The purpose of this handbook is to familiarize the student with the policies of the program, so as to give direction to the student throughout their course of study.
WHO WE ARE
Mercy College is a Catholic, undergraduate institution of higher education founded by the Sisters of Mercy and sponsored by Mercy Health. Our focus is to provide healthcare and health science related programs, short-term education programs, and other community services. Mercy College values and provides the integration of general and professional studies as the basis for successful career preparation. Excellence in the teaching and learning experience is rooted in the correlation of theory and practice.

MISSION STATEMENT
Mercy College of Ohio, a Catholic institution with a focus on healthcare, educates and inspires students to lead and to serve in the global community.

VISION
We will be the leader in educating individuals committed to intellectual inquiry, social engagement, and life-long learning.

VALUES
Compassion: Displaying respect, care, empathy, and a willingness to listen.
Human Dignity: Respecting the significance of each individual.
Excellence: Pursuing distinction in our professional and personal lives through quality academics and intellectual inquiry.
Service: Engaging the college community to enrich the lives of students through professional and community service.
Sacredness of Life: Revering all life through our thoughts, words, and actions.
Justice: Acting with integrity, fairness, honesty, and truthfulness.

NONDISCRIMINATION STATEMENT
Mercy College of Ohio is committed to providing equal opportunities for all persons regardless of race, color, national and ethnic origin, sex, sexual orientation, disability, age, marital status, religion, pregnancy, genetic information, and any other legally-protected class in admissions and educational programs, services and activities, in accord with applicable federal and state law.

DIVERSITY STATEMENT
Mercy College of Ohio strives to be an inclusive environment in which faculty, staff, students, and the greater community are respected and embraced regardless of variations in thoughts, experiences, values, and traditions.
INSTITUTIONAL LEARNING OUTCOMES

1. Exhibit proficiency and competency within one’s discipline in service to others.
2. Integrate critical thinking skills to reason logically using data from appropriate disciplines to solve problems and make decisions.
3. Communicate clearly in both written and oral forms of expression.
4. Demonstrate an understanding of Catholic beliefs and faith within one’s ethical and professional decision-making.
5. Display an understanding of cultures and experiences that characterize the global community.

GENERAL COLLEGE INFORMATION

Information on college-wide policies and procedures can be found in the Mercy College Catalog. The most updated version is available on the website at www.mercycollege.edu. Please feel free to contact your Program Lead, Academic Advisor, Division Director or Division Dean with any questions and to assist you in making your Mercy College experience a success.

TITLE IX, VIOLENCE AGAINST WOMEN, AND CAMPUS SAVE

Mercy College of Ohio does not discriminate on the basis of sex, gender, or sexual orientation in its educational programs and activities. Mercy College is committed to building and preserving a community in which its members can learn, work, live, and conduct business together free from all forms of sexual misconduct exploitation, intimidation, harassment, and violence. This policy addresses the ten areas a sexual misconduct policy should address according to the 2014 White House Task Force to Protect Students from Sexual Misconduct as outlined on the www.notalone.gov website.

The College has designated a Title IX Coordinator (Toledo campus), 419-251-1512 or TitleIX@mercy.edu and a Deputy Title IX Coordinator (Youngstown location), 330-480-1880, to monitor and oversee overall compliance with laws and policies related to nondiscrimination based on sex. The Title IX Coordinator and Title IX Deputy Coordinator at Mercy College are available to explain and discuss: the victim’s right to file criminal complaint (in cases of Sexual Violence); the process for filing a Title IX complaint; the right to receive assistance with the process; how confidentiality is handled; available resources both on and off campus; and other related matters.

The victim is encouraged to seek immediate assistance from police and healthcare providers for physical safety, emotional support, and medical care.

Title IX Coordinator – Toledo

Interim Title IX Coordinator-Leslie Erwin
2221 Madison Avenue
Toledo, Ohio 43604
419-251-1512
TitleIX@mercy.com

For full College policies please refer to the College Catalog.
Mercy College is committed to allowing individuals with disabilities full participants in its programs, services, and activities through compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990. It is the policy of Mercy College that no otherwise qualified individual with a disability shall be denied access to, the benefits of, or participation in, any program, service, or activity offered by the College.

As such, individuals with disabilities have a right to request reasonable accommodations, and will receive reasonable accommodations in order to fully participate in or benefit from the College’s programs, services, and activities in a non-discriminatory, integrated manner.

