



# NEW BRIDGE CLEVELAND ADULT WORKFORCE TRAINING PROGRAM STUDENT CATALOG

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Ohio State Board of Career Colleges and Schools Registration #1946

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# SCHOOL INFORMATION

## Using this Catalog

This student catalog contains critical information for potential students and students of Cleveland Center for Arts and Technology dba New Bridge Cleveland ("New Bridge").

This catalog is specifically designed to help you understand New Bridge's expectations of you while you are attending training, as well as ways that New Bridge can support your success. Read each page carefully to avoid misunderstandings that may result in separation from the program. **New Bridge reserves the right to amend this handbook without prior notice.**

## History

After a three-year feasibility study to assess Cleveland's workforce development and youth leadership needs, The Cleveland Foundation, Cleveland Clinic, Key Bank, Kelvin & Eleanor Smith Foundation, and University Hospitals launched New Bridge in 2010 to serve as a community-based education and training facility that would be positioned to address the needs of both youth and adults who live in some of Cleveland's most under-served and under-resourced neighborhoods.

New Bridge is an independent, nonprofit 501(c)(3) organization that is a local affiliate of the Manchester Bidwell Corporation, Pittsburgh's internationally renowned center for arts and technology, which itself boasts a 50-year track record of transforming the lives of both youth and adults. Manchester Bidwell continues to act on the principle established by its founder, Bill Strickland, that "Every human being, despite the circumstances of his or her birth, is born full of potential, and that the way to unlock that potential is to place individuals in a nurturing environment and expose them to the kind of stimulating and empowering creative experiences that feed the human spirit." New Bridge has followed this principle to touch the lives of more than 5,000 youth and adults throughout Greater Cleveland using a combination of workforce training and job placement services for adults, and arts-infused social-emotional learning (SEL) and leadership development programming for youth.

Throughout its history, New Bridge has matured and has become a go-to resource for residents and varied partner agencies across Greater Cleveland. Our adult programs are dynamic and market-driven to give our students the skills they need to secure meaningful, good-paying jobs in high-demand fields. Our youth programs are evidenced-based and provide our students with high-quality out-of-school time personal development opportunities, all within a state-of-the-art facility.

## Ownership & Officers

New Bridge is an independent, nonprofit 501(c)(3) organization. The following are individuals who serve as the Executive Officers:

Friedlander, Bethany  
President and Chief Executive Officer  
B.A., Case Western Reserve University

Saunjula Staton  
Vice President of Development  
M.B.A., Tiffin University

Ochoa, Arman  
Chief Operating Officer/Chief Finance Officer  
B.B.A., Cleveland State University

## **Mission, Vision, Values Statement**

### DEI North Star:

New Bridge works to be the leading organization in the design, implementation and advocacy of policies and programs that promote health equity and combat institutional barriers and traumas that limit a person's access to care and opportunities to live a healthy life. We believe people should have this right regardless of race, ethnicity, age, gender, sexual orientation, religion, income, or other physical or social characteristics. We listen. We learn. We co- create.

### Vision:

To end health disparities and achieve health equity.

### Mission:

For all of our students to achieve optimal health by integrating mental and physical well-being and life purpose for themselves and our community.

Adult Mission Statement-New Bridge provides high quality Career Technical Education to Increase Social Mobility and health equity, and to Fuel Regional Economies with Skilled Workers in healthcare.

### Values:

- We will improve the lives of our students and our community. We will fight inherently inequitable systems.
- We will be joyful and determined in our pursuits.
- We will continuously listen and adapt to the needs of our community.

## **Approvals and Licensure**

New Bridge is licensed to operate by the Ohio State Board of Career Colleges and Schools (OSBCCS). Its registration number is 1946.

New Bridge is not currently accredited.

## **Campus Location and Facility**

New Bridge's main campus is located at 3634 Euclid Ave. Suite 100 Cleveland, OH 44115.

New Bridge is a state-of-the-art educational facility that houses after school arts-based programs for high school-aged youth and vocational training for adults. For adult students attending New Bridge, the school has 5 classrooms and 3 dedicated labs. There is also a lobby/dining area where food and beverages are permitted.

Street parking is available behind New Bridge on Prospect Avenue. New Bridge is not responsible for student cars or parking incidents i.e. being towed or ticketed for parking in the lot behind or adjacent to the building.

Each classroom can accommodate up to 20 students. All classrooms are equipped with white boards, anatomical charts, and projectors to meet the needs of each program. The labs contain the equipment and supplies needed to support each program curriculum. Equipment and supplies includes, but is not limited to, medical mannequins, stethoscopes, blood pressure cuffs, examination beds, blood pressure monitor, scales, and phlebotomy chairs.

## **Hours of Operation**

New Bridge's is open Monday through Friday from 8 am to 5 pm.

## **Student Privacy Policy**

New Bridge's student privacy and confidentiality policy follows the Family Educational Rights and Privacy Act (FERPA) guidelines.

FERPA was designed to protect the privacy of educational records, to establish the rights of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading information through informal and formal hearings.

New Bridge will not disclose students' education records without obtaining prior written consent, except in certain instances where a student's educational records may be disclosed to school administrators with a legitimate interest. These individuals may include persons whom NewBridge has employed or contracted with, whose responsibility justifies access to all or part of an educational record for legal, educational, or administrative functions.

Students may inspect and review their own records pertaining to academic standing and other information at any time. Students may also seek amendment of inaccurate or misleading information in their education records.

New Bridge depends on the accuracy of the records submitted by its students. False information on an application as well as any act to intentionally mislead or misinform instructional personnel or administrators is grounds for disciplinary action, including dismissal from the school. Students seeking access or amendment to their educational records should contact the Director of Adult Programming.

## **Student Records Maintenance**

NewBridge maintains comprehensive records on all students who enroll in its program. The records are maintained in a locked fireproof cabinet in a lock storage room.

Student records include:

- Personal Information (address, email, etc.)
- Enrollment Agreement
- Student initiated petitions/forms
- Course Enrollment and Completion
- Grades Received
- Disciplinary Actions (Warning(s), Probation(s), conduct violations, etc.)
- Progress Evaluations
- Certificate Conferred
- Employment Verification
- Transcript

Student records are maintained actively during the enrollment period. Any changes or alterations to student records must be accurately documented and signed by an appropriate school official. Student Records are maintained for a period of five years from the last day of attendance. Transcripts are maintained permanently. Records of progress, and conduct are made available to each student at their request and at a time convenient to the school.

## **Academic Information**

### **Enrollment Process**

Enrollment to New Bridge training programs is based on a rigorous process to ensure that applicants are ready and able to succeed in, and complete, the training programs.

All accepted applicants receive a scholarship to New Bridge, which covers all or a part of the tuition and fees.

For accepted students whose employer provides Tuition Assistance (TA), a scholarship will be awarded to cover any tuition and fees that are not covered by the Tuition Assistance program.

For accepted students who do not have an employer or whose employer does not offer Tuition Assistance for training at New Bridge, the scholarship award will cover all tuition and fees.

Students are chosen for scholarships based on successful completion of the entire application process.

New Bridge applicants meeting the criteria listed above can advance to the next stages of the process, which include an academic assessment, a background check, a drug and alcohol screening, and a panel interview. Each phase of the application process is detailed below.

Enrollment in a New Bridge training program is contingent upon meeting admissions requirements and program availability. The schedules of the individual training programs vary, as they are different lengths in duration.

### **Admission Requirements**

New Bridge staff work personally with each student who expresses an interest in the school. The staff is prepared to assist students with all facets of the admissions process. New Bridge will provide reasonable accommodations to people with disabilities. We invite any person with special needs to contact the Director of Adult Programming to discuss any special accommodations that may be necessary. Detailed documentation will be required.

To begin the application process for any of the programs at New Bridge, candidates must:

- Be 18 years of age or older at the time of application.
- Be a current resident of Ohio. Government-issued identification or documentation supporting residency in Ohio is required.
- Provide proof of graduation from high school or completion of a General Education Development (GED) diploma. The diploma or GED should come from an institution that is recognized in the state of Ohio.
- Complete an interview with New Bridge staff
- Successfully pass a background check
- Successfully pass drug test
- Commit to attending class during scheduled hours.

Note: Students must notify the institution if they plan to relocate out of state. New Bridge is only approved to

operate in the state of Ohio. Relocating out of state may adversely impact a student's ability to complete their program. Students must notify (email, phone call, etc.) New Bridge prior to relocation.

### **Interview with New Bridge Staff**

An interview with New Bridge staff is the final step in the admissions process, and the interview focuses on career interests, job entry requirements and expectation, prior education and experience, as well as a willingness to commit time and effort to the program and address any potential barriers to attendance. A panel conducts the interviews and applicants are rated on a point-based scale. Students are ranked according to their average score from the combined scores of the interview panel.

Scholarships are awarded based on a candidate's interview score as determined by the interview panel.

### **Fingerprint and Background Check**

Ohio law prohibits individuals with certain criminal background offenses from participating in the medical professions. New Bridge wants to ensure that applicants to its Allied Health Training Programs can work in their desired field of training prior to enrollment; therefore, New Bridge's acceptance of applicants is contingent on an Ohio BCI background check. If questionable/criminal records appear in a potential applicant's background, New Bridge's hospital partners conduct their own background check to determine whether a student is eligible to perform an externship in a hospital.

New Bridge reserves the right to deny admission to individuals who may not be able to secure employment in their desired field of study owing to criminal background issues.

