

Northern Essex Community College
Community Health Worker Certificate
Program Handbook



2020 – 2021

Table of Contents

Welcome Letter
Program Directory
Program Information
Division Mission
Public Health/Community Health Program Mission
Curriculum Plan
 CHW Certificate
 CHW Certificate – Program/Student Learning Outcomes
CORE Academic Skills

Program Policies

1. Academic Advising
2. Academic Ethics and Plagiarism
3. Leave of Absence
4. Unexcused Absence
5. Attendance and Punctuality
6. Cell Phone Use during Practicum
7. Community Health Worker – CPR Certification
8. Death in Family / Bereavement
9. Dress Code
10. Inclement Weather /College Closure
11. Injuries and Accidents
12. Practicum Dismissal
13. Practicum Grievance Policy
14. Readmission to the Program
15. Transportation
16. Withdrawal from Program

Division of Health Professions Policies

- 1 Impaired Student in Off-Site Setting
- 2 Random Drug & Alcohol Screening

Forms

Student Handbook Agreement Form



Dear Student:

Welcome to the Community Health Worker Program at Northern Essex Community College! It is a pleasure to count you as one of our students in the Community Healthcare Worker Certificate. There is a long tradition of successful graduates at NECC in health majors. Congratulations on your choice.

The Community Health Worker Certificate program is an important venture in the Division of Health Professions. We believe you will be prepared to begin a career in entry-level positions with the opportunity to then further your education and career. Should you decide to further your education there is the opportunity to continue with the Public Health program where you would then be eligible to transfer to a four year college through one of several articulation agreements.

The Community Health Worker Certificate Program follows the general policies and procedures of the College as stated in the NECC Student Handbook. If a difference exists this is acknowledged and is generally stipulated by our contracts with our practicum agreements and affiliations. This Student Handbook will serve as the official document for Community Health Worker policies and procedures. Students are expected to adhere to these policies and/or procedures. As needed, students should seek clarification from Program faculty/administrators.

Wishing you much success!

Jacqueline Dick
Program Coordinator

Program Directory

Faculty and Staff

Program Coordinator:

Jacqueline Dick MS
Program Coordinator
978 655 5875
jdick@necc.mass.edu

Internship Coordinator:

Jeanette Liberato
978-655-5927
jliberato@necc.mass.edu

Program Faculty:

Mariel Batista
Maria Carles
Sheila Kane
John Murray
Kathy Welch-Hudson, Chair, Ambulatory Services
Ellen Yarborough

Health Divisions Interim Dean:

Scott Lancaster
978-655-5897
slancaster@necc.mass.edu

DIVISION OF HEALTH PROFESSIONS

NECC Mission Statement

At NECC, our mission is to educate and inspire our students to succeed. We provide a welcoming environment focused on teaching and learning – strongly committed to unlocking the potential within each student and empowering our diverse community of learners to meet their individual goals. We are a community college dedicated to creating vibrant and innovative opportunities that encourage excellence and enhance the cultural and economic life of our region.

Vision Statement

It has been said that leadership means the ability to move people from where they are now to where they have never been before, but need to go — and to do so by evoking for them a shared vision for the future. The Northern Essex Community College Vision Statement reflects this: **To create a supportive learning environment of cultural inclusion that embraces all identities and inspires initiative and excellence.**

NECC's Core Values

Student Engagement

We are committed to fully engaging our students as active learners by providing a diverse range of educational experiences.

Collaboration

We are committed to developing productive, collaborative relationships within the college and among our various constituencies in the greater Merrimack Valley.

Personal and Professional Growth

We are committed to the personal and professional growth of faculty, staff, and students alike. We believe that lifelong learning is essential to the personal enrichment and professional growth of each individual.

Respect

We are committed to fostering mutual respect that enables faculty, staff, and students to grow and work together in a supportive environment of shared governance, open communication, and fairness.

Culture of Inclusion

Northern Essex Community College strives to be a model of diversity and inclusion; the campus community reflects the layers of cultural and self-identity that proudly make up our region, nation, and world. We respect, value, and celebrate the strengths, characteristics, and perspectives of all and promote an inclusive environment that

leverages the unique contributions of each individual, group, and organization into all aspects of our work.

Access and Opportunity

We are committed to providing affordable access to educational opportunity.

Excellence

We are committed to a high standard of educational excellence in teaching and learning. Nothing less than the best will do for and from our students and ourselves.

Division Mission

The Division of Health Professions contributes to and supports the mission of the College by providing high quality programs of study to educate competent entry level health care professionals.

Philosophy

The Division of Health Professions builds its philosophy on the College's core values: Opportunity, Diversity, Student Success, Personal and Professional Growth, Respect, and Partnership. Therefore, we believe in and are committed to:

- Providing access to the health programs for all students who are qualified for admission.
- Providing educational pathways to enable students who need to take prerequisite courses, or to engage in preparatory coursework, an opportunity to establish and meet their educational goals.
- Developing a health care workforce that mirrors the diversity of the communities we serve.
- Providing a comprehensive system to facilitate achievement of the student's educational goals.
- Providing an educational environment that instills a passion for lifelong learning.
- Creating an atmosphere of mutual respect and cooperation among our colleagues, and among the faculty, communities, and students we serve.
- Developing, maintaining, and evaluating educational partnerships with our various communities of interest.
- Creating diversity in the faculty and establishing a culture that recognizes and values the unique and andragogical approaches to multicultural education.
- Enhancing communication with our communities of interest, thus allowing us to respond to the needs of those communities.