All College representatives, including faculty, staff, and students are responsible for the implementation of this policy and adherence to the principles of equal access.

This process, outlined in the College Catalog, is handled through the Division of Student Affairs, Office of Academic Accessibility (OAA), located on the 5th floor of the College. Individuals interested in discussing accommodations should contact the office at 419-251-1710. Currently the ADA/504 coordinator is Wendy Bejaige.

INITIATING CONSIDERATION FOR ACCOMMODATION

Students who are seeking assistance from the Office of Academic Accessibility (OAA), on the basis of a specific disability are responsible for:

- Contacting the Office of Academic Accessibility. Students bear the responsibility for disclosure of a disability and the request of services. Official notification usually must be done in person, depending on the nature of the disability.
- Providing complete, adequate, and current documentation from an appropriately qualified professional regarding the disability and the need for accommodations (see OAA Documentation Guidelines).
- Providing notification of disability, request for accommodation, and the supporting documentation within a reasonable time frame. Many accommodations require ample notice in order to be made available.
HONOR CODE
As future professionals, it is expected that students will conduct themselves in an ethical, responsible and honorable manner at all times. Adhering to the rules and regulations of the Community Health Worker Program, Mercy College Core Values, as well as those established by clinical sites is required. Failure to behave in a professional manner can result in a warning and/or removal from the program.

RETENTION CRITERIA/STANDARDS OF PROGRESS
Once enrolled in the program the student is required to:
1. Maintain a 2.0 cumulative grade point average (GPA)
2. Maintain a “C” grade, or higher, in all courses in the Community Health Worker program of study.

Students who fail to achieve a “C” in a Community Health Worker course or withdraw from a Community Health Worker course may not complete the program and may repeat the course one time only. Please refer to “Progression” in the Community Health Worker section of the College Catalog for more information. Please note that should a student fail two CHW courses the Program Lead reserves the right to consider the student for dismissal from the CHW program.

It is the expectation that CHW students should be maintaining grades far higher than the minimum requirements if they expect to be successful in the field of Community Health.

Students who are unable to meet these program requirements will be subject to academic probation and/or dismissal from the program as outlined in the College Catalog. Students who are dismissed from the program can be readmitted as outlined in the College Catalog under “Readmission to Mercy College.”

ACADEMIC DISMISSAL
Students are subject to the academic dismissal policy of Mercy College of Ohio as outlined in the College Catalog.

READMISSION
Students dismissed from the program for academic reasons should refer to details of the readmission policy which can be found in the College Catalog.

LEAVE OF ABSENCE
A student in good academic standing may request a leave of absence for health or other personal reasons. A “curriculum leave of absence” may be requested by a student needing a course that is not offered until a later term. The student must request the leave of absence in writing through the Student Records Office.

A leave of absence shall not exceed 12 months. After that, the student will be considered as a readmission applicant, unless an extension of the leave of absence has been granted.
COMMUNITY HEALTH WORKER PROGRAM

The faculty and staff of the Community Health Worker Program welcome you to an educational experience in the expanding field of Community Health. During your plan of study, we will be interacting closely with you to prepare you to work independently as well as to function as an integral part of a quality healthcare team. If you need additional information or assistance while in this program, we encourage you to ask.

INTRODUCTION
The Handbook for the Community Health Worker (CHW) Program is provided to give complete and accurate information for students accepted into Mercy College’s Community Health Worker Program. Students in this program are required to be aware of ALL material contained in this handbook.

ACCREDITATION STATUS
Mercy College is accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools. The Community Health Worker Certificate Program at Mercy College is approved by the Higher Learning Commission and authorized by the Ohio Board of Regents. The program is approved through the Ohio Board of Nursing (OBN).

With the implementation of the Affordable Care Act, a number of strategies are being adopted by healthcare organizations to maximize the quality of healthcare delivery, while also minimizing economic impact on the organization. One of these strategies is the “medical home” or “patient-centered medical home” (PCMH), defined as a healthcare setting that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient’s family. In order to provide this type of care, the primary care provider leads a team of professionals that helps with the coordination and delivery of care. The roles are still emerging and providers are trying a number of different strategies to accomplish care within this new environment. The CHW is an entry-level position. Some organizations are using CHWs in the PCMH and providing training for additional roles in entry-level case management.