### **Non-Discrimination**

New Bridge is committed to equal employment and educational opportunities. No distinctions are made based on race, color, religion, gender, orientation, or national origin in the administration of any educational programs or activities. This includes participation in, receiving benefits of, admission to, or employment in such programs or activities. No otherwise qualified person with a known disability will be excluded from employment or participation in our educational programs.

### **Transfer of Credit**

#### ***Transfer into New Bridge***

New Bridge will review transcripts and consider previously earned credits/clock hours; however, New Bridge does not accept transfer of credit/clock hours. New Bridge does not accept advanced placement and/or credit for experiential learning.

#### ***Transfer out of New Bridge***

Transferability of coursework completed at New Bridge is always up to the discretion of the receiving institution. New Bridge does not in any way imply or guarantee the transferability of credit (clock hours) into any other institution.



## Satisfactory Academic Progress

The Satisfactory Academic Progress Policy is applied consistently to all students. Satisfactory Academic Progress is measured in two ways:

- **Qualitatively:** The Cumulative Grade Point Average (CGPA) is reviewed to ensure that the student is meeting a minimum 2.0 (C) average at the conclusion of each evaluation period.
- **Quantitatively:** The student must attend at least 90% of the scheduled clock hours cumulatively for each evaluation period, enabling completion within the maximum time frame of the program.

A student must be meeting these standards to be considered meeting Satisfactory Academic Progress and in 'Good Standing.' Any student who has not achieved a minimum cumulative GPA of 2.0 or who has not successfully achieved a cumulative rate of attendance of at least 90% at each required evaluation period is not considered in 'Good Standing' and is subject to the consequences outlined in this policy.

### Maximum Time Frame

Students must complete their program within 150% of the normal program length. This length of time is considered the Maximum Time Frame. Students who have attempted over 150% of the total program clock hours and not met the graduation requirements, will be withdrawn from the program.

### Evaluation Periods

Students will receive a grade report at the end of each course which includes their final grade and attendance for the course completed, as well as the cumulative GPA and cumulative attendance percentage for all courses completed within the program. Formal evaluations will occur at the end of each term and, if needed, at the Maximum Time Frame based on scheduled hours. Consistent with SAP measurements, the evaluations will assess each student's progress against the qualitative and quantitative standards previously identified.

### Evaluation Table

The table below shows the total expected number of clock hours scheduled to be completed at each evaluation point:

Program Name	Program Clock Hours/ Weeks	End of Term 1	End of Term 2	End of Term 3	End of Term 4	Maximum Time Frame
Sterile Processing Technician	700 Clock Hours/ 20 weeks	150 hours/ 5 weeks	300 hours/ 10 weeks	700 hours/ 20 weeks	N/A	1050 hours/ 30 weeks
Phlebotomy Technician	300 Clock Hours/ 10 weeks	70 hours/ 3 weeks	140 hours/ 6 weeks	300 hours/ 10 weeks	N/A	450 hours/ 15 weeks

Medical Assistant	900 Clock Hours/ 40 weeks	185 hours/ 9 weeks	370 hours/ 18 weeks	555 hours/ 27 weeks	900 hours/ 40 weeks	1350 hours/ 60 weeks
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\* All evaluation points are based on scheduled hours, which are the hours that the student should have completed based on his/her class schedule.

### Maximum Time Frame Table

The table below shows the minimum number of actual clock hours that the student must complete to remain in good standing and complete their program within the Maximum Time Frame.

Program Name	Program Clock Hours	Term 1	Term 2	Term 3	Term 4	Maximum Time Frame
Sterile Processing Technician	700 Clock Hours	135 hours (90% of 150)	270 hours (90% of 300)	630 hours (90% of 700)	N/A	700 hours (100%)
Phlebotomy Technician	300 Clock Hours	63 hours (90% of 70)	126 hours (90% of 140)	270 hours (90% of 300)	N/A	300 hours (100%)
Medical Assistant	900 Clock Hours	166.5 hours (90% of 185)	333 hours (90% of 370)	499.5 hours (90% of 555)	810 hours (90% of 900)	900 hours (100%)

### Warning Period

If a student fails to meet the cumulative 90% attendance, and/or the cumulative 2.0 grade average for any evaluation period, he or she will be placed on 'Warning' for the next evaluation period.

Students will be notified in writing when placed on 'Warning.' The notification will include the steps necessary to be removed from 'Warning' status. In addition, students will receive attendance and/or academic advising from the Program Administrator. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Warning' period. If the student achieves 'Good Standing' by the end of the 'Warning' period, he or she will be removed from 'Warning' status.

If the student fails to achieve 'Good Standing' and meet satisfactory academic progress requirements at the end of the 'Warning' period, the student will be terminated from New Bridge. The institution will notify the student in writing if he or she is being terminated for unsatisfactory academic progress. The student has the option to appeal termination by following the appeal process.

### Appeal Process

The student may submit a written appeal of his/her termination within five calendar days of their receipt of the notice of termination. The appeal must be accompanied by documentation of mitigating circumstances that have prevented the student from obtaining 'Good Standing' and evidence that changes have occurred to allow the student to now meet standards of Satisfactory Academic Progress. Only extraordinary circumstances will be considered, such as, but not limited to, death or severe illness in the immediate family. Supporting documentation such as a physician's statement, accident report, or other such statements must be included as part of the appeal.

The President/CEO will assess all appeals and determine whether the student may be permitted to continue in the school on a 'Probationary' status despite not meeting the Satisfactory Academic Progress requirements. The student will be sent a written decision within ten days of the receipt of the appeal. The decision of the President/CEO is final.

In cases where an appeal is accepted, the student is placed on 'Probation' status through the next evaluation period. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Probation' period.

### **Probation Period**

If a student fails to meet the Satisfactory Academic Progress standards at the end of the 'Warning' period, and successfully appeals the termination, he or she will be placed on 'Probation' status.

Students will be notified in writing when placed on 'Probation'. The notification will include the steps necessary to be removed from 'Probation' status. In addition, students will receive attendance and/or academic advising from the Director of Adult Programming. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Probation' period.

At the end of the evaluation period, and then at the end of every evaluation period thereafter, the student's academic status will be reviewed. If the student fails to meet the Satisfactory Academic Progress requirements at the end of the 'Probation' period, the student will be terminated from the school.

### **Transfer and Readmitted Students**

Transfer students from outside the institution will be evaluated qualitatively only on the work completed at the New Bridge. The maximum time frame is reduced for transfer students based upon the remaining length of the program in which they enroll.

### **Incomplete Courses**

A grade of Incomplete is not included in the calculation of the cumulative grade point average. However, the final grade issued three (3) days after the end of the course, whether or not the incomplete course work was completed, is calculated in the cumulative grade point average. The course hours count as hours attempted for the purpose of calculating progress toward maximum time frame.

### **Remedial Courses**

New Bridge does not offer any remedial courses.

### **Course Repeat Policy**

A failed course may be repeated in an attempt to earn a passing grade. Each attempt counts as scheduled hours toward the Maximum Time Frame. Only the highest grade earned will be included in the computation of the cumulative grade point average. The student transcript will list each course in which a student has enrolled and earned a grade. The failing grade will be changed to a grade of R on the transcript indicating that a particular course has been repeated.

### **Definition of Clock Hours**

The program is measured in clock hours. A period consisting of a 50 to 60-minute class, lecture, or recitation in a 60-minute period. A 50 to 60-minute faculty supervised laboratory, training, or internship in a 60-minute period. Sixty minutes of preparation in a correspondence course. A clock hour is based on an actual hour of attendance, though each hour may include a 10-minute break.

## Grading Scale

Student progress reports are issued quarterly. Instructors distribute evaluation criteria for each course using New Bridge's grading scale is as follows:

Percentage	Grade	GPA Points	Designation
90%-100%	A	4.0	Excellent
80%-89%	B	3.0	Above Average
70%-79%	C	2.0	Average
60%-69%	D	1.0	Below Average
0%-59%	F	0.0	Failing
N/A	P		Pass (Clinical Only)
N/A	NP		Not Passed (Clinical Only)

Written grades will be distributed to students based on each program's schedule.

## Attendance

Poor attendance is one of the most common reasons for dismissal from employment, and attendance is one of the strongest predictors of future success. To emphasize the importance of attendance in a way that mirrors what graduates will encounter in the workplace, New Bridge has adopted an attendance point system similar to those employed by our affiliated medical partners.

### Attendance during Didactic Training

Students are expected to follow the schedule set forth by New Bridge in its entirety, arriving on time and remaining in the classrooms during lecture/lab. During training, every student must be present for a minimum of 90% of the scheduled training hours.

Students are accountable for their time and performance during their tenure at New Bridge.

### Attendance during Externship

Students are required to complete all externship hours. Absences during externship training should be avoided unless necessary and it is the student's responsibility to make up the time. Students in programs that require volunteer and/or externship components should obtain specific information about whom to contact and how to report during their first communication with the site. Failure to follow site specifications for call-off during volunteer and/or externship will result in disciplinary action and/or immediate termination.

### Tardiness and Early Departures

Any student arriving up to 5 minutes after the start of class will be considered tardy. Additionally, any student who leaves class up to 5 minutes prior to the scheduled end will be considered an early departure.

Students who are more than 5 minutes late or who depart more than 5 minutes prior to the end of class will be marked absent for the entire class hour.

### Residential Attendance Monitoring

Attendance is taken at the beginning of each class through a student sign in sheet. Additionally, the instructor tracks any tardy arrivals or early departures.