PUBLIC HEALTH and COMMUNITY HEALTH

Program Mission

The mission of the Public Health Program is to deliver a high quality education that enables our graduates to practice in entry-level positions in the Merrimack Valley communities and beyond. Further, it is our belief that education is learner-centered and life long, thus, encouraging our students to continue to higher levels of education and preparation.

Curriculum Plan

<i>Course Number</i>	<i>Course Name</i>	<i>Credits</i>	<i>Comments</i>
FALL SEMESTER			
CHW100	Personal Health & Wellness	3	Corequisite
ENG101	English Composition I	3	Prerequisite
HES102	Learning Strategies	3	Prerequisite
PSY101	Introduction to Psychology	3	Prerequisite
SPRING SEMESTER			
CHW101	Introduction to Public Health	3	Prerequisite
CHW102	Health Communications	3	Corequisite
CHW110	Foundations in Community Health	6	
CHW190	CHW Practicum	3	Corequisite

Program Goals

1. Seventy percent (75%) of all students will graduate within two years of admissions to the Community Health Worker Certificate Program.
2. Seventy percent (70%) of the students who answer the graduate survey will report satisfaction with the program.
3. Seventy percent (70%) of the students who answer the graduate survey will be employed within one year in the public health field/related field.

Student Learning Outcomes

At the completion of the CHW Certificate the student will be able to:

1. Work with clients to facilitate access to resources and increase the client's ability to navigate the health care systems
2. Integrate communication strategies that are responsive to the diversity of culture, clients, community members and professionals.
3. Implement health education plans to promote healthy behaviors address health risks and reduce harm.
4. Integrate student practices to comply with the Massachusetts Code of Ethics for Community Health Workers.

Student Assessment

Students in this program will be assessed using a variety of techniques. The hybrid format of class means that the much of assessment will be using the blackboard platform with some classroom assessment. Assessment techniques include but are not limited to quizzes, journaling, discussion board, case study and projects. All evaluation rubrics will be shown in each course syllabus and blackboard site.

In the practicum/internship program students are evaluated by the site supervisor. Each site will adopt the rubric provided for the practicum site evaluation. In addition there will be ongoing contact between the program coordinator and the site supervisor.

Below are some samples of the types of rubrics that will be used-students must refer to their specific course for actual course rubrics.

Sample Journal Entry Rubric**Levels of Achievement**

Criteria	Needs Improvement	Meets Expectation	Exceptional
Completed Journal Entry	1 Points Minimal information given on weekly internship.	2 Points Posted in weekly journal, but did not provide any insight into internship experience.	4 Points Complete and thorough post that provided insight and what the student learned and experienced.
Submits journal on time	0 Points Assignment submitted more than one week late.	2 Points Submits journal at least two days before the next placement day.	3 Points Submits journal within 3 days of internship.
Proper use of English grammar /spelling	1 Points More than 2 grammatical errors.	2 Points 1-2 grammatical errors.	3 Points No major grammatical errors.

Sample Discussion Board Rubric**Levels of Achievement**

Criteria	1 Needs Improvement	2 Meets Expectations	3 Exceptional
Quality of Content, how well your answer/opinion is supported.	Does not support content/opinion. Short answers with no relevant connection to the topic.	Supports content/opinion with little relevant connections or sources. Summarizing other ideas on the board.	Supports content with relevant real life connections, new ideas or citing relevant sources.
Grammar, spelling, use of complete sentences and proper use of the English language.	More than 3 grammatical errors.	1-3 grammatical errors	No grammatical errors.
Responds to at least 2 other students or two times to the same student.	Makes no attempt to respond to any students.	Responds at least one time.	Responds 2 or more times.
Initial discussion posted on time.	Makes first post after (day). Leaving little to no time for student responses.	Makes first post by (day), leaving little opportunity for other student responses.	Makes first posting before or on the (day) deadline. In time for others to read and respond.
Timeliness of responses	Waits until the last day to respond.	Responds to posts within 24 to 48 hours.	Responds to posts within 24 hours.

Other Important Program Information

Health Requirements:

Information regarding the College's health requirements will be sent to you upon your acceptance to the program.