The certificate program in Community Health Worker is established as a two (2) semester program of study. Classes are conveniently offered in a 2 day per week format in the first semester to accommodate the busy adult who often has work and other commitments to balance. The directed clinical practice, which occurs in the second semester, may take place during a variety of days and times, including evenings and weekends. In addition, there are courses that are currently being offered online or slated for online development in the near future. The program is designed to educate community health workers to work as part of a healthcare team to help with the coordination and delivery of care.

PROGRAM PHILOSOPHY

In accordance with the College Mission Statement, the philosophy of the Community Health Worker program is to provide a certificate education based on the Christian values underlying the educational efforts of the Sisters of Mercy of the Americas and the Sisters of Charity of Montreal (Grey Nuns). It is our belief that the education of community health workers is responsive to national and community needs that are clearly supported by the national agenda to maximize the quality of healthcare delivery while also minimizing economic impact on organizations.

Course goals and objectives were established based on Ohio Board of Nursing standards and required knowledge clusters and learning domains. The goal is to produce a competent individual ready to become a practitioner who can function in a rapidly changing healthcare environment.

Education is a continuous process through which learners develop knowledge, skills and attitudes resulting in cognitive, affective and psychomotor changes. The faculty facilitates the teaching/learning process through the sequential presentation of concepts, theories and experimental activities within an environment that promotes mutual trust, critical thinking and self-development.
The Community Health Worker Certificate Program is housed in the Academic Division of Science and Allied Health. The Community Health Worker certificate is a credit program that teaches entry level skills needed to begin a healthcare career. Students who successfully complete the CHW program will also have established a pathway toward a higher college degree should they choose to continue their education.

The Program Lead is responsible for all aspects of the program, including, but not limited to:

• Administration, organization and supervision
• Continuous quality review and improvement
• Long-range planning and ongoing development
• Program assessment, as well as systems in place to demonstrate such program outcomes and effectiveness
• Adequate controls to assure quality of delegated responsibilities

The Program Lead is also responsible for reporting to the Ohio Board of Nursing information regarding student enrollment, re-enrollment and successful completion of the program. He or she also keeps program-related files on each student, including but not limited to competency checklists. Should the Program Lead position be unexpectedly vacant, the Program Director and/or Associate Dean would fulfill these duties until the position could be posted and filled through Mercy Human Resources. The Program Director and/or Associate Dean will provide information regarding position vacancy and subsequent fulfillment to the Ohio Board of Nursing as required.

The Allied Health Academic Advisor is responsible for the advising of credit certificate students, including those in the Community Health Worker program.

The goal of the Community Health Worker program at Mercy College is:

• To prepare competent entry-level community health workers in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains

Students completing the certificate program will be able to:

• Demonstrate basic knowledge of healthcare and health education across the lifespan in a community health setting.
• Utilize interpersonal skills and community resources to effectively advocate for individuals and communities which they serve.
• Demonstrate competence in service skills and responsibilities in a professional manner.
• Articulate effective communication skills.
• Relate the importance of continuous learning, professional development and Christian values.

The grading scale used in the Community Health Worker Program courses is as follows:

- 92 – 100%  A
- 84 – 91%    B
- 76 – 83%    C
- 68 – 75%    D
- 67% and below  F
All courses in the program of study must be passed with a grade of “C” or better to successfully complete the Community Health Worker certificate program.