**Residential Make-Up Work/Hours**

Make-up work/hours are assigned by the instructor and must be completed within the agreed upon time-frame. Make-up work will be comparable to content missed, in subject, delivery method, and length. There is no additional charge for makeup work/hours.

**Administrative Attendance Termination**

Any student who is absent for fourteen (14) consecutive calendar days will be terminated from his/her program. After notifying the student of a withdrawal for violation of the attendance policy, the COO/CFO completes a refund calculation. A student dismissed for attendance-related reasons may re-enroll in the institution only with President/CEO's written authorization and verification that all current admissions requirements are met.

**Call-off Procedures**

Students are required to call New Bridge prior to the start of class when unable to attend or if they anticipate being late, unless there is a documented emergency.

Failure to adhere to this policy will result in disciplinary action. (See Disciplinary Actions.)

Any situation that prevents a student from attending class is counted as an absence. This includes tardiness, sickness, sickness of children or other family members, legal and court appointments, bereavement (immediate family only), welfare appointments, unemployment appointments, housing appointments, traffic, etc. An absence is excused only when documentation is submitted to the Director of Adult Programming within one week evidencing that absence was required by law (order of court) or was a medical emergency.

Appointments should be arranged during off-school hours so that absences can be limited to emergencies only. Any student not in class as scheduled is considered absent. Any student who leaves the classroom for more than five minutes during class will be marked absent for the time they are out of class.

All absences are counted toward the 10% overall allowance, including documented excused absences. If excused absences cause a student's attendance to drop below the rate required to maintain Satisfactory Academic Progress (SAP), the consequences detailed in that policy still apply to the student. If a student is experiencing a time of prolonged hardship, they can speak with the Director of Adult Programming about withdrawing from their program and re-enrolling in a later cohort.

**Digital Millennium Copyright Act (DMCA)**

Individuals using computers and networks at New Bridge are responsible for complying with copyright laws and New Bridge's policy and procedures for computer use. The Digital Millennium Copyright Act (DMCA) of 1998 amends the federal copyright law to provide certain liability protections for online service providers when their computer systems or networks carry material that violates (infringe) copyright law.

The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either electronic mail or paper letter) and must include all of the following elements:

- a physical or electronic signature
- identification of the infringed work
- identification of the infringed material
- contact information for the complainant, e.g. address, telephone number, electronic mail address
- a statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner or the law

- a statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the copyright owner.

Infringement claims should be sent to New Bridge's Designated Agent: COO/CFO

New Bridge's users should not download, upload, transmit, make available or otherwise distribute copyrighted material without authorization using New Bridge's computer systems, networks, and internet access or storage media. This is inclusive of utilizing unlicensed/unauthorized peer-to-peer file services that would promote copyright infringement. Users who violate this policy are subject to disciplinary action as appropriate under the circumstances. Such disciplinary action may include suspension, dismissal, and other legal actions.

In addition to the complaint being handled by New Bridge, copyright owners may also take direct legal action against alleged infringers, and subpoena New Bridge for information about people sharing files. The No Electronic Theft (NET) Act provides for serious criminal penalties, including a fine of up to \$250,000 and a potential jail sentence. Lack of knowledge about copyright infringement laws will not excuse one from legal consequences, or from action by New Bridge. It is your responsibility to be aware of the legality of your actions.

## **Copying Materials**

Students, instructional staff, and administrative staff are not allowed to make copies of their textbooks or exams for themselves or their peers. Copying textbooks and other copyrighted material is against the law. Any student caught copying material (or in possession of copied material) will be in violation of the Student Code of Conduct and will be subjected to the full range of consequences.

New Bridge requires compliance with applicable copyright laws in the use of instructional materials. The Copyright Act protects all types of expression or authorship fixed in any tangible medium, including such as written works, paintings, sculptures, photographs, videos, recorded music, sheet music, computer programs, video games, architectural design, and choreography. It is important to note, however, that the Act does not protect the underlying facts or ideas in a copyrighted work -- only the "expression" of those facts or ideas.

During the applicable term of protection, the author of the work possesses certain exclusive rights (which may be assigned to another party such as the publisher or distributor). These exclusive rights include: (1) the right to copy the work; (2) the right to create derivative works; (3) the right to distribute the work; and (4) the right to display, perform or broadcast the work. Therefore, before exercising any of these rights with respect to a given work, individuals must obtain permission from the copyright holder unless a statutory exception such as "fair use" applies or the work is in the public domain.

## **The Public Domain and Other "Free" Works**

Copyright protection does not extend to works in the public domain, which include: (1) works for which the applicable term of protection has expired; (2) works published by the federal government (e.g., published by the Centers for Disease Control or the National Oceanic and Atmospheric Association); (3) works that lack sufficient originality or expression to qualify for copyright protection (e.g., unadorned calendars, indices, phonebooks, databases); and (4) works expressly donated to the public domain. Such works may be copied and used without the permission of the author or publisher.

New Bridge students/instructors/staff who violate this policy are subject to appropriate disciplinary action. Serious violations of this policy may result in expulsion or discharge from New Bridge. Individuals who violate state or

federal copyright laws may also be subject to criminal/civil action by the appropriate agency or by the owner of the copyright.

## **Universal/Standard Precaution**

Universal precautions will be followed at all times. This method of infection control requires the student to assume that all human blood and specified human body fluids are infectious for HBV, HIV, and other bloodborne pathogens. Where differentiation of types of body fluids is difficult or impossible, all body fluids are to be considered as potentially infectious.

NewBridge acknowledges that gloves are critical to all health care professionals working and handling sharp instruments (needles, lancets, etc.) and body fluid. Wearing gloves is the most important measure to prevent the spreading of infectious diseases, especially Hepatitis B and AIDS. The campus utilizes the engineering controls and work practice controls to minimize or eliminate student exposure to the bloodborne pathogens. Students are expected to utilize the following personal protective equipment:

- Gloves (hand protection)
- Spill Kits
- Sharp Containers
- Face Shield and/or Eyewear. Long Sleeved gown
- Eyewash Stations

## ***Initial Response to Exposure***

1. Immediately apply first aid as appropriate
2. Allow to bleed freely (for needle stick/puncture injury)
3. Wash thoroughly with soap and water
4. Mucous membrane: flush copiously with water
5. Eyes: Irrigate and/or flush copiously with water
6. Document the incident, including:
  - a. Route of exposure
  - b. How and when exposure occurred
  - c. The source individual, if known
7. Report exposure immediately to nursing or medical laboratory faculty and appropriate supervisor on campus or at the clinical agency

## ***Hazardous Materials***

NewBridge understands that hazardous material is a substance, be it solid, liquid or gas, that is capable of harming humans, property and the environment if mishandled, stored/disposed incorrectly. NewBridge maintains safe handling and use of these materials through training with proper instructions, precise labeling, storage, disposal, and provision of material safety data sheets (MSDS). Contaminated materials such as needles, syringes, etc., must be disposed of in the sharp collectors' containers. The use of these containers is mandatory, and students are not allowed to dispose of the sharp collector under any circumstances.

## ***School Safety***

NewBridge seeks to maintain a safe environment, free from aggression, violence, and harassment for its students and staff. To ensure the well-being of its students and staff, NewBridge prohibits the presence of any weapons on the property, as well as any acts of aggression, violence, or harassment, including sexual harassment.

It is the responsibility of every student, faculty member, and staff member to maintain an educational environment free of harassment of any kind from any source. Anyone found to be in violation of this policy will be subject to both criminal prosecution and disciplinary action, up to termination and expulsion from NewBridge.

Students who are witnesses to or victims of a crime should immediately report the incident to local law enforcement.

## **Student Code of Conduct**

By enrolling in New Bridge's Adult Training Programs, students agree to a standard of conduct. Accordingly, they agree that the following behaviors are PROHIBITED at New Bridge: Use of personal audio/video devices with or without earphones in training areas; Shouting, or use of profanity or other inappropriate language on the premises; Sleeping during class; Fighting on the premises.

New Bridge reserves the right to terminate a student immediately for extreme actions, including physical or verbal attack, possession of weapons, and use or possession of illegal drugs or alcohol on New Bridge premises, among others.

### **Professionalism and Insubordination**

All students are expected to act in a professional manner. Individual instructors determine what kind of behavior is considered "professional" in their class. Students need to have a good working relationship with each instructor to maximize the benefits of training. Please remember that this is a job-training program; your instructors should be regarded as supervisors, and failure to comply with established classroom guidelines will be considered insubordination. Any acts of insubordination will result in disciplinary action.

### **Student Dress Code**

New Bridge has a mandatory dress code. Exposed abdomens, breast, buttocks or thighs are not permitted. New Bridge has a ZERO TOLERANCE policy regarding inappropriate dress and grooming.

Failure to comply will result in disciplinary action.

### **Clothing**

New Bridge requires all students attend class in uniform and provides students with several pairs of scrubs that serve as their uniform. Scrubs should be clean, neat and tidy. The scrubs should cover all visible tattoos. If needed, there are make-up products or long-sleeved shirts that the student may purchase to appropriately cover tattoos. Exposed abdomens, breast, buttocks or thighs are not permitted. **Absolutely no bonnets, rags, hats, or scarfs are permitted in the classroom unless for religious reasons**

### **Hair**

Hairstyles should be conservative and neat. Hair should have a natural color tone and not be dyed bright colors. Hats and head wraps/scarves are prohibited indoors except for religious and/or medical purposes.

