



Student Handbook



This Handbook has been made available for students to review PRIOR to registration. MEDS encourages students to read this Handbook and registration materials thoroughly. MEDS is always happy to hear from you. Please call us with any questions you may have **before** registering. *All State of Missouri eligibility requirements must be met before MEDS can reserve student a seat in class.*

MEDS IS A DEPARTMENT OF HEALTH AND SENIOR SERVICES APPROVED TRAINING AND CERTIFYING AGENCY.

MEDS PROGRAM POLICIES ALIGN WITH STATE OF MISSOURI DHSS REGULATIONS FOR CERTIFICATION.

MISSION STATEMENT

Medical Education Development & Support, LLC. (MEDS) is dedicated to partnering with our students to provide a quality individualized educational experience with emphasis on encouragement and empowerment that will provide the student with the necessary skills for employment in the healthcare workforce.

EDUCATION + ENCOURAGEMENT + EMPOWERMENT = EMPLOYMENT

MEDS is dedicated to:

- Present the State of Missouri curriculum in a concise and easy to follow format.
- Train and cultivate qualified and professional persons to provide compassionate care.
- Maintain partnerships with quality clinical training sites that provide a high standard of resident/patient care.
- Promote the recognition of direct care providers (CNA's, CMT's and PCT's) as vital and professional members of the healthcare team.
- Promote the need for specialized training at all levels in the healthcare industry.
- Recognize and satisfy the need for qualified hands-on direct care givers to elevate what has been the accepted standard of care.

EQUAL OPPORTUNITY

MEDS is proud to be an Equal Opportunity Employer and provider. MEDS does not discriminate or exclude from participation based on race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, political affiliation or belief, citizenship status or participation in a WIOA Title I-financially assisted program or activities or any other factors covered by federal, state, and local laws.

Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY/TTD Relay may be accessed by dialing 711.

Students may contact the Missouri Department of Higher Education and Workforce Development or Sub-State Agency local office for detailed information.

STUDENT POLICIES AND PROCEDURES

- It is mandatory that all students adhere to all program terms, policies, and procedures.
- Violation and/or failure to adhere to all terms, policies and procedures will result in self termination from the program, with forfeiture of all fees paid for class and full balance will be due immediately.
- MEDS, clinical facilities, and affiliates have the right to refuse admittance to any student at their discretion with or without cause.

STUDENT ELIGIBILITY

State of Missouri regulations require that a candidate must be “employable” in a long-term care facility to be involved in direct patient care and to be eligible to enroll in the program. **CNA and CMT** student duties include, but are not limited to, heavy lifting, exposure to contagious diseases and possible contact with blood and body fluids. MEDS reserves the right to determine the student’s ability to safely perform the skills necessary for participation in the training program or to meet the state of Missouri criteria to be “employable” in a healthcare facility.

*Student must meet the following state required criteria for eligibility **before** MEDS can reserve a seat for the student.*

- Be at least 18 years of age.
- Provide a copy of a valid Social Security card or Work Permit at time of registration.
- Provide a copy of **2** negative TB PPD skin tests or **1** negative IGRA TB blood test or **1** negative chest x-ray that is less than 6 months old to be eligible for clinical participation.
- Provide the original Covid vaccination record for MEDS to copy or be willing to be Covid tested prior to every clinical shift at nursing facilities.
- Have a compliant background check. Felony history or record of “Crimes Against Persons” may render the student ineligible to participate in the program.
- Be registered with the Family Care Safety Registry (FCSR). The student may verify FCSR registration or register at <https://health.mo.gov/safety/fcsr/>.
- If there are any concerns, conditions, restrictions, limitations, or injuries, medical or otherwise, that may limit the student’s ability to be “employable” and safely preform ALL resident/patient care it is the student’s responsibility to check with your physician before registering for this class.
- Any student that has or develops anything that would restrict their ability to safely perform the duties and/or responsibilities required for the training program must provide a written release “without restrictions” from an attending physician prior to beginning or continuing class and/or clinical training.
- It is the student’s responsibility to report all concerns, conditions, restrictions, limitations or injuries to your instructor and clinical supervisor.

