

NewBridge

NEW BRIDGE CLEVELAND ADULT WORKFORCE TRAINING PROGRAM STUDENT CATALOG

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Institutionally accredited by ABHES as a non-degree, certificate-granting program

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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 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

Staton, Saunjula

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, and 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 five classrooms and three 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 whiteboards, 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 include, 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 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 Chief Program Officer.

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 aspects of the admissions process. New Bridge will provide reasonable accommodation for people with disabilities. We invite any person with special needs to contact the Chief Program Officer to discuss any special accommodation 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 must come from a school that is recognized by the Department of Education in the state in which it is located.
- Successfully pass a background check. *
- Successfully pass a drug test. *
- Provide proof of immunization, prior to clinicals. *
- Commit to attending class during scheduled hours.

* University Hospital (UH) employees enrolling in the Medical Assistant program utilizing tuition assistance benefits are not required to complete a background check, pass a drug test, provide proof of immunization, or complete an interview as these items have been verified as part of their employment at UH. UH provides clinical placements for their employees.

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.

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. New Bridge does not accept advanced placement and/or credit for experiential learning.

Transfer out of New Bridge

The 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 (70%) 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 (70%) 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 hours/ 20 weeks	90 hours/ 3 weeks	180 hours/ 6 weeks	300 hours/ 10 weeks	700 hours/ 20 weeks	1050 hours/ 30 weeks
Phlebotomy Technician	300 hours/ 10 weeks	70 hours/ 3 weeks	140 hours/ 6 weeks	300 hours/ 10 weeks	N/A	450 hours/ 15 weeks
Medical Assistant	900 hours/ 40 weeks	185 hours/ 9 weeks	370 hours/ 18 weeks	555 hours/ 27 weeks	900 hours/ 40 weeks	1350 hours/ 60 weeks

* All evaluation points are based on scheduled hours, which are the hours that the student should have completed based on their 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	81 hours (90% of 90)	162 hours (90% of 180)	270 hours (90% of 300)	630 hours (90% of 700)	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 Chief Program Officer. 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 Attendance Clock Hours & Earned Clock Hours

Attendance Clock Hours

All programs are 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.

Earned Clock Hours

In programs measured in clock hours, students earn all clock hours for a course upon successfully passing the course. Earned clock hours represent the successful completion of academic requirements for each course within a program and are distinct from attendance hours, which track physical presence in class. Students must fulfill both minimum grade and attendance requirements, as defined in the Catalog or course syllabus, to pass each course, earn clock hours, and progress through their program.

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	N/A	Pass (Clinical Only)
N/A	NP	N/A	Not Passed (Clinical Only)

The 'P' (Pass) grade is awarded only for clinical externship courses based on successful completion of required competencies, attendance, and professional performance standards. 'P' grades do not impact GPA calculation.

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 timeframe. 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 Chief Program Officer within one week, evidence 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 Chief Program Officer 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 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, which 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. Fraternalizing with high school students is not permitted. In addition, students of New Bridge are not to fraternize with faculty or 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 Chief Program Officer 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 on 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 1st and August 1st 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. 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 Chief Program Officer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

Definitions

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

Company premises or company facilities: 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 they are located.

Contraband: 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: 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: 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: 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: 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 an 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: 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 Chief Program Officer 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 Chief Program Officer 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 Chief Program Officer 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 Chief Program Officer and/or Job Placement Associate.

Emotional & Cultural Competency Training

As part of a well-rounded education at New Bridge, all students are required to complete the Emotional & Cultural Competencies in Healthcare course. This course equips students with essential skills such as emotional intelligence, mindfulness, and empathy, which are critical for success in healthcare professions. By developing these competencies, students can experience reduced stress, anxiety, and depression, while enhancing mood, resilience, self-efficacy, and overall well-being. New Bridge is committed to ensuring that these skills contribute to both academic and professional success.

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 instructor 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.

Financial Coaching

New Bridge Cleveland is a Financial Opportunity Center (FOC), allowing students to participate in the Financial Coaching course to develop effective financial habits. Through this service, the financial coaches

assist with everything from helping students to access public benefits (e.g., Food stamps, utilities assistance, and affordable health insurance) and to setting and achieving career goals. Students can also access low-cost financial products that help build credit and savings, aiding in planning for financial stability.

