

# TRAINING PROGRAMS CATALOG/HANDBOOK

**Academic Year 2023-2024**

**Medical Assisting  
Nursing Assistant  
Phlebotomy**



**JANUARY 2024**



**ST. JOSEPH  
SCHOOL OF NURSING**

Educating Nurses and Healthcare Professionals

A Member of Covenant Health

**5 Woodward Avenue  
Nashua, New Hampshire 03060**

**Satellite  
24 North River Road  
Milford, New Hampshire 03055  
[www.sjson.edu](http://www.sjson.edu)**



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## **I. MESSAGE FROM THE DEAN**

Welcome to St. Joseph School of Nursing located on the campus of St. Joseph Hospital in Nashua, NH and at our satellite in Milford, NH. We are very proud to offer Medical Assisting, Nursing Assistant, and Phlebotomy Training programs. Our qualified faculty provides a wealth of academic and clinical experiences to enhance your education. The staff provides support through the admission process and course registration. We believe that our training courses will support your personal and professional growth.

This catalog is designed to answer many of your questions about St. Joseph School of Nursing. However, we welcome individual questions or concerns pertaining to your educational needs.

On behalf of the administration, faculty, and staff, I would like to welcome you to St. Joseph School of Nursing.

Vickie Fieler, PhD, RN, Dean

January 2024

## II. CATALOG LIMITATIONS

*Course fees, policies, and procedures contained in this catalog were in effect at the time of printing. Please note that this catalog/handbook is not a contract.*

St. Joseph School of Nursing is accredited by ACCSC. The training programs listed in this catalog are approved by ACCSC and fall under the scope of ACCSC accreditation.

## III. GENERAL INFORMATION

### A. History of the School

St. Joseph Hospital officially opened its doors to patients in 1908. At the same time, a school for “professional” nursing was established. The course was 2 years, 3 months in length. The first class of four graduated in 1910. The school received official approval to operate as a school of nursing from the State of New Hampshire Board of Nursing in 1916 and continued as such until 1963. In 1964, St. Joseph School of Nursing (SJSON) reopened as a Practical Nursing school and later added a Health Occupations Course. In 2005, St. Joseph School of Nursing established an Associate of Science in Nursing (ASN) degree course after studying community needs. The school continues to grow and in 2022 received approval to offer a Phlebotomy Training Program, a Medical Assisting Training Program and a Nursing Assistant Training Program. These programs help to support the need for healthcare workers.

St. Joseph School of Nursing is continuing its long history of preparing individuals to practice the art and science of healthcare and to meet the growing needs of the community.

### B. Mission Statement

The mission of St. Joseph Hospital is: We are a Catholic health ministry providing healing and care for the whole person in service to all our communities.

The mission of SJSON reflects the mission of St. Joseph Hospital: As part of a Catholic health ministry, our mission is to educate trainees, allowing them to go forth and provide healing and care for the whole person, in service to all in our communities.

### C. Notice of Non-Discrimination

SJSON, in compliance with all state and federal laws, endorses the principle of equal educational and employment opportunities for all people, regardless of race, color, gender, sex, sexual orientation, religion, ancestry, national origin, age, marital status, veteran status, or disability in employment, in its educational courses, including admission, scholarship policies, and other activities it operates.

SJSON absolutely prohibits and will not tolerate any verbal, physical or other conduct that discriminates against any individual on the basis of their race, color, gender, sex, sexual orientation, religion, ancestry, national origin, age, marital status, veteran status, or disability. All employees, deans, associate deans, instructors, staff, trainees, job applicants, and trainee applicants are guaranteed the same educational and employment opportunities. No person, trainee or employee, no matter what their title or position has the authority expressed, actual, apparent or implied to discriminate against any employee or trainee of the school.

This policy governs all aspects of employment or traineeship, including but not limited to selection, matriculation, job assignment, compensation, discipline, termination, access to benefits and training, or any other condition of learning.

If you have any questions, problems, or complaints regarding a violation of the policy on non-discrimination or discrimination in general, you must communicate your concerns to your immediate supervisor, advisor, or the Dean. If you feel uncomfortable doing so or if your supervisor/advisor is the source of the problem, condones the problem, or ignores the problem, report to the Dean or the Office of Human Resources.

Eileen Duggan, MSN, RN  
Title IX Coordinator  
St. Joseph School of Nursing  
5 Woodward Avenue, Nashua, NH 03060  
(603) 884-4647  
eduggan@covh.org

Office of Employee Experience (HR)  
St. Joseph Hospital  
172 Kinsley Street, Nashua, NH 03060  
(603) 595-3157



In addition, you could also contact the Assistant Secretary for Civil Rights - U.S. Department of Education, Office for Civil Rights, (800) 421-3481 or ocr@ed.gov.

D. Notice of the risk of Closure or Delay:

In the event St. Joseph School of Nursing cannot start a training program on the stated date due to unforeseen events, the trainee will be notified of an alternative start date, tuition due date and any impact on refunds. If the starting date of a training program is delayed for more than three weeks the training program will be cancelled and the trainee will be refunded.

The school reserves the right to cancel or delay a course or a trainee cohort due to:

- Enrollment less than 8 trainees
- In the case of a national or state declared emergency that requires the school to close or delay
- Internal or external disasters such as flooding or loss of utilities that would make the school uninhabitable.

E. Admission

SJSON reserves the right to revise the admission standards, tuition, fees, curriculum, and policies in all school publications. Timely notification of any revisions will be provided. Applicants desiring admission to the St. Joseph School of Nursing Training Programs must meet the below criteria.

1. **Required Standards**

Applicants must meet the educational and health standards set by SJSON:

Good physical and mental health with acceptable levels of:

- Manual dexterity and motor coordination
- Visual acuity with color vision\*
- Hearing capacity\*
- Speech patterns to effectively communicate verbally
- Ability to comprehend through all modes of communication
- Ability to cope with personal stresses

*\*Acceptable if corrected*

Applicants also must:

- have basic computer skills
- pass a criminal background check.

F. Admission Requirements

Applicants must complete all the following by the designated application deadline in order to have their file reviewed by the Admission Committee. Further details are available on the website.

1. **Application**

Application for admission to St. Joseph School of Nursing must be completed at [www.sjson.edu](http://www.sjson.edu). Inquiries may be made by phone at (603) 594-2567 or (800) 370-3169. An application fee of \$25 is due with the application. An applicant can pay by phone using a credit card or send in a check or money order made payable to: St. Joseph School of Nursing. An admission file will be considered "incomplete" and will not be considered for admission if the credit card or personal check payment cannot be processed by the application deadline due to insufficient funds or other account problem(s). A charge of \$25 will be made for any returned checks. If accepted, the application fee will be credited towards the tuition fee.

2. **Transcript(s)**

a) *High School/GED/HiSET*

The applicant must submit an official high school or GED or HiSET transcript from a US Department of Education approved school or facility. The high school diploma, GED or HiSET must show courses of study related to math, science, reading, and writing skills as part of the secondary school education.

b) *Foreign Documents/Transcripts*

Applicants with foreign documents must have them translated through the Center for Educational Documentation in Boston, MA or World Education Services, Inc. in New York, NY. Translation must indicate that the applicant has the equivalent of a US High School Diploma.

Center for Educational Documentation(CED)	<b>OR</b>	World Education Services Inc. (WES)
PO Box 170116		PO Box 5087
Boston, MA 02117		Bowling Green Station
Tel: (617) 338-7171		New York NY 10274-5087
Fax: (617) 338-7101		on-line: wes.org/contact

3. ***Proof of Legal Residence in the US***

US citizens must include a copy of their birth certificate, unexpired passport or copy of certificate of naturalization with their application. Permanent residents must provide a copy of an unexpired Permanent Resident Card (Form I-551). Original documents are required for review at time of new trainee orientation.

4. ***Proof of Health Insurance***

A copy of applicant's current health insurance card is required with the application. If applicants name is not on the card additional documentation will be required.

G. Admission Committee Review Process

If all admission documents are received by the application deadline, the applicant file is reviewed by the Admission Committee. An admission rubric is used to review all applicant documents in a fair and consistent manner. Applicants who meet minimum qualifications for admission may be invited to an interview as a final step in the admission selection process. Admission to SJSON is competitive and a limited number of applicants are accepted. Application or re-application does not guarantee admission. A maximum number of 10 students will be accepted into the Medical Assisting and Phlebotomy programs. A maximum number of 8 students will be accepted into the Nursing Assistant program.

H. Tuition Payment Policy – Training Programs

1. All tuition and fees are due by the first day of class.
2. Trainees may pay the full semester account balance with a credit card, money order or cashier's check by the first day of class.
3. SJSON will allow VA Chapter 33 & Chapter 31 beneficiaries to attend a course of education or training for up to 90 days from the date the beneficiary provides a Certificate of Eligibility or valid VAF 28-1905. SJSON will not impose a penalty or require the beneficiary to borrow additional funds to cover tuition and fees due to late payments from the VA.

I. Cancellation/Refund Policy

In accordance with the refund rules and regulations of the State of New Hampshire, the school's refund policy is used to determine a trainee's potential tuition refund should they be dismissed or choose to withdraw from the training program. A refund will be calculated in the following manner:

1. A trainee who withdraws their application within three business days of the school receiving it and/or a tour of the school to include inspection of equipment will receive a refund for the application fee.
2. A trainee who withdraws or is dismissed from the training program within the add/drop period (first 5 business days) of the training program will receive a full tuition and fee refund.
3. A trainee who withdraws or is dismissed from the training program after the add/drop period (first 5 business days) of the training program will not be eligible for a refund.
4. Refunds owed a trainee or state agency will be paid within thirty days from the school's date of determination that the trainee withdrew (last date attended).

J. Trainee Record Retention

SJSON maintains trainee records in a secure area. Records will be maintained in their entirety for five years post-graduation or last attended date. After five years, retained records include a transcript indicating date of entrance, progression and completion of the training program. SJSON meets or exceeds the requirements of the NH Board of Nursing regulations (Nur 602.04), NH Department of Education, US Department of Education, and Accrediting Commission of Career Schools and Colleges. (See Record Retention Policy – PolicyStat)

#### IV. TRAINEE REQUIREMENTS

##### A. Orientation

Accepted applicants will be required to attend a scheduled orientation. Failure to attend orientation will jeopardize acceptance into the training program. During orientation trainees will be required to:

1. Complete an application for a criminal background check and submit payment to cover cost of processing. The results of the criminal background check must be in compliance with regulating agencies and clinical partners' policies. Any criminal history reported to the school that is not expunged prior to the first day of class may result in dismissal from the training program.
2. Review, initial, and sign an Enrollment Agreement
3. Show original documents for proof of health insurance and proof of legal residence in the U.S.

##### B. Health Forms/Medical Records

Trainees must have required health forms completed by their healthcare provider who must include a statement indicating the applicant is in good mental and physical health. The required health forms are as follows:

1. Immunization and Titer results
2. Required vaccinations/immunizations:
  - a) TB tests:
    - (1) A two-step TB test is required when no prior TB testing has occurred. When prior testing has occurred, one test must be within the past 3 months prior to affiliation; the other can be up to 24 months old. Quantiferon-Gold or T-Spot are acceptable alternatives and are valid for one year.
    - (2) Symptom surveillance form is completed when a trainee is not able to undergo TB testing.
    - (3) Annual TB testing is required.
  - b) Varicella – Documentation of history of clinical illness from diagnosing health care provider and a positive serum titer, or documentation of two doses of vaccine. Proof of immunity to varicella is necessary regardless of age or gender.
  - c) Rubeola – Documentation of history of clinical illness from diagnosing health care provider, a positive serum titer, or documentation of two doses of vaccine.
  - d) Rubella – Positive serum titer and documentation of one dose of vaccine. Proof of immunity to rubella is necessary regardless of age or gender.
  - e) MMR (measles, mumps, rubella) 2 doses: First dose on or after 12 months of age; second dose at least 28 days after the first dose.
  - f) Hepatitis B – All trainees must either be immunized against Hepatitis B utilizing the CDC recommendations OR
    - (1) Submit documentation of a positive serum titer OR
    - (2) Signed declination form
  - g) Seasonal Influenza Vaccination is mandatory and must be done by December 1st each year or as mandated by clinical agencies.
  - h) After primary immunization, a tetanus, diphtheria/pertussis (Tdap) booster every 10 years
  - i) Covid -19 vaccine: All students must be fully vaccinated prior to the 1st day of class or have received a qualified exemption through Covenant Health as required by clinical partners
3. Physical exam completed by a healthcare provider that enumerates clinical findings which may influence participation in a health care training program or health care career.
4. Health care provider documentation based on physical exam that admission to the school is recommended.
5. A pre-entrance attestation completed by the trainee.
6. Vaccinations will not be required in situations in which it is contraindicated. Documentation of contraindication from health care provider is required.
7. All health records including immunizations and titers will become part of the trainee's health record.
8. Provide documentation of medical clearance from health care provider after a change in health status (i.e. pregnancy, injury, infection). Trainees must be cleared medically in order to participate in class and clinical requirements of the training program. Trainees must be free from restrictions to participate in clinical/externship.

Failure to complete the required health components **by the first day of the training program** will prevent continuation in the training program.

C. Occupational Health Risks

Trainees must be aware of the occupational health risk due to exposure to environmental, aerosoled, or blood-borne pathogens. Standard precautions and institutional policies must be followed. Trainees are responsible for any medical expenses incurred while attending theory, lab, clinical and other school related events.

**NOTE:** In cases of a public health emergency, SJON follows policies and directives as issued by SJH and Covenant Health.

D. Smoking

Trainees must adhere to the St. Joseph Hospital No Smoking/Tobacco Free Campus Policy as stated: *"It is the policy of St. Joseph Hospital that smoking and other forms of tobacco use shall be prohibited inside all buildings or on the grounds of St. Joseph Hospital. This includes the main Hospital campus and all satellite facilities that are considered part of the St. Joseph Hospital organization. Additionally, smoking by employees not on St. Joseph Hospital property yet acting in the capacity of its representatives shall be prohibited."*

E. Professional Appearance and Dress Code

Professional appearance and adherence to the dress code are subject to the Dean and faculty evaluation and approval at all times.

**Identification badges must be worn at all times while on campus and in all clinical settings**

**1. Dress Code – Clinical/Externship**

- a) The identification (I.D.) badge is to be worn at all times as part of the uniform. I.D. badges are to be worn above the waist with the picture and name displayed prominently. I.D. badges must not be defaced in any way which prevents immediate identification of an individual.
- b) Trainee uniform will be clean and pressed. Trainees may wear a white short-sleeved crew neck T-shirt or long-sleeved turtleneck that goes no lower than the wrist under uniform top.
- c) Clean white, black, or navy blue leather shoes. No open-back shoes are allowed. Footwear that does not offer foot protection from physical, chemical, and fluid hazards or footwear that can cause tripping, be caught in equipment, or present a slip or fall risk shall not be worn.
- d) A watch with a second hand is required.
- e) Only the following jewelry is allowed:
  - (1) Two finger rings (no large settings)
  - (2) One pair of earrings, white, gold or silver no larger than earlobes
  - (3) Small, narrow gold or silver neck chain worn within uniform
- f) We promote a scent neutral work environment; particularly in areas where patients/visitors/staff may have heightened sensitivities to fragrances, scents, or odors. Body wash, soap, and body lotion must be scent free. Excessive cologne or offensive body odor are not acceptable.
- g) Fingernails are to be neatly manicured and clean. The length of the nail and color of nail polish should not interfere with the performance of job duties. As recommended by the Center for Disease Control, individuals working in direct patient care areas must not wear any type of nail enhancement, including but not limited to artificial fingernails, acrylics, tips, wraps, appliqués, gels, or any additional items applied to the nail surface with the exception of nail polish. Nail polish should not be chipped or cracked.
- h) No artificial eye lashes are allowed in clinical/externship.
- i) Body art (tattoos) must be covered while in clinical; piercings must be removed or covered while in clinical.
- j) Hair must be NEAT and CLEAN, groomed away from face and MAINTAINED OFF SHOULDERS.
- k) Trainees with any form of beard or mustache must be either cleanly shaven or neatly trimmed and groomed.
- l) Solid colored scrub coats of the same color as the scrubs may be worn over the uniform if allowed by the facility and when not engaged in direct patient care. No lab coats, sweaters or vests are to be worn in the clinical area.
- m) Application of the school's emblem is not necessary.

**2. Dress Code - Classroom**

Trainees are expected to dress in a professional manner. Attire should be neat, clean, and appropriate.

- a) The identification (I.D.) badge is to be worn at all times above the waist with the picture and name displayed prominently. I.D. badges must not be defaced in any way which prevents immediate identification of an individual.
- b) Revealing clothing, midriff tops, caps or hats are prohibited.
- c) Footwear that does not offer foot protection from physical, chemical, and fluid hazards or footwear that can cause tripping, be caught in equipment, or present a slip or fall risk shall not be worn. Flip flops are not appropriate footwear in any location.
- d) We promote a scent neutral work environment. Body wash, soap, and body lotion must be scent free. Excessive cologne or offensive body odor are not acceptable.

2. **Optional vendors**

Scrubs for clinical may be purchased anywhere or you may use the vendors below. The color is required to be royal Blue/cobalt for the medical assisting and nursing assistant programs, and turquoise for the phlebotomy program.

Super Shoes  
 2004 South Willow St.  
 Manchester, NH 03103  
 603-622-7131  
 SuperShoes.com

**Work 'N Gear**  
 292 Daniel Webster Hwy  
 Nashua, NH 03060  
 Phone: 603-891-0117

F. Classroom/Clinical Conduct

- a) Professional behavior is expected in the classroom and clinical areas at all times.
- b) Classes, clinicals, and externships begin promptly at the designated time. Trainees are expected to arrive on time.
- c) Personal appointments must be scheduled outside of class or clinical time.
- d) NO food or drink is allowed in any classroom at any time. Classrooms are to be kept neat and orderly.
- e) All cell phones must be off during classroom, clinical and externship hours.

G. Medical Assisting Training Program

1. Length of Course & Timeframe

The Medical Assisting training program does not grant academic credits, a diploma or a degree. Successful trainees will receive a certificate of completion which will allow them to sit for a national certification exam.

The program is a 12-week training program with 288 hours of classroom lecture and lab, and 160 hours of externship hours for a total of 448 program hours.

The training prepares trainees for employment as a medical assistant. Upon completion of the program, the graduate is eligible to take the CCMA (NHA) exam, leading to national credentialing as a Certified Clinical Medical Assistant. Schedules may vary each time the course is offered. Applicants will be given a copy of the proposed schedule.

The team-based learning model focuses on a high standard of clinical skills, medical ethics, and professionalism to meet the complex demands in medical offices, hospital clinics, outpatient care centers, and urgent care centers.

The training focuses in areas including laboratory testing, phlebotomy, obtaining vital signs, assisting with exams and minor outpatient procedures, medical coding, and patient scheduling. This fast paced training will require trainees to successfully demonstrate a range of administrative and clinical competencies including managing electronic medical records, medical coding, medical billing and patient scheduling, phlebotomy, laboratory testing, collecting and preparing specimens for microbiological testing, obtaining vital signs,

assisting with exams and minor outpatient surgical procedures, maintaining infections control and sterilization techniques, and applying pharmacology principles to prepare and administer medications and vaccines.

The externship will be performed at a provider’s office or urgent care center, providing the trainee with the knowledge and skills necessary to take the national credentialing exam for medical assisting. The externship prepares the Medical Assisting trainee with basic skills. The trainee will receive an introductory look at the profession to include managing the clinical environment, learning communication and patient teaching skills, and taking health history and vital signs. Trainees will learn infection control, safety, sterilization, instrument preparation, the process of a general patient exam, minor office surgery, emergencies, first aid, CPR, phlebotomy and the administration of medications. The externship provides the opportunity for trainees to complete hands-on clinical medical assisting duties in local physicians’ offices or hospitals setting per MAERB standards.

