class to be passed in addition to the above-mentioned grading system. Training Coordinators can advise which courses have written exams. Testing usually occurs every other Monday at 10:00 AM and will be shown on our monthly schedules. The latest time to check-in for testing is 8:30 AM. Students must complete testing by 12:00 AM. Students have two chances to pass their exams. Retesting cannot occur on the same day as the first exam. Students are required to bring valid picture ID to check-in and will be asked to reschedule testing without this.

The final competency testing for 75 Hour Basic Training is conducted by Prometric, who is contracted by the WA Department of Health. This is scheduled by students separately as Sunrise has no ability to register students for the State exam.

Self-Study Process (Nurse Delegation Core and Diabetes): Workbook needs to be read & all exercises filled out directly in the book. To pass this subject a written exam is needed per self-study.

- Testing/retesting must be completed within 60 days of enrollment.
Students need to bring their completed workbooks with them to check-in.
- Students without their workbooks, or without a completely filled-out workbook will be rescheduled.
- Workbooks are the student's property and should be picked up after testing. Workbooks that are left will be discarded.

- Students doing Nurse Delegation Diabetes alone are also required to bring a copy of their Nurse Delegation Core certificate at check-in as this is the State required prerequisite for this course.
- State regulations require a minimum passing score of 80% for ND Core, and 90% for ND Diabetes.

Code of Conduct:

The following conduct is unacceptable, will not be tolerated, and is grounds for dismissal from our program:

- All types of proven dishonesty, including cheating (see below), plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud.
- Cheating: Belongings must be away and on the floor during any testing. Cheating in any form will not be tolerated and will result in a zero grade for the exam/ejection of the course. This includes attempting to take pictures of any test. Any retest needed after that point will be charged at the cost of the class before being rescheduled. Retesting will still count as the student's second try at the exam regardless of repaying for the cost of the course. Students determined to have been cheating will also sit next to an instructor during all future exams/classes.
- Forms of bias including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed as demonstrated through verbal and/or written communication and/or physical acts.
- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings, and programs, or other school activities.
- Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something.
- Student acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds.
- Tardiness is disruptive to the class and instructor and is strongly discouraged. Admissions for tardy students are at the discretion of the instructor though generally any student arriving more than 15 min late will need to reschedule that class date.
- Theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
- Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
- Violation of published school policies.
- Refusal to actively participate in skills practice, group work, or other assignments.

Student Dismissal:

Students may be dismissed from the school for the following reasons:

- Not adhering to the school's rules, regulations, policies, and code of conduct.
- Missing more than 20% of instruction time
- Not meeting financial responsibilities to the school

The Training Director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. Prepaid tuition will be refunded per the school's refund policy.

The instructor has the authority to end a student's participation in the program at any time if the instructor has determined that the student is being disruptive to the class, refuses to engage or participate in classroom/skills lab/clinical activities, or there is a violation of clinical confidentiality skill performance, or any other additional reasons as deemed fit by the instructor. The student will be asked to discontinue that session and the student will have to repeat the class again from Day 1 at full cost.

Tardiness is disruptive to the class and to the instructor. It is strongly discouraged. Admission for tardy students is at the discretion of the instructor, though generally any student arriving more than 15 min late will need to reschedule that class date. The following recording system will be used for tardiness.

▷ 1 to 15 minutes late will be counted as 15 minutes late

▷ 16 to 30 minutes late will be counted as 30 minutes late

▷ 31 to 60 minutes late will be counted as 1 hour late

Re-entry:

Students dismissed from the school who request re-entry must put the request in writing to the school Director:

- In cases where the student was dismissed for excessive absences (greater than 20 %) or financial concerns, it may be possible to re-enter within the same school term.
- In cases where the student was dismissed due to unacceptable conduct, the student may have to meet with the Director before re-entering the school. The decision of the Director is final, and the student will receive a letter within five business days stating the decision.

Complaint Process:

Nothing in this policy prevents a student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint. Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school Director. The written request should include the following information:

- Student's full name and current address.
- A statement of the concern including dates, times, instructors, and if applicable, & other students involved.
- Date of complaint letter and signature of the student.
- Three dates on which the student would be available for a meeting with the school Director. These dates should be within 10 business days of the complaint.