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 instructors or the Chief Program Officer.

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 Chief Program Officer. 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 Chief Program Officer.

If the complaint is not resolved by the school, students then have the right to issue 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.

Accommodation

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 accommodation; however, the student must initiate the process. A student requesting accommodation for a disability must contact the Chief Program Officer 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 students of their decision. To ensure that accommodation is 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 didactics, 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
PH201 Anatomy & Physiology/ Medical Terminology	20	0	0	20
PH202 Phlebotomy Lab Skills	0	40	0	40
PH203 Phlebotomy Fundamentals	17.50	17.50	0	35
PH204 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>In this course, students will focus on cultivating essential interpersonal communication skills for the workplace. Topics include customer service, effective questioning, empathetic listening, conflict resolution, and identifying communication barriers. Students will learn to approach problem-solving positively, maintain professionalism, and manage challenging interactions with customers and colleagues. Scenarios and role-playing will be used to practice real-world situations relevant to their field.</p> <p>Prerequisite: None</p>
PH 201 Anatomy & Physiology/ Medical Terminology	<p>Anatomy and Physiology examines the structure, form, organization, and function of body parts. In the first quarter, students will learn anatomical terminology, major body areas, and the functions necessary to sustain life. In subsequent quarters, students will study organ systems, including the cardiovascular, urinary, musculoskeletal, integumentary, and digestive systems.</p> <p>Prerequisite: None</p>
PH 202 Phlebotomy Lab Skills	<p>This course provides practical training in essential skills for a Phlebotomy Technician. Topics include venipuncture procedures, handling emergency situations, capillary blood collection, and managing preanalytical complications. Students will practice collection, handling, transportation, and processing of specimens. Skills for pediatric and geriatric procedures; including age-specific care, Point-of-Care collection, special collection procedures, and collection of urine, feces, seminal fluid, and sputum will be covered. The course also includes practice in taking and recording vital signs.</p> <p>Prerequisite: None</p>
PH 203 Phlebotomy Fundamentals	<p>In this course students will learn about the scope of phlebotomy practice, job sites, and professional competencies. Topics include documentation, specimen handling and transportation, blood collection, and specimen processing equipment. The course covers the role and duties of phlebotomists, required competencies, performance measures, and addresses law, ethics, and regulatory issues. Infection control, safety, and first aid in laboratory and institutional settings are also taught and practiced in the lab.</p> <p>Prerequisite: None</p>
PH 204 Blood Tubes	<p>This course provides students with precise procedures for blood collection to prevent sample contamination.</p> <p>Prerequisite: None</p>
EX 500 Externship Training/Clinical Experience	<p>The concluding part of the phlebotomy training is a 4-week institutional phlebotomy externship. Students will gain hands-on experience under laboratory personnel supervision. They will gain practical skills in a real-world setting, with experiences beyond what can be simulated in the classroom.</p>

	Prerequisite: All courses
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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	<p>In this course, students will explore the roles and responsibilities of Medical Assistants, defining their scope of practice and comparing it to other healthcare providers and allied health professionals. They will examine various healthcare delivery models, insurance plans, ancillary services, and alternative therapies available to patients. Additionally, students will understand the differences between licensure and certification.</p> <p>Prerequisite: None</p>
MA401 Administrative Assisting	<p>In this course, students will learn about electronic and paper-based documentation and billing, scheduling software, and establishing matrices. They will explore different types of scheduling and manage internal and external appointments, determining their duration and urgency. Students will also learn about handling cancellations and recalls (both automated and manual), managing electronic and paper medical records, and checking patient's check-in/out. Other topics include verifying insurance coverage and financial eligibility, diagnostic and procedural code verification, and preparing documentation and billing requests. Compliance with government and insurance requirements, referrals, preauthorization, pre-certification, billing procedures for patients, insurers and third-party payers, charge reconciliation, resolving billing issues, customer service and service recovery, data entry, inventory management, and safety evaluations will also be addressed.</p> <p>Prerequisite: None</p>
MA402 Therapeutic Communication Techniques and Customer Service	<p>In this course, students will learn effective communication techniques for engaging with patients, their families, and coworkers. They will explore verbal and nonverbal communication, professional boundaries, and telephone etiquette. Additionally, they will practice active listening and learn to place and receive calls from providers, third-party payers, and others. Students will develop skills in preparing written and electronic communications and handling challenging customer service situations. Furthermore, they will learn to recognize defense mechanisms.</p> <p>Prerequisite: None</p>
MA403 Medical Law	<p>In this course, students will learn about legal fundamentals, including federal and state laws impacting medical practices and standards of care. They will explore Tort Law and various types of consent, as well as laws pertaining to medical records, storage, and retention. Additionally, students will study mandatory reporting laws, the Hippocratic Oath, and</p>