2. Textbooks Required:

\*Delmar’s Comprehensive Medical Assisting, Sixth Edition  
 Wilburta (Billie) Q. Lindh, Carol D. Tamparo, Barbara M. Dahl, Julie Morris, Cindy Correa  
 ISBN-10: 1305964799  
 ISBN-13: 9781305964792  
 Cengage© 2018

\*Delmar’s Comprehensive Medical Assisting, Sixth Edition workbook  
 ISBN-13: 978-1-3059-6485-3  
 Cengage© 2018

Medical Terminology Express: A Short-Course Approach by Body System 3rd Edition  
 Barbara A. Gyls BS, MEd, CMA-A (AAMA)  
 Regina M. Masters BSN, RN, MEd, CMA (AAMA)  
 ISBN-13: 978-1-7196-4227-9  
 © 2021 Paperback 496 pages

3. Program Cost:

<b>COST OF ATTENDANCE:</b>	<b>MEDICAL ASSISTING</b>
<b>To be paid to school:</b>	
Application Fee (non-refundable - credited towards tuition)	\$25
NH Criminal Background Check	\$25
Tuition	\$5,000
*Textbook(s)	\$212
<b>To purchase on your own:</b>	
*Uniform (2 scrub sets recommended – includes stethoscope)	\$150
*Clinically appropriate shoes	\$70
*Certification/Licensure Exam & Associated Fees	**\$155
<b>Total Cost Minus Application Fee:</b>	<b>\$5,612</b>
*estimated costs **not required in state of NH	

4. Program Outcomes

- Expected completion rate will be reflected through 85% of trainees within 150% of the stated program length measured from the initial enrollment date as defined by ACCSC.
- Program satisfaction measures (qualitative and quantitative) will demonstrate 80% of trainees and 80% of employers expressing satisfaction with trainees’ achievement of learner outcomes.
- Three months post-completion at least 75% of trainees will be in medical assistant positions.

5. Learner Outcomes:

- Demonstrate proficiency in the administrative skills of an entry-level medical assistant.
- Demonstrate proficiency in the clinical skills of an entry-level medical assistant.
- Demonstrate competency in medication administration by correctly educating patients, accurately documenting, calculating, preparing, and administering medications.

- d. Demonstrate competency in (Clinical Laboratory Improvement Amendment) CLIA-waived testing by correctly documenting, preparing patient, specimen and education for patient for a CLIA-waived test

## 6. Grading Policy

The Medical Assisting Training program and externship are graded pass-fail.

## H. Nursing Assistant Training Program

### 1. Length of Course & Timeframe

The Nursing Assistant training program does not grant academic credits, a diploma or a degree. Successful trainees will receive a certificate of completion which will allow them to sit for the New Hampshire state licensure exam.

The Nursing Assistant Training Program consists of a total of 126 hours; 54 hours of lecture, skills laboratory, and 72 hours of clinical experience completed over 7 weeks.

The program prepares trainees for employment as a nursing assistant. Upon completion of the program the graduate is eligible to take the New Hampshire state licensure exam. Schedules may vary each time the course is offered. Applicants will be given a copy of the proposed schedule.

The Nursing Assistant Training Program integrates theoretical, practical and interpersonal skills, providing the basis for the trainee to effectively perform as an entry-level nursing assistant upon completion of the program. Nursing assistants provide direct care to clients in a variety of health care settings under the supervision of the professional nurse.

The course begins with the trainee in the classroom setting to learn basic nursing theory. Basic nursing care procedures, body mechanics and safety techniques are taught in the classroom and practiced in concurrent lab sessions. Scope of practice, professionalism and effective communication skills are incorporated into the curriculum.

The Nursing Assistant course is based on a unique body of knowledge designed to support the health care needs of persons, community and society. We also believe in demonstrating sensitivity to individuals' cultural diversity. The nursing assistant curriculum progresses from the simple to complex and include opportunities for the trainee to acquire knowledge, skills and an appreciation for the multidimensional nature and holistic view of persons, community and society in order to function effectively in their roles.

The Nursing Assistant training program provides the trainee with foundations upon which additional education may be built. The maximum number of trainees in the class will not exceed classroom capacity and lab and clinical will not exceed 8 trainees per group.

The clinical component of the training program will be completed in conjunction with the theory component. Nursing assistants provide direct care to clients in a variety of health care settings under the supervision of the professional nurse. This clinical experience prepares the Nursing Assisting trainee with basic patient care skills. The trainee will receive an introductory look at the role of a nursing assistant. Trainees will, under supervision, practice infection control, safety, body mechanics, providing basic nursing care and taking vital signs. The clinical experience provides the opportunity for trainees to provide care in the hospital or long-term care setting.

### 2. Textbooks Required:

Carter, Pamela J. (2021). Lippincott Essentials for Nursing Assistants: A Humanistic Approach to Caregiving. Wolters Kluwer.

Carter, Pamela J. (2021). Workbook for Lippincott Essentials for Nursing Assistants. Wolters Kluwer

Books will be ordered through the school.

3. Program Cost:

<b>COST OF ATTENDANCE:</b>	<b>NURSING ASSISTANT</b>
<b>To be paid to school:</b>	
Application Fee (non-refundable - credited towards tuition)	\$25
NH Criminal Background Check	\$25
Tuition	\$1,200
*Textbook(s)	\$75
<b>To purchase on your own:</b>	
*Uniform (2 scrub sets recommended)	\$100
*Clinically appropriate shoes	\$70
*Certification/Licensure Exam & Associated Fees	*\$312
<b>Total Cost Minus Application Fee:</b>	<b>\$1,782</b>
*estimated costs	

Other costs that might be incurred include the cost of a physical exam and any required immunizations or titers, as well as other costs of daily living such as rent, childcare, food, and transportation.

4. Nursing Assistant Program Outcomes:

- a. Expected completion rate will be reflected through 85% of trainees within 150% of the stated program length measured from the initial enrollment date as defined by ACCSC.
- b. 85% of trainees who complete the program will successfully pass the NA testing leading to licensure.
- c. 80% of trainees who achieve LNA status will be employed as an LNA or enrolled in a health education program within three months of program completion.
- d. Program satisfaction measures (qualitative and quantitative) will demonstrate 90% of trainees and 90% of employers expressing satisfaction with trainees' achievement of learner outcomes.

5. Nursing Assistant Learner Outcomes:

Upon completion of this training program you will have the knowledge, skills, and attitudes that will support you in becoming a nursing assistant. Specifically, you will:

Clinical Outcomes:

- a. Perform basic nursing skills as assigned, based on individual patient needs.
- b. Demonstrate infection control practices of proper hand hygiene, standard precautions and isolation procedures.
- c. Demonstrate patient confidentiality and knowledge of HIPAA regulations.
- d. Use interpersonal relationship skills and respect when providing nursing care.
- e. Report any patient changes to nurse.
- f. Document nursing care according to policy.

6. Grading Policy:

All trainees must receive a minimum of 75% in classroom grades. Clinical performance and competency evaluations are graded on a Pass/Fail basis and trainee must receive a Pass.

I. Phlebotomy Training Program

1. Length of Course & Timeframe

The Phlebotomy training program does not grant academic credits, a diploma or a degree. Successful trainees will receive a certificate of completion which will allow them to sit for a national certification exam.

The Phlebotomy Training Program integrates theoretical, practical and interpersonal skills, providing the basis for the trainee to effectively perform as an entry-level phlebotomist upon completion of the program.



The program is an 8-week training program with 120 hours of classroom lecture and lab, and 32 hours of externship with a minimum of 50 successful venipunctures.

The externship will be performed in a clinical laboratory or other health care facility, providing the trainee with the knowledge and skills necessary to take the national credentialing exam for phlebotomist. Phlebotomy technicians provide critical support to clinical practitioners, collecting and analyzing blood specimens among other lab duties. Good communication ability, fine motor skills and some mobility are required for phlebotomists to successfully perform in most clinical settings.

In order to participate in the externship, trainees must have successfully completed the theory component.

2. Textbooks Required:

The Complete Textbook of Phlebotomy, 5th Edition

ISBN10: 1-337-28424-6

ISBN13: 978-1-337-28424-0

AUTHORS: Lynn B. Hoeltke

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Books will be ordered through the school.

3. Program Cost:

<b>COST OF ATTENDANCE:</b>	<b>PHLEBOTOMY</b>
<b>To be paid to school:</b>	
Application Fee (non-refundable - credited towards tuition)	\$25
NH Criminal Background Check	\$25
Tuition	\$1,500
*Textbook(s)	\$145
<b>To purchase on your own:</b>	
*Uniform (2 scrub sets recommended)	\$100
*Clinically appropriate shoes	\$70
*Certification/Licensure Exam & Associated Fees	**\$117
<b>Total Cost Minus Application Fee:</b>	<b>\$1,957</b>
*estimated costs    **not required in state of NH	

4. Program Outcomes

- a. Expected completion rate will be reflected through 85% of trainees completing the program within 150% of stated program length measured from the initial enrollment data as defined by ACCSC.
- b. Program satisfaction measures (qualitative and quantitative) will demonstrate 80% of trainees and 80% of employers expressing satisfaction with trainees' achievement of learner outcomes.
- c. Three months post-completion at least 75% of trainees will be employed as phlebotomists.

5. Learner Outcomes:

Upon completion of this training program you will have the knowledge, skills, and attitudes that will support you in becoming a professional Phlebotomy Technician. Specifically, you will:

- a. Demonstrate a knowledge of the phlebotomist's role in the healthcare system, including basic job duties, the range of job settings where phlebotomists are employed, the healthcare workers with whom the phlebotomist interacts, employer expectations for professionalism, important interpersonal communication and teamwork skills, respect and care for the patient, quality control measures, applicable licensing and accrediting agencies, and the legal, ethical and regulatory issues that impact the specimen collection process.
- b. Demonstrate a knowledge of the phlebotomist's work environment, including how the cardiovascular system works, the anatomy and physiology of the human body related to the phlebotomist's job duties, medical terminology used in the field,
- c. Evaluate the biohazards present in the phlebotomist's work environment and take measures to ensure lab safety and infection control.

- d. Possess a competent working knowledge of the documentation and equipment used by phlebotomists, special handling procedures for specimens, proper use of safety supplies and equipment, and methods to address complications in the specimen collection, preparation and transport process.
- e. Demonstrate competency in fulfilling the responsibilities and job duties of the phlebotomist, including competent performance of multi-sample straight stick venipuncture procedures, winged blood collection set procedures, syringe venipuncture procedures, and capillary/dermal sticks and blood smears, obtaining quality samples from all procedures performed.
- f. Demonstrate an ability to apply gained knowledge and skills to work with special populations and to accomplish specialized phlebotomy procedures, including effectively communicating with and obtaining quality samples from pediatric patients, geriatric patients, and special needs patients.
- g. Describe the procedures, considerations and quality control measures involved in blood culture collections and point-of-care testing; and processing and instructing patients to collect non-blood specimens for analysis.
- h. Demonstrate competency in understanding and practicing proper documentations skills.

#### 6. Grading Policy:

Phlebotomy Training Program and externship is graded pass-fail.

#### J. Completion Requirements of Training Programs:

Trainees completing the training programs will receive a certificate of completion when they:

- a. Maintain satisfactory clinical performance in all areas
- b. Complete all externship requirements
- c. Make up all necessary clinical/externship time
- d. Maintain requirements for class, clinical and externship attendance
- e. Complete all records and return all school property
- f. Meet all financial obligations
- g. Be approved for the certificate of completion by the faculty

## V. ACADEMIC POLICIES

### A. Attendance/Absenteeism/Tardiness Policy

Trainees must attend all classes and clinical experiences.

#### 1. ***Classroom/Laboratory Absenteeism***

- a) Attendance at all classes and labs is mandatory.
- b) Trainees absent for three (3) or more consecutive days due to health issues are required to submit a healthcare provider's statement indicating their ability to attend class and/or clinical without restrictions. The Dean or designee may, at any time, request a statement from a healthcare provider.
- c) Any trainee, who misses more than 10% of class/lab hours will follow the progressive discipline process and the policy for excused absences. Subsequent absences will result in escalation of progressive discipline which can lead up to and include dismissal from the training program. Excessive absenteeism may result in the trainee being dismissed from the training program.

#### 2. ***Clinical Attendance/Absenteeism***

- a) Trainees MUST have submitted complete health records with current immunizations.
- b) Trainees are expected to be present for all externship experiences unless they have made prior arrangements with the instructor.
- c) When absent from externship site, the trainee will follow the facility protocol, instructor guidelines, and notify the school at least one hour prior to start time.
- d) All externship absenteeism must be made up.

#### 3. ***Excused Absenteeism: Documentation is required for all excused absences.***

- a) In the event of the death of a member of the immediate family, up to three days absence is allowed. Immediate family includes spouse, children, brothers, sisters, parents, parents-in-law and grandparents. All missed externships must be made up.

- b) Jury duty or mandatory court appearance: All missed externships must be made up.
- c) Medical emergency for immediate family or self: All missed externships must be made up.
- d) Illness documented by provider note. All missed externships must be made up. All assignments or exams are due the day the provider note allows the trainee to return to school unless other arrangements are made with the instructor. The only exception is for major holidays, in that case the assignments or exams are due the next calendar weekday.
- e) Military obligations: All missed clinicals must be made up.

4. ***Tardiness***

Externship tardiness will be monitored by the instructor and reflected on the evaluation form. Classroom/lab tardiness will be addressed at the discretion of the faculty. Chronic tardiness could result in dismissal from the training program. (See Progressive Discipline Policy)

5. ***Leave of Absence***

Trainees do not qualify for leaves of absence (LOA) based on the length of the programs. However, trainees may receive an incomplete for the program once the didactic (theory) component of the programs has been completed or during the clinical or externship portion of the program. Incomplete portions of the program must be completed within six (6) months of the date of the conclusion of the didactic portion. Trainees must receive prior approval to be eligible for "Incomplete" status from the Dean, Associate Dean or Program Coordinator. Trainees are eligible for an incomplete status based on medical, personal or family emergencies as well as military service.

B. **Conduct Policy**

Trainees are expected to conduct themselves in a manner that is consistent with the Mission and Philosophy of St. Joseph Hospital and the School of Nursing. Trainees must be in compliance with SJSON and clinical site policies at all times.

Failure to meet certain standards may cause the trainee to enter into progressive discipline. Examples of behaviors that can lead to progressive discipline include but are not limited to:

- Disruptive behaviors in the classroom
- Disrespectful behaviors towards the instructor (clinical or classroom) including sleeping during class or clinical
- Perceived threatening behaviors to faculty or peers
- Failure to complete assignments or failure to complete assignments on time
- Failure to adhere to the dress code
- Performance issues
- Absenteeism or chronic tardiness

***Also see the Progressive Discipline Process and Withdrawal/Dismissal Policy***

C. **Code of Conduct**

Based on St. Joseph Hospital and the School of Nursing's commitment to excellence, we believe that it is the responsibility of all individuals associated with these organizations to possess a caring and compassionate attitude. The following attributes define our behaviors:

1. **Service:** I treat peers, instructors, patients, guests and staff as I would want to be treated.
2. **Professionalism:** I understand that all I say and do is a reflection of St. Joseph Hospital and the School of Nursing. I will contribute to a positive image of phlebotomy in manner of dress, comportment, speech and action.
3. **Integrity:** I will do the right thing for the right reason. I will act in the best interest of my patients. I will be honest in all my interactions and seek to build trust with others. I will maintain confidentiality at all times.
4. **Responsibility:** I follow through on commitments, actively participate in classroom and externship activities and take pride in my work.
5. **Innovation:** I seek opportunities to improve as an individual and support innovation in my peers. I embrace change with a positive attitude. I suggest improvements to the training program along with identifying issues.

6. Teamwork: I support peers by expressing appreciation and encouragement. I discourage gossip and disrespectful behaviors. I respect cultural and personality differences, understanding that diversity makes us stronger. I will go directly to my peers, staff and instructors with a spirit of reconciliation in times of conflict.

#### D. Academic Dishonesty/Plagiarism Policy

##### **Purpose:**

To maintain and ensure academic integrity and to promote fairness among trainees.

Academic dishonesty includes: seeking information by phone, internet, book, notes or other sources or attempting to obtain information from another student or giving information to another student during a test or during other graded individual assignments, or taking or sharing photos of tests; using the ideas or writings of another person, but making them appear to be one's own ideas. Violation of copyright laws may result in civil or criminal liabilities. Self-plagiarism occurs when a student re-uses their own work. Use of artificial intelligence (AI) without explicit permission of the instructor is also considered academic dishonesty. In circumstances where students want to reuse their own work or use AI to complete an assignment, they must seek permission from the instructor in advance of submitting the assignment and cite the material using APA format. If the work contains more than 25% AI content, the student should be prepared to defend their work verbally with the instructor, as well as produce the prior drafts of the work.

##### **Policy:**

Academic dishonesty on graded assignments, such as tests, papers, or other projects, will result in serious disciplinary consequences including a failing grade on the assignment, failure in the training program, and/or dismissal from the school.

1. Trainees who cheat on tests will be dismissed from the classroom and receive a zero on the test and may be dismissed from the school.
2. Plagiarism is cheating. Some examples of this include:
  - a) Copying all or part of a paper from a book, web site, magazine, other trainee or trainee papers, or other source without putting the quoted material in quotation marks and citing the source in the trainee's paper
  - b) Paraphrasing: (restating in one's own words) someone else's original ideas without acknowledging the other person as the source
  - c) Creating false clinical, laboratory, research, and/or observational data
3. Trainees who have any questions about whether their work might constitute plagiarism should review it with the instructor before submitting it for a grade.

##### **Procedure:**

1. If an instructor suspects that a trainee has plagiarized an assignment or has been academically dishonest:
  - a) In cases where the trainee has copied large sections or an entire paper from another source or from another trainee, the instructor shall notify the Dean and Associate Deans who will arrange a meeting with the trainee to discuss the circumstances and what the consequences shall be.
2. If an instructor suspects or has been made aware that a trainee(s) has cheated on a test or quiz or has falsified data:
  - a) The instructor will investigate and speak with the trainee(s)
  - b) The instructor will bring the results of the investigation to the Dean and Associate Deans
3. The instructor and/or Dean and Associate Deans may:
  - a) Decide that no further action is necessary and consider the incident resolved OR
  - b) Give the trainee a failing grade for the assignment OR
  - c) The Dean and/or Associate Deans have the right to dismiss the trainee from the training program upon review of the incident.
  - d) The trainee may request an administrative review and may request a faculty member to participate who is not familiar with the case to serve as an impartial reviewer. The trainee must submit the request for review within two business days of receiving notice of an action and may provide additional information to be considered during the review in the written request. The review will be held within three business days of receiving the request. The review panel will consist of the Dean and Associate Deans and a faculty member if the trainee requests. The decision at the end of the administrative review is final.

E. Status & Financial Implications When Enrollment Changes

1. ***Dropping a training program during the add/drop period***

A trainee who drops a training program during the add/drop period (three business days of starting the training program) will receive a refund of tuition and application fee but not the criminal background fee.

2. ***Withdrawal/Dismissal from a training program***

If for any reason, a trainee is withdrawn or dismissed from a training program after the add/drop period, but before the program mid-point, there is a 50% tuition refund. After the program mid-point, there is no refund.

Any trainee who wishes to be reconsidered for readmission to the training program is required to reapply by the admission deadline the next time the training program is being offered. Acceptance back into the training program is not guaranteed. If a previous trainee is accepted back into the training program they are required to attend new trainee orientation.

Any request for refunds for scrubs must be made directly to the vendor. SJSON does not retain any charges for these items.

To withdraw from the training program, follow the Withdrawal/Dismissal Policy.

The Registrar notifies the Bursar of the trainee's withdrawal/dismissal date and a refund calculation is initiated by the bursar's office.

F. Progressive Discipline Process

1. ***Record of Communication:***

The instructor, Dean, or Associate Dean may issue a verbal warning to a trainee using a written Record of Communication to document the offense. The trainee is counseled accordingly, expectations are discussed, and the form is signed by trainee, faculty, and/or administration.

2. ***Written Warning:***

The instructor, Dean or Associate Dean reviews the performance deficit, documents the trainee's failure to meet expectations previously discussed and discusses the concern with the Associate Dean or Dean. Counseling and expectations are reviewed, including, if the trainee fails to meet all the agreed upon terms, the trainee may be placed on probation or dismissed from the training program .

3. ***Probation or Dismissal***

If a trainee is placed on probation, all expectations must be met, or if the trainee has had unsafe or unprofessional conduct, and has subsequent conduct violations, the trainee will be dismissed from the training program.

