



Course Catalog

506 Broadway Ave. 3 rd. Floor
Lorain, Ohio 44052

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Introduction

First Step Healthcare Academy offers CNA Training and Phlebotomy for students and is staffed with qualified, approved instructors. First Step Healthcare Academy is owned by Albert & Juanita Brown, Located in Ohio. Albert & Juanita Brown has a team of professional and experienced staff members at First Step Healthcare Academy. Juanita Glover-Brown has a degree in Therapy as a COTA/L and Albert Brown has a degree in Nursing as a BSN, CNA Instructor and both have CPR Instructor, and Phlebotomy Instructor. Albert also served in the Marine Corp. Albert and Juanita both enjoyed many years of working in the health care field, starting out as an CNA and gradually climbing up the ladder of education to becoming the founders of First Step Healthcare Academy.

Mission Statement

First Step Healthcare Academy has a dedicated highly skilled team healthcare professionals that thrive to provide individuals with clinical excellence, extraordinary service, with compassionate instructors. While servicing with a sense of warmth, kindness, and individual pride, treating the mind, body, and soul because every individual is unique.

Administration Members

Juanita Glover Brown - CEO and Administrator CNA/PBT Program
Albert Brown - Programs Coordinator and CNA/PBT Instructor
Albert Brown II – Administrator PRN
Alyssa Jackson - Office Assistant
Darnell Thomas – Website Developer/ IT Engineer
RosLynn Stiles – Office Manager PBT Instructor Assistant

Faculty Members

Albert Brown- Primary Coordinator Instructor CNA/PBT
Miliani Huggins- Primary Instructor CNA
Martha Del'Monico- Primary Instructor CNA
Juanita Glover Brown- Primary Coordinator/Instructor PBT

Programs/Courses

Offered 2

Certificate Program:

73 Hour Phlebotomy Training & Certification

Program (1) / Course Cost

<u>Tuition</u>	<u>Registration</u>	<u>Books & Uniform set</u>	<u>Supplies/Equipment & Venipuncture Arm Kit</u>	<u>National Exam</u>
\$2,025.00	\$125.00	\$600	\$675	\$150

Total for the National Phlebotomy Training Program = **\$3,575.00**

Certificate Program:

76.50 Hour CNA Training

Program (2) / Course Cost

<u>Tuition</u>	<u>Registration</u>	<u>Books/Supplies/Equipment</u>	<u>Uniform</u>	<u>Exam</u>
\$920.00	\$100.00	\$160		\$104.00

Total for the CNA Training Program = **\$1,284.00**

Entrance Requirements

1. The school does not discriminate based on race, sex, religion, ethnic origin, or disability. Students should submit ADA/IEP during application.
2. We do not require CNA students who enroll in the program to possess proof of a High School or GED completion. Some employers may require proof of employment, and it will be the student's responsibility to comply with employer requirements.
3. **WE do require Phlebotomy students to have a High School Diploma or GED.**
4. CNA students need to be 16 years of age. Under 18 must have parents to sign the application.
5. **We require Phlebotomy students to be 18 years of age and have a valid ID.**
6. All applicants must complete the enrollment application and submit it to First Step Healthcare Academy 506 Broadway Ave. 3rd Floor
Lorain, Ohio 44052.

Enrollment

Prospective students may enroll anytime up to one week prior to start of class or will be enrolled to next upcoming class. Time missed will have to be made up to qualify to sit for the Phlebotomy Exam.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and/or
- b. A deadline for a new course schedule, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Placement Assistance

Phlebotomy Training Specialists **do not** provide any formal placement into employment opportunities. We do this for several reasons. The main reason being if we place one student and not another student we are then discriminating against the latter.

To that end we do not leave the students on their own in finding employment.