Criminal Offender Record Information (CORI) and Sex Offender Record Information (SORI):

Students interested in participation in an academic program that involves working with children, the disabled, or the elderly, or a cooperative education experience or a program that includes a clinical affiliation with a private public health care provider, will be required to undergo a Criminal Offender Record Information (CORI) check, a Sex Offender Registry Information (SORI) check, and/or a Criminal History Record Information (CHRI) check. Students will need to provide a government issued photo identification and sign a release form allowing the college to view the student's CORI and SORI reports. Depending on the contents of a student's CORI or SORI reports, participation in an academic program or a cooperative education experience or a clinical or practicum affiliation related thereto, may be denied. CORI checks may be performed pursuant to Mass. General Laws, Chapter 6, Sections 172(C), and consistent with guidelines promulgated by the Executive Office for Health and Human Services, and/or the Commonwealth's Department of Public Health. SORI checks may be performed pursuant to Mass. General Laws, Chapter 6, Section 172(C). CHRI checks may be performed based on the NH Code of Administrative Rules and state statutes to include RSA 106-B: 14 and RSA 106-B: 7, 1(b). For more information, contact the Registrar at 978-556-3700.

Affirmative Action: Nondiscrimination and Accessibility

Northern Essex Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, creed, religion, color, gender, gender identity, sexual orientation, age, disability, genetic information, maternity leave, military service and national origin and any other protected class in its education programs and activities as required by Title IX of the Educational Amendments of 1972, the American with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statues and college policies. The College prohibits sexual harassment, including sexual violence. The following person has been designated to handle inquiries regarding Americans with Disabilities Act, the Rehabilitation Act and related statutes and regulations, Affirmative Action, nondiscrimination policies, and Title IX compliance/sexual harassment:

Pamela Medina
HR Generalist, Human Resources
Deputy Title IX Coordinator

100 Elliott Street
Haverhill, MA 01830-2399
Telephone: (978) 556-3927
Fax: (978) 556-3106
E-Mail: pmedina@necc.mass.edu

Inquiries or complaints concerning discrimination, harassment, retaliation or sexual violence shall be referred to the College's Affirmative Action Officer/Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Academic Advising Policy 1

All students are assigned to an academic advisor who is a faculty member of the Public Health Program. Each student is required to meet with their academic advisor to discuss academic progress throughout the semester and to complete the registration process for the upcoming semester. Faculty will notify students of specific times and dates for advising related to completion of Registration Forms.

Although students in the last semester of the program do not complete the “next semester” registration process, it is essential for students to complete the course sequence form with faculty to verify compliance with graduation requirements. The Program Coordinator should be informed of any student situation which cannot be addressed through the customary channels. (Created 11/27/17; Reviewed_____)

Academic Ethics & Plagiarism Policy 2

The college expects all students to maintain high standards of academic honesty and integrity. Plagiarism is clearly an example of a violation of the Academic Ethics and is a major offense. Plagiarism is defined by the college to be the use of any other person's work or ideas as though the work or ideas were your own, without giving the appropriate credit.

Students are responsible for understanding what plagiarism is in each of their classes. The college's definition and that of your instructor will be used as a criterion against which all plagiarism allegations will be judged. Instances of plagiarism will first be addressed by the instructor who discovers, or is made aware of, the incident. The instructor must discuss the evidence of plagiarism with the student prior to taking action. Instructors who take action as a result of a plagiarism incident may report such action to the Vice President of Academic Affairs. There shall be a range of penalties at the discretion of the instructor

which may extend to a recommendation to the Vice President of Academic Affairs for expulsion from the College. The Vice President of Academic Affairs may take disciplinary action for students who are reported for plagiarism.

Students have a right to file a grievance if they feel that the action taken in the alleged plagiarism case discriminated or abrogated their individual or student rights. Students may contact the Vice President of Academic Affairs and Student Services Office for detailed information regarding the Board of Higher Education's Student Grievance Procedures. (NECC Website) (Created 11/27/17; Reviewed_____)

Leave of Absence Policy 3

Policy:

The student may request a leave of absence (LOA) of less than 1 year from the Public Health Program.

Procedure:

The student's return date to the program will be dependent upon:

1. The availability of a vacancy at a practicum site.
2. The courses which were completed in the curriculum sequencing.

Note: A student who fails to register for courses in the appropriate semester that follows the leave of absence must reapply for admission to the program after completing all program admission requirements. A student may continue with general education courses without modification or interruption during his/her leave of absence. (Created 11/27/17; Reviewed_____)

Practicum: Unexcused Absence Policy 4

Policy:

The NECC Community Health Worker Program student is required to notify his/her program coordinator and the site supervisor when unable to attend practicum due to an illness or unforeseen emergency situation.

If a student fails to notify the appropriate individuals, of his/her absence this will result in the documentation of an unexcused absence.

The steps to follow for an unexcused absence are outlined in the following procedure:

Procedure:

1. In the event of an absence due to illness or unforeseen emergency, a student is expected to personally notify the practicum site, of his/her absence as outlined in Policy Attendance and as outlined in the student's orientation to the practicum site.