	<p>the code of ethics. This course covers HIPAA & privacy practice laws, types of medical directives, and their storage laws, along with reportable violations. Students will also examine unbiased care in relation to personal or religious beliefs, medical directives, and healthcare proxies and agents.</p> <p>Prerequisite: None</p>
MA404 Patient Care Coordination and Education	<p>In this course, students will learn about team-based patient care and patient-centered medical care. They will explore accountable care organizations and transitioning of care for patients, including collaborating with providers and community-based organizations. Additionally, students will learn about setting up appointments following inpatient stays, preparing reports prior to visits, and preventative and wellness medicine. The course covers health coaching and the Medical Assistant's role and responsibilities during visits. Students will also examine barriers to learning, learning styles, education and instructional methods and techniques, and tracking and reporting technologies.</p> <p>Prerequisite: None</p>
MA405 Medical Terminology	<p>In this course, students will learn about common abbreviations, acronyms, and medical symbols. They will also study medical word building for conditions, instruments, and procedures. Additionally, students will explore positional and directional terms related to medicine and patients.</p> <p>Prerequisite: None</p>
MA406 Anatomy and Physiology	<p>In this course, students will learn about body structures and functions of major body systems and organ systems. They will study anatomical structures, their locations, and positions, as well as planes of the human body and body cavities. Additionally, students will explore body quadrants and regions, interactions between body systems, and the concept of homeostasis.</p> <p>Prerequisite: None</p>
MA407 Microbiology	<p>In this course, students will learn about cell structures, organisms, and types of microorganisms, including common pathogens and non-pathogens. They will study the transmission of infectious agents, the chain of infections, and conditions for pathogenic growth. Students will learn how to operate a microscope to view cellular structures.</p> <p>Prerequisite: None</p>
MA408 Infection Control	<p>In this course, students will learn about disease transmission and the chain of infections. They will study aseptic techniques for clinical situations, including medical and surgical asepsis, hand hygiene, and sanitation, sterilization, and disinfection of equipment. The course covers the disposal of biohazardous materials, OSHA guidelines and their role in healthcare setting, personal protective</p>

	<p>equipment (PPE), safety data sheets (SDS), and exposure control plans for biological and chemical spills.</p> <p>Prerequisite: None</p>
MA409 CPR/First Aid and Emergency Medical Procedures	<p>In this course, students will fulfill the requirements for certification in Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) use. They will also learn basic emergency medical procedures.</p> <p>Prerequisite: None</p>
MA410 Nutrition and Nutritional Disorders	<p>In this course, students will learn about dietary nutrients and their functions within the body. They will explore patient dietary needs and education, major food groups, and dietary modifications for specific patient populations. The course also covers topics related to eating disorders.</p> <p>Prerequisite: None</p>
MA411 Psychology Throughout the Lifespan	<p>In this course, students will learn about developmental stages, physical disabilities, developmental delays, and diseases. They will explore environmental and socioeconomic stressors, end-of-life stages and grief, mental health screenings, and defense mechanisms.</p> <p>Prerequisite: None</p>
MA413 Patient Care Practice and Standards and Procedures	<p>In this course, students will learn about general patient care procedures, including patient identification, preparing examination and procedure rooms, and ensuring patient safety in the clinical setting. They will study comprehensive clinical intake procedures, recognizing abnormal signs and symptoms, and taking anthropometric measurements. The course covers assisting with procedures and examinations, preparing and administering medications and injectables, and handling ear, eye, and topical medications, as well as performing eye and ear irrigation. Students will also learn to assist with minor and traumatic injuries, surgical procedures, and the removal of staples and sutures. Additionally, they will learn how to review discharge instructions with patients, manage prescription refills (both via phone and electronically), and document patient care provided using EHR and EMR systems.</p> <p>Prerequisite: None</p>
MA414 Pharmacology	<p>In this course, students will learn about common medications and their abbreviations, medication classifications, and therapeutic effects. They will study indications and contraindications, measurements, mathematical conversions, and dosage calculations. The course covers forms of medications, look-alike/sound-alike medications, and routes of administration. Students will also learn about pharmacokinetics, the rights of medication administration, and how to use the Physicians' Desk Reference (PDR) and online resources.</p> <p>Prerequisite: None</p>