### **Fragrance**

Strong scents should be avoided (perfume, after-shave, sprays, etc.).

### **Fingernails**

Fingernails must be clean and neatly trimmed. Students should not have acrylic nails and nail designs.



**Make-up**

Make-up must appear professional and natural and should be conservative in style and color.

**Jewelry**

Jewelry should be kept at a minimum and should be conservative in style, size, and color. For example, bold, bright or excessive costume-style jewelry is not appropriate. Students also should not wear any facial jewelry (e.g. nose rings, tongue piercings etc.)

**Cell Phones**

Students are permitted to carry their cell phones, but all cell phones must be on vibrate while in training areas and should not be visible at any time unless there is an emergency.

In the event of an emergency, students can use their cell phones in designated areas (Student Resource Room/outside) during emergencies and class break times. When using cell phones, please keep in mind that conversations should be private. Students should refrain from loud, inappropriate discussions that can be heard by others. Cell phone use in restrooms is prohibited.

**Smoking**

New Bridge's facilities are smoke-free. Smoking is permitted outside ONLY! Absolutely no smoking is permitted in restrooms or in front of or adjacent to the doors. Please use appropriate receptacles for disposal of cigarette butts. Do not extinguish cigarette butts on the building.

**Eating**

Eating is confined to the dining area ONLY. Absolutely no food or drinks other than water in the classrooms, restrooms, reception area, hallways, or related areas. Failure to comply will result in disciplinary action.

**Fraternizing**

Public school students are enrolled in New Bridge's after-school programs. Fraternizing with high school students is not permitted. In addition, students of New Bridge are not to fraternize with faculty and staff. Fraternization includes, but is not limited to personal phone calls, texting or emailing; ride sharing or transporting of a student in the employee's vehicle; meeting socially outside of the school; smoking during breaks together, etc.

**Theft or Loss**

Students are responsible for securing their own personal belongings. In the case of property loss, report the loss to the instructor immediately. Stealing or damaging property, whether personal property or that of the center, is a serious act. Violators will fully be prosecuted of the law.

**Cheating and Plagiarizing**

For a first offense, any student who is caught cheating or plagiarizing on a test or assignment will receive a zero for the assignment or test and an "F" letter grade, along with written warning given by the instructor.

Any student caught cheating or plagiarizing a second time will be subject to further discipline up to and including dismissal from the training program.

**Disciplinary Policies**

New Bridge is an adult training institution. Students are always expected to conduct themselves in a mature manner. Any violation of policies and procedures or behavior determined by the faculty and staff to be disruptive or unprofessional may result in the following disciplinary action:

Incident	Action
First violation	Verbal warning issued to student
Second violation	Written warning
Third violation	Disciplinary meeting, which may include termination

New Bridge reserves the right to immediately terminate students for serious behavior infractions.

## Internet Usage Policy

The Internet access provided by New Bridge is to be used for SCHOOL-RELATED TASKS ONLY. Inappropriate and/or prohibited sites include, but are not limited to sites containing pornography, hate violence, obscenities, online gaming and the like. Access to these sites is forbidden on any center computer.

Streaming video and audio via the Internet connection are not permitted due to bandwidth constraints.

Downloading any files or programs from the Internet is strictly prohibited without the consent of the course instructor. Students may not download any file to a personal computer hard drive or a server directory or share without the express consent of their instructor.

## Sexual Harassment

New Bridge strives to provide an environment in which dignity and worth of members of the school community is based on mutual respect. The school is committed to a working and academic environment that encourages excellence.

In accordance with the Equal Employment Opportunity Commission (EEOC) guidelines and Title VII of the Civil Rights Acts of 1964, the sexual harassment of employees and students is prohibited and shall subject the offender to dismissal and/or other sanctions. This will occur after compliance with procedural due process requirements.

Unwelcome sexual advances, requests for sexual favors, and other verbal, written or physical conduct of a sexual nature constitute sexual harassment when:

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, admission, or academic standing; or

Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting an individual; or

Such conduct has the purpose or effect of 'reasonably interfering' with an employee's work or a student's academic performance, including but not limited to creating an intimidating, hostile, coercive or offensive work or educational environment. For purposes of this policy, "reasonably interfering" is defined as improper, unjustifiable behavior going beyond what is appropriate, warranted, or natural.

In cases of discrimination or harassment, the complaint procedure should be bypassed. An individual who feels he/she has a complaint dealing with discrimination or harassment should report the matter, in writing, directly to the President/CEO or the Director of Adult Programming and COO/CFO.

## Anti-Hazing Policy

New Bridge prohibits hazing as defined in this policy. The school will investigate and respond to all reports of hazing as outlined in this policy.

This regulation applies to all members of the school community, including faculty, staff, students, volunteers, organizations, and groups, as well as visitors and other licensees and invitees.

This Anti-Hazing Policy applies to conduct that occurs on-campus, off-campus (ex: externship site), or through online activities, between two or more people who are affiliated with the school, or any student or other organization associated with the school.

Hazing is a serious offense of the New Bridge Student Code of Conduct and, therefore, is subject to the full range of sanctions (reprimand, disciplinary probation, suspension, and expulsion). In addition, other educational activities may be required as conditions of the sanction. An individual, organization, or group may be subject to other outcomes in accordance with the applicable outside constituents or groups in which the student is involved, or their governing bodies. The school has the right to take action regardless of the actions of the governing body.

The President/CEO shall coordinate the investigation of all hazing allegations. When appropriate, other senior administrators may handle certain aspects of the school's response. Local authorities may also be included in the investigation, as needed.

Additionally, the President/CEO will assess the need for interim measures (e.g. suspension of current group activities). Every effort will be taken to complete the investigation in a timely manner. The hazing allegation will be investigated and resolved in keeping with the Student Code of Conduct process. At the point when a formal conduct charge is made against an organization, the national or oversight organization, if any, shall be notified. Criminal investigations resulting from a report to law enforcement will be handled by the appropriate law enforcement agency. New Bridge may charge an individual or a group with a violation of this Hazing Policy via the Student Code of Conduct and/or other school rules, regulations, or policies.

Sanctions applied to organizations and/or individuals will be imposed in accordance with the severity of the violation and will be determined by the President/CEO.

Hazing means doing any of the following, or pressuring, causing, forcing, soliciting, or coercing any person to do any of the following for the purpose of initiative, admitting, or affiliating an individual into or with a student group or student organization; continuing or enhancing an individual's membership or status in a student group or student organization, or perpetuating or furthering a tradition or ritual of a student group or student organization:

- (a) Engage in any conduct prohibited by federal and/or state and/or municipal criminal law, regardless of whether an arrest is made, or criminal charges are brought;
- (b) Take into their body any food, liquid (including alcohol), drug, or other substance that subjects the person to a substantial risk of mental or physical harm; and/or;
- (c) Cause or create a substantial risk of causing mental or physical harm to another and/or engage in any act or omission that contributes to the death of another.

Reporting an Incident: Student safety is our top priority, and we take all reports of misconduct seriously to protect everyone's health and well-being. New Bridge depends on its community members to identify and report

behaviors of concern so that the school can provide distressed students and employees with appropriate support services and resources.

We are all responsible for school safety. If you see any concerning behavior or suspicious behavior report it to the President/CEO, COO/CFO, or any New Bridge Faculty or Staff member.

New Bridge is committed to reviewing all reports of hazing. Anonymous reports are accepted; however, the school's ability to obtain additional information may be compromised and the ability to investigate anonymous reports may be limited.

Immediately upon learning of potential hazing, any employee with a duty to report violations of this policy who received a complaint of hazing or who observes or learns of conduct that is reasonably believed to be in violation of this policy is required to report the alleged conduct to the President/CEO.

Employees with a duty to report violations of this policy include faculty and staff. Any volunteers or contractors engaged by the school have a duty to report violations of this policy of which they become aware in the course of their duties when these duties include responsibility for the safety and wellbeing of other members of the school community or if they have supervisory, evaluative, grading, or advisory responsibility over other members of the school community.

In addition to the duty to report hazing to the President/CEO as identified in the prior paragraph, in some circumstances there is also a duty to report allegations of criminal conduct to law enforcement.

The school will maintain a report of all violations of this Policy that are reported to the school, and which result in a charge of violation of this Policy. The school will update the report bi-annually on January 1 and August 1 of each year and will post the updated report on the school's website.

New Bridge shall provide annually at least one program on hazing prevention education to all members, prospective members, and anyone who is employed by or volunteers with the organization. The education may be provided in person, electronically, or both. New Bridge will maintain a record of individuals who have completed the program.

## **Drug and Alcohol Policy**

New Bridge has a right and obligation to maintain a safe, healthy, and efficient working and learning environment, as well as protect the organization's property, information, equipment, operations and reputation. New Bridge also recognizes its obligations to its partners for the provision of services that are free of the influence of illegal drugs and alcohol.

In accordance with Federal Regulations 34-CFR Part 85, Subpart F of the Drug Free Workplace Act of 1988, New Bridge prohibits the manufacture, distribution, dispersing, possession or use of a controlled substance by students and employees on school grounds and at any school event. In certain cases, a student may be referred to counseling. Where it is apparent that a violation of the law has occurred, the appropriate law enforcement agency will be notified.

When a referral is made, continued enrollment will be subject to successful completion of any prescribed counseling or treatment program. Students who believe they have a substance abuse problem may contact the school adviser for referral assistance. All such matters will be handled confidentially.