2. If a student fails to notify the appropriate individuals of his/her absence, the absence will be considered an unexcused absence and the student will receive a '0' for that day.
3. Unexcused absences must be made up prior to the start of the next semester, at a time agreed upon by the student, the practicum site, supervisor and the Program Coordinator.
4. A student who fails to make up an unexcused absence before the start of the next semester will receive a grade of Incomplete (I) for that practicum until the missed time is made up and all objectives for the practicum have been completed.
5. In the event of a severe illness/accident in which the student is physically unable to notify the appropriate individual, of his/her absence, the absence will not be considered an unexcused absence.
6. In the event of severe illness/accident a student must, upon returning to the practicum site, bring a healthcare provider's note indicating the date(s) of and reason for the student's absence. (Created 11/27/17; Reviewed_____)

Attendance and Punctuality Policy 5

Policy:

NECC Community Health Worker Program students are required to attend practicum during their scheduled time. Absence from the practicum is strongly discouraged due to the time required to master the performance of a variety of procedures and the ability of the site to allow make up for missed time.

It has been determined that the established practicum time is the time required for each student to meet the course objectives. Therefore, students are required to make up any missed days. All make-up days must be completed at the end of the semester and prior to the start of the next semester at a time that is agreed upon by the student and the Instructor.

Students who are unable to complete the practicum objectives and make-up days in the available time period between semesters will receive a grade of Incomplete (I) for their practicum course and will be unable to continue in the program.

Students are not allowed to schedule vacation time that conflicts with the Public Health Program schedule.

Students are expected to develop a professional work ethic during their practicum experience. Attendance is one component of a professional work ethic. Students should keep in mind that their practicum attendance will reflect on future recommendations for employment after graduation.

The student may be required to attend the facilities orientation before being allowed to begin their practicum experience.

Recognizing that all individuals may become unexpectedly ill, or encounter an unforeseen emergency situation, the procedures listed below outline the steps to be followed in the event of the student's absence from the practicum site.

Procedure:

1. Student must attend all practicum hours to develop the skills and knowledge necessary to meet course objectives.
2. Students must arrive at their designated site on time, in proper attire and prepared to participate in all aspects of the learning experience.
3. Students will not be excused for appointments during practicum hours.
4. In the case of illness/emergency the student must call his/her site at least 15 minutes before the start of the regularly scheduled practicum hours and speak with the supervisor or designee, regarding his/her absence. The student must also notify the program coordinator of his or her absence.
5. Failure to notify the supervisor or designee and program coordinator of an absence, or to notify the supervisor or designee of the absence in the appropriate time frame, may result in an unexcused absence.
6. At the discretion of the Program Coordinator an unexcused absence will result in the student receiving a '0' for that day. Once the day(s) is/are made up, the '0' will be replaced.
7. In the event of a severe illness/accident in which the student was physically unable to notify the site supervisor, or designee, of his/her absence, the absence will not be considered an unexcused absence. Upon returning to the site, the student must provide a physician/health care provider note indicating the date of the absence and the reason for the absence. This note should be given to the Program Coordinator.
8. It is not in the best interest of the student, nor of the patients, and other healthcare professionals for a student to report to their site when they are ill.
 - a. In the event a student reports to the site with an illness that can easily be spread to other students, patients, and/or staff, and/or when the student is unable to function at a level appropriate to a healthcare setting and appears to be a hazard to themselves or others, the site supervisor, and/or the site supervisor's designee, has the authority to release the student from the site for that day.
 - b. When a student is released from the site due to an illness this will count as an absence day.
9. Each supervisor/designee will record a student attendance/absence through the use of the Attendance Record for each NECC Public Health Program student assigned to their site. The use of an alternate method of documenting student's absences from the practicum that best suits the needs of the site supervisor is also acceptable.
10. The make-up time for absences will be performed at a time agreed upon by the student and the site supervisor/manager. Make-up time must be completed at the end of the semester and before the start of the next semester. The Program

Coordinator must be notified in writing of the arrangements for make-up time before the end of the semester.

- a. Students will receive a grade of incomplete for their practicum until scheduled make-up days and course objectives are completed.
 - b. Students must keep in mind that there is limited time between semesters in which to make up missed time. Excessive absences during a Practicum course may prevent a student from continuing if the missed time cannot be made up.
11. Once a student misses three (3) days during a semester the student will meet with the Program Coordinator to discuss his/her situation.
 12. A student with extended absences (3 or more sequential days per semester) related to an extended illness or injury will be required to provide proof of medical clearance by a healthcare provider to be able to return to his/her site.
 13. When a student must leave their practicum site prior to their scheduled release time due to illness or emergency, the student's missed practicum hours will be documented and cumulative missed hours will be totaled and must be made up prior to the start of the next semester.
 14. Extended time missed from a practicum due to a death in the family, jury duty, military duty, or extended illness may impact on the student's ability to meet practicum course objectives. Extended time is defined as 3 or more missed days.
 15. A student who requires extended time (more than 3 days) off from their practicum for any reason must meet with the Program Coordinator to discuss his/her situation and to develop a feasible plan for meeting the objectives of the practicum course.
 - a. If a feasible plan to meet the practicum course objectives cannot be developed, a student will be counseled by faculty to withdraw from the practicum course, if it is still within the College's acceptable time frame to withdraw from a course.
 - b. Withdrawal from a practicum course will prevent a student from continuing in the program. (Created 11/27/17; Reviewed_____)

Cell Phone Use During Practicum Policy 6

Policy:

The use of cell phones at the practicum site is prohibited unless being used for a specifically directed work related task or as directed by the site supervisor.