At the discretion of the Dean or designee, or at the recommendation of faculty, a trainee may immediately be dismissed for conduct or behavior which seriously jeopardizes the integrity or reputation of SJSON or if the trainee is found to be in non-compliance with institutional policies or if the trainee's behavior puts other trainees or patients in danger. At this time all trainee's privileges will be revoked and the trainee will be dismissed from the training program.

***Also see Code of Conduct Policy and Appeals Policy***

G. Withdrawal/Dismissal Policy

**Withdrawal:**

Voluntary withdrawal from the School of Nursing for personal reasons:

Withdrawal may be in writing or verbal; include the reason for withdrawal and the effective date. In the case of a trainee who withdraws without providing notification to the Dean, the trainee's withdrawal date is the last day of attendance at an academically related activity such as class, lab, clinical or school assignments completed on site and documented by an instructor.

**Dismissal:**

1. Failure to provide safe, effective, and supportive care in the clinical area can result in immediate dismissal from the training program.

**Dismissal for other than academic reasons may occur without prior warning. These reasons may include:**

1. Cheating on tests or quizzes
2. Plagiarism
3. Breach of patient confidentiality
4. Concealment of errors made in the externship area during clinical assignments
5. Illegal possession, use and or distribution of drugs or alcohol on campus
6. Possession of a weapon on campus
7. Excessive absenteeism (See Attendance/Absenteeism/Tardiness Policy and Progressive Discipline Process)
8. Violation of the School of Nursing's Code of Conduct or institutional policies, including policies of clinical practice sites (See Code of Conduct Policy)

**H. Appeals Policy**

The trainee has the right to appeal decisions by the faculty relative to training program failure or academic dismissal from the training program under the following circumstances:

1. The instructor's method of assigning grades differed from those published in the training program information/syllabus.
2. The instructor failed to clearly outline how the grades would be compiled.
3. An error was made in grade computation.

**REQUEST FOR APPEAL REVIEW**

The trainee will submit a written request to the Dean for a review. This request must be received within two (2) business days of the trainee's written notification of failure or dismissal or after the final grades are posted. Trainees may not submit an appeal request before final grades are posted. The request shall outline the circumstances on which the appeal is based.

**Review Process**

1. The Dean and the Associate Dean for trainee affairs will review all documentation regarding the appeal and will schedule a separate meeting with the trainee and the training program instructor within three (3) business days.
2. All decisions made by the Appeals Committee (Dean and Associate Dean) are final.

**I. Readmission Policy**

A trainee may be readmitted to SJSON if the following criteria are met:

1. There is no outstanding debt owed to the school.
2. The dismissal was for academic and not ethical reasons.
3. Trainee seeking re-admission to the school shall submit a new application, and application fee. The application will be reviewed by the Admissions Committee.
4. The trainee shall submit updated records, information and current health insurance information.
5. If invited for an interview, the trainee shall be able to describe why they believe they will be successful with a readmission, and what they have done to help ensure success.
6. Trainees must have remained in compliance with all school policies located in the Catalog/Handbook.
7. Readmission to the training program is not guaranteed.
8. All readmissions are at the discretion of the school's Dean or designees.
9. If selected for readmission, the trainee is required to meet all the requirements of a newly admitted trainee such as attending new trainee orientation, updating medical records, etc.

**J. Satisfactory Academic Progress for Training Programs**

St. Joseph School of Nursing employs instructional, advising, and interventional strategies that support trainee academic achievement of career goals.

1. A trainee is considered to be in good standing by maintaining a minimum grade point or pass/fail outlined for the training program
2. Trainees are expected to complete the program within the published length of the program.

**Guidelines:**

Trainees must meet all stated course and clinical objectives in order to remain enrolled in the program and to be eligible for graduation.

1. Trainees must be in compliance with all other regulations and policies of the school as listed in the trainee catalog/ handbook including, but not limited to:
  - a) Educational standards
  - b) Confidentiality
  - c) Financial obligations
2. Trainees will receive a mid-course warning when the course grade or clinical expectations at the mid-point are not met.
3. An action plan for at risk trainees will be developed in order to support progress.
4. Faculty may issue a letter of communication or a verbal warning if performance and expectations are not met at any time during the program.
5. The Refund Policy is used to calculate the amount owed by or to be refunded to the trainee if withdrawn or dismissed from the program. Readmission to the program is not guaranteed, and applicants seeking readmission will be evaluated along with new applicants. If a trainee is accepted back into the program, they would be required to attend new trainee orientation and payment is expected upon re-acceptance into the program.

**K. Compliance with Copyright and Intellectual Property Laws****Purpose:**

SJSON recognizes and abides by copyright and intellectual property laws (Title 17 of the U.S. Code) and expects faculty and trainees to do the same.

**Definitions:**

Copyright is defined as a legal device that provides the creator of a work of art or literature, or a work that conveys information or ideas, the right to control how the work is used.

**Policy:**

The purpose of copyright law is to promote creativity, innovation and the spread of knowledge. The law does this by balancing the rights of both authors (copyright holders) and users.

1. **Authors' Rights:** Any creative work, in fixed and tangible form, is copyrighted. Anything you create (writing, video, images, music, etc.) is automatically copyrighted at the moment you create it. As a creative individual, you are protected by copyright law, which gives you rights to control how your works are distributed. As the copyright holder, you are responsible for detecting infringement. When other people distribute your copyrighted work without your permission, this may be an infringement of your legal rights. Violating copyright can have severe financial consequences but it can be expensive and time-consuming to pursue legal action.
2. **Users' Rights:** Under some circumstances, users can use copyrighted works as part of their own creative work. The doctrine of fair use (Section 107 of the Copyright Act of 1976) states that people can use copyrighted works without payment or permission when the social benefit of the use outweighs the harms to the copyright holder. To make a fair use determination, users consider all the factors involved in the context and situation of their use of the copyrighted material. Fair use is especially helpful when people want to use small amounts of a copyrighted work for socially beneficial purposes, like news reporting, teaching, comment and criticism, research and scholarship. In the context of copyright law, the doctrine of fair use is a main guarantee of free expression. Fair Use determination considers:
  - a) The purpose and character of the use, including whether the use is of a commercial nature or is for nonprofit educational purposes;
  - b) The nature of the copyrighted work, such as whether the work is fiction or non-fiction, published or unpublished;
  - c) The amount of the work used in relation to the copyrighted work as a whole.
  - d) The effect of the use upon the potential market for the copyrighted work.
3. **Special Exemptions for Teachers and Librarians:** Copyright law includes provisions that enable educators to use copyrighted material for teaching and learning. Section 110 allows educators to make performances and displays of all types of works in a classroom. Trainees and teachers can show videos, read plays, project slides or use copyrighted materials in other ways for educational purposes. When

materials are used for online distribution, the law allows posting of materials to servers under some conditions. When teachers want to use materials for online learning, they may also rely on the doctrine of fair use or seek permission.

4. **Attribution and Good Faith:** Some people mistakenly believe that they can use any copyrighted work in their own creative work as long as they "cite their sources" or use attribution to identify the author. Using attribution is sign of good faith in the fair use process, but it does not shield a user from copyright liability. That's why it's important to make a careful fair use determination using the process described below. SJSON recommends that you make use of attribution whenever possible. But attribution is not required in order to claim fair use. Many broadcasters use short excerpts of copyrighted clips under fair use without attribution, for example. Trainees and teachers should review the various norms for attribution that exist across different media genres (non-fiction, scientific writing, art, poetry, websites, documentary film, etc.).
5. **Digital Media:** SJSON recommends that when using copyrighted material in your digital media production, you put your answers to these questions in writing, using reasoning to support your ideas.
6. **Copyright Requirements:** The use of the copyright symbol ©, use of the word "copyright", the name of the copyright owner and the year of publication constitute copyright notice. Three requirements for something to be copyrighted include:
  - a) Fixation: The work is written, posted online, or stored on a phone, computer, audio or video device.
  - b) Originality: Original expression includes a novel or even a trainee's e-mail messages. Work that is transformed or adapted or combined in new ways makes them eligible for protection.
  - c) Minimal Creativity: The work must include something outside of verbatim use.
7. **Code of Best Practices for Media Literacy Education:** Review the Code of Best Practices for Media Literacy Education which identifies common situations where fair use clearly applies to the use of copyrighted materials for building trainees' critical thinking and communication skills. Educators can:
  - a) Make copies of newspaper articles, TV shows, and other copyrighted materials and use them and keep them for educational use
  - b) Create curriculum materials and scholarship that contain embedded copyrighted materials
  - c) Share, sell and distribute curriculum materials that contain embedded copyrighted materials.
8. **Code of Best Practices for Online Video:** Also review the Code of Best Practices for Online Video, which applies to the creation of new videos that are distributed online. People can use copyrighted material:
  - a) To comment on or critique copyrighted material
  - b) To use copyrighted material for illustration or example
  - c) When capturing copyrighted material incidentally or accidentally
  - d) When reproducing, re-posting, or quoting in order to memorialize, preserve, or rescue an experience, an event, or a cultural phenomenon
  - e) For copying, re-posting and re-circulating a work or part of a work for purposes of launching a discussion
  - f) When quoting in order to recombine elements to make a new work that depends for its meaning on the (often unlikely) relationships between the elements.
9. **Permissions and Licensing:** If you're using copyrighted material for the same purpose as the original or otherwise do not feel that your use of the work qualifies for a fair use exemption, SJSON recommends that you ask permission from the copyright holder.
  - a) For amateur creations (independent musicians, Flickr photos, YouTube videos), send the creator an email requesting to use their work. Request permission by stating your purpose and describe how you're using their work, along with your name and full contact information
  - b) When using commercial or professional work (AP photos, music) for non-transformative purposes that do not qualify for a fair use exemption, SJSON recommends that you use the licensing process, which generally involves filling out a form or sending an email.
  - c) When using copyrighted work under Creative Commons licenses, you can simply use the work.
10. **Items that cannot be Copyrighted:** Items that cannot be copyrighted include: ideas and facts in the



public domain; words, slogans or phrases (slogans may be protected by trademark law); blank forms; government work or works created by federal government employees in the course of their official duties.

11. **Resources and Education at SJSON:** SJSON will provide resources and education on this policy and will ensure that every printer, photocopy machine and all equipment that is capable of making copies will include the following text:

NOTICE: The person making copies on this machine must abide by Title 17 of the U.S. Code (copyright law) and is liable for any infringement on the law.

L. Social Media Policy

SJSON recognizes that social networking (such as personal web sites, blogs, Facebook, Twitter, online group discussions, message boards, chat rooms, etc.) can be used by trainees for personal reasons as well as educational purposes. SJSON also understands how the use of internet social network sites and blogs can shape the way the public views our school and our organization. SJSON respects the right of any employee or trainee to maintain a blog or post a comment on social networking sites. However, it is also committed to ensuring that the use of such communications serves the needs of our school by maintaining SJSON's identity, integrity, and reputation in a manner consistent with our values and policies.

This policy establishes a set of rules and guidelines for any activity and participation in "social media" by all SJSON "users." These rules are intended to be adaptable to the changes in technology and norms of online communication and behavior, and may be amended by St. Joseph Hospital at any time, for any reason, without notice to users.

By adopting this policy, SJSON is not seeking to limit the free flow of communication or any of the legal rights held by its trainees or restrict them from communicating. Rather, this policy is intended to protect SJSON's legitimate interest. For example, do not post internal reports, policies, procedures regarding St. Joseph Hospital, or other internal school-related confidential communications.

Additionally, nothing herein should be construed to prohibit communications which would be permitted under applicable law, including but not limited to the National Labor Relations Act.

COVENANT HEALTH defines social media as internet-based communications tools with a focus on interactivity, user participation, and information sharing. These include social networking sites, forums, blogs, online chat sites, podcasts, new sites, wikis, Wikipedia, and video/photo posting sites or any other such similar output or format, including but not limited to Facebook, Twitter, LinkedIn, YouTube, Google+, Pinterest, Instagram, Snapchat, Flickr, Photobucket, Digg, and Redditt.

St. Joseph School of Nursing has established the following set of rules and guidelines for all "online social media" (which includes but is not limited to e-mail, social networking sites, blogs, microblogs (Twitter), bulletin boards, etc.).

1. As a trainee, you are personally responsible for any of your online social media activity conducted using an e-mail address, or on a website or page, and/or which can be traced back to a company domain and/or which uses St. Joseph's assets, such as electronic resources.
2. You should also be mindful of your online conversations and social network postings during your own time. In general, what you do on your own time is your affair; however, your conduct, even while not in school, can reflect on and affect SJSON. We expect that you will conduct yourself in a professional manner. We also ask that you exercise personal responsibility whenever you blog or use social networking websites.
3. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects patients, vendors, people who work on behalf of St. Joseph or St. Joseph's legitimate business interests may result in disciplinary action up to and including termination.
4. Please also be mindful of the following guidelines:
  - a) Maintain the confidentiality of St. Joseph Hospital's private and confidential business information and that of any patient, client or patient families that you have contact with.
  - b) Trainees are obligated to comply with all federal, state and local laws related to privacy and confidentiality, including, without limitation, HIPAA.

- c) As trainees at SJSON, you have a moral, ethical and legal responsibility to maintain an individual's right to privacy. Identifiable patient information, whether it is oral or recorded is protected by HIPAA, when that information could identify an individual by name, medical condition, demographics or other means. This policy expressly prohibits the posting of written material or photographs that identify patients/clients, health care agencies, educational institutions or other trainees in clinical sites or patient related activities.
- d) Additional clinical site-specific policies related to the use of social media and technological resources will be honored.
- e) Express only your personal opinions. Never represent yourself as a spokesperson for St. Joseph or St. Joseph School of Nursing. Only those officially designated by St. Joseph have the authority to speak on its behalf.
- f) Do not use "St. Joseph School of Nursing" or its logo on any personal postings.
- g) Be respectful of your potential readers including fellow trainees, customers, patients, vendors or people who work on behalf of St. Joseph. Also, keep in mind that you are more likely to resolve school-related complaints by speaking directly with your advisor/instructor or by utilizing our complaint process, than by posting complaints to a social media outlet. Nevertheless, if you do decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as discriminatory, malicious, obscene, defamatory, threatening or intimidating, that disparage customers, patients, other trainees, employees, former employees, vendors or St. Joseph competitors. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or school policy. The school's anti-harassment and discrimination policies still apply.
- h) Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about St. Joseph, fellow trainees, customers, patients, vendors, and people working on behalf of St. Joseph Hospital or competitors.
- i) Requesting or entering into an on-line friendship ("friending") with on social networking sites with patients of St. Joseph Hospital is prohibited.
- j) Any conduct which under the law is impermissible if expressed in any other form or forum is impermissible if expressed through a blog or social network account. Specifically, trainees are obligated to comply with all federal, state and local laws related to privacy and confidentiality, including, without limitation, HIPAA. Most websites, including Facebook and others, have rules concerning the use and activity conducted on their sites. These are sometimes referred to as "Terms of Use." You must follow the established terms and conditions of use that have been established by the venue and not do anything that would violate those rules. Trainees are prohibited from posting any patient or employee related information on blogs or social networking accounts.
- k) When participating in any social media, be completely transparent and disclose your true identity for your personal protection. Additionally, when commenting on or promoting SJSON product or service on any form of social media, you must clearly and conspicuously disclose your relationship with St. Joseph to the members and readers of that social media. Do not use your own personal online relationship or St. Joseph Hospital network to influence polls, ranking, or web traffic. This is called "astroturfing" or "sock-puppeting" and is highly unethical. You are not to use the size and breadth of the St. Joseph Hospital network to unduly influence process, ranking, or web traffic where said traffic is a measure of success or popularity of a particular political opinion.
- l) These policies apply to postings, blogging and texting occurring at any time, on any computer or electronic device, whether or not it is the property of St. Joseph Hospital.
- m) St. Joseph Hospital reserves the right to take disciplinary action, up to and including termination, if a trainee's electronic communications violate St. Joseph Hospital policy.
- n) St. Joseph Hospital has the right but not the duty to monitor the use of all electronic resources, including but not limited to internet usage, for the purpose of protecting its interests. Trainees should have no expectation of privacy in the use of the school's electronic resources. As such, when using such systems, you should have no expectation of privacy with regard to time, frequency, content or other aspect of your use, including the websites you visit and other Internet/Intranet activity. The reasons the school accesses and monitors these systems include but are not limited to:

maintaining the system; preventing or investigating allegation of system abuse or misuses; assuring compliance with software copyright laws; and complying with legal and regulatory requirements.

- o) When publishing any online material through social media that includes another's direct or paraphrased quotes, thoughts, ideas, photos, or videos, always use citations and link to the original material where applicable.

Retaliation is prohibited. SJSON prohibits taking negative or retaliatory action against any trainee for reporting a possible deviation from this policy or for cooperating in an investigation. Any trainee who retaliates against another trainee or employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

If you have questions or need further guidance, please contact the Dean of the school or one of the Associate Deans.

Further guidance can be found at [https://www.ncsbn.org/NSNA\\_Social\\_Media\\_Recommendations.pdf](https://www.ncsbn.org/NSNA_Social_Media_Recommendations.pdf)

#### M. HIPAA Policy

All trainees must assume accountability and responsibility in all matters committed to their knowledge in the practice of nursing and must follow Rules and Regulations related to HIPAA. Trainees must abide by all facility-specific regulations and policies regarding HIPAA regardless of the clinical site. All trainees must assume accountability and responsibility in all matters committed to their knowledge in the practice of nursing and must follow rules and regulations related to HIPAA. Trainees have a responsibility to promptly report an identified breach of confidentiality or privacy to a school authority—including, but not limited to, an instructor, staff person, or dean. Trainees may not access any patient or patient-related information outside of the clinical site.

#### O. Occurrence Reporting

The following procedure will be followed when preparing occurrence reports involving personal injury, theft, or damage to personal property and when necessary in a patient care situation:

1. Personal Injury
  - a. When a trainee is injured in the school or at a clinical site, a member of the faculty or staff is responsible for seeing that an occurrence report is completed within 24 hours using the St. Joseph Hospital online system (even if the injury occurs at another clinical site). The Dean or Associate Dean is to be notified as soon as possible.
2. Theft or damage to Personal Property
  - a. When an incident occurs which involves theft or damage to a trainee's personal property, the security department in the hospital is to be notified immediately.
  - b. An online occurrence report is to be completed.
  - c. The Dean or Associate Dean is to be notified as soon as possible.
3. Patient Care Situation
  - a. When a trainee commits, observes, or discovers an unusual incident in the clinical area, they will immediately notify their instructor. The trainee/instructor will notify the nurse manager/charge nurse/supervisor of the incident and complete an occurrence report according to institution policy if warranted.
  - b. The instructor will be responsible for seeing that the report is filled out clearly and accurately by both themselves and the trainee.

Trainees have a responsibility to keep hospital related subjects confidential; therefore, incidents should not be freely discussed within or outside the institution.

#### P. Substance Abuse Policy and Drug Screening

##### **Purpose:**

St. Joseph School of Nursing is committed to having a campus that is free of the illegal or abusive use of drugs and alcohol. The School of Nursing recognizes that the illegal and/or abusive use of alcohol or drugs by nursing trainees can prevent the school from meeting its commitments and accomplishing its missions.

Further, such use could jeopardize the safety and welfare of other trainees, patients, and the general St. Joseph community.

Accordingly, St. Joseph Hospital prohibits all trainees from manufacturing, distributing, dispensing, possessing, transferring, storing, using or being under the influence of an illegal drug or alcohol in or on St. Joseph Hospital premises, or property owned or controlled by the school, or while in vehicles used for school business, in class, clinics or with patients. Further, trainees are prohibited from being under the influence of medical or recreational marijuana or marijuana products, even if legal, on St. Joseph Hospital premises, while using a vehicle for school business, in class, clinics or with patients.

Trainees must comply with published warnings about prescribed or over-the-counter medication and its impact on the trainee when performing externship assignments. Trainees should consult with their personal physician to determine if work adjustments are required to ensure the trainee's ability to perform clinical assignments in a safe manner because of the use of such medications.

This policy outlines the practice and procedure to be followed for mandatory drug and alcohol testing for trainees for reasonable cause if a trainee's behavior in classroom or in externship settings is indicative of impairment by drug or alcohol use. This policy also delineates the procedures for required clinical testing and to establish actions to be taken in the event of positive testing.