As a condition of scholarship awards, all Adult Program students and program applicants are required to abide by the terms of this policy and to notify the Director of Adult Programming of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

## Definitions

**Alcohol** means any beverage that contains ethyl alcohol (ethanol), including but not limited to beer, wine and distilled spirits.

**Clock hours** means a 60-minute class, lecture, lab, or externship taking place in a 60-minute period.

**Company premises or company facilities** means all New Bridge property including, but not limited to, the offices, facilities and surrounding areas on New Bridge-owned or -leased property, parking lots, and storage areas. The term also includes New Bridge-owned or -leased vehicles and equipment wherever located.

**Contraband** means any article, the possession of which on New Bridge premises or while on New Bridge business, causes a student to be in violation of New Bridge work rule or law. Contraband includes illegal drugs, alcoholic beverages and drug paraphernalia.

**Drug testing** means the scientific analysis of urine, blood, breath, saliva, hair, tissue, and other specimens of the human body for detecting a drug or alcohol.

**Illegal drug** means any drug which is not legally obtainable; any drug which is legally obtainable but has not been legally obtained; any prescribed drug not legally obtained; any prescribed drug not being used for the prescribed purpose; any over-the-counter drug being used at a dosage level other than recommended by the manufacturer or being used for a purpose other than intended by the manufacturer; and any drug being used for a purpose not in accordance with bona fide medical therapy. Examples of illegal drugs are cannabis substances, such as marijuana and hashish, cocaine, heroin, methamphetamine, phencyclidine (PCP), and so-called designer drugs and look-alike drugs.

**Legal drug** means any prescribed drug or over-the-counter drug that has been legally obtained and is being used for the purpose for which it is prescribed or manufactured.

**Reasonable belief** means a belief based on objective facts that is enough to lead a prudent person to conclude that

a student is unable to satisfactorily perform his or her duties due to drug or alcohol impairment. Such inability to perform may include, but not be limited to, decreases in the quality or quantity of the student's productivity, judgment, reasoning, concentration and psychomotor control, and marked changes in behavior. Accidents, deviations from safe working practices, and erratic conduct indicative of impairment are examples of "reasonable belief" situations.

**Under the influence** means a condition in which a person is affected by a drug or by alcohol in any detectable manners. The symptoms of influence are not confined to those consistent with misbehavior, or to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance. A determination of being under the influence can be established by a professional opinion, a scientifically valid test, such as urinalysis or blood analysis, and in some cases by the opinion of a layperson.

## **1) LEGAL DRUGS**

1.1 The undisclosed use of any legal drug by any student while performing on New Bridge premises is prohibited. However, a student may continue to attend classes if New Bridge management has determined, after consulting with New Bridge health and resources officials, that such use does not pose a threat to safety and that the student's job performance is not significantly affected. Otherwise, the student may be required to take leave of absence or comply with other appropriate action as determined by New Bridge management.

1.2 A student whose medical therapy requires the use of a legal drug must report such use to the Director of Adult Programming prior to attending New Bridge. New Bridge always reserves the right to judge the effect that a legal drug may have on job performance and to restrict the use of a student's work activity or presence accordingly.

## **2) ILLEGAL DRUGS AND ALCOHOL**

2.1. The use, sale, purchase, transfer, or possession of an illegal drug or of alcohol by any student while on New Bridge premises or while performing New Bridge activities on or off the premises is prohibited.

## **3) DRUG AND ALCOHOL TESTING OF SCHOLARSHIP APPLICANTS**

3.1 All applicants for scholarships in the adult programs are subject to drug and alcohol testing.

3.2 An applicant must pass the drug test to be considered for scholarship placement.

3.3 An applicant will be informed in writing of his or her right to refuse to undergo such testing; and will be informed that the consequence of refusal is termination of the process.

## **4) DRUG AND ALCOHOL TESTING OF STUDENTS**

4.1 New Bridge will notify students of this policy by:

A. Providing to each student a copy of the policy and obtaining a written acknowledgement from each student that the policy has been received and read.

B. Announcing the policy in various written communications and making presentations at student meetings.

4.2 New Bridge may perform random or unannounced drug or alcohol testing on any student, or on any student who manifests "reasonable belief" behavior.

4.3 A student's consent to submit to drug or alcohol testing is required as a condition of the scholarship/continuation in adult programs, and the student's refusal to consent will result in forfeiture of the scholarship.

## **5) DISCIPLINE**

5.1 Any student who distributes, sells, attempts to sell, or transfers illegal drugs on New Bridge premises or while performing New Bridge activities on or off the premises will be discharged.

5.2 Any student who is found to be in possession of or under the influence of drugs or alcohol in violation of this policy will be subject to discipline up to and including discharge from the Adult Programs.

5.3 Any student who is found through drug or alcohol testing to have in his or her body a detectable amount of an illegal drug or of alcohol will be subject to discipline up to and including discharge.

# STUDENT SERVICES INFORMATION

## Orientation

All new students are required to attend a program orientation, usually held prior to the first day of class. Orientation dates and times may vary but will be announced appropriately. The orientation is conducted by the Director of Adult Programming in conjunction with the adult program staff and faculty to familiarize students with student activities and services, school policies, adjustments to school and individual programs of study.

## Advising

New Bridge provides support and referral services to assist students in resolving problems and overcoming barriers that may hinder their success. Students failing to maintain satisfactory progress or attendance are referred to the Director of Adult Programming and/or Job Placement Associate, which then helps the student access New Bridge's Student Assistance Program and works with local referral agencies to obtain appropriate help. Should you encounter a problem that requires special attention, or need assistance, please contact the Director of Adult Programming and/or Job Placement Associate.

## Job Placement & Career Services

Students are encouraged to work with the Job Placement Associate to identify potential job opportunities. New Bridge **does NOT guarantee** employment placement but will provide students with assistance through the process.

All students are provided with professional development classes within the curriculum. These classes teach students' communication skills, job search techniques, resume writing, cover letters and thank you letters. Throughout the course, students have opportunities to participate in mock interviews, the results of which are discussed with each student in preparation for actual employment interviews.

Job Placement Associate works with each instructor, its students and the Director of Adult Programming to assure viable training related career opportunities are made available to graduates. New Bridge supports graduates' independent efforts to seek employment by networking with local employers, attending job fairs, advisory board meetings, and community partner meetings and by reviewing internet and newspaper job postings.

## Reference Request and Student Authorization

Students wishing to request a letter of reference for employment, scholarships, or admission to another educational institution should do so in writing, by completing a Reference Request and Student Authorization form. The completed form should be hand-delivered, mailed, or faxed to the New Bridge faculty or staff member from whom you are requesting the reference.

## Incident/Accident Reporting

Students wishing to report an incident, as a victim or witness, whether any injuries are sustained, should immediately do so in writing by completing an Incident Report form. If the incident resulted in an injury, both an Incident Report, and Accident Report must be completed. Students may obtain these forms from their respective instructor or the Director of Adult Programming.

## **Student Complaint Policy**

Students have the right to appeal disciplinary actions, express complaints and file grievances. When a problem arises that interferes with training, the student should immediately discuss it first with their classroom instructor and/or Director of Adult Programming. If a solution is not found, the problem should be put in writing by completing a Complaint form and brought to the President/CEO. These forms can be obtained from the Director of Adult Programming.

If the complaint is not resolved by the school, students then have the right to issue a grievance with the Ohio State Board of Career Schools and Colleges. The contact information is as follows: Ohio Board of Career Schools and Colleges 30 East Broad, Suite 2481 Columbus, OH 43215, 1-877-275-4219.

Please note, the school may dismiss a complaint or allegations if the complainant informs the President/CEO in writing that the complainant desires to withdraw the formal complaint or allegations therein, if the individual is no longer enrolled by the school, or if specific circumstances prevent the school from gathering sufficient evidence to reach a determination.

## **Accommodations**

New Bridge offers reasonable accommodations to students with disabilities under the Americans with Disabilities Act ("ADA"). All student ADA requests are voluntary. A student is not required to disclose a disability or to request reasonable accommodations; however, the student must initiate the process. A student requesting accommodation for a disability must contact the Director of Adult Programming and complete the Student ADA Request Form. New Bridge will make reasonable accommodations as necessary for all applicants with disabilities, provided that the individual is able to fulfill the program objectives with or without reasonable accommodation, provided that the accommodations do not impose an undue hardship on the school.

The student should submit supporting documentation (such as an IEP, letter from a medical professional, etc.) demonstrating the disability and/or past accommodations for that condition. The institution will review each student's request individually and will notify the student of their decision. To ensure that accommodations are provided timely, New Bridge encourages students to submit all ADA requests and supporting documentation during the admissions process or immediately after enrollment and before the first day of classes. Information pertaining to the Americans with Disabilities Act and associated accommodation requests are kept confidential.



# PROGRAM INFORMATION

## Phlebotomy Technician Program

Hours: 300 Clock Hours

Length: 10 Weeks

Delivery Method: Residential

Credential: Certificate of Completion

Program Description: The Phlebotomy Technician Program consists of 10 weeks of training. The program includes didactic, laboratory and externship instruction. The program prepares students to collect blood specimens for testing and analysis in clinical labs. The program prepares students with the knowledge and skills required to work as an entry level phlebotomist. Graduates will be eligible to sit for the American Society of Clinical Pathology (ASCP) Phlebotomy Technician (PBT) certification exam.

### Objectives:

Upon completion of the program students will be able to:

- Perform blood collection by venipuncture and skin puncture to obtain high quality specimens for clinical laboratory analysis.
- Collect and process blood specimens in a safe manner and according to laboratory protocol.