CMT Students

- Be *active* on the Missouri CNA registry.
- Provide a letter of recommendation from the Administrator or DON or HR Director on facility letterhead recommending that the student take the CMT class and verifying dates of employment as a Missouri CNA.
- If a letter of recommendation does not provide documentation verifying at least 6 months of employment, a student may provide documentation (i.e., Check stubs) that verify time and employment as a CNA.
- Provide copy of high school diploma or GED in English translation.
- Able to read at an 8th grade level and achieve a minimum score of 75% on basic Reading entrance test.

INTEREST FREE TUITION PAYMENT OPTIONS

- Students may pay in person with cash, debit or credit card.
- Online payments may be made with debit or credit card.
- A non-refundable deposit is required at the time of registration to reserve a seat in the class of choice.
- If a class does not meet minimum enrollment, and therefore must be cancelled, a full refund of monies paid will be issued to the student.
- Students should refer to the payment agreement for individually selected plan options.
- Students may pay tuition in full at the time of registration or utilize the payment plan.
- It is the student's responsibility to ensure each payment is made on time.
- If for any reason the full payment is not paid in full by midnight on the due date, students will incur a late fee of \$25.00 per week.
- Entire tuition and incurred late fees must be paid in full prior to taking the final classroom examination and being eligible to sit for the State of Missouri certification examination.
- If a student does not complete the class for any reason, the student is responsible to pay in full any unpaid balance due immediately.
- There will be no refunds after the class has started and the full balance will be due.

CNA Students -- 4 Payment Plan

Payment 1—Non-refundable deposit due upon registration to reserve a seat in class.

Payment 2 -- Will be approximately 2 weeks apart

Payment 3 -- ---→ Exact payment dates are identified on the class syllabus that is

Payment 4 -- provided on the first day of class.

CMT Students – 3 Payment Plan

Payment 1 – Non-refundable deposit due upon registration to reserve a seat in class

Payment 2— Will be approximately 2 weeks apart

Payment 3 -- ---→ Exact payment dates are identified on the class syllabus that is provided on the first day of class.

STUDENT AFFILIATIONS WITH OUTSIDE SPONSORS, AGENCIES AND FACILITIES

While MEDS meets the criteria for our students to participate with many affiliates that sponsor students for scholarship opportunities, all student agreements with these affiliates is solely between the student and the affiliate.

- MEDS may refer students to outside affiliates but is in no way responsible for their action or lack of action.
- Each student is responsible for their relationship, contracts, and agreements with outside affiliates.
- Signed written authorization from sponsoring affiliate must be received by MEDS prior to student selecting and reserving a seat in class.
- Students are responsible for all fees not paid by affiliates.
- All fees must be paid in full before the student can be scheduled for the class final and the State of Missouri certification examination.
- Students who utilize outside affiliate for payment of program tuition give MEDS full authorization to provide the affiliate with all information maintained in the students record. Students also authorize MEDS to discuss student's progress or concerns with the sponsoring affiliate.

TRANSFERS

- Telephone requests to transfer are not accepted.
- To transfer the student must present in person with written notice and transfer fee to be eligible for approval to transfer and select a new class date.
- Students must sign a new payment plan and agree to the update payment dates for the class selected.
- There will be no refunds after the class has started and the full balance will be due.
- Student registering less than 7 days prior to the beginning of class will not be eligible for transfer.

WITHDRAWAL

- All withdrawals must be in writing and must be received in the MEDS office 7 days prior to the start date of the class the student registered for originally.
- Tuition paid in excess of the non-refundable deposit will be processed and refunded to the student by mail within 10 business days after the written request to withdraw is received in the MEDS office.
- Student registering less than 7 days prior to the beginning of class will not be eligible for transfer.
- Student registering less than 7 days prior to the beginning of class will be responsible for the full tuition.

COURSE REQUIREMENTS

- All class and clinical on-the-job training hours must be hours completed in the scheduled class time.
- All clinical skills and documentation must be completed in the scheduled class time.
- All testing requirements will be satisfactorily achieved with a minimum score of 80%.
- All state of Missouri requirements will be met before a student is eligible to schedule to take the state certification examination.

CNA Students

- 75 Classroom hours
- 100 Clinical on-the-job training hours
- Must achieve a minimum score of 80% on 3 tests and the cumulative final exam.