**CLINICAL STANDARDS AND REQUIREMENTS**

<table>
<thead>
<tr>
<th>PHYSICAL</th>
</tr>
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<tbody>
<tr>
<td>• Physically able to operate a variety of types of equipment including computer, telephone, etc.</td>
</tr>
<tr>
<td>• Physically able to exert up to twenty-five pounds of force occasionally and/or frequently lift, carry, push, pull, or otherwise move objects.</td>
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<tr>
<td>• Demands are in excess of sedentary work, including walking, standing, stooping, reaching, crouching, etc. for extended periods of time.</td>
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<tr>
<th>DATA CONCEPTION</th>
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<tbody>
<tr>
<td>• Ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or objects.</td>
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<thead>
<tr>
<th>INTERPERSONAL COMMUNICATION</th>
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</thead>
<tbody>
<tr>
<td>• Ability to speak to people to convey or exchange information, including the ability to receive information and instructions from instructors, clients, nurses, social workers, and other healthcare providers and offer feedback to same.</td>
</tr>
<tr>
<td>• Ability to talk and hear.</td>
</tr>
<tr>
<td>• Must be able to understand various types of nonverbal communication.</td>
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<table>
<thead>
<tr>
<th>LANGUAGE ABILITY</th>
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</thead>
<tbody>
<tr>
<td>• Read and comprehend a variety of documents, reports, and books.</td>
</tr>
<tr>
<td>• Prepare various documents and reports such as client reports, etc., using proper format, punctuation, spelling and grammar.</td>
</tr>
<tr>
<td>• Communicate with instructors, clients, nurses, social workers, and other healthcare practitioners, etc. with poise, voice control, and confidence.</td>
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<thead>
<tr>
<th>INTELLIGENCE</th>
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</thead>
<tbody>
<tr>
<td>• Utilization of critical thinking skills and problem solving skills in order to complete tasks accurately and within assigned time frames.</td>
</tr>
<tr>
<td>• Apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.</td>
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<thead>
<tr>
<th>VERBAL APTITUDE</th>
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</thead>
<tbody>
<tr>
<td>• Record and deliver information and to follow verbal and written instructions.</td>
</tr>
<tr>
<td>• Communicate with others via effective verbal communication.</td>
</tr>
<tr>
<td>• Knowledge of medical terminology and symbolism.</td>
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</table>

<table>
<thead>
<tr>
<th>NUMERICAL APTITUDE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Utilize basic mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and decimals; determine time and weight; apply calculations; and utilize descriptive statistics.</td>
</tr>
<tr>
<td>• Utilize the metric system.</td>
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<tr>
<th>MANUAL DEXTERITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ability to grasp, handle, hold, cut, push, pull, and feel.</td>
</tr>
</tbody>
</table>
PERSONAL TRAITS

- Ability to build constructive and cooperative working relationships with others and maintain them over time and to develop specific goals and priorities to organize and accomplish work.
- Demonstrate professionalism, show the ability to work alone or within a team, demonstrate integrity and sincerity, and show an attitude of caring and sensitivity.
- Maintain confidentiality of client information.
- Demonstrate neatness and good hygiene.
- Positive attitude when receiving constructive criticism.
- Comfortable with physically touching others and being touched in a manner consistent with practical learning.

TRAVEL

- Ability to travel to and from the College campus, clinical facilities, and other assigned locations off campus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In the performance of this job, the employee may be exposed to chemical irritants, including skin contact with these substances. Exposure to infectious agents including blood-borne pathogens may also occur.

The U.S. Department of Labor, Bureau of Labor Statistics describes the following employment information regarding essential responsibilities and duties of Community Health Workers:

- Assist individuals and communities to adopt healthy behaviors
- Conduct outreach for medical personnel or health organizations to implement programs in the community that promote, maintain, and improve individual and community health
- May provide information on available resources, provide social support and informal counseling, advocate for individuals and community health needs, and provide services such as first aid and blood pressure screening
- May collect data to help identify community health needs
- Community Health Workers often live in the community they serve and may be expected to travel throughout the community connecting to people, including conducting home visits and transporting clients if needed.

CAREER OPPORTUNITIES

Community Health Worker career opportunities continue to evolve and expand due to the Affordable Care Act (ACA). National employment data suggests a 21% increase in number of job opportunities through 2020, and regionally, potential area employers indicate interest in hiring for these types of positions in the near future. Individuals desiring employment as Community Health Workers in the state of Ohio must go through a Community Health Worker education program approved by the Ohio Board of Nursing (OBN). Upon successful completion of the program, individuals are required to apply to the OBN for certification, which includes verification of education completion as well as a background check.
Community Health Workers are employed in a variety of settings, including individual and family services; government agencies; healthcare centers and hospitals; non-profit agencies; faith-based organizations; and residential developmental disability, mental health, and substance abuse facilities. In fact, 75% of the 2014 graduates of the CHW Program found employment in the field including for a major healthcare organization, with a physician practice, and for non-profit community agencies.

Community Health Worker careers offer a wide variety of entry-level salaries. Your salary will depend on experience, geographic location, employer, and education. According to the U.S. Bureau of Labor Statistics, the mean wage for Community Health Workers is $18.02 hourly or $37,490 annually. This occupational code is relatively new (established in 2010), and wage data varies greatly. Visit http://www.bls.gov/oes/current/oes211094.htm#ind for more information.