MA415 Physical Assessment Procedures	In this course, students will learn hands-on assessment skills for conducting head-to-toe assessments of patients. They will focus on recognizing changes and abnormalities in patients and their body functions. Prerequisite: None
MA416 Documentation of Patient Care Procedures	In this course, students will learn proper documentation techniques for patient care. They will also study the legal aspects and ramifications of poor documentation. Prerequisite: None
MA417 Clean and Sterile Wound Care Procedures	In this course, students will learn about types of tissues and limb injuries. They will study wound care follow up, signs of infection, and how to change sterile and clean wound dressings. Additionally, students will learn how to measure wounds and understand wound healing. Prerequisite: None
MA418 Vital Signs	In this course, students will learn to obtain and interpret patient vital signs. They will also learn to assess abnormalities and their impact on patient outcomes and care. Prerequisite: None
MA419 Stages of Grief and Caring for Dying Patients	In this course, students will learn to recognize the stages of death and grieving in patients and their families. They will also study therapeutic techniques for managing grief and identifying compassion fatigue. Prerequisite: None
MA420 Adult and Pediatric Hands-on Skills Lab	In this course, students will practice their skills in a simulated patient care setting under the direction and supervision of the instructor. This practice is completed prior to clinical externship rotation. Prerequisite: None
MA421 Phlebotomy and Clinical Lab	In this course, students will learn about order details, procedures for collecting special testing samples, and the completion of lab requisitions and labels for obtained specimens. The course covers the collection, storage, and transportation of specimens, selecting appropriate supplies for tests ordered, and identifying patients for lab testing. Students will verify patient compliance with laboratory preparation instructions prior to specimen collection and determine and select venipuncture sites. Additionally, they will learn about patient and supply positioning during venipuncture procedures, as well as various methods of venipuncture, including the evacuated tube method, syringe method, butterfly method, and capillary puncture method, along with tube inversions. The course will include postprocedural care and discharge instructions, recognizing and responding to abnormal test results, guidelines for distributing laboratory results, and understanding the role of reference laboratories. Prerequisite: None

MA422 EKG and Cardiovascular Monitoring/Testing	<p>In this course, students will learn about EKGs and cardiovascular testing. The course covers preparing patients and equipment for testing procedures, understanding EKG equipment, supplies, and functioning, and interpreting EKG tracings. Additionally, students will learn about calibrating equipment, artifact readings, and recognizing abnormal and emergent EKG results. They will also learn about transmitting results, assisting providers with noninvasive cardiovascular procedures, stress testing, and Holter monitoring.</p> <p>Prerequisite: None</p>
MA423 Fire Procedures, Oxygen Use, and Safety	<p>In this course, students will learn about standardized fire codes and procedures, including oxygen use, handling, and safety. They will also learn about the administration of oxygen to patients as prescribed by providers, delivery methods, and safety evaluations. Additionally, the course will include discussions on the elements necessary for a fire to exist, equipment logs, compliance requirements, safety notebooks, and Material Safety Data Sheets (MSDS).</p> <p>Prerequisite: None</p>
MA424 Sterilization of Equipment and Autoclave Use	<p>In this course, students will learn about the operation of an autoclave and the items suitable for autoclaving. They will also learn sterilization techniques and the proper packaging of equipment. Additionally, the course will include instruction on inspecting sterilized equipment to ensure sterility and understanding expiration dates in relation to item sterility.</p> <p>Prerequisite: None</p>
EX700 Clinical Externship	<p>The final component of the Medical Assistant training is a 160-hour clinical externship. During this externship, students will gain real-world experience in a healthcare setting. They will perform a range of skills in an outpatient medical office under the supervision of a Lead Medical Assistant (MA), Registered Nurse (RN), Licensed Practical Nurse (LPN), or Provider (MD, DO, PA-C, ARNP). Students will have the opportunity to apply all the skills learned in their prerequisite courses, including both administrative and clinical tasks. Completion of the full 160 hours is required to successfully complete the externship.</p> <p>Prerequisite: MA400, MA401, MA402, MA403, MA404, MA405, MA406, MA407, MA408, MA409, MA410, MA411, MA413, MA414, MA415, MA416, MA417, MA418, MA419, MA420, MA421, MA422, MA423, MA424</p>