The Training Director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and / or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.

Transcripts and Certificates:

Students pass the HCA-C 75-hour course by attending all classes or making up classes they missed and passing DSHS skills to an acceptable standard. Students who fail skills may take a 3-hour skill refresher class for a fee of \$79 and be passed in skills once the instructor determines they have successfully completed them. Most certificates will be issued at the end of class or mailed within 5 business days.

Student records are scanned and stored for 50 years or until the school closes. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board. For copies of transcripts and certificates contact: Enrollment@sunriseemail.com
If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board.

Attendance is required for all sessions to receive a certificate. We record the daily attendance of each student. Records are available for student review. Students will need to complete any missing time over 15 minutes by re-scheduling the day into the next class.

- Classroom: Most certificates will be issued at the end of class or mailed within 5 business days.
- Online: It is the student's responsibility to download their own certificate upon completion of a course and provide their employer with a copy. Copies of certificates will be emailed upon request.

Copies: For copies of transcripts and certificates contact: enrollment@sunriseemail.com

Fee: \$20.00 per Certificate Copy / Transcript / Record

School closure: Transcripts, certificates, & student records are scanned and stored for 7 years or until the school closes. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board. Private pay student records and transcripts are kept for 50 years per Washington law.

Placement Assistance:

Currently, we do not offer job placement assistance. Demand for our well-trained caregivers is very high in all communities. Sunrise Services has many caregiving jobs available but so do most of the facilities in Washington State. Your instructor can help you find job openings on the computer. All you have to do is ask.

NAC Bridge Program Specific Policies:

The NAC Bridge program is an advanced training course with limited spots available, and a sizable amount of prep work required on both the student and staff end prior to class. As a result, this program does have strict requirements and policies which must be followed to continue to offer this specialized program. Don't worry though - the extra prep is worth it, as this is an amazing class to take and can help better your career and provides 12 CE credits!

Prerequisite: Students must have an active HCA-C prior to enrolling in the program. **NARs or exemption status from the new training requirements do not meet this prerequisite.** The student can begin to turn in the required documentation prior to enrollment but cannot enroll in a session until their credential has been verified. Students should refer to their prerequisites, expectations, and policies form for full list of bridge information.

Waitlists: Sunrise will begin a waitlist for any bridge session which becomes full. Only students which are already enrolled in a later session will be eligible to be waitlisted. There is no additional cost to be on the waitlist. Waitlisted students are expected to be actively submitting their documentation requirements to begin reading the textbook right away. Those students which do not turn in requirements in timely fashion will be dropped from the wait list & notified. Students will be contacted in the numerical order they are on the list and given 24 hours to decide if they would like to take the spot. Students switching sessions should ensure they are able to meet all documentation requirements prior to the session deadline before accepting the spot. If a spot becomes available without extended notice before a session starts, priority will be given to waitlisted students with all documentation already completed.

Failed exams in-class: All students must pass a written exam with 80% or higher and must pass their skill list practice. If a student fails their written exam, they will be allowed to retest a second time but must schedule it with the front office.

Reschedules: If a session must be rescheduled for any reason, written notice within seven or more days prior to the first day of class is required, to be eligible for a discounted re-enrollment rate of 50% on current enrollment fees. This written notice may be in the form of an email to: enrollment@sunriseemail.com, hand delivered to one of the enrollment centers to a training staff member directly or mailed. Rescheduled classes are not eligible for refunds. Reschedules that occur without the required notice will result in re-enrollment at full cost. See, "re-enrollments," policy for additional info.

Re-enrollments: Dropped students, & rescheduled or incomplete courses will be allowed a 1-time discounted re-enrollment rate of 50% current enrollment fees to another open session within 90 days of the original class. If no sessions are open within this timeframe, the student may choose to remain on waitlists and chance an opening occurring or re-enroll in a further out session at normal cost. New books will not be issued with re-enrollment and re-enrolled classes will not be eligible for a refund.