CRIMINAL BACKGROUND CHECK, DRUG SCREEN, AND HEALTH REQUIREMENTS

All students with a required clinical component in their program of study must comply with specific requirements that include a background check, drug screen and health requirements. The requirements may vary depending on the program of study and the clinical affiliate assignment. The Clinical Compliance Coordinator will communicate the process for completing the clinical requirements prior to the program deadline. Students are responsible for all costs.

If the requirements are not completed by the deadline or if there is failure to maintain requirements during the program of study, students will be prohibited from practice at the clinical affiliate site.

Students who change programs of study or who have been absent from the program of study for six months (180 days) or longer will be required to update their criminal background check, drug screen and health requirements. Current information is maintained on the College website at http://www.mercycollege.edu/my-mercy/background-checks-health-records/ and is subject to change.

Students are required to complete American Heart Association Basic Life Support (BLS) for Healthcare Providers certification prior to beginning the clinical component and must maintain valid certification throughout the program of study.

EXPENSES

Tuition and fees – See Mercy College Expenses Sheet located at http://www.mercycollege.edu/tuition-aid/cost-attendance

- Textbooks and supplies
- Proper attire for clinicals
- Miscellaneous expenses (living expenses, transportation, student membership fee for OCHWA (Ohio Community Health Worker Association, personal health insurance, immunizations, physicals, etc.)
The program is assessed in the following ways:

- Institutional assessment plan and the plan for assessment of student academic achievement
- Program assessment plan to assess student learning and program outcomes
- Community Health Worker Advisory Committee supports program planning, evaluation, and improvement
- Student evaluations of the course and the instructor at the end of each semester
- Student evaluations of the course learning objectives at the end of each semester
- Instructors utilize classroom assessment techniques (CATS) during each course
- Students review the clinical component of the program
- Program completers complete a Graduate/Alumni Survey six months after completion
- Employers of the Program completers are given a satisfaction survey to complete

**CLINICAL PRACTICE**

The directed clinical practice in CHW consists of one (1) semester of practical experience in the final semester of the program. Clinical experiences will be conducted at a variety of healthcare and community health-related providers. Clinical hours will vary according to the assigned facility.

Supervision and instruction are provided by Community Health Worker faculty and staff as well as clinical site preceptors. Students are visited regularly by a Community Health Worker instructor. It is possible for clinicals to vary considerably from one site to another; however, clinical student objectives will be consistent for all sites. Students are responsible for providing their own transportation and other associated expenses for the clinicals, i.e., food/parking.

Placement for clinical practice requires “C” grades or better in all Community Health Worker courses prior to placement. High academic performance does not, in itself, assure placement in the clinical site. Along with academic competence, Program Lead approval is required for placement in the clinical facility. Inappropriate behavior may preclude clinical placement.

* Not all situations are covered in these guidelines and are left up to the discretion of the Program Lead.

**CLINICAL REGISTRATION**

Students register through Empower for clinical courses as they would any other course at the College. Tuition and fees apply to all clinical courses.

**REQUIREMENTS PRIOR TO CLINICAL PRACTICE**

Students should have fulfilled all criminal background, drug screen, and health requirements well in advance of the second semester, when the directed clinical practice takes place. In accordance with Mercy College of Ohio academic standards and policies and procedures, if a student fails to attend any session(s) of a course for which registered as of the term’s add/drop date, he/she will be DROPPED from their course(s) and will not be permitted to re-enroll in the course for that session.
A student cannot participate in the clinical portion of the curriculum in the second semester if they have not completed the didactic/classroom portions in the first semester and achieved a “C” or better for all courses. INDIVIDUAL CLINICAL SITES MAY HAVE ADDITIONAL REQUIREMENTS FOR STUDENTS TO COMPLETE. THIS INFORMATION WILL BE PROVIDED TO THE STUDENTS ASSIGNED TO THAT SITE BY THE PROGRAM LEAD AND/OR AUTHORIZED REPRESENTATIVE OF THE COLLEGE.

PERSONAL HEALTH AND LIABILITY INSURANCE

Mercy College of Ohio has implemented a Hard Waiver Insurance Program that is mandatory for students taking 6 or more credit hours. In order to waive out of the program, students must have health insurance that meets the basic minimum requirements covered under the College’s plan. Students taking 6 or more credit hours will be automatically billed for the health insurance unless the student has completed and submitted the hard waiver. Students can do this by logging into their My Mercy account and clicking on the student insurance link.