CMT Students

- 60 Classroom hours
- 8 Clinical on-the-job training hours
- Must independently achieve a minimum score of 80% on all classroom tests. (Oral exams are not permitted.)
- Must satisfactorily complete and turn in 25 Drug Review Cards

LEVEL 1 MEDICATION AIDE

- Minimum of 16 hours with clinical time
- Student must attend all scheduled class and clinical time
- There are no make-up options or extensions available for class or clinical
- Students must complete class/clinical time and achieve a minimum score of 80% on the State of Missouri Certification Exam on the first attempt to be eligible to proceed to the Insulin Administration class.

INSULIN ADMINISTRATION

- Minimum of 8 hours
- Letter of recommendation from DON or Administrator
- Must have a L1MA or CMT certificate
- There are no make-up options available

CLASSROOM ATTENDANCE

- If it is absolutely necessary to be late or absent for a scheduled class session, a student is required to call MEDS at 816-373-6337 and leave a message at least two (2) hours prior to the beginning of the class.
- When calling in, the student must include full name, class/clinical time, location, and reason for missed time.
- All missed time must be made up. NO exceptions.
- Students may miss up to a cumulative total of 2 days of attendance at MEDS as outlined on the class syllabus.
- Exceeding the maximum missed time will result in an automatic self-drop from the class.
- Making up time does not extend the missed time beyond the cumulative total of 2 class periods
- Student is responsible to call the MEDS office 816-373-6337 to schedule an appointment to make up missed class time.
- All missed time will be documented in fifteen (15) minute increments.
- All class hours and testing/retesting must be completed by the last day of class to avoid extension fees.
- Instructor will determine two break periods and one mealtime around the learning experience
- Lunch time will not be counted as class time

CLINICAL ATTENDANCE

Clinical on-the-job training hours are required for all classes. Clinical hours are times when the student works in a skilled/intermediate care facility under the direct supervision of a State of Missouri approved clinical supervisor. This time will be used to practice and demonstrate proficiency of the skills required for certification. Students will have the opportunity to build their own clinical schedule for clinical hours not included on syllabus. All clinical hours and skills signoffs must be complete by the last day of class to avoid extension fees.

CNA Student

- 100 Clinical on-the-job training hours are required by State of Missouri regulations.
- Student must check in with clinical supervisor for assignment prior to the beginning of the clinical shift.
- Students are required to participate in a Skills Lab and Hands-on labs prior to participating at a nursing facility.
- Participation in varied day, evening and weekend shifts will be necessary to complete clinicals by the last day of class.
- After a maximum of 3 clinical absences without documented medical or bereavement approval, student will be required to complete clinicals on the walk-in plan.
- MEDS will assist students to obtain replacement hours if a clinical shift must be cancelled by MEDS.
- If a student is more than 1 hour late for a shift the student will not be allowed to stay for participation in the clinical shift.
- To receive credit for a clinical shift the student may not miss more than one hour of the shift.
- All clinical hours and skills must be completed by the last day of class to avoid extension fees.
- State regulation requires that there is not more than a 6-month lapse of time without participation in the training or the student will not be eligible to complete the class.

CMT Students

- A minimum of 8 Clinical on-the-job training hours are required by the State of Missouri regulations.
- Missed clinical/lab time will be individually scheduled at instructors' discretion at a cost of \$50 per hour.
- All fees must be paid in-full prior to rescheduling clinical/lab time or state certification exam.

COMPLETION EXTENSION

All state requirements must be completed by the last day of class to avoid late fees. Incomplete time is only approved if the student has provided professional documentation for immediate family death (spouse, child, parent, or sibling) or medical treatment.

- Student must provide professional verifiable documentation for approval to arrange to make up incomplete class time with no fees. All other extensions will need to pay an extension fee prior to participating in any extended class/clinical.
- With approved documentation students will receive a 14-day extension at no charge to make up any missed class/clinical time or testing.
- An extension fee of \$25 cash is due prior to participating in makeup class time, clinical time, or testing.
- The \$25 extension fee is good for 7 days from date of payment.
- If additional time is needed the fee will be \$25 cash per week.
- Extension fee must be paid in-full prior to signing up for class/clinical shifts testing or make-up time.