Refunds: Refunds for the cost of original class minus a \$85 admin fee & book costs (\$50 of original payment) will be issued if requested at minimum of 14 days before the first day of class is given in writing. This written notice may be in the form of an email to: enrollment@sunriseemail.com, hand delivered to one of the enrollment centers to a training staff member directly or mailed. Rescheduled, incomplete, dropped, or re-enrolled classes are not eligible for a refund. Supplies which have not yet been picked up can be refunded.

Other Policies:

Allergies: Students with a severe allergy (such as an airborne or touch peanut allergy) are required to communicate with the admin team in advance of training so we can initiate proper precautions for the safest environment for the student. It is the student's responsibility to ensure they have a non-expired epipen or other medication with them in class.

Mailing List: Join our mailing list to make sure you never miss out on new training updates, State training rules explained, and promo codes. Join the list by visiting us online or by request to anyone in our admin team.

Feedback: We welcome all feedback from your class experience. Please let us know if something worked well in your class or if you see an area we could use for improvement. All classes have evaluations at the end of the class. Students are also encouraged to post a review on Google as it helps other students learn about our program.

Washington State Career Bridge

For more Information

The Washington State Online Career Bridge site is a great resource to learning about caregiving credentials and the job itself. The information varies from career demand, median pay, and educational training programs. You can find the health care occupation by clicking here or putting this [web address in your browser](https://careerbridge.wa.gov/HealthCareerPath.aspc): <https://careerbridge.wa.gov/HealthCareerPath.aspc>

Linking Health Care Credentials

Healthcare is considered a nonterminal career. That means that most courses link and allow for further training and better pay. For example, an HCA-C can raise their credentials by Nurse Delegation Certification. This allows them to do more in a health care setting by simply taking a class and working with a facilities nurse who can train and supervise the new skill.

Nurse Delegation Diabetes: DSHS states “The Nurse Delegation Diabetes Program, under Washington State law, allows nursing assistants working in certain settings to perform certain tasks--such as administration of prescription medications or blood glucose testing--normally performed only by licensed nurses. A registered nurse must teach and supervise the nursing assistant, as well as provide nursing assessments of the patient's condition.

HCA-C Bridge to NAC: The next natural step is to move from HCA-C to a Nurse’s Assistant Certified. This 5-day training program bridges with the HCA-C program and focuses on new skills and information needed for the next level. NAC licensing allows for more variety in the job and greater pay. Note that NAR certificates are not accepted in place of HCA certificates. Other facilities may offer a training path for NAR, however we do not.

Nursing School: Many people go to work and go to school to get the prerequisites needed to apply for nursing school. Some large companies have tuition re-imbursement programs for their NACs to become nurses and often time offer flexible work shifts to accommodate school attendance.

LPN to RN to ARNP: Another link lies between LPN and RN, and these can bridge nursing specialties such as a Psych Nurse or Anesthesia Specialist. And now they have nurse transition programs that allow the nurse to become an ARNP who then can do much more in the way of diagnoses and prescription writing and can see their own patients.

All health care positions are in high demand. Sunrise Services itself has many openings. If you have the credentials and work hard employers are looking for you.

Tuition and Costs for Home Care Aide (HCA)

Credit Basis and Transferability

Sunrise credits are based on hours to keep in line with DSHS's credits. 75 hours equals 75 credits, and the 75 credits certificate is issued for the HCA-C class. Once the Prometric test is paid for, scheduled, and completed and the student passes both the Skills and Written HCA test they will be issued an HCA-C license. This license is accepted by DSHS, and it is good for employment in Washington State only. Some states have a reciprocal agreement, but some do not. So, if you are planning on moving soon check out the state you want to work in and see if they accept the Washington State License.

Are credits transferrable? All Washington State DSHS approved training certificates are transferrable to the 75-hour HCA-C and the HCA-C is transferrable in Washington State to the Bridge NAC program. This program is an extension of only 3 more days of training.

The Home Care Aide (HCA) equips every student to provide excellent and safe personal care to those individuals needing long-term care. Our program prepares students for immediate entry in long-term care settings such as adult family homes, assisted living, or in-home care. Credits earned for the HCA program are not transferable to other institutions but do meet the requirement for the state of Washington. Once the students earn their 75-hour certificate they can apply to take the HCA-C exam and earn their license.