### Course Outline

Course Number & Name	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
PH200 Communication/Professional Development	15	0	0	15
PH 201 Anatomy & Physiology/ Medical Terminology	20	0	0	20
PH 202 Phlebotomy Lab Skills	0	40	0	40
PH 203 Phlebotomy Fundamentals	17.50	17.50	0	35
PH 204 Blood Tubes	15	15	0	30
EX500 Externship Training/Clinical Experience	0	0	160	160
Totals	67.5	72.5	160	300

## Course Descriptions

Course Number & Name	Description
PH200 Communication/Professional Development	<p>The focus of the communications class is developing effective principles and practices of interpersonal communication skills for the work environment. Customer service skills, effective questioning, empathic listening, conflict management, and barriers to effective communication, positive approaches to problem solving, professionalism, and dealing with difficult patients and employees are also covered. Students use scenarios and role-playing situations to act and react to various situations that are true to their field of employment.</p> <p>Prerequisite: None</p>
PH 201 Anatomy & Physiology/ Medical Terminology	<p>Anatomy and Physiology is a science that deals with the structure of body parts – their forms and how they are organized, as well as what they do and how they function. In the first quarter, students are introduced to anatomical terminology, names of major body areas, and brief overviews of functions required to sustain life. Subsequent quarters focus on the organ systems (cardiovascular, urinary, musculoskeletal, integumentary, digestive systems and others).</p> <p>Prerequisite: None</p>
PH 202 Phlebotomy Lab Skills	<p>This course is designed to provide practice of the procedural skills that are necessary to be a successful phlebotomy technician. Topics covered include venipuncture procedures and methods, emergency situations during blood draws, capillary blood specimen collection, and preanalytical complications in blood collection, specimen collection, handling transportation and processing of specimens. Students practice skills for pediatric and geriatric procedures; including age-specific care considerations. Students will also practice Point-of-Care collection, special collection procedures, collection of urine, feces, seminal fluid and sputum. This course will also include practice in taking and recording vital signs.</p> <p>Prerequisite: None</p>
PH 203 Phlebotomy Fundamentals	<p>This course introduces students to the scope of phlebotomy practice, describes job sites, and explains professional competencies and duties. It covers documentation, specimen handling and transportation,</p>

	blood collection and specimen processing equipment. It defines the role and duties of phlebotomists, the required competencies and performance measures, and covers law, ethics and regulatory issues. Infection control and safety and first aid in the laboratory and institutional settings are taught and practiced in the lab. Prerequisite: None
PH 204 Blood Tubes	This course is designed to provide students with the specific procedures for blood collection in order to avoid sample contamination. Prerequisite: None
EX 500 Externship Training/Clinical Experience	The final component of the training is a 4-week institutional phlebotomy externship, which provides the student with on-the-job experience under the supervision of laboratory personnel. Students are exposed to and gain experience in a practice setting that may not be adequately simulated in the classroom. Prerequisite: All courses

## Medical Assistant

Hours: 900 Clock Hours

Length: 40 Weeks

Delivery Method: Residential

Credential: Diploma

**Program Description:** The Medical Assistant program consists of 40 weeks of training. Students will learn to provide quality patient care and office procedures through class lectures, hands-on skills lab practice, and a 160 hour clinical externship. The program prepares students with the knowledge and skills required to work as an entry level medical assistant. Graduates will be eligible to sit for the National Healthcareer (NHA) Certified Clinical Medical Assistant (CCMA) certification exam.

Medical Assistants are multiskilled, multitasking health professionals educated not only in clinical skills allowing them to provide direct patient care but also in administrative medical clerical office procedures.

### Objectives:

Upon completion of the program students will be able to:

- Apply introductory level procedures for assisting the physician with patient/client examination.
- List all body systems and their structures and functions
- Define and apply the entire basic structure of medical terminology and accurately identify the correct context
- Understand and apply infection control, aseptic techniques, biohazard and spill clean-up
- Use both verbal and non-verbal communication skills in patient/client assessments and education.
- Properly utilize the Physician's Desk Reference (PDR), drug handbooks, and/or other drug references to identify a drug's classification, usual dosage, usual side effects, and contraindications
- Complete patient/client history and vital signs accurately.

- Conduct office procedures, room preparation, inventory, and equipment maintenance.
- Comply with federal, state, and local health laws and regulations as they relate to healthcare settings

### Course Outline

Course Number & Name	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
MA400 Health Care Systems and Setting	20	0	0	20
MA401 Administrative Assisting	20	0	0	20
MA402 Therapeutic Communication Techniques and Customer Service	20	0	0	20
MA403 Medical Law	30	0	0	30
MA404 Patient Care Coordination and Education	20	20	0	40
MA405 Medical Terminology	50	0	0	50
MA406 Anatomy and Physiology	50	0	0	50
MA407 Microbiology	30	0	0	30
MA408 Infection Control	30	0	0	30
MA409 CPR/First Aid and Emergency Medical Procedures	5	0	0	5
MA410 Nutrition and Nutritional Disorders	25	0	0	25
MA411 Psychology Throughout the Lifespan	20	0	0	20
MA413 Patient Care Practice and Standards and Procedures	20	20	0	40
MA414 Pharmacology	30	0	0	30
MA415 Physical Assessment Procedures	40	40	0	80
MA416 Documentation of Patient Care Procedures	10	10	0	20
MA417 Clean and Sterile Wound Care Procedures	15	20	0	35
MA418 Vital Signs	0	30	0	30
MA419 Stages of Grief and Caring for Dying Patients	15	0	0	15

MA420 Adult and Pediatric Hands-on Skills Lab	0	30	0	30
MA421 Phlebotomy and Clinical Lab	0	30	0	30
MA422 EKG and Cardiovascular Monitoring/Testing	20	20	0	40
MA423 Fire Procedures, Oxygen Use and Safety	20	0	0	20
MA424 Sterilization of Equipment and Autoclave Use	15	15	0	30
EX700 Clinical Externship	0	0	160	160
Totals	505	235	160	900

### Course Descriptions

Course Number & Name	Description
MA400 Health Care Systems and Setting	This course defines the roles and responsibilities of the Medical Assistant, defining the scope of practice, as well as that of other health care providers and allied health professionals. Discusses the differences between licensure and certification. Teaches students about different and varying types of health care delivery models, and types of insurance plans available, as well as the varying types of ancillary services, and alternative therapies available to patients. Prerequisite: None
MA401 Administrative Assisting	This Unit covers electronic and paper-based documentation and billing, scheduling software, establishing a matrix, types of scheduling, internal appointments for established patients, external appointments, determining duration & urgency of appointments, handling cancellations and recalls both automated and manual, managing electronic and paper medical records, identifying and checking patients in/out, verifying insurance coverage and financial eligibility, verifying diagnostic and procedural codes, preparing documentation and billing request, complying with government and insurance requirements, referrals to other providers, preauthorization and precertification, billing patients, insurers and third party payers, charge reconciliation, resolving billing issues with insurers and third party payers, customer service and service recovery, entering information into databases or spreadsheets, inventory

	<p>of clinical and administrative supplies, and safety evaluations and concerns.</p> <p>Prerequisite: None</p>
MA402 Therapeutic Communication Techniques and Customer Service	<p>This unit covers effective communication techniques for engaging with pts, their families, as well as the coworkers of the Medical Assistant. Verbal, nonverbal communication techniques, professional boundaries, telephone etiquette, active listening and placing/receiving calls from providers, third party payers and others, preparing written and electronic communications, handling challenging customer service techniques, and recognizing defense mechanisms.</p> <p>Prerequisite: None</p>
MA403 Medical Law	<p>This units covers Legal Fundamentals, Federal and State laws that affect Medical Practices, Standards of Care, Tort Law, Types of Consent, Laws related to medical records, their storage and retention, Mandatory Reporting laws, Hippocratic Oath, Code of Ethics, HIPAA &amp; Privacy Practice Laws, Types of Medical Directives and their storage laws, reportable violations, unbiased care as related to personal or religious beliefs, medical directives, and healthcare proxies and agents.</p> <p>Prerequisite: None</p>
MA404 Patient Care Coordination and Education	<p>This unit covers team based patient care, patient centered medical care, accountable care organizations, transitioning of care for patients, collaborating with providers, community-based organizations, setting up appointments following inpatient stays, preparing reports prior to visits, preventative and wellness medicine, health coaching, MA role and responsibilities during visits, barriers to learning, learning styles, education and instructional methods and techniques and tracking, reporting technologies.</p> <p>Prerequisite: None</p>
MA405 Medical Terminology	<p>This unit covers common abbreviations, acronyms and medical symbols, medical word building for conditions, instruments and procedures, positional and directional terms related to medicine and patients.</p> <p>Prerequisite: None</p>
MA406 Anatomy and Physiology	<p>This unit covers body structures and functions of major body systems, organ systems, anatomical structures, locations, and positions, planes of the human body, body cavities, body quadrants and regions, interactions between body systems, and homeostasis.</p>