**Definitions:**

**"Clinical Site"** includes, but is not limited to, all buildings, offices, facilities, grounds, parking lots, and any other spaces owned, leased or managed by a hospital, long-term care facility, rehabilitation facility, physician office, patient care facility, or any vehicle, or patient home setting where a trainee may be placed to observe or gain practice in nursing skills.

**"Hospital Premises"** includes, but is not limited to, all buildings, offices, facilities (including the School of Nursing) grounds, parking lots, lockers, and any other spaces owned, leased or managed by St. Joseph Hospital.

**"Illegal Drug"** means a controlled substance included in Schedule I or II, or as defined by Section 802 (6) of the United States Code, the possession of which is unlawful under chapter 13 of that Title. The term "illegal drugs" does not mean the use of controlled substances pursuant to a valid prescription or other uses authorized by law. Notwithstanding the preceding sentence, trainees are prohibited from being under the influence of medical or recreational marijuana on St. Joseph Hospital premises, while using a vehicle for school business, in class, clinics or with patients.

**"Medical Review Officer (MRO)"** is a nationally certified, licensed medical doctor or osteopath responsible for receiving laboratory results under this policy that has knowledge of substance abuse disorders and has appropriate medical training to interpret and evaluate confirmed positive test results, medical history, and any relevant biomedical information. Access to the MRO is through the agency contracted to complete the testing.

**"Refusal to Cooperate"** means to obstruct the collection or testing process; to submit an altered, adulterated, or substitute sample; to fail to show up for a scheduled test; to refuse to complete the requested drug testing forms; or fail to promptly supply specimen(s) for testing when directed to do so, without a valid medical basis for the failure.

**"Trainee"** means any individual enrolled in any course or training program at St. Joseph School of Nursing.

**"Under the Influence of Alcohol"** means an alcohol concentration equal to or greater than .04 or actions, appearance, speech or bodily odors that reasonably cause an instructor or supervisor to conclude a trainee is impaired because of alcohol use.

**"Under the Influence of Drugs"** means a confirmed positive test result for illegal drug use per this policy and includes a positive test result for marijuana. In addition, it means the misuse of legal drugs (prescription and possibly over-the-counter) where there is not a valid prescription from a physician for the lawful use of a drug in the course of medical treatment (containers must include the patient's name, the name of the substance, quantity/amount to be taken, and the period of authorization).

**“Verified Positive Test”** means a test result that was positive on an initial FDA-approved immunoassay test, confirmed by a Gas Chromatography/Mass Spectrometry assay, (or other confirmatory tests approved by the Department of Health and Human Services.

**Policy:**

Trainees are required to demonstrate compliance with this policy. Trainees who exhibit behavior in a classroom or clinical setting that might reasonably cause an instructor or supervisor to conclude the trainee is impaired, may be asked to undergo drug and alcohol screening. Trainees may also be required to undergo drug and alcohol screening at the request of their clinical sites. This may mean that a trainee is screened several times in one year. In addition, the school may conduct random drug screening.

**Procedure:**

1. Trainees can be requested to undergo drug/alcohol testing at a St. Joseph Hospital designated medical facility.
2. *Consent to testing:* Tests will not be conducted without the trainee’s written consent.
  - a) Trainees must consent to testing.
  - b) Refusal to consent means the trainee could be subject to discipline up to and including dismissal from the school. Failure to comply with the testing will be considered to be equivalent to a positive drug/alcohol test result.
  - c) The testing facility will provide the consent form.
3. Collected specimens are sent to a federally certified laboratory and tested for evidence of marijuana, cocaine, opiates, amphetamines, PCP, benzodiazepines, methadone and any other potential illegal drugs.
4. Cooperation with Testing: Trainees subject to testing may not try to subvert the test by using an adulterated, diluted, or substituted specimen. Failing to provide a specimen in a timely manner or otherwise tampering with the process is grounds for dismissal from the school.
5. The laboratory will screen all specimens and confirm all positive screens. There is a chain of custody from the time the specimen is collected through testing and storage.
6. The laboratory will transmit all positive drug test results to a Medical Review Officer (MRO), who shall offer trainees with positive results reasonable opportunity to rebut or explain the results.
7. Trainees with positive results may also ask the MRO to have their split specimen sent to another federally certified laboratory to be tested at the trainee’s own expense.
  - a) The request must be made within 72 hours of notice of positive results.
  - b) If the second facility fails to find any evidence of drug use in the split specimen, the trainee will be treated as passing the test.
  - c) No test results will be shared with the School of Nursing until the MRO has confirmed the test to be positive.
8. The facility conducting the testing will provide the test results to the Dean of the school. The testing results will be filed in a separate file and stored in a fire-proof safe in the Admission Coordinator’s office. The form will not be filed in the trainee’s academic file.
9. Consequences of a Positive Test: If a trainee tests positive and it is verified, they will be subject to disciplinary action. The trainee will be dismissed from the training program .
  - a) Opportunity to Explain Positive Results: Any trainee who tests positive will have the opportunity to rebut or explain the positive test within three (3) business days of notice of the positive test. The trainee may request and pay for a confirmatory re-test.
  - b) Confidentiality: Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the MRO shall be kept confidential to the extent required by law and maintained in secure files separate from normal academic files. Records and information may be disclosed where relevant to a grievance, charge, claim, or other legal proceeding initiated by or on behalf of a trainee.
  - c) Consequences of violating this Policy: Trainees, who refuse, tamper with, or test positive with drug/alcohol testing will be dismissed from the school.
  - d) If school administrators are aware that a trainee is visibly impaired, the school will work with the trainee to find acceptable transportation to take the trainee home or away from campus. The school has an obligation to act responsibly if there is reason to believe that the trainee could risk an accident which could harm themselves or another. The instructor will attempt to find a family member or friend to take the trainee home or the trainee will be offered a ride home. If the trainee refuses assistance, the school will contact local law enforcement and advise them of the trainee’s possible impairment.

- e) Crimes Involving Drugs: St. Joseph Hospital prohibits all trainees/trainees, from manufacturing, distributing, dispensing, possessing, transferring, storing or using an illegal drug or alcohol in or on St. Joseph Hospital premises. Trainees are also prohibited from misusing legally prescribed or OTC drugs.
- f) Law enforcement personnel shall be notified, as appropriate, where criminal activity is suspected.
- g) SJSON does not desire to intrude into the private lives of its trainees but recognizes that a trainee's involvement with drugs and alcohol out-of-school may have an impact on the school. Therefore, St. Joseph Hospital reserves the right to take appropriate disciplinary action for drug usage/sale/distribution while off hospital/school premises.

**Q. Possession, Use and Sale of Alcohol, Drugs and Tobacco**

This policy is intended to apply to all trainees/trainees, faculty and staff at all campuses and at all locations that trainees/trainees and staff engage in activities related to the school.

The School of Nursing will, on an annual basis, provide employees and trainees/trainees information on drug and alcohol prevention as well as smoking cessation.

Information on smoking cessation can be located on the following web sites.

<http://www.lung.org/>

<http://www.cancer.org/>

<http://www.cdc.gov/tobacco/>

**10. Tobacco**

- a) St. Joseph Hospital is a smoke-free campus. The School of Nursing will enforce the State of New Hampshire RSA 155-64-77 in order to protect the health and safety of trainees and staff. "It is the policy of St. Joseph Healthcare that smoking and other forms of tobacco use shall be prohibited inside all building or on the grounds of St. Joseph Healthcare. This includes the main hospital campus and all satellite facilities that are considered part of the St. Joseph Healthcare organization. Additionally, smoking by employees not on St. Joseph Healthcare property yet acting in the capacity of its representatives shall be prohibited." (GA-13). This policy includes trainees who attend a clinical experience, classes and otherwise represent the school at off-site facilities or events.
- b) Trainees shall not smoke during their clinical day. Instructors who find trainees in violation of this policy shall dismiss the trainee(s) from the clinical area. Infractions will be reported to the Dean for resolution. Infractions will follow the policy of progressive discipline up to and including separation from the school. Additionally, trainees shall abide by any and all additional policies of the institutions that are included in clinical experiences.

**11. Alcohol and Drugs**

- a) The possession and use of alcohol in the school building proper, surrounding grounds or on hospital property is strictly forbidden.
- b) The possession, sale or use of non-prescription drugs, as well as the possession, sale or use of drug paraphernalia prohibited by law on the St. Joseph Hospital, the school campus, and any location where the trainee is engaged in School of Nursing activities will result in separation from the school and prosecution. The administration of the School of Nursing will fully cooperate with law enforcement in this area. The use, possession or distribution of narcotics or other controlled substances, except as allowed by law (ex: prescription drugs) is forbidden.

**12. Observed/Reported Suspicious Behavior**

- a) It is the responsibility of St. Joseph School of Nursing to provide a safe learning environment. Therefore, any suspicious behavior that is observed or reported will be investigated. Suspicious behavior may include, but is not limited to:
  - (1) Observed changes in gait, mentation, attention, speech, judgment
  - (2) Observed use or possession of alcohol or illegal substances
  - (3) Alcohol-like odor on the breath
  - (4) Disruptive behavior, outbursts, erratic behavior

- b) The School of Nursing reserves the right to require a trainee to submit to drug/alcohol testing when suspicious behavior is observed or reported. Failure to comply with the testing will be considered to be equivalent to a positive drug test result. Disciplinary actions, up to and including dismissal from the training program will be taken.

13. **State of New Hampshire Laws**

- a) Trainees who attend St. Joseph School of Nursing are responsible for knowing and abiding by all state laws. State law prohibits the possession of alcohol by a minor. No sales agent, nor any other person, shall sell or give away or cause or permit or procure to be sold, delivered or given away any liquor or beverages to a person under the age of 21 years, or a person under the influence of liquor (NH RSA 179:5). Trainees over 21 years of age are subjected to prosecution if they sell or give alcoholic beverages to a minor. RSA 265:821 is amended to provide that a driver under the age of 21 years, with a blood alcohol content of 0.02 or more may be charged with Driving While Intoxicated (DWI). Penalties may include fines and/or time in jail.
- b) State and federal laws governing the possession and use of narcotics and controlled substances will be strictly enforced.
- c) Trainees must be aware of the importance of their role in patient care and of the trust that patients place in them. Trainees who are impaired by drugs and alcohol will not be allowed to remain in the classroom or in clinical (externship) and may face severe disciplinary measures.
- d) Trainees would be well advised to consider the impact of any legal action, sanctions or convictions on their ability to apply and receive a nursing license within the State of New Hampshire.

**Resources:**

**Alcohol Treatment Centers** (24 hour helpline)

Phone: 1-800-711-6402

Phone: 1-800-315-2056

<https://freerehabcenters.org/state/new-hampshire>

**Greater Nashua Council on Alcoholism:**

Keystone Hall: 615 Amherst St, Nashua, NH

Phone: (603) 881-4848

[www.keystonehall.org](http://www.keystonehall.org)

Need Help Getting Sober? Call the NH AA Hotline: 800-593-3330

<https://nhaa.net/meetings>

For al-anon and alateen:

<https://al-anon.org/al-anon-meetings>

<https://alcoholicsanonymous.com>

Rehabs.org provides resources for people seeking treatment for their addiction or want to better understand their addiction.

<https://rehabs.org/addiction/do-i-need-rehab/>

Addictions.com is very similar to rehabs.org and provides general resources for a variety of addictions along with a local treatment center directory similar to how alcoholicsanonymous.com helps people find local AA Meetings.

Treatment center directory:

<https://www.addictions.com/rehabs/>

As part of your WellConnect trainee well-being training program trainees have access to **Shatterproof's Just Five** learning modules - which include short, impactful and easy-to-access educational resources designed to give important facts and information about substance use disorders. To access the learning modules click on the link [justfive.org/wellconnect](http://justfive.org/wellconnect) or login with your school code (SJSON-STU) at [wellconnectforyou.com](http://wellconnectforyou.com).

If you or someone in your family needs to speak with a licensed clinician, please call the **Support Line at 866-640-4777**.

#### 14. **Health Risks**

- a) The use of tobacco, drugs and alcohol have been proven to be both physically and psychologically harmful and have significant impact on the person, family and friends. The use and abuse may also result in conduct that may result in injury, death. Damage to property and criminal and civil liability and prosecution can result from the use of drugs and alcohol. The Dean or an Associate Dean can be contacted if a trainee is in need of assistance.
- b) The use of alcohol may cause impaired decision making/ judgment and memory loss. Short term effects of alcohol include altered perceptions impaired coordination, vision, perception and hearing. Some health effects of alcohol also include liver cancer, fatty liver, hepatitis, kidney disease and cirrhosis. Additional health effects include ulcers, heart muscle disease and use during pregnancy can result in fetal alcohol syndrome, premature births, stillbirths, increased risk of miscarriages and low birth weight babies.
- c) Alcohol taken with other drugs can alter the effect of the drug or intensify the effect causing untoward physical complications. The use of drugs and alcohol can result in physical addiction and chemical dependency.

#### 15. **Search**

- a) When there is reason to believe that a trainee, staff or faculty may harm themselves or others the Nashua Police Department, in conjunction with the Security Department personnel shall be contacted to determine if a search of their belongings is necessary. The Dean and/or designee will be notified for the need to perform the search.
- b) This policy covers and defines any object or item that can cause severe, permanent or protracted loss or impairment to health or function of any part of the body, and is to include any controlled substance, illegal substance, alcohol and weapons as examples. Weapons refer to any firearm, knife or device that could cause bodily injury or harm.
- c) The security officers may confiscate any of the following items and hand over to local law enforcement without having to fear legal consequences:
  - (1) *Any item(s) of hospital property that the security officer can be reasonably certain the person was allegedly in the act of stealing.*
  - (2) *Any instrument(s) used in committing a crime, i.e. a gun or other weapon*
  - (3) *Any contraband, i.e., narcotics, deadly weapons, or counterfeit money*

#### R. Trainee Complaint/Grievance Policy

St. Joseph School of Nursing (SJSON) is committed to deliver the highest quality of training and to adhere to the educational standards set forth by our governing bodies in the delivery education.

The trainee Complaint and Grievance policy provides guidance under which investigations of complaints and grievances will be carried out to ensure objective and timely responses to trainees.

All trainees have the right to submit a verbal or written complaint to the faculty or administration of SJSON and have the right to a timely response.

##### 1. **Complaint Procedure:**

- a) A trainee may initiate the informal process of a complaint by bringing the concern to a faculty member, their advisor, or a representative of the administration.
- b) A trainee may convey the concern verbally or in writing.
- c) Action taken by the faculty or administration will be reported to the trainee. The faulty member may refer the complaint to the appropriate committee for resolution.
- d) If satisfactory resolution has not been achieved, the trainee may bring the concern to the Dean.
- e) The faculty member, advisor, or representative of administration will document the complaint and forward the complaint and action to the appropriate committee for information if it has not already been submitted.

##### 2. **Grievance Procedure:**

- a) All grievances must be in writing and submitted to the Dean.



- b) In order for the grievance to be processed, the grievance must contain the following:
  - (1) The basis for the grievance regarding training program or accreditation standards, or allegation of non-compliance with any state or federal law.
  - (2) All relevant names and dates and a brief description of actions forming the basis of the grievance.
  - (3) Copies of any documents or materials that support the grievance.
- c) The Dean (or if unavailable, the Associate Dean) will acknowledge the receipt of the grievance in writing within three (3) business days.
- d) The Dean will conduct an initial review of the grievance within ten(10) business days to determine whether the grievance sets forth reasonable information on which an investigation is warranted.
- e) All grievances must be resolved within fourteen (14) business days of the initial review. If a grievance is complicated and more time is needed for resolution, the Dean will inform the trainee in writing.
- f) A written response from the Dean will be sent to the trainee indicating the steps taken to investigate the grievance, the results of the review and date of completion.
- g) If a trainee is dissatisfied with the resolution, or feels that the school has not adequately addressed the grievance, they may address the grievance with the following governing agency:

For all trainees:

Accrediting Commission of Career Schools and Colleges (ACCSC) 2101  
 Wilson Boulevard, Suite 302  
 Arlington, Virginia 22201  
 703-247-4212  
[www.accsc.org](http://www.accsc.org)

New Hampshire Department of Education  
 101 Pleasant Street  
 Concord, NH 03301  
 603-271-2299  
[www.education.nh.gov/highered/compliance-allegation.htm](http://www.education.nh.gov/highered/compliance-allegation.htm)

For nursing assistant trainees: in addition to the above agencies:

Office of Professional Licensure & Certification  
 7 Eagle Square  
 Concord, NH 03301  
 603-271-2152  
<https://www.oplc.nh.gov/new-hampshire-board-nursing>

3. ***Trainee Complaint Procedure – ACCSC***

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges  
 2101 Wilson Boulevard, Suite 302  
 Arlington, VA 22201  
 (703) 247-4212  
[www.accsc.org](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx> - Written documents related to the grievance will be kept on file and will be provided to regulatory agents and accrediting bodies as mandated.

4. ***Definitions***

- a) **Complaint** (considered informal) - a verbal expression of dissatisfaction with some aspect related to the training program that is addressed immediately and resolved by faculty or administration.

- b) **Grievance** (considered formal) – a written expression of dissatisfaction with some aspect of the training program that has not been resolved to the trainee’s satisfaction by the faculty or administration;
- c) **Resolution**– a grievance is considered resolved when the investigation has been completed and the findings and resolution have been communicated to the trainee(s).

**VI. ADMINISTRATIVE POLICIES/INFORMATION**

A. Family Educational Rights and Privacy Act Policy (FERPA)

FERPA protects the privacy of students' educational records by requiring a written consent from the student before disclosing any personally identifiable information to a third party. In addition, it gives students the right to inspect and review their own educational records. FERPA applies to the education records of students who are or have been in attendance at SJSON. FERPA does not apply to the records of students who are denied acceptance or have been admitted but never enrolled. Under FERPA students have the right to:

**1. Inspect and review education records:**

Within a reasonable time, not to exceed 45 days (§99.10) when SJSON receives a request for access, a student will be given access to inspect and review their education records. Students should submit a written request to the Dean that identifies the record(s) they wish to inspect, for example: grades, statement of account, or financial aid. The school official will make arrangements for access. The student will be notified via email of the time and place where the records can be inspected. Note: The law does not require the school to provide the student with copies of the record.

**2. Student rights also include:**

Consent to the disclosure of personally identifiable information (PII) from education records except as specified by law (§99.20). These rights transfer to the student when they turn 18 years of age or enter a postsecondary educational institution at any age ("eligible student").

**3. Types, locations, and custodians of educational records:**

Admissions Coordinator/ Bursar's Office:	Admission records, billing, payment plan
Registrar's Office:	Grades, enrollment verification, loan deferments
Financial Aid Office:	Financial Aid, Veterans records, Immigration and non-citizen records
Associate Dean:	Students with disabilities, Sonisweb student portal

**4. Request amendment of education records believed to be inaccurate or misleading:**

A student who believes that their educational record is inaccurate or misleading, or in violation of the privacy rights of the student, and in need of correction should write to the school official responsible for the record (see list above), clearly identifying the part of the record they want corrected stating the reason they believe the record is incorrect or misleading. If the school decides that the information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it shall:

- (1) Amend the record accordingly; and
- (2) Inform the parent or eligible student of the amendment in writing

**5. If the school decides not to amend the record as requested by the student, the school official will notify the parent or eligible student of the decision and advise the student of their right to a hearing regarding the request for the amendment. If the eligible student or parent requests a hearing, the following procedure will be followed.**

**6. *Hearing Procedure:***

- (1) St. Joseph School of Nursing must hold a hearing within a reasonable time after it has received a request from the parent or eligible student challenging the content of the student's education records on the grounds that the information contained in the education records is inaccurate, misleading, or in violation of the privacy rights of the student.
- (2) The school shall give the parent or eligible student notice of the date, time, and place, reasonably in advance of the hearing.
- (3) The hearing may be conducted by any individual, including an official of the school or St. Joseph Hospital, who does not have a direct interest in the outcome of the hearing.
- (4) The school shall give the parent or eligible student a full and fair opportunity to present evidence relevant to the issues raised under §99.22.
- (5) The parent or eligible student may, at their own expense, be assisted or represented by one or more individuals of their own choice, including an attorney.
- (6) The school may also be assisted or represented by one or more individuals of their own choice, including an attorney.
- (7) The school shall make its decision in writing within a reasonable period of time after the hearing.
- (8) The decision must be based solely on the evidence presented at the hearing and must include a summary of the evidence and the reasons for the decision.
- (9) If the outcome of the hearing determines that the contested information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, the record will be amended, and the parent or eligible student will be notified in writing of the change.
- (10) If the outcome of the hearing is that the information in the student record will not be amended, the parent or eligible student has the right to place a statement in the record commenting on the contested information in the record or stating why they disagree with the decision of the hearing. The school must maintain the statement with the contested part of the record for as long as the record is maintained and disclose the statement whenever it discloses the portion of the record to which the statement relates.