We do the following for students:

1. Market Sectors - We provide each student with a list of local sectors of the economy that employ Phlebotomists consistently. This list includes but is not limited to, Plasma Centers, Blood Banks, Platelet Donation, Dialysis, Physicians' Offices, Medical Clinics, Laboratories, Hospitals and Paramedical Examination to name a few. This gives the student ahead start on where to look for employment.
2. Resume Writing – All students will be encouraged to send in their resumes to our professional on staff resume writer and they will fine-tune their resume with them by way of suggestions and putting the resume with them into a medical format called a Curriculum Vitae.
3. Interview Preparation – We have a presentation done during class where we discuss interviewing. We also speak to the students regarding the application process for jobs, and what to expect during the interview process and a list of tough questions they will be asked.

4. Continual Training – All students once they have attended, successfully completed, and paid in full are allowed to return to the class free of charge. In efforts to keep or improve their skills to better equip and prepare the student for interviews.
5. We do offer job placement for our CNA students as job openings become available. We DO NOT Guaranteed Employment, job placement is solely up to the referral employer.

Additionally, we have a call-in line available for students to call with questions regarding Phlebotomy Training and/or CNA Training regarding the application process, or general information about the classes at First Step.

Attendance Requirements

Attendance is mandatory for all students regardless of their current level of knowledge. This phlebotomy course is not graded, it is a pass/fail course and lack of attendance can affect your ability to pass. Students must attend all 73 hours. If a student missed the first day of class, they will be removed from the course and they will be required to enroll for another schedule. There is a 15- minute grace period at each class after which the student will be considered tardy and that time will have to be made up in 30-minute increments. The CNA program is graded, students must have an 80% or higher to pass for PBT and 75% or higher to pass CNA. The student must pass all twenty-three skills and attend 16 hours clinical at a long-term facility that is under the direction of First Step Healthcare Academy instructor.

Time will be quantified at the educational facility electronically, and the student must be present the entire time. If a student misses a portion of class after commencement, they can request to sit in the next available class. First Step Healthcare Academy will allow the student to make up the missed day unless this cause violations of facility occupancy guidelines. Students have 60 days to make up class. In the event a student is unable to make up class within the allotted time, Student will have to withdraw and re enroll.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they are able to return to class. Proper documentation will be required to substantiate a student's withdrawal. 60 Day Grace Period Form must be completed and the student is responsible for providing and update as to their situation.

Progress Policy

CNA Program Grading Scale

Must-Have a Pass Rate

A+ / A-	100% - 90%
B+ / B-	89% - 80%
C+ / C	79%-75%
Fail	Under a 75% CNA / Under an 80% Phlebotomy
Incomplete	
Withdrawal	
Lab	Students must pass all 23 skills to pass the class. PBT Students must complete 30 venipuncture and 10 capillaries.

A grading period is defined as 76.50 hours of class time.

Satisfactory Progress Policy

Students must maintain a 75% CNA or 80% Phlebotomy grade point average and successfully complete all requirements. Those students that are eligible to participate in First Step Healthcare Academy graduation ceremony will be provided a certificate of completion at the end of the course, in which the student has enrolled and completed all requirements of the program.

The student may be terminated if grades are not satisfactory at the end of the class. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

Throughout your training, your instructor will let you know exactly where you stand based on your interim progress reports.

Phlebotomy Students complete a final practical evaluation during the last hands-on day of the program. The test will include knowledge of tubes, additives, order of draw, and the ability to complete each step in order and without correction. Completion of 30 successful draws; arms/hands and 10 capillary draws are mandatory along with full attendance 73 hours and full payment of tuition for graduation. Passing GPA 80%.

CNA Students Must pass all 23 skills, Pass the final with 75% or higher, and complete a 16-hour clinical. Have full attendance 76.50 hours, tuition paid in full to receive certification.

Course Repetitions

A student must repeat any course in which he/she fails to meet the requirements- methods of that course. Repeated courses that are satisfactorily completed may have that grade replaced by the previously failed grade and the hour count as earned. Full fees must be paid for each individual course repeated.