	Prerequisite: None
MA407 Microbiology	This unit covers cell structures, organisms and types of microorganisms, common pathogens and non-pathogens, transmission of infectious agents, chain of infection, conditions for pathogenic growth. Prerequisite: None
MA408 Infection Control	This unit covers disease transmission, chain of infection, aseptic techniques for clinical situations, medical and surgical asepsis, hand hygiene, sanitation and sterilization and disinfection of equipment, disposal of biohazardous materials, OSHA guidelines and role in health care setting, PPE, Safety data sheets, and exposure control plans for biologic and chemical spills. Prerequisite: None
MA409 CPR/First Aid and Emergency Medical Procedures	This unit enables the student to obtain certification in Cardiopulmonary Resuscitation and AED use and basic emergency medical procedures. Prerequisite: None
MA410 Nutrition and Nutritional Disorders	This unit covers dietary nutrients and their functions/roles within the body, patient dietary needs and education, major food groups, dietary modifications for specific patient populations and eating disorders. Prerequisite: None
MA411 Psychology Throughout the Lifespan	This unit covers developmental stages, Physical disabilities, developmental delays and disease, environmental and socioeconomic stressors, end of life stages and grief, mental health screenings and defense mechanisms. Prerequisite: None
MA413 Patient Care Practice and Standards and Procedures	This unit covers the theory of general patient care procedures, patient identification, preparing examination and procedure rooms, ensuring patient safety in the clinical setting, comprehensive clinical intake procedures, recognizing abnormal signs and symptoms, anthropometric measurements, assisting with procedures and examinations, preparing and administering medications and injectables, ear, eye and topical medications, eye and ear irrigation, assisting with minor and traumatic injuries, assisting with surgical procedures, staple and suture removal, reviewing discharge instructions with patients, guidelines for refilling and sending prescriptions by phone, phone or electronically, documentation of

	<p>patient care provided, utilization of an EHR and EMR systems.</p> <p>Prerequisite: None</p>
MA414 Pharmacology	<p>This unit covers common medications and their abbreviations, medication classifications, therapeutic effects of medications, indications and contraindications, measurements, mathematical conversions and dosage calculations, forms of medications, look alike sound alike meds, routes of administration, Pharmacokinetics, rights of medication administration, PDR and online use.</p> <p>Prerequisite: None</p>
MA415 Physical Assessment Procedures	<p>This unit teaches the student hands-on assessment skills related to head-to-toe assessment of patients, recognizing changes and abnormalities in patients and body functions.</p> <p>Prerequisite: None</p>
MA416 Documentation of Patient Care Procedures	<p>This unit covers proper documentation techniques related to care provided to patients and legal aspects/ramifications of poor documentation.</p> <p>Prerequisite: None</p>
MA417 Clean and Sterile Wound Care Procedures	<p>This unit covers types of tissue injuries, types of limb injuries, wound care follow up, signs of infection within wounds, changing sterile and clean wound dressings, and measurements of wounds as related to wound healing.</p> <p>Prerequisite: None</p>
MA418 Vital Signs	<p>This unit covers obtaining and interpreting patient vital signs and assessing abnormalities as related to patient outcomes and care.</p> <p>Prerequisite: None</p>
MA419 Stages of Grief and Caring for Dying Patients	<p>This unit covers recognizing stages of death and grieving in patients and their families, therapeutic techniques used in managing grief and recognizing compassion fatigue.</p> <p>Prerequisite: None</p>
MA420 Adult and Pediatric Hands-on Skills Lab	<p>This unit provides students with the opportunity to practice skills learned in a simulated patient care setting under the direction and supervision of the instructor prior to their actual clinical externship rotation.</p> <p>Prerequisite: None</p>
MA421 Phlebotomy and Clinical Lab	<p>This unit covers verifying order details, procedures for collecting special testing samples, completion of lab requisitions and labels for specimens obtained, collection of specimens, storage and transporting of</p>



	specimens, selecting appropriate supplies for test ordered, identifying patients for lab testing, verification of patient following laboratory preparation instructions prior to specimen collection, supplies for non-routine tests, determination and selection of venipuncture sites, patient and supply positioning during venipuncture procedures, methods of venipuncture: evacuated tube method, syringe method, butterfly method, capillary puncture method, and tube inversions. Postprocedural care and discharge instructions, recognizing and responding to abnormal test results, guidelines for distributing laboratory results and reference laboratory role. Prerequisite: None
MA422 EKG and Cardiovascular Monitoring/Testing	This unit covers EKGs and Cardiovascular testing, preparing patient and equipment for testing procedures, EKG equipment, supplies and functioning, interpreting EKG tracings, calibrating equipment, artifact readings, recognizing abnormal and emergent EKG results, transmitting results, assisting providers with noninvasive cardiovascular procedures, stress testing, and Holter monitoring. Prerequisite: None
MA423 Fire Procedures, Oxygen Use and Safety	This unit covers standardized fire codes and procedures, oxygen use, handling and safety, administration of oxygen as a drug to patients as prescribed by providers, delivery methods used to provide oxygen and elements needed for a fire to exist, safety evaluations, and equipment logs, compliance requirements and safety notebooks and MSDS sheets. Prerequisite: None
MA424 Sterilization of Equipment and Autoclave Use	This unit covers the use of autoclaves, items that are autoclaved, sterilization and packaging of equipment, inspection of sterilized equipment for purposes of ensuring sterility, and expiration dates as related to item sterility. Prerequisite: None
EX700 Clinical Externship	The purpose of the clinical externship is to allow the students to have real-word application in a healthcare setting. Students will perform in-scope skills in an outpatient medical office while under supervision of a Lead Medical Assistant (MA), Registered Nurse (RN), Licensed Practical Nurse (LPN), or Provider (MD,DO,PA-C,ARNP). The student is allowed the opportunity to

	perform all skills from the prerequisite courses. Students will be exposed and utilize skills both administrative and clinical skills. The student has to complete 160 hours in order to successfully complete externship. Prerequisite: All courses
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## Sterile Processing Technician

Hours: 700 Clock Hours

Length: 20 Weeks

Delivery Method: Residential

Credential: Certificate of Completion

Program Description: The Sterile Processing Technician program consists of 20 weeks of training. The program includes didactic, laboratory and externship instruction. The program prepares students with the knowledge and skills required to work as an entry level Sterile Processing Technician.

### Objectives:

Upon completion of the program students will be able to:

- Establish a comprehensive understanding of medical terminology and basic anatomy to build a solid foundation of medical knowledge.
- Understand the responsibilities and prerequisites of a sterile processing technician within the healthcare environment.
- Demonstrate the correct techniques for decontaminating and sterilizing surgical instruments and equipment, ensuring adherence to industry standards.
- Recognize ethical, legal, and professional practices within the sterile processing field

### Course Outline

Course Number & Name	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
SP300 Introduction to Sterile Processing	30	0	0	30
SP301 Medical Terminology and Anatomy	30	0	0	30
SP302 Microbiology and Infection Prevention	30	0	0	30
SP303 Sterile Processing and Specialized Skills	25	50	0	75
SP304 Surgical Instrumentation	20	42.5	0	62.5
SP305 Regulation, Standards, and Best Practices	42.5	0	0	42.5
SP306 Communication and Professional Development	30	0	0	30

EX600 Clinical Externship	0	0	400	400
Totals	207.5	92.5	400	700

### Course Descriptions

Course Number & Name	Description
SP300 Introduction to Sterile Processing	Students will learn the necessary skills needed to work as a sterile processing technician. There will be an overview of the importance of the Sterile Processing Department to successful patient outcomes and what services are provided in hospitals, clinics, and surgery centers. There will also be an overview of the workflow process, job responsibilities, and the education and training needed to become a Certified Sterile Processing Technician. Prerequisite: None
SP301 Medical Terminology and Anatomy	This portion of the course will provide students with the basic knowledge of medical terminology and anatomy needed to recognize, interpret, and comprehend the types of surgical procedures being performed. This will ensure effective communication between the Sterile Processing Department and the OR (operating room). Students will learn the major body systems and be able to associate the types of surgical instruments used in relation to those systems. Students will learn to anticipate the daily needs of surgery and ensure all instruments and supplies are prepared and ready for use. Prerequisite: None
SP302 Microbiology and Infection Prevention	Sterile processing technicians play a critical role in the prevention of healthcare associated infections (HAI) and surgical site infections (SSI). Students will learn the principles of infection prevention, including bloodborne pathogens, hand hygiene and personal protective equipment (PPE). Students will learn the principles of infection prevention and understand the science of microbiology and how environmental conditions contribute to the growth of microorganisms. Basic information about these organisms will help technicians learn the skills needed to control and eliminate them to protect themselves and patients and break the chain of infection. Prerequisite: None

SP303 Sterile Processing and Specialized Skills	<p>Sterile Processing Technicians (SPT) develop skills that are unique and specialized. The centralized SPT role in a medical facility is critical to many departments including Surgery. The numerous steps involved with reprocessing surgical instruments, patient equipment and inventory supply carts require extensive knowledge of surgical procedures, patient care, inventory, and supplies. Students will learn to operate equipment and to perform decontamination and sterilization processes. Students will also learn to inspect and assemble surgical instruments, clean and test patient equipment, and requisition and distribution processes. Technicians will learn the importance of information technology and how it relates to sterile processing.</p> <p>Prerequisite: None</p>
SP304 Surgical Instrumentation	<p>Surgical Instrumentation is an integral part of the SPT program. Students will learn to identify, inspect, test, and assemble surgical instruments. This is a critical part of the SPT training. Understanding the importance of properly cleaning, inspecting or sterilizing instruments and the correlation to SPT responsibilities and patient outcomes is imperative. In a clinical setting the SPT will be required to ensure that all instruments are assembled and functioning properly, and surgical trays are prepared to specification.</p> <p>Prerequisite: None</p>
SP305 Regulation, Standards, and Best Practices	<p>Sterile Processing departments are governed by Federal, State, Local, and professional organizations such as the Association for the Advancement of Medical Instrumentation (AAMI). AAMI information will be outlined as it relates SPT job responsibilities and patient outcomes. Understanding the differences between regulations, standards, recommendations, and best practices is essential to the SPT training.</p> <p>Prerequisite: None</p>
SP306 Communication and Professional Development	<p>The focus of the communications class is developing effective principles and practices of interpersonal communication skills for the work environment. Topics include customer service skills, effective questioning, empathic listening, conflict management, and barriers to effective communication. A positive approach to problem solving, professionalism, and dealing with difficult customers and employees are also covered.</p> <p>Prerequisite: None</p>