**7. *Consent to Disclose:***

In accordance with FERPA, records created and maintained by SJSON are considered to be educational records and may only be released to a third party with written consent from the student. This includes spouses, parents, other relatives, and employers. Any student requesting SJSON to discuss aspects of a student records with a third party shall complete the SJSON FERPA Release Form and submit it to the Admission Coordinator's office. The FERPA release form may be completed and faxed to 603-578-5028 or mailed to: Admissions Office, St. Joseph School of Nursing, 5 Woodward Avenue, Nashua, NH 03060.

**8. *Directory information policy:***

SJSON may disclose personally identifiable information without the student's consent. This includes: Directory information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance.

However, the school must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. The school must notify parents and eligible students annually of their rights under FERPA. FERPA information will appear in the current Student Catalog/Handbook available on the school's website.

**9. *SJSON may disclose personally identifiable information without the student's consent to the following parties:***

- (1) U.S. Department of Education
- (2) U.S. Controller General
- (3) U.S. Attorney General
- (4) Accrediting agencies
- (5) Military recruiters (under the Solomon Amendment)
- (6) State and local officials
- (7) Alleged victim of a crime
- (8) Parent of a dependent student as defined by the IRS
- (9) Parent of a student under 21 regarding the violation of a law regarding alcohol or drug abuse
- (10) School officials with legitimate educational interests
  - (a) A school official is a person employed by the school in an administrative, supervisory, academic or research, or support staff position (hospital security office and health staff)

- (b) A person or company with whom the school has contracted (such as an attorney, auditor, consultant or collection agency)
  - (c) A student serving on an official committee, such as student affairs or grievance committee, or assisting another school official in performing their tasks.
  - (d) A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill their professional responsibility.
- (11) SJSON may disclose information for law enforcement purposes pursuant to any court order or lawfully issued subpoena. SJSON will make a reasonable effort to notify the parent or student who is the subject of a subpoena so that they may seek protective action.

**10. Complaints:**

The trainee has the right to file a complaint with the U.S. Department of Education concerning alleged failures by SJSON to comply with the requirements of FERPA. Complaints to the Department of Education should be submitted to:

**Family Policy Compliance Office**  
 U.S. Department of Education  
 400 Maryland Avenue, SW  
 Washington, D.C. 20202-4605  
 1-800-872-5327

**VII. TRAINEE SERVICES**

Listed below are several services offered through the School of Nursing to assist trainees.

**A. Academic Advising**

**1. Mission Statement**

The faculty of SJSON believes that the caring and intentional interaction of faculty and trainees is the basis for promoting success and ensuring persistence in the course. This partnership of faculty and trainees is a joint endeavor that empowers trainees to become active participants in their education. Faculty recognizes that all trainees have potential and exploring strategies for success is essential. Likewise, trainees have the responsibility to be actively engaged in their educational pursuits.

Academic advising is built upon the core values of St. Joseph Hospital. These core values are: Compassion, Excellence, Integrity, Collaboration, and Stewardship. Through academic advising, the faculty offers trainees the opportunity to express and discuss areas of concern which, if not resolved, may limit their academic growth or prevent successful completion of the course.

Advisors for the training programs are the Associate Dean of the Medical Assisting Degree and the program instructor.

Advisors will track how each trainee is progressing and will initiate a conference if needed. The advisor will meet with the trainee as often as necessary throughout the course. Trainees are advised to contact their advisor for academic, clinical or personal concerns as soon as they are identified in order to receive timely guidance, assistance, and support.

**2. Academic Warnings/Probation**

A meeting with the advisor, trainee, and Associate Dean shall be scheduled with any trainee who has received an academic warning. An action plan will be formulated at that time with specific recommendations for improvement. The action plan will be signed by the trainee and advisor and a schedule to implement the plan will be established. Progress toward goal will be documented.

**3. Role and responsibilities of the Faculty Advisor:**

- a) Be available to trainees and post office hours
- b) Meet with trainees early in semester
- c) Meet with any trainee who is at risk or receives a warning
- d) Maintain confidentiality at all times
- e) Initiate an action plan as necessary
- f) Assist trainee to explore their own strengths and weaknesses
- g) Find and use appropriate support services

h) Be proactive in meeting with trainees

As advisors, the faculty will attempt to demonstrate genuineness, congruence, and empathy thus establishing a climate that will allow the trainee to freely discuss their concerns. Advisors will assist trainees in identifying probable alternatives to resolve issues and establish a plan or course of action to implement choices and alternatives. Faculty will assess the trainee's need for academic and clinical skills remediation. Individual action plans will include recommendations for improvement and identification of resources.

The faculty will strive to provide the necessary support to help the trainee accomplish their plan by acknowledging positive behavior changes, and by offering encouragement and continued assistance. The advisor may assist the trainee establish other career alternatives if the trainee is not successful in reaching their academic goals.

The trainee will be informed, during the initial meeting, that the faculty assumes the advisor role to the degree that the area of confidentiality which is inherent in the advising relationship is not in conflict with the instructor's role and responsibilities. These responsibilities include but are not limited to assuring compliance with the laws of New Hampshire as they relate to the practice of healthcare and the maintenance of a drug free environment

**4. Roles and responsibilities of Trainee:**

- a) Consult with advisor early in the semester
- b) Interact with advisor in a professional manner, including making and keeping appointments
- c) Confer with advisor on the impact of circumstances that could impact academic performance
- d) Clarify their own values, abilities, interests, and goals
- e) Ask for help when needed

**5. Personal Guidance:**

If a member of the faculty becomes aware of a trainee's serious personal issue which may be interfering with the trainee's progress in the training program, the faculty member shall notify the Dean or an Associate Dean. Trainee support is available through WellConnect. For confidential reasons, the issues brought forth are not discussed with any member of the school's staff.

**6. Career Guidance:**

Prior to graduation the advisor or faculty member will discuss with the trainee their preparation for national credentialing and career guidance. This discussion is intended to inform the individual trainee of their strengths and weaknesses and to provide them with the insight necessary to establish realistic future career goals.

**B. Academic and Support Services**

1. Technical support: Support services are available through the faculty and staff at the school.
2. WellConnect, a support service is offered at no charge to trainees/trainees. Additional resources are available through Mission Integration at St. Joseph Hospital (603) 884-4306. The Employee Food Pantry is accessible to trainees as needed. The trainee must only show their ID badge to receive services. The trainee's advisor can assist the trainee in accessing these services. Contact at (866) 640-4777.
3. Trainees Disability Services Policy  
The Trainee Disability Services Policy defines services available to trainees through SJSON in order to ensure equal education access for trainees with documented disabilities.

***GUIDELINES:***

In order to obtain services, trainees are required to **self-identify and request** accommodations by submitting appropriate documentation that states their disability as per ADA guidelines. Eligible trainees will receive reasonable accommodations.

Appropriate documentation should:

- Be current (within 3 years)

- Be comprehensive stating clear diagnosis of the disability
- List the name, title and credentials of the licensed professional (evaluator)
- Have a description of the diagnostic methodology used
- List test scores from the tests performed and their actual interpretation
- List a description of current functional limitations
- List a description of current and past accommodations, services and/or medications

Please note that testing documentation must be included, and accommodations cannot be granted only on the basis of IEPs or letters from special education teachers. Once the documentation has been reviewed and if the trainee is found eligible for services, a Reasonable Accommodation Plan will be established based on individual trainee needs. Examples of accommodations are extended time on tests, tests with reduced distraction, digitally recording classroom lectures, textbooks in alternative formats, use of assistive technology devices and software.

The Associate Dean works with faculty to develop and recommend learning services and resources for a trainee's unique needs. The Associate Dean is available to implement reasonable accommodation plans for trainees with documented disabilities.

#### C. Employment Assistance

Trainees are given assistance in completing a resume and interviewing skills as part of their training program. Job opportunities are posted on the Job Opportunities bulletin board centrally located on the first floor.

#### D. Healthcare Guidelines

1. Trainees may use St. Joseph Hospital for their healthcare at their own expense.
2. Trainees are required to submit proof of health insurance coverage.
3. The school does not accept responsibility for any expenses related to trainees' healthcare.
4. Expenses incurred as a result of an injury sustained while participating in externship, classroom, laboratory and other activities required by the training program are the trainee's responsibility.
5. Trainees are not permitted to ask for medical help from staff physicians in the clinical or practice areas or from faculty.
6. Trainees must be free of physical restrictions in order to perform clinical duties.

#### E. Spiritual Opportunities

The hospital chapel is located in the hospital on the main floor across from the south elevators. Trainees are encouraged to develop their personal spiritual lives according to their beliefs. Interdenominational chaplains are available to meet trainees' needs through the Pastoral Care Department at St. Joseph Hospital.

#### F. Trainee/Visitor Policy

1. All visitors to the school must check in at the Administrative Assistant's office and sign in.
2. Visitors are allowed for short periods of time in common areas such as trainee lounges.
3. Visitors are not allowed to attend classes.
4. Visitors are not allowed in clinical areas.
5. If a trainee has a visitor that will be staying for longer than an hour, the trainee must ask permission from the Dean or Associate Dean in advance.
6. The trainee is responsible for letting the person into the building or making arrangements in advance with the Administrative Assistant to the Dean.
7. The trainee is responsible to remain with the visitor for the duration of the visit.
8. All visitors are expected to follow SJSON policies (including dress policies). If a visitor is found to be in violation of a policy or is disruptive to other trainees or staff, security will be called to escort them from the building.
9. Children visiting the school is discouraged.
10. Permission from the Dean or Associate Dean and training program instructor must be obtained prior to bringing a child to a class or lab. Any disruptive behavior of the child will result in the trainee and child being asked to leave the building.
11. Children may not be left in any part of the Academic Center without an adult in direct attendance.
12. Trainees and visitors are not allowed in the building after hours. The building is open to trainees with badge access Monday through Friday from 7 am to 11 pm.

#### G. Trainee Parking Policy

To provide fair and equitable parking privileges to all individuals having a need to use the parking facilities at St. Joseph Hospital and the School of Nursing.

1. All trainees authorized to use St. Joseph Hospital parking lots are required to complete a parking form for the Security Department.
2. Lots "F" & "H" are designated areas for:
  - a) Trainees: No parking is allowed in space reserved in front of the building in Lot H for visitors or staff. These spaces are so designated by signs and are located directly in front of the building.
  - b) Trainees who are in clinical or in class in the evenings, have permission to park in the St. Joseph Hospital parking garage after 2 pm.
  - c) No trainee parking is allowed on city streets or in front of the school.
  - d) Trainees with documented handicaps may use the St. Joseph Hospital parking garage with specific permission from the Dean and the Chief of Security.
3. Penalties for violations:
  - a) 1st violation - Security shall forward the white copy of the violation to the Dean. A verbal warning shall be given. A note will be placed in the trainee's file.
  - b) 2nd violation - A second violation within a year shall result in a written warning. The written warning will be filed in the trainee's file.
  - c) 3rd violation - A third violation within a year of the 1st will result in a second written warning. The trainee shall be warned that further infractions may result in suspension of all parking privileges and/or dismissal from the school. Refer to the Conduct and Progressive Discipline policy.

### VIII. SAFETY AND SECURITY

#### A. Emergency Plan

The Emergency Plan for St. Joseph School of Nursing is designed to interface with the Emergency Management Plan at St. Joseph Hospital.

The Emergency Plan is designed to encompass an all hazards approach to emergency preparedness. St. Joseph Hospital and St. Joseph School of Nursing are committed to supporting the welfare and safety of its trainees/trainees, faculty, and staff by providing a safe and secure learning environment. It is the responsibility of all faculty, staff, and trainees to be aware of safety and security issues and be mindful of basic precautions that support individual and school safety.

##### 1. Purpose

The primary purpose of the plan is to provide mechanisms, actions, and information that result in an effective response to emergency situations. To accomplish this purpose, the following areas have been identified:

- a. Identify roles and responsibilities for administration, faculty, staff, and trainees.
  - b. Practice emergency responses to increase awareness and identify areas for improvement within the plan.
  - c. Interface with departments of the hospital to support response, safety, and efforts to return to normal operations.
2. The emergency plan may be activated in response to the following situations:
    - a. Inclement weather and emergency closure of the school
    - b. Active shooter/intruder situations
    - c. Activation of fire alarms/actual fire emergencies
    - d. Shelter in Place/Lockdown
    - e. Emergencies in other locations on the campus or satellite
  3. Phases of Emergency Management
    - a. Mitigation:

In conjunction with the departments of St. Joseph Hospital, mitigation activities include long-term actions that lessen the undesirable effects of unavoidable hazards. Risk assessment and surveillance activities support mitigation efforts.
    - b. Preparedness:

Preparedness activities support the response capabilities available in the event of an emergency. Annual drills are an examples of preparedness activities that support a safe response.

c. Response:

The response phase is dynamic and dependent upon the actual assignment of resources required to address the immediate and short-term effects of an incident or disaster. The response phase relies heavily on information, identification of resources, supplies and support from the hospital and emergency response agencies from the City of Nashua.

d. Recovery:

The recovery phase encompasses activities designed to return the school to its usual state.

B. Emergency Response

The Emergency Plan is intended to provide guidance for the most common or anticipated events. Flexibility of the response may be needed to encompass actions for unforeseen or unusual events.

The Dean, Associate Deans and/or designee will communicate as needed with Emergency Operations/Safety Officer at St. Joseph Hospital and will determine any emergency actions that need to be initiated. Activation will be considered based on the following:

1. Hazard type: fire, flood, dangerous individual, chemical hazard
2. Impact to the school: minor, major, disaster
3. Potential for the situation to worsen
4. Life safety/property protection: potential for minor, serious injury, damage
5. Disruption to the normal course of business

The School of Nursing will conduct an annual test of the emergency response plan and notification system. Testing will be conducted in conjunction with the St. Joseph Hospital Safety/Emergency Management Team and with local authorities as needed. Results of the test will be kept by the Dean and the Safety Officer at St. Joseph Hospital. Trainees, staff, and faculty should call 911 to report an emergency such as a medical emergency, or an act of violence. If a fire, smoke situation, or situation where there is a suspicion of the threat of fire, the nearest fire alarm will be pulled and the building evacuated.

C. Emergency Notifications

Emergency notifications to faculty, staff, and trainees who are not in the building are accomplished through SONIS. School administration and administrative staff have the ability to send out alerts, warnings, updates, and cancellations through this training program. Trainees who are in classrooms will be notified by their instructors.

Trainees will sign an attendance roster at the beginning of classes. The instructor will be notified by the trainee should they need to leave the class prior to the scheduled stop time in order to be able to account for all trainees. **Trainees should be aware of the emergency routes from the building. Evacuation routes are posted in public/trainee areas. Trainees are required to stay at the evacuation site until all trainees are accounted for.**

D. Situations

1. **Inclement Weather/Emergency Closing**

In the event of inclement weather, the school may decide to delay or cancel the opening of the school as well as close the school early. The decision will be made at the earliest possible time. Delays and cancellations will be posted on WMUR-TV Channel 9. Trainees are expected to use good judgment in deciding whether or not to travel to class or to the clinical facility. Theory and clinical instructors will arrange for make-up time.

2. **Medical Emergencies**

Be prepared to provide the following information about the victim(s):

- a. brief description of the situation
- b. any first aid that is being rendered
- c. best entrance to use.

If able send a "runner" to escort the emergency responders to the victim.

Victim(s) should not be moved. Individual(s) needing care will be transported to the emergency department of their choosing within the local area. Faculty will **not** be responsible to transport the individual to SJH ED via wheelchair. An occurrence report (Midas) will be completed by the individuals witnessing the event.

**Automatic External Defibrillator (AED)**

An AED is located on the first floor between the trainee study and the auditorium. An AED is also located in the Milford building – ground floor.



### 3. Fire Emergencies

#### **Nashua Campus**

All classrooms and public meeting spaces within the school have designated exit routes posted near the exit. The person discovering the fire should immediately pull the nearest fire alarm box. All exits and fire doors shall be kept free from obstructions and clutter.

#### ***Boxes are located in the following areas:***

Front entrance by trainee mailboxes  
Entry halls, first floor Kinsley Street side and Earley Street side  
Parking garage entrance first floor near elevator and ground level between doors  
Second floor by elevator; top of stairs Kinsley Street side and Earley Street side; also at end of corridor  
Ground floor at bottom of stairs Kinsley Street side and Earley Street side

#### ***Fire Extinguishers are located in the Following Areas:***

First floor near Bursar's Office  
Woodward Avenue entrance  
First floor hall Earley Street side by Room #122  
Entrance first floor near elevator  
Second floor near elevator  
Second floor Kinsley Street side near water fountain (behind fire door)  
Second floor Earley Street side, top of stairs men's restroom  
Second floor Earley Street side, end of corridor  
Ground floor Earley Street side inside door

#### ***Fire Alarm Signal***

The fire alarm signal is a very loud continuous horn sound with flashing lights on alarm sensors. Fire doors in the hallways will close automatically. When the alarm sounds, occupants should immediately close windows, shut doors and leave the building by the nearest or designated exit.

- Walk, do not run.
- Do not use elevators.
- Trainees, faculty, and staff will gather near the entrance to the parking garage adjacent to the school.
- Faculty will review the exit routes with the trainees on the first class of the semester.
- Faculty will bring the attendance/roster sheet with them and call the roll when trainees have evacuated the building.
- A designated member of the administration will communicate with each class instructor to identify if all trainees/trainees are present.
- Return to class will only be allowed when communication with the Nashua Fire Department, St. Joseph Hospital Security or St. Joseph Hospital maintenance staff announces the all clear.
- Trainees, faculty, or staff with mobility impairments shall proceed to the rear stairwell (near elevator) and wait for assistance from the Nashua Fire Department. Faculty will alert the Administrator in charge of the need for assistance in evacuation. The elevator will not be used under any circumstances.

#### **MILFORD SATELLITE:**

#### **Fire Emergencies**

All classrooms and public meeting spaces within the school have designated exit routes posted near the exit. The person discovering the fire should immediately call 911. All exits shall be kept free from obstructions and clutter.

#### ***Fire Extinguishers are located in the following Areas:***

1. Near Medical utility/supply area.
2. Rear of building: middle entrance door and far right entrance door.

#### ***Smoke Detector Signal***

The signal is a flashing light on detector sensors located on the ceilings. When flashing, occupants should immediately close windows, shut doors and leave the building by the nearest or designated exit.

- Walk, do not run.
- Trainees, faculty, and staff will gather at the rear of the building and proceed to the garage/shed structure at the rear of the school.
- Faculty will review the exit routes with the trainees on the first class of the semester.
- Faculty will bring the attendance/roster sheet with them and call the roll when trainees have evacuated the building.
- Each class instructor will identify if all trainees are present.
- Return to class will only be allowed when communication with the Milford Fire Department announces the all clear.

E. Shelter in Place:

This action is taken in the event of an emergency when the escape/evacuation route may not be safe or safely secured. Shelter in Place may be advised for individuals or large groups depending on the situation. The best location to choose for sheltering in place is a room with the fewest number of doors and windows and a room with a water supply is desirable. However, you should be prepared to evacuate the building or relocate to another area within the building.

Take the following actions:

- a. Close and secure all doors and windows to the outside.
- b. Move away from exterior windows
- c. Keep your cell phone at hand to receive updates but turn it to silent mode. If there is a power loss, your cell phone can serve as a flashlight.
- d. Do not go outside unless instructed to evacuate by a member of the administration, police, or emergency operations team.