Procedure:

1. Students should not bring their cell phones into the practicum.
2. Students should store cell phones in a safe place while attending their practicum.
3. Cell phones may be used during break.
4. Students will follow the cell phone policy provided by the practicum site.
5. Students will be provided with the phone number of the site in which they are completing their practicum should they need to be contacted in case of emergencies.

Death in Family/Bereavement Policy 7

Policy:

In the event of a death in the immediate family of an enrolled NECC Public Health Program student, the student is granted an excused absence of three (3) consecutive days for bereavement in a semester. These three (3) bereavement days will not be considered as absence days.

The student may be required to make up practicum time for these three bereavement days only when a student fails to meet the practicum course objectives because of this missed practicum time for bereavement.

A student may request additional time off for bereavement with the approval from the Program Coordinator, but loss of additional time could potentially affect the student's ability to complete the required practicum course objectives.

Immediate family is defined as the student's spouse/partner, parent/guardian, grandparent, child, grandchild, sibling, or another member of the student's extended family. The bereavement policy does not extend to non-family members.

Procedure:

1. The student must notify the Program Coordinator and their Practicum site supervisor in the event of a death in their immediate family.
2. Once the Public Health student has notified the Program Coordinator of the death of a student's immediate family member the Program Coordinator will notify the other Public Health faculty of the student's absence from class.
 - a. Students are responsible for any missed class notes, assignments or exams.
 - b. Students will need to meet with their Public Health course instructor(s) to schedule any make-up time for missed work.
3. Students are responsible for notifying other general education NECC faculty members of their absence from class due to the death of a family member.
 - a. Students are responsible for any missed class notes, assignments or exams.
 - b. Students will need to meet with their course instructor(s) to schedule any make-up time for missed work.
4. The days off for bereavement for Practicum course days will be documented in the student's record as a practicum absence due to death in family (DIF).
5. In accordance with the Attendance and Punctuality, students must make up any absences that exceed the three bereavement days allowed in a semester. (Created 11/27/17; Reviewed_____)

Dress Code Policy 8

Policy:

NECC Public Health Program students are required to dress in a professional manner at all times while at their practicum site. Good personal hygiene must be maintained at all times.

The student's appearance must not be distracting to others (i.e., co-workers, patients, visitors, etc.). A distracting appearance is defined as those styles or fashions that are **not** of a conservative nature appropriate to a healthcare environment, such as: facial piercing, including but not limited to, piercing of the tongue, nose, cheek, eyebrow, lip, chin or multiple ear piercings and/or visible tattoos.

Massachusetts State law requires individuals in healthcare to wear identification badges that indicate their name and their credentials. In addition, State law protects the rights of the patients by stating patients may refuse to be treated by individuals in training without hindering their access to healthcare. Therefore, NECC students must wear a NECC logo name pin at all times, while at their practicum site, which provides at a minimum of the student's first name and identifies them as a Northern Essex Community College (NECC) student.

The professional dress code, as outlined below, must be followed by all NECC Public Health Program students while at the practicum sites.

Please note: Each practicum site may have additional dress code requirements.

Procedure:

1. For safety reasons long hair must be pulled back away from the face.
2. Beards and mustaches must be neatly trimmed and facial hair must not be longer than ½ inch in length.
3. Jewelry is to be kept at a minimum. Wearing of jewelry on the face is restricted to the ears (one stud per ear). Hoop and dangling earrings must not be worn when working in the practicum area.
4. Open toe shoes are not acceptable. No types of open back clogs are to be worn.
5. Business casual attire will be worn at the practicum site unless otherwise directed.
6. Facial piercing must be removed and all visible tattoos must be covered.
7. Cologne or scented body lotion must not be used.
8. Hair must be of a natural color that a person would be born with. No extreme colors such as blue, green, purple, pink, orange, etc. will be allowed.
9. No artificial fingernails or polish is allowed and nails must be no longer than ¼ inch over the fingertip.
10. Practicum sites may require students to wear their NECC student college identification badge during their practicum rotation. Students are responsible for

obtaining the NECC student ID badge and wearing it at all times during their practicum when required. (Created 11/27/17; Reviewed_____)

Inclement Weather/College Closure Policy 10

Policy:

In the case of severe weather, the practicum is a NECC course, and, as such, will follow the College's decision for school closing or delayed openings.

