

Northern Essex Community College
Community Health Worker Certificate
Program Handbook



2023 – 2024

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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 program 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:

Jacqueline Dick
Mariel Batista
John Murray
Katherine Elkins
Kathy Welch-Hudson, Chair, Ambulatory Services

Health Divisions Dean:

Kathy Welch-Hudson
978-655-5874
khudson@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
CHW103	Health Education	3	Corequisite
CHW110	Foundations in Community Health	6	

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 access resources and gather information to increase their ability to navigate the health care systems.
2. Coach clients using Motivational Interviewing and other facilitation skills to advocate for their personal, family, and community needs.
3. Implement plans with clients to promote healthy behaviors, address health risks, and to reduce harm.
4. Communicate and collaborate effectively with clients, community members, supervisors, and all professional colleagues demonstrating cross-cultural communication and humility.
5. Practice and 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 boards, case studies, and projects. All evaluation rubrics will be shown in each course syllabus and Blackboard site.

Below are some samples of the types of rubrics that will be used-students must refer to their specific course for the actual course 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 the first post after (day). Leaving little to no time for student responses.	Makes the 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.

Another Important Program Information

Health Requirements:

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

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 statutes and college policies. The College prohibits sexual harassment, including sexual violence. The following person has been designated to handle inquiries regarding the Americans with Disabilities Act, the Rehabilitation Act and related statutes and regulations, Affirmative Action, non-discrimination policies, and Title IX compliance/sexual harassment:

Affirmative Action Officer/Title IX Coordinator/ADA Coordinator and Section 504
Compliance Officer
Northern Essex Community College
100 Elliott Street, B-207
Haverhill, MA 01830
Phone: 978-556-3956

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 the courses that 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 9/15/23)

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.

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 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. 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 9/15/23)

**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: _____