F. Lockdown:

Take the following actions:

- a. Stay calm and quiet
- b. Turn cell phones to silent, not vibrate
- c. Secure doors and remain out of site if in an area where windows are present
- d. Lock doors and barricade them if possible
- e. Do not allow anyone access once the doors are locked.
- f. Do not allow anyone to talk their way inside as they may be the suspect or may be coerced by the suspect outside of your view.
- g. Wait for further instructions and do not allow anyone to leave until given the “all clear” message. It is important that everyone follow directions from law enforcement personnel.
- h. If you are unable to find a secure room, consider self-evacuation from the building. Attempt to put as much distance as possible between you and the incident/violence.

If you are outside of the building during a lockdown, move away from the affected area and do not attempt to enter the building.

G. Safety Data Sheets (SDS)

The Safety Data Sheets (SDS) for all chemicals in use in the laboratory are available on the Covenant website: Go to the Covenant Health Internet Portal (CHIP) at <https://covhealth.sharepoint.com/SitePages/Home.aspx>. Click on “Resources” on the menu on the left side of the screen. Click on “Covenant Applications” on the menu on the left side of the screen. Scroll down to Covenant-Wide Applications and MSDS Online Search.

H. Safety and Security

**1. Crime Awareness and Campus Security Act of 1990**

The Crime Awareness and Campus Security Act of 1990 requires that the school collect statistics concerning the occurrence of the following criminal offenses on campus: 1) murder and non-negligent manslaughter, 2) negligent manslaughter, 3) robbery, 4) aggravated assault, 5) burglary and 6) motor vehicle theft, 7) arson, 8) forcible and non-forcible sex offenses. St. Joseph is a safe campus and only a few minor offenses have occurred over the past years. Statistics are available on the SJSON website.

School security is provided through the Security Department at St. Joseph Hospital. The Chief of Security is responsible for the oversight of the Security Department and reports to the President, St. Joseph Hospital. Public safety concerns are coordinated with local law enforcement agencies.

Members of the St. Joseph Hospital Security Department serve as agents of the hospital and are authorized to enforce all hospital policies and regulations. Although the officers do not have powers of arrest, they work closely with the local law enforcement agencies to enforce all local, state and federal laws.

School and campus security is provided on a 24 hour a day/7 day a week basis. Security officers make regular rounds of the hospital proper and surrounding buildings, parking garages and the school. Security officers are equipped with radios that place them in direct contact with the communications center.

On the Nashua Campus trainees may make emergency calls using school or hospital extensions by dialing the "211" extension. Trainees should refer to the Hospital Codes outlined on the reverse side of their identification badge. These calls will be answered by the hospital communications center and routed to the on-duty security officer(s).

It may also be necessary to call "911" should an ambulance be necessary. Calls for assistance outside the school or hospital buildings should be made to "911". Remember that it is necessary to obtain an outside telephone line by dialing "9" prior to 911. In case of a fire, the nearest fire alarm should be activated. Security can be reached by pager at **376-4900 or extension 64900**.

When calling either extension, be prepared to provide the following information as applicable:

- Your name and nature of the incident/accident
- The location of the incident/accident
- A description of the scene, surroundings, suspects
- A description of any motor vehicle involved in the incident, including license plate number
- It is important to remember to call the emergency numbers if you suspect a crime has been or is being committed. Do not delay, call immediately.

## **2. School Security**

The school building is secured with a badge-swipe system that is activated by the trainee, faculty or staff badge. Trainees will have access to the school during normal business hours Monday thru Friday 7:00 am until 11:00 pm. Trainees do not have permission to be in the school building during holidays or days that the school is officially closed. Selected areas will be locked after daytime classes but can be accessed by faculty and staff as needed.

The building is monitored with security cameras.

## **3. Crime Prevention Services**

Trainees and staff are encouraged to be alert and take an active part in prevent crime and assume responsibility for their safety. Vehicles should be locked, and only necessary personal possessions should be brought to school and into the clinical area. Many clinical sites do not provide secure areas for personal possessions.

A member of the Security Department will meet with trainees during new trainee orientation to review safety/security issues. In addition, semester updates will be distributed to trainees through the SONIS portal at the beginning of each semester, informing them of any changes or areas of concern regarding campus safety and security.

Escort service to parking areas are available 24 hours a day, 7 days a week in Nashua. Contact Security at **376-4900 or dial "0"** to request an escort.

Trainees participating in first shift/day clinical experiences are expected to park in the assigned or designated trainee parking areas (Lot H-church; Lot F-rectory; Grass lot next to building). Walking with another trainee to and from activities on campus is encouraged.

## **PERSONAL SAFETY TIPS FROM ST. JOSEPH HOSPITAL SECURITY DEPARTMENT**

When entering or exiting the facility:

- Walk in groups (safety in numbers)
- Try to avoid isolated areas (if alone contact Security for an escort)

- Always carry car keys in hand to allow quick access to vehicle
- Stay near streetlights
- Hold your purse or personal belongings tightly and close to your body

If you feel you are being followed:

- Cross the street or try to change direction
- Keep looking back so the person knows you cannot be surprised
- Go to a well-lit and/or public area (anywhere there are people)
- Try to notice and remember as many details as possible to provide a good description

When leaving your car, office or work area:

- Lock office doors and areas you are not going to be around even for brief periods of time
- Protect your keys and ID badge
- Keep valuables locked up and out of sight
- Keep car windows up and doors locked
- Have emergency numbers near or on your phone
- Contact Security immediately by calling the hospital switchboard (882-3000) if you see suspicious people, vehicles or activities on the hospital or school grounds. Advise the operator of the situation and location being as specific as possible.

#### 4. **Timely Warnings**

The School of Nursing will, without delay, issue timely warnings of serious crimes that occur on the campus in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act). These warnings alert staff and trainees to crimes that may pose serious threats to their safety and security. Knowledge of these crimes will enable staff and trainees to be more vigilant regarding their personal safety. Notification may be delayed if, in the professional judgment of authorities, the notification is deemed to compromise enforcement efforts to respond, contain, mitigate or isolate the emergency.

See Violence Against Women Reauthorization Act of 2013

<http://www.uscis.gov/sites/default/files/ilink/docView/PUBLAW/DATAOBJECTS/PL113-4.pdf>

Warnings will be generated using the SONIS system. Additional information may be conveyed face-to-face in the classroom and notices in trainee, faculty and staff mailboxes.

Warnings will be issued for the following incidents:

- Murder
  - Sexual offenses, forcible or non-forcible
  - Aggravated assault
  - Robbery
  - Burglary
  - Motor vehicle theft
  - Manslaughter
  - Major incidents of arson
  - Arrests and/or disciplinary referrals for liquor and drug law violations or illegal weapons possession
- Other crimes as determined necessary by the Chief of Security or the Dean.

#### 5. **Crime Statistics**

Crime statistics for incidents that occur on campus and local areas shall be reported on the School of Nursing website. Statistics will be collected from the local police departments in conjunction with the St. Joseph Security Department personnel. Trainees, who have been victims or who have witnessed any crime may voluntarily report the incident in confidence for inclusion in the annual security report.

#### 6. **Hate Crimes**

Hate Crimes will be reported to the Dean and in the School of Nursing's crime statistics. (34 CFR 668.46(c)(3)).

A **hate crime** is a criminal offense committed against a person or property which is motivated, in whole or in part, by the offender's bias. Bias is a preformed negative opinion or attitude toward a group of persons based on their race, gender, religion, disability, sexual orientation, gender identity, ethnicity or national origin. Hate

crimes include any offense that is motivated by bias: murder/non-negligent manslaughter, sex offenses (forcible and non-forcible) robbery, aggravated assault, burglary, motor vehicle theft, arson, larceny-theft, destruction/damage/vandalism of property, intimidation and simple assault.

**Larceny-Theft:** The unlawful taking, carrying, leading, or riding away of property from the possession to constructive possession of another.

**Destruction/Damage/Vandalism of property:** To willfully or maliciously destroy, injure, disfigure, or deface any public or private property, real or personal, without the consent of the owner or person having custody or control by cutting, tearing, breaking, marking, painting, drawing, covering with filth, or any other such means as may be specified by local law.

**Intimidation:** To unlawfully place another person in reasonable fear of bodily harm through the use of threatening words and/or other conduct, but without displaying a weapon or subjecting the victim to actual physical attack.

**Simple Assault:** An unlawful physical attack by one person upon another where neither the offender displays a weapon, nor the victim suffers obvious severe or aggravated bodily injury involving apparent broken bones, loss of teeth, possible internal injury, severe laceration or loss of consciousness.

**Domestic violence:** Felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, a person with whom the victim shares a child in common, a person who is cohabitating with or has cohabitated with the victim as a spouse, a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

**Dating violence:** Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim, and where the existence of such a relationship shall be determined based on a consideration of the following factors: length of the relationship, type of relationship, frequency of interaction between the persons involved in the relationship.

**Stalking:** Engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others; suffer substantial emotional distress.

## 7. Hospital Codes

All trainee badges have the listing of hospital emergency codes on the reverse side.

**These codes include:**

Code Red: Fire

Code Orange: Hazardous Spill

Code Amber: Missing Patient/Person

Code Black: Bomb Threat

Code Purple: Surge Capacity

Code Silver: Hostage/Weapon Situation

Code White: Internal/External Situation

Code Blue: Cardiac Arrest/Medical Emergency

Code Grey: Violent Person/Assistance Needed

While attending clinical experiences at the hospital, it is expected that trainees follow the direction given by the preceptor. General and facility specific modules for emergency procedures are during on-site orientation.

## 8. Training:

Faculty and Staff: Faculty and staff will review emergency procedures as outlined in this plan, in the trainee handbook/catalog and in the faculty handbook during orientation to the school. Areas for semester review by faculty are located on the shared drive and in the Faculty Handbook.

Trainees will be oriented to procedures during new trainee orientation and the plan will be reviewed at the beginning of each semester. Active shooter video for campus safety will be reviewed. The active shooter video for healthcare (<https://youtube/8yWPnbnGh4>) will be shown to all classes.

I. Evaluation of the Plan

This plan will be reviewed annually in August with administration, faculty, staff and appropriate hospital departments. Annual education for faculty, staff, and trainees/trainees may include: review of plan, review of emergency procedures, participation in drills, video information on campus security.

J. Sexual Harassment

St. Joseph School of Nursing believes that all employees, applicants for employment, trainees, trainees, and applicants for admission have a right to work in an environment free of discrimination, which includes freedom from harassment, whether that harassment is based on sex, pregnancy, age, race, color, national origin, religion, sexual orientation, marital status, physical or mental disability, genetic information, veteran or military status, legally recognized civil union status or membership in other protected groups. The purpose of this policy is to provide a working and learning environment free from all forms of harassment, discrimination or intimidation. Harassment of any sort (verbal, physical, sexual or visual) against or by any person, including employees, supervisors, co-workers, trainees, trainees or other persons will not be tolerated.

DEFINITIONS:

Sexual harassment is one form of unlawful harassment. It is also considered to be discrimination. Sexual harassment is defined here separately because the line between acceptable social contact between individuals and unlawful sexual harassment is sometimes more difficult to determine.

Sexual harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendos and other sexually oriented statements and unwelcome emphasizing of sexual identity. Sexual harassment includes a wide range of behaviors, from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendos and other sexually oriented statements and unwelcome emphasizing of sexual identity.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical, and nonphysical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment or condition for educational benefit
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work or at school, or creates an intimidating, hostile, or offensive work or learning environment.
- Any sexual behavior that a reasonable person would find so severe, pervasive, and objectively offensive that it denies a person equal educational access.
- Any instance of sexual assault, dating violence, domestic violence, or stalking as defined in the Violence Against Women Act (VAWA)

Employees and trainees need to be concerned not only with the intent of their actions of this kind but also the effects; even unintentional conduct (including conduct that is intended as a "joke") can be deemed a violation of this policy. Repeated occurrences will be considered intentional violations of the policy.

A hostile work environment may be created by supervisors, co-workers, and subordinates as well as by non-employees, such as trainees, trainees, patients, suppliers, vendors, and contractors who have work-related dealings with employees. Sexual harassment includes behavior by members of the same sex, as well as members of the opposite sex, directed at a person because of his/her sex or sexual orientation.

This policy prohibits all of the activities discussed above, whether engaged in by a supervisor, agent of the School, coworker, trainee or non-employee who is on School premises or who comes in contact with the School's trainees, trainees and employees.

1. **Definitions:**

- a. **Complainant:** An individual who is alleged to be the victim of conduct that could constitute sexual harassment.
- b. **Respondent:** An individual who has been reported to be the perpetrator of conduct that could constitute sexual harassment.
- c. **Formal complaint:** A document filed and signed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent and requesting that the school investigate the allegation of sexual harassment.

- i. At the time of filing a formal complaint, a complainant must be participating in or attempting to participate in the training program or activity of the school with which the formal complaint is filed.
- ii. A formal complaint may be filed with the Title IX Coordinator by mail, electronic mail, in person, or by using the contact information.
- d. **Rape shield laws:** During the investigation and hearing, questions and evidence about the complainant's sexual predisposition or prior sexual behavior are not relevant, unless such questions and evidence about the complainant's prior sexual behavior are offered to prove that someone other than the respondent committed the conduct alleged by the complainant, or if the questions and evidence concern specific incidents of the complainant's prior sexual behavior with respect to the respondent and are offered to prove consent.
- e. **Supportive Measures:** Individualized services, reasonably available that are non-punitive, non-disciplinary and not unreasonably burdensome to the other party while designed to ensure equal educational access, protect safety, or deter sexual harassment. Supportive measures must be offered before or after the filing of a formal complaint and when a complainant does not wish to initiate or participate in a grievance process. Supportive measures are designed to restore or preserve access to the recipient's education or activity; protect the safety of all parties and the recipient's educational environment. Supportive measures may include counseling, training program -related adjustments, modifications of work or class schedules, campus escort services, increased security and monitoring of certain areas of the school/campus, and mutual restrictions on contact between the parties.
- f. **Sexual misconduct:** Encompasses a broad range of behavior, from harassing statements to criminal sexual assault. It includes "non-consensual sexual penetration", "non-consensual sexual contact", "sexual exploitation", and "sexual harassment". (See section below for Sexual Harassment information)
- g. **Non-Consensual Sexual Contact:** Defined as touching of intimate body parts such as genitalia, groin, breast, buttocks, or mouth or any clothing covering them, without consent; the removal of another person's clothes without consent; touching a person with one's own intimate body parts without consent; compelling another to touch one's intimate body parts without consent; or any other intentional sexual touching with any object by a person upon another person, without consent.
- h. **Non-consensual sexual penetration:** Defined as any sexual penetration no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without consent.
- i. **Sexual Exploitation:** Occurs when an individual takes non-consensual or abusive sexual advantage of another to benefit anyone other than the one being exploited. Examples of sexual exploitation include, but are not limited to: engaging in voyeurism; electronic transmission of pornographic or other sexually inappropriate material; exposing one's genitals or breasts in non-consensual circumstances or inducing another to expose genitalia or breasts; and any other sexual activity that goes beyond the boundaries of consent, such as recording of sexual activity, allowing another person to observe sexual activity without the other person's consent, or engaging in sexual activity with another person while knowingly infected with an STI or HIV without informing the other person of the infection.
- j. **Consent:** An active agreement to participate in a sexual act. An active agreement is words and/or actions that indicate a willingness to participate in a sexual act. Consent cannot be given by an individual who is asleep; unconscious; or mentally or physically incapacitated, either through the effect of drugs or alcohol or for any other reason; or, is under duress, threat, coercion, or force. Past consent does not imply future consent. Silence or an absence of resistance does not imply consent. Consent can be withdrawn at any time.
- k. **Victim:** Means a person who suffers direct or threatened physical emotional, psychological or financial harm as a result of the commission or the attempted commission of a crime.
- l. **Crime:** A crime is defined under the Crime victim's Rights Enhancement Act of 2020 as a violation of a penal law of the state of New Hampshire for which the offender, upon conviction, may be punished by imprisonment for more that one year or an offense expressly designated by law to be a felony.

## 2. **Examples of Prohibited Conduct:**

Each employee/trainee must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. Forms of prohibited harassment include, but are not limited to:

- Verbal: sexual innuendos, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive or insulting sounds;

- Visual/Non-verbal: derogatory posters, cartoons or drawings; suggestive objects or pictures; graphic commentaries; leering; or obscene gestures;
- Physical: unwanted physical contact including touching, interference with an individual's normal work movement or assault; and
- Retaliation: making or threatening reprisals as a result of a negative response to harassment.

### 3. **Consequences for Violating this Policy**

#### What You Should Do if You are Harassed

Harassment may be indirect and even unintentional. Violations of this policy, whether intended or not, will not be permitted. Employees and trainees/trainees who violate this policy will be subject to disciplinary action up to and including termination. Non-employees and vendors will be asked to leave the premises and may be barred from returning.

Harassment is a violation of the School's policy and is prohibited by state and federal law. Experience has shown that a clear statement to the person engaging in the offensive behavior is often all that is necessary to stop the conduct. Employees/trainees/trainees who believe they are being harassed are encouraged to let the person engaging in the conduct know how they feel, but they are not required to do so.

Employees/trainees who have complaints of harassment should report the incident immediately in accordance with our Reporting Procedure for Harassment and Discrimination, set forth below.

### 4. **Retaliation is Prohibited.**

Retaliation against an employee/trainee who complains in good faith about sexual or other unlawful harassment is a violation of the School's and hospital policy and is prohibited by state and federal law. Retaliation is a form of unlawful harassment and will be handled in the same manner as other forms of harassment. All incidents of retaliation should be immediately reported in accordance with the Reporting Procedure for Harassment and Discrimination.

### 5. **Reporting Procedure for Harassment and Discrimination:**

If you believe that you have experienced unlawful discrimination or harassment, you must follow this reporting procedure to notify the School of the problem so that the School can promptly and thoroughly investigate the matter and take appropriate action. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the problem. No employee/trainee/visitor in this organization is exempt from our policies prohibiting harassment and discrimination.

- Any employee/trainee who believes that they have been discriminated against or harassed should immediately notify the Title IX Coordinator or the Dean of School of Nursing or the Office of Employee Experience (HR) at St. Joseph Hospital as applicable.
- Supervisors, managers, and associate deans, who become aware of discriminating or harassing conduct and/or a complaint of discrimination or harassment must report the conduct and/or complaint immediately to the Title IX Coordinator or the Dean of the School or the Director of Office of Employee Experience (HR) at St. Joseph Hospital.
- Reports can be made in person, by mail, by telephone or by email to the Title IX Coordinator or the Dean of the School of Nursing or by any other means that results in the Title IX coordinator receiving the person's verbal or written report. A report may be made at any time, including non-business hours. The contact information for the Title IX Coordinator will be posted in the Trainee Catalog/Handbook and on the School of Nursing website.
- The School will investigate every reported incident promptly, thoroughly, and in a discreet manner. Upon receipt of a formal complaint, the school will send written notice to both parties. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. All complaints will be considered confidential to the extent possible.
- The School will provide supportive measures as noted under the definition.
- We encourage reporting of complaints so that we may appropriately address and correct any problems.

An employee/trainee who participates in good faith in any investigation under this policy has the School's assurance that it will not tolerate any retaliation against them as a result of bringing the complaint or otherwise participating in the process. All employees/trainees/trainees are expected to be truthful, forthcoming, and cooperative in connection with a complaint investigation.