Sunrises' objective is to prepare each student to successfully take the state exam to achieve a Home Care Aide Certification (HCA-C). The state exam includes both written and personal care skills evaluation. Our Everett Training center is a regional test site location for state testing so students will be more comfortable & familiar with the testing setting. Earning the HCA-C license is 3/4 of the way to the NAC through the Bridge NAC program. You must have a state HCA License to take the Bridge Nursing Assistant Course.

The fees listed below for each class are comprehensive and include registration fees, books, activity fees, and extramural fees. There are no hidden costs.

HCA Home Care Aide Total \$835

The HCA class is now a hybrid; the first 5 days are online and can be started at any time, once registered. The two skill days are scheduled for specific days each month. A student must complete all 5 online days successfully before they can attend the 16-hour skills portion.

The HCA course is divided into:

- * Orientation and Safety (5 hours).
- * Core Basic (54 hours)
- * Population Specific Specialties (16 hours)

If you have completed some of your 75-hour training at another facility and only need some additional classes to complete 75 hours, be sure to show proof of previous training to the training coordinator and if the classes meet the DSHS standard the class can be accepted towards the HCA Certificate. All class tuition costs cover the textbook, handouts, and the course.

Orientation and Safety (online) Fee: \$50.00

Orientation topics include the care setting, job responsibilities, the care plan and care team, client rights, documentation and reporting, mandatory reporting, and basic communication methods and techniques.

Safety topics include body mechanics, worker safety, accident prevention, emergency, disaster, and evacuation preparedness, hand washing and gloves, infection control, standard precautions, fire safety & prevention, and fall prevention. If you have these classes from another facility where you worked you do not need to take this class again, just bring in your certificate.

Core Basic Training - 54 hours Fee: \$575.00

Core Basic Training is a course based on the Fundamentals of Caregiving 3rd edition and teaches Long Term Care workers the skills and knowledge needed to provide basic care to a client. This 54-hour course is a combination of Instructor lectures, activities, and hands-on skills practice in our fantastic skills lab. Students also receive information on the State certification testing process during this course.

Population Specific - 16 hours Fee: \$105

Must pick two; DSHS prefers Mental Health and Dementia but will accept any of the ones listed below.

Mental Health Specialty 8 Hours \$105

An in-depth training on the specialized needs and care of individuals with mental health issues. It includes an overview about mental health disorders and the most common & non-judgmental communication tools/methods to handle challenging behaviors, identifying de-compensation, and relapse. Ways to help with crisis and suicide intervention are also discussed. This class takes place in the classroom with an instructor leading the class, use of a PowerPoint and various videos.

Dementia Specialty 8 Hours \$105

An in-depth training on the needs and care of individuals with dementia related issues. It includes tools & methods to handle challenging behaviors such as physical violence/aggression, and the impact of dementia on communication. It covers how to effectively assist a person with dementia with ADLs, plus how to differentiate between hallucinations and delusions with intervention strategies. Students go over dementia's effects on sexuality and supporting a caregiver's well-being as well. This class takes place in the classroom with an instructor leading the class, use of a PowerPoint and various videos.

TBI 8 Hours \$105

This class covers Traumatic Brain Injuries (TBI). Students look at how the location of the TBI will affect the person's abilities, how sleep affects TBI recovery, and outline proper care guidelines. Students will be introduced to basic brain anatomy and learn what a specific area injury will affect their client. They will learn about typical cognitive impairments, how emotions are related to brain injury and ways to help your client recover.

Substance Use Disorder 8 Hours \$105

SUD (substance use disorder) Level One is an 8-credit class created by DSHS that can be used as either 8 hours of CE or a Population Specific class, but not for both. SUD introduces basic concepts of substance use disorder for caregivers in long-term care settings. It explains possible causes, types, and symptoms of substance use disorders. It Develops competence in person-centered communication, approaching challenging behaviors, providing support to persons with a substance use disorder, identifying stigma, recognizing positive communication approaches, and providing tools for caregiver self-care.

More Questions?

enrollment@sunriseemail.com

Call 425-212-4210

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