WALK-IN PLAN

The walk-in plan is offered as a courtesy for students who have had 3 absences from the clinical schedule that the student selected and signed up to attend.

- Walk-in student will be removed from all reserved clinical shifts
- Student may continue to participate on the master as a “walk-in” on facility shifts but will no longer be able to sign up and reserve clinical time
- If all spots on the shift are full, the walk-in student will not be permitted to stay for the shift.
- Walk-in students should present to the meeting location no more than 15 minutes prior to scheduled time and check in with the clinical supervisor.
- Walk-in students will be accepted into open spots on a first come first serve basis as long as students maintain professional behavior

CNA EMPLOYMENT FOR CLINICAL HOURS

CNA students who are employed at a State of Missouri approved facility as a “Nurse Assistant” may be eligible to receive clinical credit for hours the student is employed and working as an NA.

- To utilize work hours toward clinical time student must be working as a “nurse assistant” at a state approved facility with a state approved clinical supervisor on duty with the student.
- Students are responsible to get a Clinical Supervisor Verification form from MEDS, have it completed by your facility DON and turned in to the MEDS program director for approval.
- Students must confirm approval with MEDS program director prior to beginning on the job clinicals.
- The facility must be a State of Missouri skilled or intermediate care facility approved as a training agency.
- The facility clinical supervisor must agree to monitor the student while on duty as an NAs.
- Student must complete all skills check offs with MEDS. This will include but is not limited to the following:
 - PPE/VS lab, skills lab
 - MEDS facility clinicals to achieve all skills checks offs.
 - Wrap Up at MEDS

STATE OF MISSOURI CERTIFICATION EXAMINATION

- D&S Headmaster – mo.tmutest.com is the State of Missouri CNA certification test administrator and CNA registry coordinator.
- MEDS will open the student account with D&S Headmaster.
- Student will need to confirm registration on mo.tmutest.com and verify all account information.
- It is the student's responsibility to become familiar with the D&S Headmaster web site.
- The D&S Headmaster website provides the student with a Candidate Handbook for clinical skills, practice state exam test and critical information for success with the CNA program.
- Students are responsible to know and follow the information in the Missouri Candidate Handbook.
- All guidelines in the Headmaster Candidate Handbook align with the State of Missouri regulations and will apply to MEDS students.
- The student is responsible for reading and following all instructions in emails from Headmaster and mo.tmutest.com.
- To be eligible to take the certification examination, students are required to bring a current state issued photo ID AND social security card to the State examination.
- Student's photo ID, social security card and Headmaster/TMU registration must match exactly, or the student will not be eligible to test and will forfeit all testing fees to D&S Headmaster.

CODE OF CONDUCT

As a student of MEDS Training Programs, it is MANDATORY that the student maintain positive, appropriate, and professional conduct at all times when the student is participating in or representing MEDS training programs. Unprofessional attitudes or behaviors against ANYONE at MEDS, facilities or agencies participating with MEDS are strictly prohibited.

- MEDS has a zero-tolerance policy for any unprofessional, negative, or perceived negative attitude or behavior.
- Unprofessional conduct includes but is not limited to:
 - ✓ Violation of Resident's Rights
 - ✓ Physical, verbal, or mental threats or abuse
 - ✓ Negative attitudes
 - ✓ Violence
 - ✓ Harassment of any type
 - ✓ Possession of weapons
 - ✓ Foul/offensive language
 - ✓ Theft
 - ✓ Use of alcohol or intoxication while participating in program activities
 - ✓ Any conduct that MEDS identifies as harmful or unbecoming to the healthcare profession
 - ✓ Use of illegal drugs
- Social media postings regarding residents, students, staff, facilities or MEDS is strictly prohibited.
- Students will uphold, protect and provide care in accordance with all Resident's Rights, State of Missouri regulations and MEDS Program guidelines.
- Accurate and honest documentation is absolutely necessary. Forging signatures or falsifying any MEDS Program or Facility documents will result in immediate self-termination from the program.
- Abuse or suspicions of resident abuse of any type (physical, verbal, sexual, emotional) are to be reported to the clinical supervisor IMMEDIATELY.
- All care is to be provided with strict consideration to safety and infection control practices.
- NO photographs in class or clinical settings.
- Students caught photographing, copying or cheating on any sign-ups, assignments, tests/quizzes or documentation will be immediately dismissed from the program.