EX600 Clinical Externship	<p>Students will complete 400 clinical hours working in a Sterile Processing Department to gain hands-on experience and to meet the requirements for taking the HSPA Certification Exam. During the externship students will be able to apply Sterile Processing fundamentals and skills learned in class with guidance from experienced technicians.</p> <p>Prerequisite: All Courses</p>
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## Graduation Requirements For All Programs

Students are responsible for meeting all requirements for graduation. New Bridge may offer additional assistance to the student, but the final responsibility for meeting the requirements for graduation rests with each student. To receive a Diploma or Certificate from New Bridge, students must:

- Satisfactorily complete required courses in the prescribed curriculum with a minimum cumulative GPA of 2.0
- Successfully completed required tasks and hours in externship if applicable to the program of study.
- Attend a minimum of 90% of the clock hours required for their course of study.

## Licensing Disclosure

### Direct Notice Policy for Programs leading to Licensure or Certification

New Bridge determines the student's physical location during the admissions process. Applicants share their address on the Application for Admission. Their address is verified through government issued ID that is collected as part of the admissions process. All programs are offered residentially; therefore, students must be located in Ohio to attend. Students located outside of Ohio are not accepted into New Bridge.

New Bridge provides direct notice as to the determination of qualification for licensure for states outside of Ohio via email. Students must notify the institution if they plan to relocate out of state. The institution is only approved to operate in the state of Ohio. Relocating out of state may adversely impact a student's ability to complete their program. Students must submit notification of a change of address via email to the campus prior to relocation. Students are encouraged to speak with school staff prior to relocation to determine options for continuing training or withdrawing prior to moving outside of Ohio.

If a student moves out of Ohio, or if the determination of qualification for licensure for a state on the list changes, New Bridge provides Direct Notice to all students. Direct Notice is provided via email within 14 days after the day the change in determination is identified by the school.

# Financial Information

## Tuition & Fees

Tuition and fees are paid through employer Tuition Assistance (TA) programs and scholarships. Students do not pay any tuition or fees out of pocket. For accepted students whose employer provides Tuition Assistance (TA), a scholarship will be awarded to cover any tuition and fees that are not covered by the Tuition Assistance program. For accepted students who do not have an employer or whose employer does not offer tuition assistance for training at New Bridge, the scholarship award will cover all tuition and fees.

The total cost of each program is listed below.

### Phlebotomy Technician

Tuition	\$1,865
Books	\$155
Equipment & Supplies	\$325
Exam Fee	\$155
<b>Total</b>	<b>\$2,500</b>

### Medical Assistant

Tuition	\$8,465
Books	\$150
Equipment & Supplies	\$1,225
Exam Fee	\$160
<b>Total</b>	<b>\$10,000</b>

### Sterile Processing Technician

Tuition	\$4,000
Books	\$285
Equipment & Supplies	\$575
Exam Fee	\$140
<b>Total</b>	<b>\$5,000</b>

Scholarship funds may also be awarded to students to help with transportation and/or parking fees.

There are no charges for make-up hours. Exam retakes, if needed, are paid for by scholarship funds.

## **Withdrawal And Termination Procedures**

### **Withdrawal**

Students wishing to voluntarily withdraw from the New Bridge program should do so in writing, by completing an Enrollment Status Change form. Proper withdrawal procedures related to health or medical reasons include providing documentation or verification from a physician, therapist, or other professional. Students withdrawing for medical or other reasons not relating to disciplinary issues or academic performance can be considered for re-enrollment on a case-by-case basis.

### **Termination by the School**

Should a student be terminated from a New Bridge program, a written termination notice—Enrollment Status Change form—is signed by the Director of Adult Programming or the President/CEO.

This notice is mailed to the student at the address of record prior to completion. Failure to comply with rules and regulations of the school are cause for termination.

### **Re-Entry to Program**

Students who voluntarily withdraw from New Bridge may be re-admitted to a program of study at the discretion of the Director of Adult Programming or the President/CEO.

### **Involuntary Dismissal/Termination**

Students who are dismissed from New Bridge for violating New Bridge policies will not be readmitted to the current program or admitted beginning coursework in a different section or field of study.

Students may appeal their dismissal to the President/CEO following the procedures outlined in the Student Complaint Policy.

## **Refund Policy**

All accepted applicants receive a scholarship to New Bridge, which covers all or a part of the tuition and fees.

For accepted students whose employer provides Tuition Assistance (TA), a scholarship will be awarded to cover any tuition and fees that are not covered by the Tuition Assistance program.

For accepted students who do not have an employer or whose employer does not offer Tuition Assistance for training at New Bridge, the scholarship award will cover all tuition and fees.

These scholarships cover all tuition and fees for any training program in which the student enrolls, including required textbooks, equipment and supplies, parking pass and/or transportation fees, and any related exam fees.

**As there are no out of pocket costs to any student, no monetary refund will be issued to a student who cancels, withdraws or is terminated from their program of enrollment.**

**However, in the case where a student's employer has provided Tuition Assistance, money may be refunded to**

the student's employer.

### **Cancellation and Settlement policy**

This enrollment agreement may be canceled within five calendar days after the date of signing provided that the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition and fees paid pursuant to the enrollment agreement and the refund shall be made no later than thirty days after cancellation. This provision shall not apply if the student has already started academic classes.

### **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 of 300 clock hours for the Phlebotomy Program, two (2) academic terms of 350 clock hours for the Sterile Processing Technician program, and three (3) academic periods of 300 clock hours for the Medical Assisting program. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

- (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.

For any refund calculation, the student's last day of attendance is the last day that a student had academically related activity, which may include projects, clinical experience, or examinations. The date of determination is the date that the student cancels, voluntarily withdraws, or is terminated by New Bridge. Any refund owed will be paid directly to the employer.

In compliance with Ohio Administrative Code section 3332-1-10.1, all books issued to students will be considered consumed. Students are not required to return the book(s), and no charges will be assessed to the student at the time of withdrawal or termination. Should a student return a book(s) to New Bridge, no monetary refund will be provided to the student, as the student made no pre-payment amount for books, fees, supplies, or tuition.



# PERSONNEL INFORMATION

## Staff

Friedlander, Bethany (Full-Time)  
President and Chief Executive Officer  
B.A., Case Western Reserve University

Saunjula Staton (Full-Time)  
Vice President of Development  
M.B.A., Tiffin University

Ochoa, Arman (Full-Time)  
Chief Operating Officer/Chief Finance Officer  
B.B.A., Cleveland State University

Wilson, Antoine (Full-Time)  
Director of Adult Programming  
B.A., University of Akron

Morrow, Tracy (Full-Time)  
Associate Director of Adult Programming; Instructor, Emotional Intelligence and Cultural Competencies in Healthcare  
A.B., Mansfield Business College

Mitchell, Donavere (Full-Time)  
Job Placement Associate  
B.A., Bowling Green State University

Kayla Levin (Full-Time)  
Accounting/Data Associate  
B.A., Otterbein University

## Faculty

Sandoval, Karen (Full-Time)  
Lead Medical Assistant Instructor  
B.S. in Biological Science, University of South Florida  
Diploma in Medical assisting, Ultimate Medical Academy  
C.M.A. (AAMA)

Folds, Renee (Full-Time)  
Sterile Processing Instructor  
CRCST, CIS, CHL, CER (HSPA)

Hallisy, Brian (Full-Time)  
Phlebotomy Instructor  
Certificate in Medical Assisting, Polaris Career Center  
P.B.T (ASCP), CCMA (NHA)

**Non-Vocational/Professional Development Faculty**

Morrow, Tracy (Full-Time)  
Associate Director of Adult Programming; Instructor, Emotional Intelligence and Cultural Competencies in Healthcare  
A.B., Mansfield Business College

# Academic Calendar and Holidays

2024 HOLIDAYS AND SCHOOL BREAKS		
January 15	Monday	Martin Luther King's Day
February 19	Monday	Presidents' Day
May 27	Monday	Memorial Day
June 19	Monday	Juneteenth
July 4	Tuesday	Independence Day
September 2	Monday	Labor Day
November 28, 29	Thursday-Friday	Thanksgiving Holiday
December 23 - 31	Monday-Friday	Holiday Break

2024 Program Start and End Dates		
Program	Start Date	End Date
Medical Assistant	4/15/2024	1/31/2025
Medical Assistant	10/24/2024	7/31/2025
Sterile Processing	1/22/2024	6/14/2024
Sterile Processing	6/24/2024	11/27/2024
Phlebotomy	1/8/2024	3/22/2024
Phlebotomy	3/25/2024	5/31/2024
Phlebotomy	5/6/2024	7/12/2024
Phlebotomy	6/24/2024	8/30/2024
Phlebotomy	8/19/2024	10/25/2024
Phlebotomy	10/14/2024	12/20/2024