Sterile Processing Technician

Hours: 700 Clock Hours

Length: 27 Weeks

Delivery Method: Residential

Credential: Certificate of Completion

Program Description: The Sterile Processing Technician program consists of 20 weeks of training. The program includes didactics, 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	<p>In this course, students will learn the skills needed to work as Sterile Processing Technicians. They will understand the importance of the Sterile Processing Department in ensuring successful patient outcomes, as well as the services provided in hospitals, clinics, and surgery centers. Additionally, students will learn about the workflow process, job responsibilities, and the education and training required to become a Certified Sterile Processing Technician.</p> <p>Prerequisite: None</p>
SP301 Medical Terminology and Anatomy	<p>This course will provide students with the basic knowledge of medical terminology and anatomy needed to recognize, interpret, and understand various surgical procedures, ensuring effective communication between the Sterile Processing Department and the OR (operating room). Students will also learn the major body systems and associate the types of surgical instruments used with those systems. Additionally, students will learn to anticipate the daily needs of surgery and ensure all instruments and supplies are prepared and ready for use.</p> <p>Prerequisite: None</p>
SP302 Microbiology and Infection Prevention	<p>In this course, students will grasp the critical role Sterile Processing Technicians play in preventing healthcare-associated-infections (HAI) and surgical site infections (SSI). Students will learn infection prevention principles, including handling bloodborne pathogens, practicing proper hand hygiene, and utilizing personal protective equipment (PPE). Understanding microbiology and environmental factors influencing microorganism growth is emphasized. This foundational knowledge equips students with necessary skills to control and eliminate these organisms, safeguarding both themselves and patients while breaking the chain of infection.</p> <p>Prerequisite: None</p>
SP303 Sterile Processing and Specialized Skills	<p>Sterile Processing Technicians (SPT) possess unique and specialized skills vital to various departments, particularly Surgery, within medical facilities. Reprocessing surgical instruments, patient equipment and inventory supply carts involve numerous steps, requiring extensive knowledge of surgical procedures, patient care, inventory management, and supplies.</p> <p>In this course, students will learn to operate equipment and perform decontamination and sterilization processes. They will also learn to inspect and assemble surgical instruments, clean and test patient equipment, and understand requisition and distribution processes. Additionally, students</p>