CONFIDENTIALITY

As the student participates in the program they may have access to confidential information regarding the residents, families, facility staff, students, or instructors. MEDS policy, State of Missouri and federal laws require mandatory protection of ALL confidential information. NO resident, staff, facility, student, or MEDS Program information may be released without direct written approval from the facility Administrator, or MEDS Program Director. All Health Information Privacy Portability Act (HIPPA) regulations must be followed.

Student information will be kept private and secure. Confidentiality of student information will be maintained. Student information or records are only released upon receiving signed written authorization from the student.

ZERO TOLERANCE DRUGS-ALCOHOL-WEAPONS

To assure a safe and secure environment for everyone, MEDS has ZERO TOLERANCE for any illegal drugs/alcohol/weapons or perception of these in any of the MEDS Program or Facility environments or properties. Any violation will result in the student being immediately terminated from MEDS training programs.

- MEDS and Facilities may require a random drug and/or alcohol screening of any student with/without cause.
- All drug/alcohol screens will be at the student's expense.
- Classroom instructor, clinical supervisor, executive director, or any administrative staff member at the clinical facility may require the screening at any time with or without cause.
- If a student refusal to submit to a drug and/or alcohol screening, will result in immediate termination.
- If a student tests positive for alcohol and/or any illegal drugs while attending class or clinical hours or representing MEDS the student will be terminated immediately.
- Law enforcement will be called to escort any student off MEDS or Facility properties if caught in possession of any type of illegal drugs/alcohol or weapons or display of threatening behavior and student will be immediately terminated from the program.

ACCIDENT/INJURY/ILLNESS

MEDS is not responsible in any way for any expense incurred for medical care, treatment or transportation relating to any illness, accident or injury incurred while participating in the classroom, at a clinical site or on the grounds of MEDS or any participating clinical facility.

- Student agrees that all medical expenses are solely the student's responsibility.
- All occurrences of illness, accident or injury while participating in or on the grounds of MEDS or participating facility must be reported and documented on an incident report immediately.
- Completed incident report must be turned into the MEDS director.
- A full medical release "without restriction" will be required from the student's attending physician prior to being permitted to return.
- Student will be required to bring in a medical release "without restriction" for any known/reported limitation, accident, illness, injury, or concern that may inhibit the student's ability to safely perform their duties in class or while participating in the clinical environment.
- Students with symptoms of contagious disease will not be permitted in the MEDS building or in any of MEDS partnering facilities. MEDS will follow current Health Department and CDC guidelines for controlling contagious diseases.
- Students agree to submit to COVID testing as required by individual facility protocol.
- Student understands that facility may require full vaccination or official exemption to be eligible to participate in clinicals at the facility.

HYGIENE AND DRESS CODE

In keeping with the standards of the healthcare profession, all students are required to dress professional, and hygiene is to be neat, clean and odor free. Student must be always in full uniform when the student is in person at MEDS or clinical facilities. Student presenting out of uniform will not be allowed to participate.

- Scrubs are to be clean, wrinkle free and not dragging the ground.
- Scrubs should not have school or work logos/insignias or camouflage designs.
- Student must wear appropriate full cover undergarments.
- Fingernails are to be no longer than ¼ inch beyond the end of the fingers.
- If nail polish is worn it should be smooth, no chips, no studs, or rough designs.
- Hair should be clean. Long hair must be pulled back and secured above the collar.
- No head coverings, scarves, caps, stocking caps, hoodies, etc. unless for religious purposes for which documentation may be required.
- Face masks and face shields will be required as the Health Department, CDC and facilities mandate.
- For maximum infection control and to prevent injury the student should wear minimal jewelry.
- Body piercings, other than single pierced ears, must be small or clear.
- Tattoos that may be perceived as offensive must be covered.
- Shoes should be clean and full cover with no rips or tears. Crocks, clogs backless, or toeless, shoes are not permitted.
- Name tag should always be worn at shoulder level while in class, clinical, make-up time/tests and state exam.
- The replacement fee for lost or damaged name tag or face shield is \$5.00.
- The students gait belt is part of your uniform and must always be with you during the clinical shift.