CLINICAL PLACEMENT AND LOCATION

The Program Lead or other authorized representative of the College is responsible for placing students at clinical sites. The College cannot assure any student placement in the clinical site of his or her choice with regard to geographical location of the facility and the student’s residence. However, whenever possible the student may be placed in the site of his or her choice with the final decision being the responsibility of the Program Lead or other authorized representative of the College.

The following criteria are used for placement:

1. Completion of all clinical requirements
2. Compatibility of a student’s schedule with prospective site’s schedule
3. Student’s place of residence

Students must accept the clinical placement as assigned. If the student is unable to accept the assigned clinical, or is not eligible for placement, he or she must discuss the situation with the Program Lead and/or other authorized representative of the College in order to resolve the issue. If the issue is not resolved at that point, the student should direct a letter to the Program Lead stating the reason and an alternate solution as soon as possible. The Program Lead will evaluate the situation and make recommendations. The student understands that placement is conditional on availability. If the student is unable to meet the requirements of the assigned clinical placement, he or she may be unable to complete the program as prescribed.

DRESS CODE

The Mercy College uniform for the Community Health Worker program will consist of an embroidered polo shirt, black pants and black shoes and is required for all CHW clinical sites. Students are required to order an embroidered polo from the College’s approved uniform provider during the first week in semester one, as uniforms must be received in order to utilize community resources for lab experience. One polo shirt is included in student fees, and additional polo shirts will be at the cost of individual students. Clinical attire must be kept clean and neat. Students must wear relatively new, clean, black/athletic-type shoes to CHW clinicals. Croc-like shoes, high heels, open-toed and sandals are not permitted.

WHEN AT CLINICALS

- Mercy College student ID badges must be worn above the waist and visible at all times.
- Maintain a neat, clean, professional appearance at all times.
- Wear the program shirt with black pants and shoes.
- Makeup should be natural looking and professional.
- Jewelry should be conservative and in good taste; no more than two piercings in each ear.
- Facial jewelry must be removed.
• Hair should be a “natural” color (not green, purple, blue, etc.) with hair accessories kept small/tasteful.
• Nails should be clean and of appropriate length; nail color should be neutral/business-appropriate. Some healthcare facilities do not allow acrylic nails due to infection hazards.
• Visible tattoos should be covered while at the clinical site.

CLINICAL TIMEKEEPING
Students are expected to validate their clinical attendance. The method of validation will depend on the clinical assignment. Falsification of attendance records will result in disciplinary action or possible dismissal from the program.

CLINICAL ABSENCES / TARDINESS
Students should notify the College course instructor AND clinical site supervisor one hour prior to start time if illness or emergency causes them to be absent from clinical time. Tardiness will be documented by the clinical site supervisor.

Students may be withdrawn from a clinical site due to excessive absences or tardiness. All absences must be made up.

CLINICAL EVALUATION AND GRADING
Student academic and clinical progress is evaluated continually throughout the program. The Program Lead or course instructor is informed of the student’s progress through the clinical site supervisor. Details of clinical grading will be included in the CHW clinical practice syllabus. Performance evaluations, clinical projects, documentation, compliance with professional appearance standards, and attendance will determine the clinical grade.

WITHDRAWAL / REMOVAL FROM THE CLINICAL FACILITY
Students receiving instruction at affiliated clinical sites during the clinical experience are under the jurisdiction of the College. Dress code in all clinical sites will be supervised by the clinical instructor and the individual site. STUDENTS MAY BE EXCUSED FROM THE CLINICAL SITE IF DRESS CODE IS VIOLATED. Failure to maintain required 2.0 “C” GPA or higher in all CHW program courses may result in withdrawal from the clinical site. Final letter grade of “D” in the clinical course will prevent successful program completion. High academic performance does not assure continuance in the program or placement in a clinical site if the student is otherwise deemed unsuitable.

Misconduct that may result in immediate withdrawal from the clinical facility and course failure (and possible program dismissal) includes but is not limited to:

• Violation of Mercy College of Ohio policies or student code of conduct, or any clinical education site policy
• Absenteeism, including failure to notify the College course instructor and clinical site supervisor/preceptor when absent

Please refer to the College Catalog for details of the Student Code of Conduct and disciplinary procedures.

CELL PHONES AND CALLS DURING THE CLINICAL EXPERIENCE
The use of personal cell phones during clinicals is highly discouraged and should only be used at appropriate times. Students may make personal calls on their scheduled break or during lunch from cell phones outside of the office/clinic. Office or clinic business phones are not to be used to make or to receive personal phone calls except in the event of an emergency.