Procedure:

1. Students are placed in various areas; consequently it is impossible to have a centralized person making decisions regarding weather that may pose undue safety hazards to the student. Therefore, it is the responsibility of the student to objectively evaluate the weather conditions and notify the practicum site as early as possible if the student cannot safely arrive to his/her practicum site.
2. In the case of severe weather, the practicum course is a NECC course, and thus will follow the College's decision for school closing or delayed openings.
3. It is the student's responsibility to monitor NECC closings or delays and notify their practicum site of any delayed openings or school closings due to severe weather conditions.
4. A delayed opening of two (2) hours is based on college classes routinely starting at 8:00 AM, thus a two hour delay means that students will not report to their practicum site until 10:00 AM regardless of their normal practicum starting time.
5. Hours missed due to college closing must be made up at a time that is mutually agreeable to the student and the affiliate.
6. In the event a student shows up at their practicum site at their normally scheduled time when NECC has declared a two (2) hour delayed opening the student may be allowed to start at the discretion of the site supervisor.
7. When NECC classes are already in session the Program Coordinator will notify the practicum sites when NECC classes are cancelled early due to snow or other emergencies, in order to establish student early release time from the practicum site(s). Students may not continue to remain at their practicum site once the College has announced that classes are cancelled.
8. In the absence of the Program Coordinator, the practicum site supervisors, should use their own best judgment in releasing the students from their sites during severe weather conditions (i.e., hurricanes, blizzards, etc.) or during other emergency situations (i.e., flooding, fire, etc.). (Created 11/27/17; Reviewed_____)

Injuries and Accidents Policy 11

Policy:

Every effort should be made by students completing practicum activities to prevent both injuries and exposure to communicable disease or blood borne pathogens. If an accident or an exposure incident affecting the student should occur, it is the responsibility of the student to initiate the actions outlined below.

Procedure:

1. Immediately report the incident to the practicum supervisor.
2. Go to the nearest hospital emergency room located on the premises or in the immediate geographic area. The cost of emergency treatment is the responsibility of the student and his/her insurer.
3. Seek evaluation by a physician and complete other required procedures.
4. Complete and sign the NECC Incident Report (Available from the Public Health Program Coordinator or Office of the Dean of Health Professions). Note: Instructor/Preceptor should make a written notation on the Incident Report if a student refuses medical care. Copies of the report will be retained by the student and faculty member/preceptor. The faculty member/preceptor will forward the original of the completed report of the incident to the Program Coordinator at 414 Commons Street, Lawrence, MA 01841.
5. In the instance of exposure to blood borne pathogens, follow-up care should be made by the student with the student's personal physician consistent with the requirements of the latest OSHA Blood borne Pathogens Standards. (Created 11/27/17; Reviewed_____)

Practicum Dismissal Policy 12

Policy:

There may be times a student needs to be dismissed from their practicum experience due to unprofessional behavior, safety or attendance issues.

Procedure:

1. In the event that a student is dismissed from a practicum site for issues related to unprofessional behavior, attendance or unsafe practices the college will investigate the situation and make a determination as to the student's status in the program.
2. If the college determines the student was dismissed for a valid cause, the college is under no obligation to reassign that student to another practicum site.
3. Failure to complete the Community Health Worker Program practicum courses successfully will result in a failing grade and the ineligibility of the student to graduate from the Public Health Program. (Created 11/27/17; Reviewed_____)

Practicum Grievance Policy Policy 13

Policy: The Practicum Grievance policy enables students to work with program faculty to resolve problems that may arise at their practicum site in a fair and unbiased manner. If a student has a grievance regarding decisions made during their practicum an appeal should be initiated as outlined below.

Procedure:

1. The student should first make every effort to resolve the situation through open communication with the Clinical Supervisor/designee and the Community Health Worker Coordinator within three (3) days of the initial incidence.
2. If the student is not satisfied the situation has been resolved, the student should contact the Student Code of Conduct Administrator at NECC within five (5) days of the initial incidence.
3. NECC grievance process will begin as outlined in the NECC College policies. (Created 11/27/17; Reviewed_____)

Readmission to the Community Health Worker Program Policy 14

Policy:

A student who has been dismissed or has withdrawn from the Community Health Worker Program may be readmitted upon completion of the procedural steps outlined below.

Procedure:

1. Only one readmission to the Community Health Worker Program is permitted. This readmission must occur within a one year time frame.
2. A student must apply to the Health Professions Division for readmission at least one semester before the desired date of return.
3. A student must request readmission in writing.
4. A student may be readmitted only if space is available in the program.
5. Extenuating circumstances will be evaluated individually for each student.

Transportation Policy 15

Policy:

Students in the NECC Community Health Worker Program must provide their own transportation to their assigned practicum sites. Students must follow the parking regulations of their assigned practicum site.

Procedure:

1. Students are responsible for arranging and paying for their transportation to their practicum sites.
2. Students in need of a parking space at their practicum site will receive information on parking during their orientation to their site and only if the site has parking spaces available for students.
3. Some sites may require students to park at an off-site location and/or may require students to pay parking fees.

**Withdrawal from Program
Policy 16****Policy:**

The student may choose to withdraw from the Community Health Worker Program due to personal and or medical reasons.

Procedure:

1. The Student must inform the Program Coordinator in writing of their intent to withdraw from the program.
2. If the student is withdrawing completely from the college they must complete the "Withdrawal from College" form available in the (CPAC) the Career Planning and Advising Center.
3. If readmission to the program is later desired, the student must follow the steps outlined in the Readmission Policy.