CELL PHONE/ELECTRONIC DEVICES

- Cell phones/watches/electronic devices should be left in car or placed in assigned area in class and hands-on labs.
- Students seen with cell phones will be sent home with no clinical credit for having cell phones out at the facility.
- Cell phones/watches/electronic devices are strictly prohibited during the state certification exam.
- Cells phones should be turned off or on silent, so they are not a distraction in the classroom.
- Students may respond to cell phones during scheduled break times.
- Recordings or photography is not permitted.
- MEDS office phones, facility phones and resident phones are not for student use.

SMOKING/VAPING POLICY

- While on MEDS campus, smoking/vaping is allowed inside of private vehicles.
- Students must follow the individual policies of each facility.
- Smoking/vaping is only allowed on assigned breaks.
- All smoking materials are to be safely and properly extinguished inside of private vehicles.
- DO NOT throw smoking materials or packaging on the ground.

PARKING AND TRANSPORTATION

- Students are entirely responsible for their own consistent and reliable transportation.
- It is up to the student to arrange transportation necessary to be on time to all class and clinical shifts.
- Parking is allowed in designated areas only on the MEDS and facility property.
- Parking in surrounding business and unauthorized areas is strictly prohibited.

CHILDCARE

- Student is solely responsible for safe and reliable childcare
- Children are not allowed during classroom, clinical or make-up time.
- Children are NOT to be left alone in cars at MEDS or any of the participating facilities.

MISSING, LOST OR STOLEN ITEMS

Students are entirely responsible for their own personal belongings. Lockers and a secured storage area are not available for student belongings. MEDS encourages students to leave all personal items at home or secured in your vehicle. MEDS or participating facilities will not be held responsible for any lost or stolen items. It is always the sole responsibility of the student to secure personal belongings and valuables.

GRIEVANCE PROCEDURE

If a student has any concerns about classroom/clinical instruction or program policies, the student should immediately discuss them with the instructor or clinical supervisor involved at the time of concern. If the student has further concerns that are not resolved, the student should put concerns in writing and present them to the MEDS program director for full and final resolution.

CORRECTIVE ACTION

Any action or lack thereof on the part of the student that is deemed as unprofessional behavior or in violation of State of Missouri regulations, MEDS or participating facility policies will result in one of the following corrective actions.

- Documented verbal consult
- Write up and probationary action
 - ✓ Required to leave a clinical facility
 - ✓ Removed from a facility for clinical rotations
 - ✓ Restrictions in the class or clinical setting
- Immediate termination

When considering corrective actions, MEDS will evaluate all sides of the situation and the severity of the violation. When making final decisions for corrective action, MEDS will consider the State of Missouri regulations, MEDS and facility policies and potential risk or harm to all entities involved.



PARTICIPATION AGREEMENT

Student

CNA CMT _____

I understand that it is mandatory to adhere to all program terms, policies, and procedures. I realize and understand that any infraction of these terms can and will result in immediate self-termination from the MEDS Training Program that I am enrolled in, and I will forfeit all fees and tuition paid, and all outstanding balances will be due immediately.

I recognize that no handbook can contain policies for every possible eventuality and understand that any action that would create an environment contrary to MEDS mission will not be acceptable. If any action or absence of creates an environment in which learning is not the primary focus, disciplinary action will result. Students are to make adult decisions about their behavior choices.

I have read and hereby understand the terms and conditions of the Student Handbook presented to me by MEDS. I have received a copy of the MEDS Student Handbook along with this fully executed Agreement for my records. I also understand that the terms and policies may change at any time with or without notice to protect the student, staff, residents, families, and visitors at MEDS or any of its participating facilities. I acknowledge and agree that MEDS, facilities, and any affiliates have the right to refuse admittance to any student at their discretion with or without cause. I understand and agree to these terms to be able to participate in my training program at MEDS.

Student Signature
Date

***MEDS is an Equal Opportunity Employer and Provider.
Auxiliary aides and services are available upon request to individuals with disabilities.
Missouri TTY/TTD Relay may be accessed by dialing 711.***