Course incompletes

Incompletes will be given to any student who does not fulfill the requirements of a course by the end of the quarter in which they are enrolled. A grade will be substituted for the incomplete if the student successfully completes the unfinished work, no later than the end of the 4th week following that class. Failure to complete the work in the period stipulated will result in a failing grade.

Graduation Requirements

Students must complete all clock hours at the scheduled time or makeup the hours missed. Students must also complete the program with a 75% GPA CNA or 80% GPA Phlebotomy passing grade with all fees paid.

Conduct Policy

All students are expected to act maturely and are required to respect other students and faculty members. Possession of

weapons, illegal drugs, and alcohol of any kind is not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from the school premises. In addition, there is to be no sexual contact between students including sexual harassment. Students should not "court/date" each other until they have graduated from the program.

Dismissal

We reserve the right to dismiss any student that continually disrupts the course work and training. Any dismissed student may regain re-entry into the course by contacting student services and discussing classroom etiquette with them on an individual basis. All students will eventually be allowed to finish, but their conduct must be above reproach. Theft will not be tolerated and dismissed students for theft will not be allowed back into the class under any circumstances.

First Step Healthcare Academy reserves the right to dismiss students from class if the school determines through interaction with the student that said student does not have an "ability to benefit" from the class. This could be caused by a language barrier, mental instability, or other condition, mental or physical that staff determines will inhibit the student from completing the class and having a chance at a career. A full refund will be given in these scenarios, and more than one instructor and executive staff will be involved in the decision to dismiss the student from class.

Previous Credits

First Step Healthcare Academy does not accept other schools' classes to transfer.

Facilities

The school is located at 506 Broadway Ave. 3rd Floor Lorain, Ohio 44052. Our classrooms are furnished with modern date equipment, with a fully furnished lab, cafeteria, and quiet room.

Educational Services

First Step Healthcare Academy offers Phlebotomy Training Technician and CNA classes. The objective of this class is to prepare students to collect blood samples by venesection, aka Phlebotomy.

The class is 73 hours in length, either during the day, evening, or weekend classes. There is no distance education for this class. All the instruction is classroom instruction, and there are no additional fees to make up classes because we allow all students to return to the class free of charge once they have completed the class one time and allow the student the ability to finish at their own pace.

First Step Healthcare Academy continually changes the curriculum to meet industry standards and safety/equipment updates.

Student Grievance Procedure

For complaints about the school, we advise you to contact the owner Albert & Juanita Brown at firststep.stna@gmail.com to assist with resolving any concerns. Albert & Juanita Brown has an open-door policy, please contact them, and they will keep your identity with class concerns confidential. If your concerns are not something he/she can resolve, he/she will direct you to the state of Ohio to file a complaint at the state level. See below.

Student Complaints

Attempting to resolve any issue with the school first is strongly encouraged. Student complaints against this school may be registered with the Ohio State Board of Colleges and Schools in writing at 30 East Broad Street, Suite 2481, Columbus, OH 43215. Or by phone at 877-275-4219.

Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies, and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1- 10.1. There is one (1) academic term for this program that is 45 clock hours in length. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

A five-calendar-day cooling-off period, during which time the student may rescind the contract and receive a refund of all money paid. The cooling-off period may not end prior to midnight of the fifth calendar day after the latest of the following days:

- (i) The day the student signs an enrollment agreement
- (ii) The day the student pays the institution an initial deposit or first payment toward tuition and fees

- (1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.
- (2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.
- (3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.
- (4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
- (5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

****All requests to withdraw must be submitted in writing to First Step Healthcare Academy. First Step Accounts Payable will issue ALL warranted refunds within 30 days of the written request.**

A. COURSE DESCRIPTION:

The Phlebotomy course is designed to train individuals to properly collect and process blood and other clinical specimens for laboratory testing and to interact with health care personnel, clients, and the general public.

Presentation includes equipment and additives, basic anatomy, and techniques for safe and effective venipuncture. Emphasis will be placed on collection techniques, specimen processing, workflow practices, referrals, and utilizing laboratory information systems. This course will prepare individuals to take the Phlebotomist Certification examination.