MA Association of Community Health Workers

The Massachusetts Community Health Workers Code of Ethics

The Code of Ethics (“Code”) shall serve as a guide to Community Health Workers (“CHWs”) for day-to-day decision making while practicing public health worker. Its purpose is to clarify the mission, values, and principles of the profession and to link these to specific standard of professional conduct. This Code shall complement, rather than replace, other employer policies.

Adherence to the Code is expected for:

1. The admission and continues membership in the Massachusetts Association of Community Health Workers (“MACHW”)
2. The maintenance of Certification from the MA Board of Certification of CHWs at the MA Department of Public Health.

1. **Client Advocacy.** I will:
 - a. advocate for and support all clients, so that their rights and safety are protected and maintained;
 - b. respect my clients’ values and beliefs;
 - c. incorporate my clients’ values and beliefs into the care I provide; and
 - d. strive to gain and maintain the trust of my clients.

2. **Scope of Care.** I will:
 - a. be truthful to my clients and employer about my skills, qualifications, and certifications, including any limitations on the services I can provide;
 - b. refer clients to other qualified professionals for services I cannot provide.

3. **Confidentiality.** I will:
 - a. respect and maintain the confidentiality of all clients, including information shared verbally, as well as information in client’s records; and
 - b. follow all local, state, federal, and employer regulations regarding confidentiality.

4. **Professionalism.** I will:
 - a. maintain professional boundaries at all times;
 - b. not participate in any illegal activity;
 - c. not engage in ay sexual or romantic relationship with a client or a client’s relative;
 - d. not accept money, gifts*, or any compensation from a client for services performed; and
 - e. not accept compensation for client referrals.

*you may accept homemade gifts, as they are expressions of gratitude in many cultures.

MACHW (2018), unauthorized reproduction, dissemination or re-use, in whole, or in part, is prohibited
www.MACHW.org

5. **Expanding Knowledge and Education.** I will:
 - a. actively network with other professionals and organizations, in order to best match my client's preferences and needs to health and social services in their region/city/town/neighborhood; and
 - b. strive to expand my professional knowledge base and competencies through education and participation in professional development programs.

6. **Care of Everyone.** I will:
 - a. respect the rights, dignity, and worth of all people; and
 - b. never deny services to someone due to that person's race, religion, nationality, culture, gender, physical characteristics, age, sexual orientation, or gender identity.

7. **Committing to Community Health Work.** I will
 - a. be loyal to and advocate for CHWs and the work they do at the local, state, national, and international levels.

8. **Medical Interpretation.** I will:
 - a. be honest with my employer and clients about my skills to provide medical interpretation and only interpret two-way conversations between a client and a provider if I am trained as a medical interpreter.*

*medical interpretation is defines as converting information from one language to another verbally-between a non-English speaking patient and a health care provider.

9. **Wellness and Safety.** I will:
 - a. be honest with myself and my employer when a client requires care that is too emotionally difficult for me; and,
 - b. strive to maintain a safe environment for myself, my colleagues and those I serve.

10. **Employer's Policies.** I will:
 - a. support my employer and all of my employer's policies and regulations. If a conflict arises between my employer and this Code of Ethics, I will appropriately raise my concerns with my employer.

Clinical Affiliate Random Drug & Alcohol Screening Analysis Notification to Students

NORTHERN ESSEX COMMUNITY COLLEGE DIVISION OF HEALTH PROFESSIONS

Drug Screening Policy for Clinical Placement

The Division of Health Professions commits to provide high quality education and excellent clinical experiences to students in the health professions. Students are expected to perform at their highest functional level during all educational and clinical experiences in order to maximize the learning environment and ensure patient safety. A student's performance at all times must be free of any impairment caused by prescription or non-prescribed drugs or alcohol use. Students enrolling in Health Professions programs are required to undergo and pass a drug and/or alcohol screening analysis in order to be eligible for placement in a clinical facility. Students assigned to clinical education experiences at our contracted facilities may also be required to undergo and pass random drug screening analysis in order to remain at that clinical facility and in the program. Students who fail a screening, or fail to comply within the designated time frame will be ineligible for clinical placement, which will affect their status in the program.

A "negative-dilute" drug screening result is judged inconclusive and is not considered successfully meeting the drug screening requirement. Those students who undergo drug screening which results in "negative-dilute" will submit to a random drug test within 24 hours of the notification of the previous test result in order to confirm the negative status of the screening. This test can be repeated once. Any further "negative-dilute" results will be considered a failed drug screening. Only students who undergo and pass drug screening will be eligible for clinical placement.

Students who test positive for marijuana use are unable to continue in clinical placement which will affect their status in the health program. A student who has a prescription for Medical Marijuana and tests positive for marijuana will also be ineligible to participate in clinical placement due to the federal restriction on the use of marijuana. While the use of Medical Marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, and/or cultivation at educational institutions remains prohibited.

By my signature below, I acknowledge that I have been provided information that I am required to undergo and pass a drug and/or alcohol screening analysis, and **I am aware that failure to pass, or failure to take a drug and/or alcohol screening analysis within the designated time frame will result in my being ineligible to participate in the practicum/externship/internship education component of my program.**

Program of interest _____

Date _____

Student Name (PRINTED) _____

Student ID# _____

Student Signature _____

Any questions or concerns regarding the information contained in this notification should be directed to the Dean of Health Professions.