HAZARDOUS MATERIALS – GLOBALLY HARMONIZED SYSTEM
It is the policy of Mercy College to provide a safe environment for all students based on guidelines established by the Occupational Health and Safety Act (OSHA), including the Hazard Communication Standard. This standard has been aligned with the Globally Harmonized System of Classification and Labeling of Chemicals, adopted by the United Nations in 2003. During orientation to the clinical education site, the student will be shown the following: the location of the
Hazardous Materials/Waste Management manual, the Safety Data Sheets (SDSs), the inventory of hazardous materials, hazard warning labels and their significance, and measures that a student can take to protect themselves from hazardous materials.

SERVICE WORK POLICY

No stipend is paid to Community Health Worker students during CHW clinicals. CHW clinical practice experiences are educational in nature and, as such, are equally important as time spent in the classroom. Students may not take the place of qualified staff. However, after demonstrating proficiency, students may be permitted to undertake certain defined activities with appropriate supervision and direction.
### CERTIFICATE REQUIREMENTS – COMMUNITY HEALTH WORKER (17 CREDIT HOURS)

#### SEMESTER I

<table>
<thead>
<tr>
<th>Course/Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Clinical</th>
<th>Total Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHW 101 Introduction to Community Health Worker</td>
<td>3</td>
<td>1 (1:3 ratio)</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>SOC 211 Cultural Diversity</td>
<td>3</td>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>HIT 105 Medical Terminology</td>
<td>2</td>
<td></td>
<td></td>
<td>2</td>
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<tr>
<td>GEN 101 College Academic Success Strategies</td>
<td>2</td>
<td></td>
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<td>2</td>
</tr>
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</table>

**Semester I Total = 11 credit hours**

#### SEMESTER II

<table>
<thead>
<tr>
<th>Course/Title</th>
<th>Lecture</th>
<th>Lab</th>
<th>Clinical</th>
<th>Total Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHW 102 Advanced Topics for the Community Health Worker</td>
<td>2</td>
<td>1 (1:2 ratio)</td>
<td></td>
<td>3</td>
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<tr>
<td>CHW 103 Directed Clinical Practice in Community Health</td>
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<tr>
<td>CHW 104 Community Health Worker Capstone</td>
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**Semester II Total = 6 credit hours**

**PROGRAM TOTAL = 17 credit hours**

Successful completion of the Community Health Worker program will require the student to pass both the didactic/lab portion of the curriculum as well as the clinical portion of the curriculum. A student cannot participate in the clinical portion of the curriculum in the second semester if they have not completed the didactic/lab portions and achieved a passing grade of “C” or better in all program courses. If the student fails the clinical portion of the program (CHW 103), based on the requirements for successful completion, he or she cannot successfully complete the program. In other words, a passing grade is required for BOTH the didactic/lab and clinical portions of the program to successfully complete the Community Health Worker certificate program.

Passing for the clinical portion of the curriculum (CHW 103) will necessitate that the student meet the required objectives satisfactorily in both the nursing and non-nursing areas. Unsatisfactory evaluation in one or more of the clinical objectives will be cause for failure of the clinical portion of the program and will prevent a student from successful program completion.
COURSE DESCRIPTIONS

CHW 101: Introduction to Community Health Worker
This course presents an overview of the roles and responsibilities of a community health worker as an integral member of an interdisciplinary healthcare team, or a patient centered medical home (PCMH). Areas of focus include healthcare and social needs across the lifespan; health education and individual and community advocacy. Confidentiality and basic office skills required of community health workers will be also be covered.

Prerequisite: Admission into the Community Health Worker certificate program

CHW 102: Advanced Topics for the Community Health Worker
This course is designed to broaden the students’ skill set required to effectively advocate, refer and assist in care coordination in the communities in which they will serve, especially with diverse and high risk populations. Emphasis will be placed on community resources, referral systems, documentation, care coordination and skills to execute an effective home visit.

Prerequisite: CHW 101

CHW 103: Directed Clinical Practice in Community Health
This course will provide students the opportunity to act in their roles as community health workers in a variety of community settings and with diverse client populations. Students will demonstrate knowledge and skills in six major competency areas: healthcare, community resources, communication skills, individual & community advocacy, health education and service skills & responsibilities.