1 Certificate Program: 76.50 Hour National Phlebotomy Technician

The NATECP program is designed to train individuals to become an CNA, by attending an approved class by the Ohio Department of Health, completing 59 theory hours and 16 clinical hours, and passing 23 skills. Then taking the CEP exam and passing Knowledge with 75% and 4 random skills out of 23.

B. METHOD OF INSTRUCTION

The student is trained through the modules during class, obtaining that knowledge through book and hands-on training each class period.

The book knowledge obtained is then applied in the hands-on training portion of the class. Theory first, and actual application of the theory follows shortly thereafter.

C. COURSE EXPECTATIONS / COMPETENCIES / OBJECTIVES

Upon completion of the Phlebotomy course, students will have an opportunity to learn how to: (Hartman's Complete Guide for Phlebotomy Technician 1st Edition & Ascencia NHA Phlebotomy Exam)

1. Demonstrate knowledge, entry-level skills, and tasks associated with blood collecting and other specimen collection processes.
2. Assist the health care team in the accurate, safe, and reliable collection and transportation of specimens for clinical laboratory analyses.
3. Apply knowledge to basic and special laboratory procedures.
4. Demonstrate proper infection control techniques used in specimen collection.
5. Select appropriate equipment, methods, and reagents for collection of laboratory specimens.
6. Prepare patient and equipment for collection of laboratory specimens.
7. Apply ethical, legal, and regulatory issues to the collection of laboratory specimens.
8. Evaluate quality control procedures and possible sources of error or inconsistencies in specimen collection.
9. Work cooperatively with staff members, patients, and community resource people.
10. Apply knowledge to create and maintain a safe working environment.
11. Respect patient confidentiality and maintain professional conduct in a culturally diverse environment.

D. TOPICS /UNITS

Certified Phlebotomy Technician Program Modules	Hrs. of Theory	Hrs. of Lab	Total Contact Hrs.
Module #1 – Phlebotomy, an Overview. Tourniquet Tying	4.0 Orien/Ch1	1.0	5.0
Module #2 – Venipuncture – supplies, equipment/procedure	3.0 Ch 2,3	2.0	5.0
Module #3 –Procedures Protections & Precautions, Employment, Glossary and Study Guide	3.0 Ch 4,5	2.0	5.0
Module #4 – Anatomy & Physiology, Infection Control, Bloodborne Pathogens, Hemodialysis, AV Fistula Grafts	4.0 Ch 9	1.0	5.0
Module #5 – Test Tubes, Panels/Profiles, Special Handling & Procurement, Collection, and Laboratory	4.0 Ch 8	1.0	5.0
Module #6 – Hands-On	3.0 Ch 7,6	2.0	5.0
Module #7 – Hands-On	2.0 Ch 10	3.0	5.0
Module #8 – Review and Exam	2.0 Ch11	3.0	5.0
Module #9 – Final Exam and Externship Setup or Final Draws 30 Venipuncture and 10 Capillaries.	5.0	0.0	5.0
Total Lab & Theory			45.00
Venipuncture/Capillary Skill Day			10.0
NHA Review Course			18.0
Total Hours			73.0

Procedures List:

2024 to 2025 ACADEMIC CALENDAR

Phlebotomy for Certification 2024-2025

Full-time Students:

2024- 2025 Class Dates and Application Deadlines (One week prior to the start of class)

Starting on:

Dates: Nov 4th to Nov 22nd, 2024, Resume Dec 3rd to 19th 2024
Day(s) of Week: Mon, Weds. Fri Resume Days of Week Tues. Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: Dec 2nd to Dec 20th, 2024, Resume Jan 7th to Jan 23rd, 2025
Day(s) of Week: Mon, Weds. Fri Resume Days of week Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: Feb 3rd to Feb 21st, 2025, Resume March 4th to March 20th 2025
Day(s) of Week: Mon, Weds. Fri Resume Day of Week Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: March 3rd to March 21st, 2025, Resume April 8th to April 24th, 2025
Day(s) of Week: Mon, Weds. Fri Resume Day of Week Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: April 7th to April 24th, 2025, Resume May 6th to May 22nd 2025
Day(s) of Week: Mon, Weds. Fri Resume Day of Week Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: May 5th to May 23rd, 2025, Resume June 3rd to June 19th, 2025
Day(s) of Week: Mon, Weds. Fri Resume date Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: June 2nd to June 20th, 2025, Resume July 8th to July 24th, 2025
Day(s) of Week: Mon, Weds. Fri Resume date Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

Starting on:

Dates: July 7th to July 25th, 2025, Resume August 5th to August 21st, 2025
Day(s) of Week: Mon, Weds. Fri Resume date Tues, Thurs
Time: 9:00 am to 2:00pm or 5:00 pm-10:00 pm

**2024 to 2025 ACADEMIC CALENDAR
CNA for Certification 2024-2025**

Full-time Students:

2022-2023 Class Dates and Application Deadlines (One week prior to the start of class)

Start to End Dates: 11/04/24-11/22/24

Day(s) of Week: Mon. thru Fri. & 1st or /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 12/02/24-12/20/24

Day(s) of Week: Mon. thru Fri. & 1st /or 2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 01/06/25-01/24/25

Day(s) of Week: Mon. thru Fri. & 1st or /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 02/03/25-02/21/25

Day(s) of Week: Mon. thru Fri. & 1st /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 03/03/25-03/21/25

Day(s) of Week: Mon. thru Fri. & 1st /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 04/07/25-04/24/25

Day(s) of Week: Mon. thru Fri. & 1st or /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 05/05/25-05/23/25

Day(s) of Week: Mon. thru Fri. & 1st or /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

Start to End Dates: 06/02/25-06/20/25

Day(s) of Week: Mon. thru Fri. & 1st or /2nd week Sat.

Time: Day class 9 am to 2 pm or Evening class 5 pm to 10 pm

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone call and text message. Classes are not held on the following holidays:

- ***New Year's Eve***
- ***Labor Day***
- ***New Year's Day***
- ***Thanksgiving Day & the Friday following***
- ***Memorial Day***
- ***Christmas Eve / Day***
- ***Independence Day***
- ***Easter***

Topic Area	Required Classroom Hours	Current Classroom Hours	New Classroom Hours	Required Clinical Hours	Current Clinical Hours	New Clinical Hours	Total Hours Required	Current Total Hours	New Total Hours
I. Overview	0.5	1.50	0	N/A			0.5	1.50	0
II. Communication and Interpersonal Skills	4.5	4.50	0	N/A			4.5	4.50	0
III. Infection Control	2.5	2.50	0	N/A			2.5	2.50	0
IV. Safety and Emergency Procedures	6.5	6.50	0	N/A			6.5	6.50	0
V. Promoting Residents' Independence	1.0	1	0	N/A			1.0	1	0
VI. Respecting Residents' Rights	1.0	1.5	0	N/A			1.0	1.5	0
Total Preclinical Hours	16	16	0	N/A			16.0	16	0
VII. Basic Nursing Skills	9 to 13	13	0	6 to 10	6	0	19.0	19	0
VIII. Personal Care Skills	14.5 to 15.5	15.50	0	7 to 8	7	0	22.5	22.50	0
IX. Mental Health and Social Services Needs	7.5 to 9.5	9.50	0	2 to 4	2	0	11.5	11.50	0
X. Basic Restorative Services	2 to 3	3	0	1 to 2	1	0	4.0	4	0
XI. Residents' Rights	1 to 2	2	0	0 to 1	0	0	2.0	2	0
Subtotal Classroom and Clinical Hours	34 to 43	43	0	16 to 25	16	0	59	59	0
Overall Total (Preclinical plus Classroom and Clinical)		60.50	0		16	0		76.50	0