**Northern Essex Community College
Division of Health Professions
Impaired Student in Off-Site Setting**

Purpose:

It is the responsibility of the Division of Health Professions in conjunction with each academic program to protect patients/clients in off-site settings and support the health and well-being of the student in the Division of Health Professions.

The Division has the following expectations:

The student will be prepared to fully participate in off-site placement in all dimensions of learning: educational, emotional, and physical.

The student will be safe and competent for patient/client care.

Policy:

Any student enrolled in the Division of Health Professions who exhibits compromised performance or impaired behavior will be removed from the off-site setting and provided the guidance and direction for care.

Procedure:

1. The off-site instructor will use the NECC Health Division Technical Standards for initial guidance in determining whether the student is appropriate for off-site education:

- Does the student show signs of impairment that may include but are not limited to indication of alcohol on the breath, slurred speech or balance instability?
- Is the student able to function safely, effectively, and calmly under stressful conditions?
- Is the student able to maintain composure while managing multiple tasks simultaneously?
- Does the student exhibit social skills necessary to interact effectively and respectfully with patients/clients, families, supervisors, and co-workers of the same or different cultures?
- Does the student maintain personal hygiene consistent with close personal contact associated with patient/client care?

2. Procedure for removal of the student from the off-site setting:

- Ensure the safety of the impaired student.
- Establish a means of safe transportation to an appropriate destination.
- Off-site educator will contact the course coordinator or clinical coordinator to advise him/her of the student status.
- Course coordinator or off-site educator will complete the Care and Concern form online: <https://facstaff.necc.mass.edu/faculty-resources/care-and-concern-report-form/> which is received in the office of the Director of Student conduct.

3. The Director of Student Conduct will consult with the off-site educator and/or program coordinator regarding conditions for the student's return to the off-site placement.
4. The student may be eligible to return to an off-site experience under the following conditions:
 - If the plan for return is in agreement with the program policies and procedures.
 - If an off-site placement is available.
 - The student may be required to complete a drug screening with negative results.
 - The student may need to have an updated Technical Standards form completed by a health care practitioner.
 - Student may be required to make up the missed off-site education time.

February 2017
Revised July 2017 Revision September 2017 jjs, mmf

**Northern Essex Community College
Community Health Worker Certificate Program
Sample Student Evaluation Form**

Date: _____ **Semester:** _____

Student: _____ **Evaluator:** _____

The evaluation of a student's ability to perform in a professional setting is a very important component of the student's final grade. Please consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any items. **Please review this evaluation with the student prior to the conclusion of the student's practicum.**

5 = Strongly Agree	4 = Agree	3 = Neutral (acceptable)	2 = Disagree	1 = Strongly Disagree	N/A = Was not observed					
					5	4	3	2	1	N/A
Is ready and prepared for each work day					5	4	3	2	1	N/A
Takes initiative on daily tasks					5	4	3	2	1	N/A
Dresses professionally and follows site specific guidelines					5	4	3	2	1	N/A
Identifies OSHA standards used in health care (LO 7) (if applicable)					5	4	3	2	1	N/A
Identifies resources and strategies for helping clients to improve their health and wellbeing.					5	4	3	2	1	N/A
Able to discuss barriers for accessing health care and other resources					5	4	3	2	1	N/A
Able to develop health education goals to support plans for behavioral change for individual clients and or families					5	4	3	2	1	N/A
Uses language that conveys caring and is non-judgmental and sensitive to culture and diversity					5	4	3	2	1	N/A
Is respectful of and understands client confidentiality and reporting responsibilities (3,4)					5	4	3	2	1	N/A
Discusses with site supervisor barriers or challenges that limit the client from following a care plan					5	4	3	2	1	N/A

Encourage clients to identify and use available resources to meet their needs and goals	5	4	3	2	1	N/A
Complies with reporting, record keeping, and documentation as required by the practicum site.	5	4	3	2	1	N/A
Practice and comply with the Massachusetts Code of Ethics for Community Health Workers	5	4	3	2	1	N/A

To the Supervisor:
Given the opportunity would you hire this student?

YES NO

Comments:

I acknowledge that this evaluation has been reviewed with me prior to the completion of my internship:

Student's Signature

Date

Site Supervisor

**NORTHERN ESSEX COMMUNITY COLLEGE
COMMUNITY HEALTH WORKER PROGRAM**

STUDENT HANDBOOK/POLICY AND PROCEDURE AGREEMENT

I have received a copy of the NECC Community Health Worker Program Student Handbook.

I have read and understand the contents of this Handbook.

I agree to adhere to all Community Health Worker Program Policies and Procedures, as stated in this Handbook, while enrolled in the program at NECC.

I am aware that any revisions to this Handbook, during my enrollment in the program, will be given to me in writing, and will supersede previous Policies and Procedures.

STUDENT NAME: (Print) _____

DATE: _____

STUDENT SIGNATURE: _____