	<p>will learn the significance of information technology in sterile processing.</p> <p>Prerequisite: None</p>
SP304 Surgical Instrumentation	<p>Surgical Instrumentation is an integral and critical part of the SPT program. In a clinical setting, SPTs must ensure all instruments are assembled and functioning properly, and that surgical trays are prepared to specification. Understanding the importance of properly cleaning, inspecting, and sterilization of instruments, and their impact on patient outcomes, is imperative. In this course, students will learn to identify, inspect, test, and assemble surgical instruments.</p> <p>Prerequisite: None</p>
SP305 Regulation, Standards, and Best Practices	<p>Sterile Processing departments adhere to regulations set by the Federal, State, and Local authorities, along with standards established by professional organizations like the Association for the Advancement of Medical Instrumentation (AAMI). This course will outline AAMI information relevant to Sterile Processing Technician job responsibilities and patient outcomes. Understanding the distinction between regulations, standards, recommendations, and best practices is essential in SPT training.</p> <p>Prerequisite: None</p>
SP306 Communication and Professional Development	<p>In this course, students will focus on cultivating essential interpersonal communication skills for the workplace. Topics include customer service, effective questioning, empathetic listening, conflict resolution, and identifying communication barriers. Students will learn to approach problem-solving positively, maintain professionalism, and manage challenging interactions with customers and colleagues.</p> <p>Prerequisite: None</p>
EX600 Clinical Externship	<p>Students will complete 400 clinical hours in a Sterile Processing Department. Under the guidance of experienced technicians, students will apply Sterile Processing fundamentals and skills learned in class. This hands-on experience fulfills the requirements for the HSPA Certification Exam</p> <p>Prerequisite: SP300, SP301, SP302, SP303, SP304, SP305, SP306</p>

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 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
Total	\$2,500

Medical Assistant

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

Sterile Processing Technician

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

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 Chief Program Officer 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 Chief Program Officer 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 for 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 the 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. Arts, Case Western Reserve University

Staton, Saunjula (Full-Time)

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

Ochoa, Arman (Full-Time)

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

Stroud, Torey (Full-Time)

Chief Program Officer
B.A, History, The Ohio State University
Masters Ed., Lipscomb University

Jackson, Whitney (Full-Time)

Career Service Associate (LISC)
M.B.A., University of Phoenix
B.S., Psychology, University of Phoenix

Morrow, Tracy (Full-Time)

Board Coordinator/Admin/SEL Trainer
A.B. Office Management, Mansfield Business College

Bailey, Zerrine (Full-Time)

Student Success Advocate
B.S. Community Health Education, Kent State University

Faculty

Milligan, Nicole (Full-Time)

Lead Medical Assistant Instructor
Diploma in Medical Assisting, Remington College (NAHP)
B.B.A, American Intercontinental University
Masters, Career Technical Training and Education, Kent State University

Folds, Renee (Full-Time)

Sterile Processing Instructor
CRCST, (CBSPD)

Seidel, Teresa (Full-Time)

Phlebotomy Instructor

P.B.T (NHA)

Non-Vocational/Professional Development Faculty:

Morrow, Tracy (Full-Time)

Instructor, Emotional Intelligence and Cultural Competencies in Healthcare

A.B. Office Management, Mansfield Business College

Academic Calendar and Holidays

2026 HOLIDAYS AND SCHOOL BREAKS		
January 19	Monday	Martin Luther King's Day
February 16	Monday	Presidents' Day
May 25	Monday	Memorial Day
June 19	Friday	Juneteenth
July 4 (recognized July 3)	Friday	Independence Day
September 7	Monday	Labor Day
November 26- 27	Thursday-Friday	Thanksgiving Holiday
December 24 –January 1	Thursday-Friday	Holiday Break

2025/2026 Program Start and End Dates				
Program	Start Date	End Date	Externship Dates	Graduation Dates
Medical Assistant #111	6/3/2025	2/20/2026	2/23/2026-3/20/2026	4/19/2026
Medical Assistant #116	11/3/2025	7/24/2026	7/27/2026-8/21/2026	9/27/2026
Medical Assistant #121	6/2/2026	2/19/2027	2/22/2027-3/12/2027	
Medical Assistant #125	11/2/2026	7/23/2027	7/26/2027-8/13/2027	
Sterile Processing #114	9/29/2025	12/5/2025	12/8/2025-2/13/2026	4/19/2026
Sterile Processing #118	1/12/2026	5/8/2026	5/11/2026 – 7/17/2026	9/27/2026
Sterile Processing #122	6/8/2026	10/2/2026	10/5/2026 – 12/11/2026	
Phlebotomy #117	1/5/2026	2/13/2026	2/17/2026 – 3/13/2026	4/19/2026
Phlebotomy #119	4/20/2026	5/29/2026	6/1/2026 – 6/26/2026	9/27/2026
Phlebotomy #123	8/3/2026	9/11/2026	9/14/2026 -10/9/2026	April 2027