- g. If in the course of the investigation, an emergency removal is necessary, the decision will be made by the Office of Human Resources and the Vice President for Patient Care Services and Dean of the School of Nursing. Hospital policies will be followed if the complaint involves an employee.
  - h. The Investigation: the school will use the preponderance of evidence standard for all complaints of sexual harassment.
  - i. Confidentiality – In all cases, information will remain confidential to the extent under the law. In cases of harassment, the School of Nursing has a legal obligation to investigate the claim.
  - j. An investigator will be appointed. The investigator will work with the appropriate parties involved to conduct the investigation. The purpose of the investigation is to determine whether a policy violation has occurred. In most cases, the investigation will include interviews of the complainant and the respondent, as well as any witnesses or persons with pertinent factual knowledge.
  - k. Impartiality in the Investigation: No conclusion will be drawn until all facts have been gathered and all information has been evaluated. Investigator(s) shall be free from conflicts of interest or bias against complainant or respondent.
  - l. The complainant, the respondent and any and all witnesses are required to comply with the following:
    - i. Honesty: All information given in the course of the investigation should be true and accurate to the best of the individual's knowledge.
    - ii. No Retaliation: Retaliation against a trainee or employee who complains about unlawful harassment or discrimination is against the law and will be handled accordingly. Retaliation against anyone who participates, in an investigation is against policy and will be handled accordingly.
  - m. Once the investigation has been completed, a determination will be made as to whether or not harassment has occurred and if the complaint shall result in a hearing.
  - n. Upon completion of the investigation, the Dean in consultation with the Office of Human Resources and the Vice President for Patient Care Services will determine the appropriate outcome, depending upon the results of the entire investigation. Possible results include:
    - i. A finding that the allegations are not supported
    - ii. A negotiated resolution to the complaint
    - iii. The complaint warrants a live hearing
  - o. The school may offer mediation with permission from all parties.
- 6. Grievance Process:**
- a. If the complaint results in a hearing, the school will provide for a live hearing according to law.
  - b. Both parties shall receive written notice of the allegations, an equal opportunity to select an advisor of the party's choice, and an equal opportunity to submit and review evidence throughout the investigation. The school will appoint an equivalent advisor, at no cost, as needed.
  - c. The School will use trained Title IX personnel to objectively evaluate all relevant evidence without prejudgment of the facts at issue and free from conflicts of interest or bias for or against either party.
  - d. Both parties' privacy will be maintained by requiring a party's written consent before using the party's medical, psychological, or similar treatment records during a grievance process.
  - e. A voluntary, written consent from both parties will be obtained before using any kind of "informal resolution" process, such as mediation or restorative justice, and not use an informal process where an employee allegedly sexually harassed a trainee.
  - f. A presumption that the respondent is not responsible will be applied during the grievance process, so that the school bears the burden of proof and the standard of evidence is correctly applied.
  - g. The same standard of evidence shall be used as with the formal complaint against trainees and employees alike.
  - h. The decision-maker will be separate and different from the investigator or the Title IX Coordinator.
  - i. Cross-examination by party advisors and never the parties personally will be allowed during live hearings, however, parties will submit written questions for the other party and witnesses to answer.
  - j. Rape shield laws shall apply.
  - k. At the conclusion of the hearing, both parties shall receive a written determination at the same time, regarding responsibility, explaining how and why the decision-maker reached conclusions.
  - l. Remedies for a complainant will be effectively implemented if a respondent is found responsible for sexual harassment.
  - m. The complainant is not entitled to a particular sanction against the respondent.
  - n. If it is determined that a policy violation has occurred, the Dean in consultation with the Office of Human Resources and the Vice President for Patient Care Services will determine the appropriate disciplinary action up to and including dismissal or termination.

- o. Both parties will be offered an equal opportunity to appeal
- p. Individuals, complainants, respondents and witnesses shall be protected from retaliation for participating (or refusing to participate) in any Title IX grievance process.
- q. Any employee or trainee who has been found to have violated the school or hospital policies or otherwise acted inappropriately will be subject to disciplinary action, up to and including immediate termination of employment or matriculation. The School will also take other corrective or remedial actions, when appropriate.
- r. If the allegations in a formal complaint do not meet the definition of sexual harassment or did not occur in the school's education training program or activity, the school will dismiss the allegations for the purposes of a title ix violation. However, the school may still address the complaint/allegations under the school's code of conduct.
- s. Record Keeping: The original complaints and the investigation materials will be maintained at the School of Nursing. A confidential file will be created to specifically hold these materials. A record of the complaint, resolution, appeals and supportive measures will be maintained 7 years. A notation of a finding requiring disciplinary action will be kept in the respondent's file.
- t. If the sexual harassment complaint includes assault, most adult sexual assault injuries are not required to be reported to the police, and it is the victim's decision whether or not to report the crime to law enforcement.
  - i. The current rules adopted under RSA 631:6 are as follows: If the victim is 18 years of age or older, and has received a gunshot wound or other serious bodily injury, the injuries must be reported to law enforcement.
  - ii. As defined in RSA 161-F:43 "serious bodily injury" means any harm to the body which causes or could cause severe, permanent or protracted loss of or impairment to the health or of the function of any part of the body.
  - iii. If the employee or trainee wishes to report the complaint/assault to the police, the School of Nursing will assist them in making that report if needed. The School is still required to conduct their own investigation but will coordinate with law enforcement officers.

**7. Complaint Process when the Accused is a Third Party**

A trainee or employee may bring a complaint of sexual harassment against a School of Nursing visitor, guest, or vendor. Complaints should be made immediately to the Dean. An investigation will begin immediately with consultation with the Vice President of Human Resources and the Vice President for Patient Care Services. If deemed appropriate, steps may be taken to bar the alleged harasser from campus. The person who hosted or contracted with the alleged harasser may be informed of the actions taken and reasons for them.

**8. Appeals Procedure:**

The school must offer both parties an opportunity for an appeal from a determination regarding responsibility, and from the school's dismissal of a formal complaint or any associated allegations on the following basis:

- a. Procedural irregularity that affected the outcome of the matter
- b. Newly discovered evidence that could affect the outcome of the matter
- c. And/or the Title IX Coordinator, investigator, or decision-maker had a conflict of interest or bias that affected the outcome of the matter.
- d. The school may offer an appeal equally to both parties on additional bases

NOTE: The complainant is not entitled to a particular sanction against the respondent. The request for an appeal shall be filed/submitted to the Dean of the School of Nursing and include documentation/evidence for the basis of an appeal. The matter shall be referred to another decision-maker, other than the original decision-maker, for resolution. Supportive measures will be provided during the appeal process.

NOTE: Materials used to train the Title IX personnel are publicly available of the school's website.

**Crime Victims' Rights Enhancement Act of 2020**

The of RSA 188-H (formerly HB 705 or the "Every Voice Bill") New Hampshire House Bill 705 provides protection for victims of sexual assault, sexual misconduct the rights of victims of crime. This information is provided to support trainees/trainees who are or who may have been victims of sexual misconduct. This policy shall be publicly available on campus in locations where trainees regularly congregate, including, but not limited to, dining, libraries, and common areas and made available upon request, to an applicant, trainee,

or employee of the institution, and shall be publicly available on the website. This information shall be updated annually.

The school shall, on a biennial basis conduct a sexual misconduct climate survey of all trainees based on recommended questions from the state's task force on sexual misconduct. The results of the survey shall be submitted to Director of the Department of Education, division of Educator Support and Higher Education within 120 days after completion and a summary posted on the school's website.

The school shall annually, not later than October 1, prepare and submit a report to the Director, the Commissioner of the Department of Health and Human Services, the Clerks of the Senate and House of Representatives, and the chairpersons of the Senate and House Committees with jurisdiction over education, in an anonymous manner that complies with state and federal privacy laws, the following information:

- a. The total number of allegations of dating violence, domestic violence, sexual assault, and stalking reported to the school's Title IX Coordinator by a trainee or employee of the institution against another trainee or employee of the school.
- b. The number of law enforcement investigations initiated in response to complaints of sexual misconduct brought forward by trainees/trainees or employees of the institution against another trainee or employee of the school, if known.
- c. The number of trainees/trainees found responsible and found not responsible for violating the school's policies prohibiting sexual misconduct.
- d. The number of disciplinary actions imposed by the institution as a result of a finding of responsibility for violating the school's policies prohibiting sexual misconduct.

The school shall work with local law enforcement and hospital security to support compliance with this law.

Under this act, the trainee or employee may report or disclose alleged incidents of sexual misconduct regardless of where the offense occurred to any of the staff identified in the contact information section. Resources may be accessed through this contact or by contacting any of the agencies identified in the Resource listing. Information on the process for any of the sections identified below may be accessed by contacting persons on the Contact List.

A Confidential Resource Advisor, other than the Title IX Coordinator) has been identified in the Contact Information section. The Confidential Resource Advisor shall inform the trainee or employee, or provide resources about how to obtain, including in written format, information on:

- a. Reporting options and the effects of each option
- b. Counseling services available on campus and through a local rape crisis center or domestic violence center
- c. Medical and health services available on and off campus
- d. Campus escort services for security
- e. Available academic accommodations
- f. Loan counseling for trainees considering temporary or permanent withdrawal or change in enrollment regarding loan deferment, forbearance, or other trainee loan courses
- g. The investigative and disciplinary process of the institution.
- h. The legal process carried out through local, state, and federal law enforcement agencies.
- i. Any limits on the ability of the Confidential Resource Advisor to provide privacy or confidentiality to the trainee
- j. Shall notify the trainee of their rights and the school's responsibilities regarding a protection order, no contact order, and any other lawful orders issued by the institution or criminal or civil, or tribal court.

The Confidential Resource Advisor has these additional responsibilities:

- a. shall not be required to report an incident to the school or a law enforcement agency unless otherwise required to do so by state or federal law and shall provide confidential services to trainees/trainees and employees.
- b. may attend an administrative or institution-based adjudication proceeding as the advisor or support person of the trainee's or employee's choice.
- c. shall not disclose confidential information without the prior written consent of the trainee or employee who shared the information
- d. shall not provide services to more than one party in an incident and shall ensure confidentiality is maintained

- e. shall not act as a counselor or therapist unless the confidential resource advisor is licensed as a counselor in the state and the reporting party engages the confidential resource advisor in that capacity

Furthermore, trainees and employees have the right to:

- a. Notify or decline to notify law enforcement, including campus, local and state police, of an alleged incident of sexual misconduct.
- b. Receive assistance from campus authorities in making any such notifications.
- c. Obtain a court or institutional-issued protective order against a responding party of the incident of sexual misconduct.
- d. The process for requesting supportive measures reasonably available from the institution which shall include, but not limited to, options for changing academic, living, working arrangements or taking a leave of absence in response to an alleged incident of sexual misconduct, how to request those changes, and the process to have any such measures reviewed.
- e. The contact information for the closest local and state law enforcement agencies is found in the list of resources.
- f. The institution's procedure for investigating, adjudicating, and resolving sexual misconduct complaints, may be found in this policy under: Reporting Procedure for Harassment and Discrimination.
- g. The institution's disciplinary proceedings shall not serve as a substitute for the criminal justice process.

NOTE: a reporting party or a witness that causes an investigation of sexual misconduct, or drug or alcohol use, shall not be subject to a disciplinary proceeding or sanction for a violation of the school's trainee conduct policy related to the incident unless the school determines that the report was not made in good faith or that the violation was egregious. An egregious violation shall include, but not limited to, taking an action that places the health and safety of another person at risk.

## 9. Drug Facilitated Sexual Assault

When drugs and alcohol are involved, clear consent cannot be obtained. An intoxicated person cannot give consent. A person who is incapacitated due to alcohol and/or other drugs is unable to give consent. The use of alcohol and other drugs can have unintended consequences. Alcohol and other drugs can lower inhibitions and create an atmosphere of confusion whether consent is freely and affirmatively given. Common warning signs that a person may be incapacitated or approaching incapacitation include, but are not limited to:

- a. Slurred or incomprehensible speech
- b. Unsteady gait and needing assistance to walk
- c. Vomiting
- d. Unable to understand questions such as "Do you know where you are?", "Do you know how you got here?", and "Do you know who you are with?"

Because the impact of alcohol and other drugs varies from person to person, one should be cautious before engaging in sexual contact when either party has been drinking or using other drugs. If one has doubt about either party's level of intoxication, the best thing to do is forgo all sexual contact. Being intoxicated or impaired by alcohol or drugs is never a defense to a complaint of sexual violence.

Drug facilitated sexual assault occurs when drugs or alcohol are used to compromise an individual's ability to consent. While alcohol is the substance most commonly used to facilitate sexual assault, other drugs (such as Rohypnol (Roofies), GHB, GBL, etc.) are also used to reduce someone's ability to consent to the sexual activity. In addition, drugs and alcohol are often used to reduce the resistance, memory and credibility of the victim.

### a. Alcohol and Sexual Assault

We know that alcohol can impair a person's inhibitions and judgment. The majority of sexual assaults on college trainees/trainees involve alcohol—consumed by the victim, the offender or both. Although alcohol does not cause assaults, it can be a contributing factor. Alcohol is thought to increase the risk of sexual assault because:

- i. Perpetrators of sexual assault may use intoxication as an excuse to use aggressive sexual behavior.
- ii. Some perpetrators choose to use alcohol as a method of coercion.
- iii. When intoxicated, people are:
- iv. More likely to misinterpret the other person's level of sexual interest
- v. Less likely to be concerned with the other person's experience
- vi. Less likely to accurately evaluate whether consent has been given
- vii. Victims who are intoxicated may be less able to effectively resist an assault (especially if s/he is unconscious).

b. **Alcohol and Coercion**

The use of alcohol for sexual purposes can often be a coercive tactic. Although coercive tactics like pressuring someone to drink in order to have sex may not necessarily meet the legal definition of sexual assault, it is morally questionable. Coercion undermines the campus community of safety, trust and honor. Examples of coercive behaviors include:

- i. Encouraging someone to disregard personal boundaries
- ii. Actively pressuring someone to drink
- iii. Supplying someone with alcohol for the sole purpose of engaging in sex with that person

**10. Why Bystander Intervention Matters**

The National Sexual Violence Resource Center: Bystander Intervention Tips and Strategies

Preventing sexual harassment is everybody's responsibility. An engaged bystander is someone who lives up to that responsibility by intervening before, during, or after a situation when they see or hear behaviors that threaten, harass, or otherwise encourage sexual violence. The behaviors that make up sexual violence exist on a spectrum. While some behaviors – such as sexist jokes, inappropriate sexual comments, innuendos, catcalling, or vulgar gestures – aren't illegal, this does not make them any less threatening or harmful to the person experiencing them. These situations also take place across a range of locations and settings – often in public spaces, workplaces, schools, communities, and online. All of us must embrace our voices to demonstrate that these behaviors will not be tolerated.

**11. How To Be A Good Bystander**

It may not be safe or effective to directly confront the harasser in every case, but there are a range of ways bystanders can be involved before, during, or after a situation when they see or hear behaviors that promote sexual violence. Below are some intervention tips and strategies:

Disrupt the situation. Every situation is different, and there is no one way to respond. When you witness a person being harassed, threatened, or followed by someone, you can try to distract the harasser or insert yourself into their interaction to help the targeted person get out of the situation. For example, if you see someone on the street being verbally harassed, you can interrupt the harasser and ask them for directions. You can also intervene by pretending to know the person being harassed and starting a conversation with them as an opportunity to come between them and the harasser.

Don't act alone. Get support from people around you by calling on others to help. The more people who come together to interrupt a situation, the more you reinforce the idea that the behavior is not acceptable in your community. This can be as simple as saying, "Let's say something to them so they stop." If you do not feel safe, you may consider contacting the police.

Confront the harasser. Whether or not you know the harasser, you can intervene by telling them in a respectful, direct, and honest way that their words or actions are not okay. For example, when you hear someone make comments that blame victims for being assaulted, or make light of sexual violence, you can tell them:

- You need to stop.
- That's so inappropriate.
- What you just said made me feel uncomfortable. Here's why...

Set the expectation to speak up and step in. Talking openly and responding directly to inappropriate behaviors will have a snowball effect and encourage others to respond. It shows you recognize the comment or behavior is unacceptable and shows others it will not be tolerated. For example, if you are in a group setting and you hear someone make inappropriate comments, you can say:

- Are you hearing what I am hearing?
- I can't be the only one who thinks this is not OK.
- I don't see how XYZ is relevant or appropriate to this discussion.

Understand how your privilege positions you to speak up. Your age, race, gender, etc. may make it safer for you to speak up and be vocal about harassment – especially when you are not the target or representative of the target group.

Focus on the needs and experience of the target and ensure they receive the support they need.

- Let them know that what has happened to them isn't their fault.
- Affirm that they didn't do anything wrong.
- Express your support for the individual. – I saw what they just did. Are you OK? – I heard what that person said to you. I am so sorry.

Take action online. Everyone can help address an online culture that tolerates rape and sexual violence. Online comments that blame victims contribute to a broader climate in which sexual violence is tolerated and not taken seriously.

- Believe and support survivors. For example, thank survivors for sharing their stories in the comments of news articles and blog posts.
- Respond to victim-blaming, rape jokes, or other problematic comments on social media: – Post a response like, “Sexual assault is never the survivor’s fault.” – Refocus accountability on the individual(s) who committed sexual abuse.
- Link to an educational resource about sexual violence prevention, like those that can be found at [nsvrc.org/publications](http://nsvrc.org/publications).

Be proactive. Practice with friends and family what you would say and how you would say it if you’re ever put in the situation where you need to confront a harasser. Think of how you would like others to take action on your behalf or reflect on a situation where you wish you had acted differently. ([https://www.nsvrc.org/sites/default/files/2018-02/publications\\_nsvrc\\_tip-sheet\\_bystander-intervention-tips-and-strategies\\_1.pdf](https://www.nsvrc.org/sites/default/files/2018-02/publications_nsvrc_tip-sheet_bystander-intervention-tips-and-strategies_1.pdf))

## 12. Annual Awareness Training

The school shall provide mandatory annual sexual misconduct primary prevention and awareness course for all trainees/trainees and all employees of the school that shall include:

- a. An explanation of consent as it applies to sexual activity and sexual relationships
- b. The role drugs and alcohol play in an individual’s ability to consent
- c. Information on options relating to the reporting of an incident of sexual misconduct, the effects of each option, and the methods to report an incident of sexual misconduct, including confidential and anonymous disclosure.
- d. Information on the school’s procedures for resolving sexual misconduct complaints and the range of sanctions or penalties the school may impose on trainees and employees found responsible for a violation
- e. The name, contact information, and role of the confidential resource advisor
- f. Strategies for bystander interventions and risk reduction.
- g. Opportunities for ongoing sexual misconduct prevention and awareness campaigns.

## 13. Contact Information

Eileen Duggan, MSN, RN, CNE  
Associate Dean, St. Joseph School of Nursing  
Designated Title IX Coordinator  
5 Woodward Avenue, Nashua, NH 03060  
(603) 884-4647

[eduggan@covh.org](mailto:eduggan@covh.org)

Dr. Vickie Fieler, PhD, RN  
Dean, St. Joseph School of Nursing  
5 Woodward Avenue, Nashua, NH 03060  
(603)-594-2567

[vfieler@sjnh.org](mailto:vfieler@sjnh.org)

Mason Robert Bateman, MHRM  
Employee Experience Director (HR), St. Joseph  
Hospital  
172 Kinsley Street, Nashua, NH 03060  
(603) 884-3470

[rbateman@covh.org](mailto:rbateman@covh.org)

Michelle Proulx, MSN, RN, CNML  
VP Patient Care Services/CNO  
Patient Care Services, St. Joseph Hospital  
172 Kinsley Street, Nashua, NH 03060  
(603) 884-3160

[mproulx@sjnh.org](mailto:mproulx@sjnh.org)

Sylvia Durette, MS, APRN, PMHCNS-BC  
Confidential Resource Advisor  
5 Woodward Avenue, Nashua, NH 03060  
(603) 884-4617

[sdurette@sjnh.org](mailto:sdurette@sjnh.org)

Michelle Rudolph, MSN, RN, Ed.D  
Title IX Investigator

5 Woodward Avenue, Nashua, NH. 03060  
(603) 884-4636

[mrudolph@sjnh.org](mailto:mrudolph@sjnh.org)

If you or someone you know has been affected by sexual or domestic violence, help is available 24-hours a day through the member courses of the New Hampshire Coalition Against Domestic and Sexual Violence <https://www.nhcadsv.org>. To speak to an advocate, please contact your local crisis center.

To find the crisis center nearest you, please go to <http://www.nhcadsv.org> or call 1-866-644-3574 to be connected with an advocate for free and confidential services. You don’t have to be in crisis to call.

Bridges: Domestic & Sexual Violence Support Services, Inc.  
Nashua: (603) 889-0858 – Milford (603) 672-9833  
24 Hour Support Line (603) 883-3044 (Collect Calls Accepted)

Crisis Intervention:  
Suicide Hotline: 988  
Community Council Access Line 1-800-987-6562

Emergency Shelter:  
Harbor Homes, Inc. (603) 882-3616  
Nashua Soup Kitchen & Shelter (603) 889-7770  
Homeless Hotline 1-800-852-3388  
Legal Information and Court Advocacy:  
NH Legal Assistance 1-800-517-0577

Local Hospitals:  
St. Joseph Hospital  
172 Kinsley Street  
Nashua, NH 03060  
(603) 882-3000

Southern NH Medical Center  
5 Prospect Street  
Nashua, NH, 03060  
(603) 577-2000

Emergency Shelter:  
Harbor Homes, Inc. (603) 882-3616  
Nashua Soup Kitchen & Shelter (603) 889-7770  
Homeless Hotline 1-800-852-3388

Local Law Enforcement:  
Nashua Police Department  
28 Officer James Roche Drive  
Nashua, NH 03062  
For Emergencies: 911  
(603) 594-3500

Department of Safety  
Division of State Police  
33 Hazen Drive  
Concord, NH 03305  
E-mail: SPHeadquarters@dos.nh.gov  
(603) 223-8813

Legal Advice & Referral Center (603) 224-3333

A Booklet for NH Sexual Assault Survivors:  
Available from Title IX Coordinator or Confidential Resource Advisor.  
NH Sexual Assault Resource Team. (2020). A booklet for NH sexual assault survivors. NH Attorney General.

The U.S. Department of Education's Office for Civil Rights (OCR) is pleased to release a technical assistance video, [How to File a Complaint](#), to help parents, families, trainee, and stakeholders better understand how they can file a complaint with OCR. This resource provides clear and concise direction on how an individual may bring incidents of potential discrimination to the attention of OCR, and includes information on deadlines, ways to provide the required information to OCR, and potential outcomes of complaint investigations. A direct link to the video is available at: <https://youtu.be/dvxa5dYNKK8>  
[www.ocrcas.ed.gov](http://www.ocrcas.ed.gov)

## IX. INSTRUCTIONAL & ADMINISTRATIVE STAFF

### Administration:

<b>DEAN</b>	<b>Vickie Fieler, PhD, RN</b> University of Rochester, NY 2007 PhD Health Science Research Boston University, Boston, MA 1986 MS in Nursing Northeastern University, MA 1980 BSN
<b>ASN ASSOCIATE DEAN</b>	<b>Joan Sontag, MSN, RN</b> University of Phoenix 2009 MSN Rivier University, Nashua, NH 2005 BSN Orange County Community College, NY 1977 ADN
<b>ASN ASSOCIATE DEAN</b>	<b>Eileen Duggan, MSN, RN, CNE</b> University of Phoenix, AZ 2011 MSN in Nursing Education University of Lowell, MA 1983 BSN
<b>ACCREDITATION SPECIALIST</b>	<b>Michelle Rudolph, Ed.D, MSN, RN</b> North Central University, Prescott Valley, AZ 2017 Ed.D St. Joseph College of Maine 2008 MSN in Nursing Education St. Anselm College, Manchester, NH 1976 BSN
<b>HEALTH OCCUPATIONS PROGRAM COORDINATOR</b>	<b>Kimberly Reda, BA, CCMA (AAMA)</b> Rivier University, NH 2017 BA Human Development Hesser College, NH 2003 Certificate
<b>ADMISSIONS COORDINATOR/BURSAR</b>	<b>Linda Nadeau</b>
<b>ENROLLMENT SERVICES &amp; FINANCIAL AID MANAGER</b>	<b>Susan Carr, BS, AS</b> Southern NH University, NH 2012 BS Hesser College, NH 2006 AS
<b>REGISTRAR</b>	<b>Pauline Barton, AS</b> Greenfield Community College, MA 1979 AS
<b>Faculty:</b>	
<b>INSTRUCTOR</b>	<b>Kristina Prior, CMA, NCMA</b> Health Training Center, Tewksbury, MA 2017 CMA
<b>INSTRUCTOR</b>	<b>Yolaine Beaulieu, BSN, RN</b> Southern New Hampshire University NH 2020 BSN Manchester Community College, NH 2015 ASN
<b>INSTRUCTOR</b>	<b>Rita Anger, MS, RN, CHPN</b> Rivier University, NH 2011 MS Rivier University, NH 2006 BSN Rivier University, NH 2003 ASN
<b>INSTRUCTOR</b>	<b>Beverley Poulin, MSN, RN</b> Grand Canyon University, AZ 2016 MSN Grand Canyon University, AZ 2014 BSN



**Support Staff:**

**ADMINISTRATIVE  
ASSISTANT**

**Linda S. Wilson, CMAA**  
Certified Medical Administrative Assistant

**FINANCIAL AID**

**Jessika Smith, BS, M.Ed.**  
Northeastern University, MA 2013 M.Ed. Higher Education Admin.  
Southern New Hampshire University, NH, 2008 BS in Business Mktg.

**ENROLLMENT &  
FINANCIAL AID  
ASSISTANT**

**Lynda D'Angelo**

**X. PHYSICAL FACILITIES**

SJSON is housed in a facility with ample classroom space and includes computer labs and media center. Also included in the facility are:

**Main Campus**

1. Private office space for the Dean and Associate Deans, Coordinators, Admissions Coordinator/Bursar, Registrar, Administrative Assistant, Enrollment Services & Financial Aid Manager, Enrollment Services and Financial Aid Assistant, and each faculty member.
2. Three classrooms that can accommodate 123 collectively (Maximum capacity Classroom A: 49; Classroom B: 50; Classroom C:24)
3. A multi-level lecture hall/auditorium (stadium style seating) with 80 fixed desk seats expandable to a capacity of 90.
4. A simulation lab capacity of 10 trainees
5. A nursing laboratory with six simulated patient care units and a seating capacity of 35 trainees
6. A science laboratory with equipment and workspace for 32 trainees
7. A study room with tables and comfortable seating for 20 trainees
8. A large multifunctional computer center
9. A resource library
10. Two lounges, one for faculty and one for trainees and trainees
11. Three conference rooms accommodating from 6-20 people

**Milford Satellite**

1. Main classroom with seating for 10
2. Simulation medical office and phlebotomy station
3. Study area
4. Kitchen/breakroom
5. Private office space

The building meets ADA standards. Where ADA standards are not possible, accommodations shall be made for the staff, trainee or faculty.

The number of trainees in the classroom varies by cohort.

**XI. CAMPUS/SATELLITE INFORMATION**

**A. Entrance/Exit**

Trainee access to the school is at the covered main doorway on Earley Street adjacent to the parking garage and is handicap accessible.

**B. School of Nursing - Academic Center**

1. The Academic Center is open Monday through Friday 6 am to 11 pm.
2. The telephone number of SJSON is 603-594-2567.
3. Web site: [www.sjson.edu](http://www.sjson.edu)

**C. Trainee Communication/Information**  
SONIS trainee portal or via e-mail

D. Telephone

Trainees will not receive nor make personal calls during class or externship hours. In case of emergency, the school shall be notified by calling 603-594-2567. School officials will then notify the trainee.

E. Cafeteria (St. Joseph Hospital)

Hours of Operation: 8:00 am to 6:00 pm

F. Trainee Lounge

The trainee lounge is located on the second floor of the building.**Rest Rooms**

Rest rooms are located on the first floor near the Auditorium and on the second floor near the trainee lounge (women) and in the corridor in the front of the building (men). Additional restrooms are located in the basement laboratory common area.

G. Library

1. SJSON has an on-site reference library that includes textbooks, references, and periodicals. Trainees have access to the library Monday through Friday from 7:00 AM to 11:00 PM.
2. The holdings in the library are used based on the honor system. Periodicals and bound references can be used while in the building. A sign-out card located in the book should be completed and put in the card box. A sign out card box is available on the librarian's desk.
3. Items to be re-shelved should be left on the book cart near the librarian's desk.
4. Books may be signed out for no longer than one semester and returned to the cart by the final week of that course.
5. A fee of \$10.00 will be imposed for books received after the end of the course. Trainees will be required to pay for books that are not returned.
6. The librarian is available for assistance with interlibrary loans and research assistance. After approval, you will be contacted by the librarian.
7. EBSCO materials, including CINAHL journals and e-book nursing collection can be accessed through the intranet page for the hospital or remotely by using the following after opening with the internet browser and going to search.ebscohost.com.
8. Prospective trainees are able to tour the library.
9. Trainees who need individual assistance can contact the librarian through the Writing Center or speak to their course instructor.

**MILFORD SATELLITE:**

Entrance/Exit

Trainees access to the school is at the rear of the building in the lower parking lot.

School of Nursing - Milford Satellite

1. The Milford Satellite is open Monday through Friday 8 am to 5 pm.
2. The telephone number of SJSON is 603-594-2567.
3. Web site: [www.sjson.edu](http://www.sjson.edu)

Trainee Communication/Information

1. SONIS trainee portal or via e-mail
2. Trainees will submit any notice to be posted on the bulletin board to the class advisor for approval.

Telephone

1. Trainees answering an affiliating agency telephone will identify their location, name, and status.
2. Trainees will not receive nor make personal calls during class or clinical hours. In case of emergency, the school shall be notified by calling 603-594-2567. School officials will then notify the trainee.

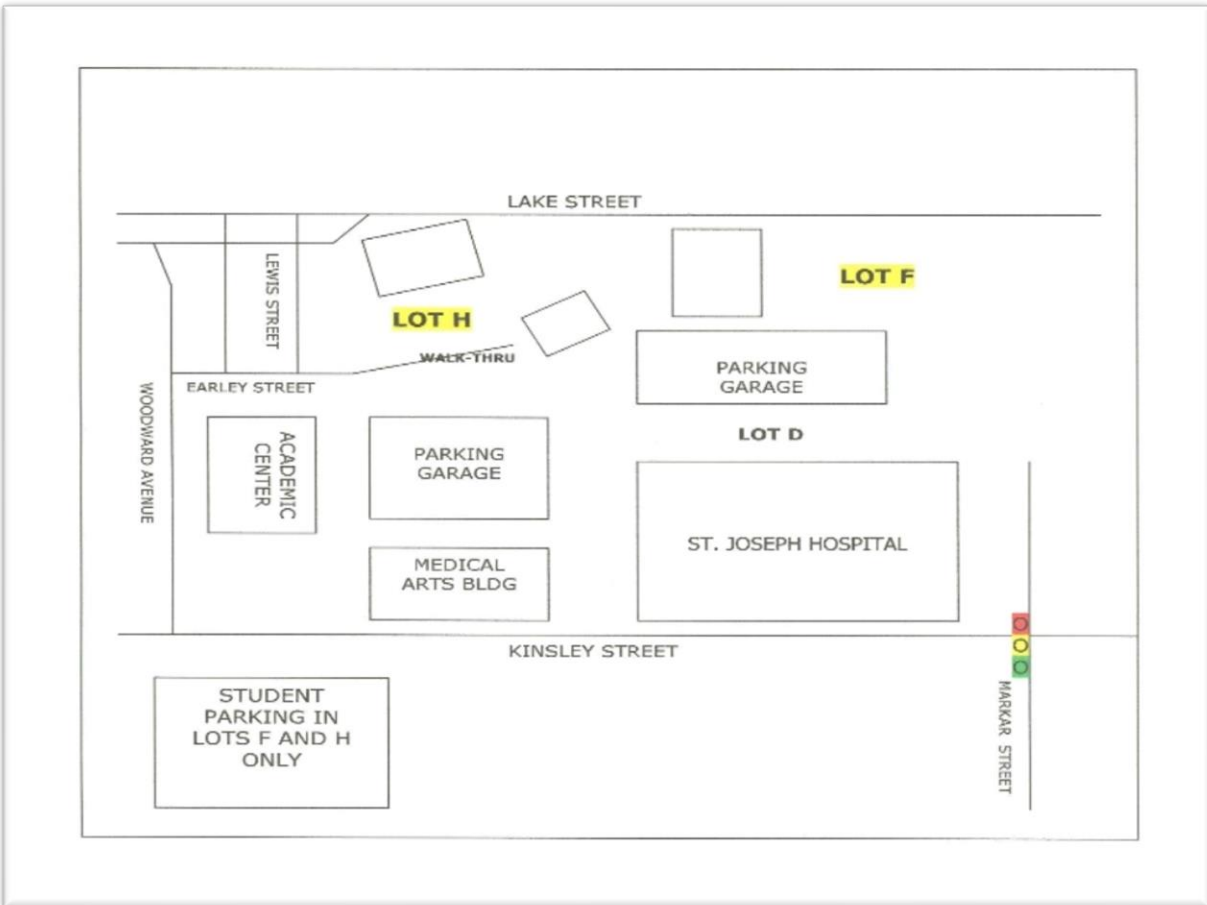
Lounge

The Trainee lounge is located on the lower level of the building.

Rest Rooms

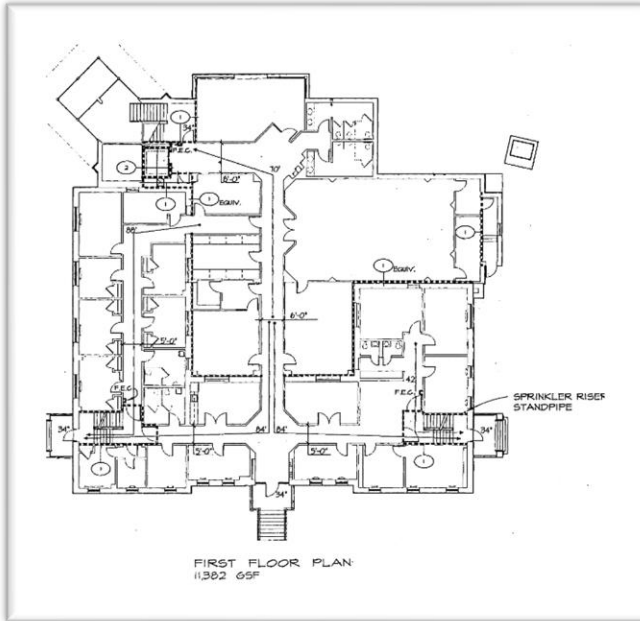
Rest rooms are located on the lower level near the trainee lounge and near the clinical practice area.

**XII. MAP OF TRAINEE PARKING AREA - MAIN CAMPUS**

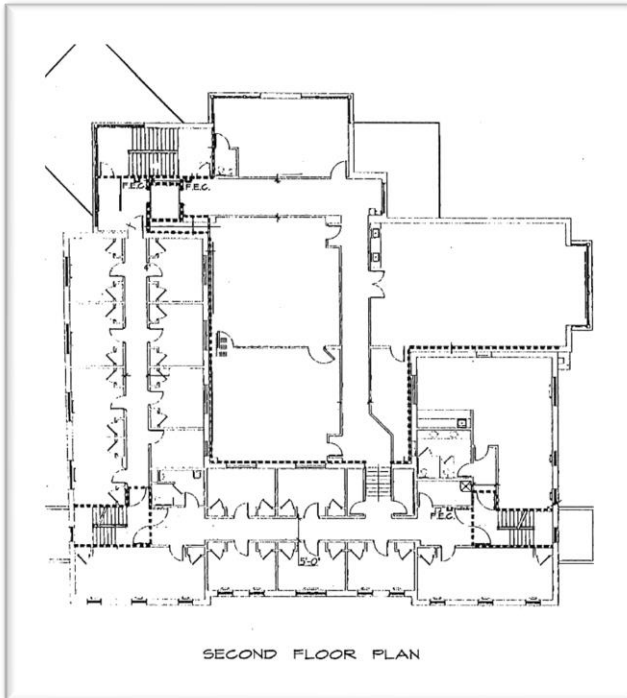


### XIII. MAP OF ACADEMIC CENTERS

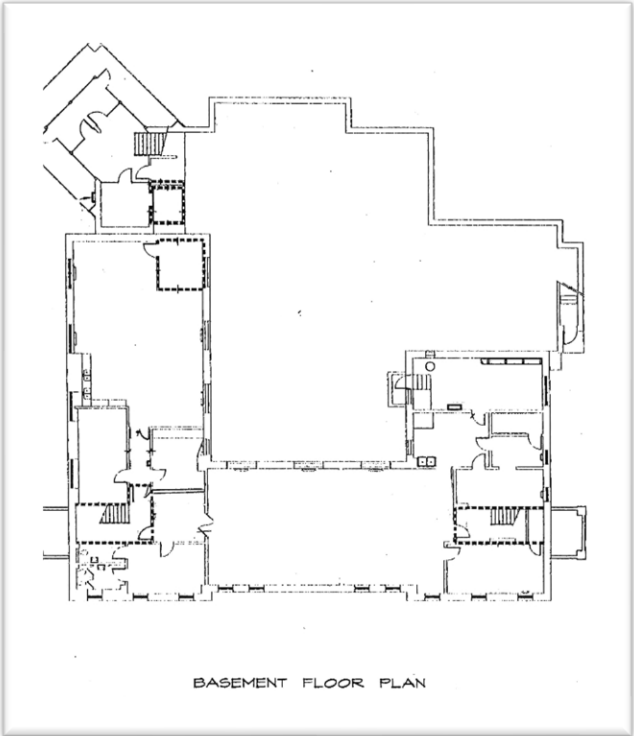
#### FIRST FLOOR PLAN MAIN CAMPUS



#### SECOND FLOOR PLAN MAIN CAMPUS

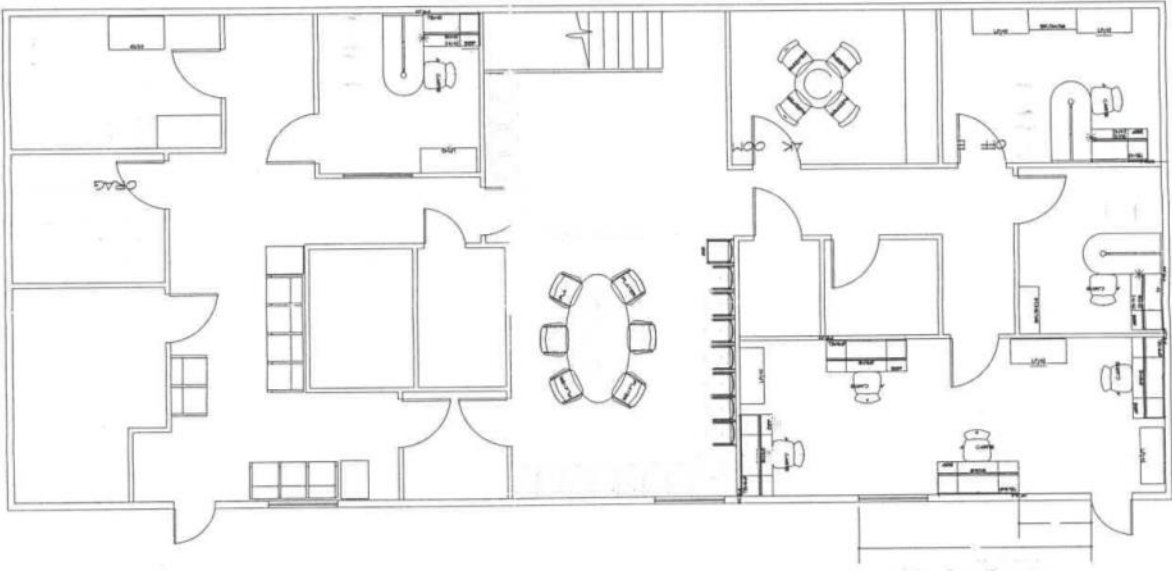


**LOWER LEVEL (BASEMENT) MAIN CAMPUS**



**GROUND FLOOR PLAN MILFORD SATELLITE**

Parking at the Milford satellite is in the marked parking areas in front and behind the building.



**XIV. ACADEMIC CALENDAR**

**2024 CALENDAR**

**Holidays:**

January 1, 2024	New Years Day - Off
May 27, 2024	Memorial Day - Off
July 4, 2024	Independence Day - Off
September 2, 2024	Labor Day - Off
November 28, 2024	Thanksgiving Day - Off
December 25, 2024	Christmas Day - Off

**Medical Assisting Training Program Tentative Start Dates:**

March 18, 2024  
August 19, 2024

**Nursing Assistant Training Program Tentative Start Dates:**

January 8, 2024  
March 11, 2024  
May 13, 2024  
July 15, 2024  
September 9, 2024  
November 4, 2024

**Phlebotomy Training Program Tentative Start Dates:**

June 10, 2024  
October 21, 2024

- Subject to change
- Last Updated: 1/2024