Prerequisite: CHW 101
Co-requisite: CHW 102

CHW 104: Community Health Worker Capstone
This course explores a variety of concepts focusing on the professional aspects of a community health worker and skills necessary to transition into the workforce. Topics such as professionalism, job-readiness, resume writing and interviewing skills, and current healthcare trends and case studies will be addressed.

Prerequisites: CHW 101
Co-requisites: CHW 102, CHW 103
PROFESSIONAL ASSOCIATIONS

Center for Healthy Communities
Katherine L. Cauley, Ph.D., Director

Ohio Community Health Workers Association (OCHWA)

OCHWA Vision
To eliminate health disparities for all Ohioans through the Community Health Worker Model.

OCHWA Mission
To establish and support Community Health Workers as professionals who are an integral part of the health and human services system.

To view the OCHWA brochure, visit:
https://medicine.wright.edu/center-for-healthy-communities/ohio-community-health-workers-association

Student dues for this organization are $15 per year.

For more information, please contact:
Jewell L. Bell, President
Ohio Community Health Workers Association
P.O. Box 15484 Columbus, OH 43215-0484
Phone: (855) GO-OCHWA (466-2492)
OR
E-mail: ochwa1@gmail.com

Counties in Ohio Grouped by OCHWA Regions:

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<tr>
<th>Region I</th>
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COMMUNITY HEALTH WORKER CERTIFICATION

THE FOLLOWING STATUTE FROM THE OHIO REVISED CODE DESCRIBES COMMUNITY HEALTH WORKER CERTIFICATION IN THE STATE OF OHIO, GRANTED BY THE OHIO BOARD OF NURSING:

Standards and procedures to obtain community health worker certification.

A. To obtain a certificate to practice as a community health worker, an applicant who meets the qualifications set forth in division (A) of section 4723.84 of the Revised Code shall:
   1. Submit a completed application on the form required by the board;
   2. Submit an application fee of thirty-five dollars; and
   3. In accordance with division (B) of section 4723.83 of the Revised Code, submit a request to the bureau of criminal identification and investigation for a criminal records check. The results of the criminal records check shall:
      a. Be received by the board before a certificate can be issued; and
      b. Indicate that the individual has not been convicted of, pled guilty to, or had a judicial finding of guilt for any violation set forth in division (A)(4) of section 4723.84 of the Revised Code.

B. The board shall issue a certificate to practice as a community health worker to applicants who satisfy the requirements of paragraph (A) of this rule, after receipt of written notice from a community health worker training program approved by the board that the applicant has successfully completed the program, and that the applicant is competent to provide care as a community health worker.

C. If an applicant fails to meet the requirements for certification within one year from the time the board receives the application, the application shall be considered void and the fee shall be forfeited. The application form shall state the circumstances under which this forfeiture may occur.

The application for certification will be completed in CHW 104. The application fee is included in CHW program fees and will be forwarded by the College to the Ohio Board of Nursing on behalf of the student, as well as verification by the Program Lead that the student has successfully completed the program.
APPENDIX A

The following statute from the Ohio Revised Code describes standards of safe and effective care provided by community health workers in the state of Ohio:

4723-26-10 Standards of safe care provided by the community health worker.

A. The purpose of this chapter is to establish minimal acceptable standards of safe and effective care provided by community health workers holding a certificate issued by the board of nursing pursuant to Chapter 4723. of the Revised Code.

B. A community health worker shall maintain knowledge of the duties, responsibilities, and accountabilities of a community health worker and shall practice in accordance with the following:
   1. Laws regulating the provision of care by a community health worker as set forth in Chapter 4723. Of the Revised Code;
   2. Rules adopted by the board in accordance with Chapter 119. of the Revised Code; and
   3. Any other applicable state or federal laws and rules.

C. A community health worker shall perform nursing tasks in accordance with sections 4723.81 and 4723.82 of the Revised Code, only as delegated and supervised by a registered nurse holding a current, valid license issued by the board under Chapter 4723 of the Revised Code.

D. A community health worker shall demonstrate competence and accountability in performing nursing tasks as delegated by a registered nurse, including, but not limited to, the following:
   1. Consistent performance of nursing tasks as delegated by a registered nurse; and
   2. Consulting with the supervising nurse in a timely manner to facilitate referral, consultation, or intervention when a community health worker identifies factors or conditions adversely affecting, or potentially affecting, a client’s health status.

E. A community health worker shall, in a timely manner:
   1. Perform the nursing tasks as delegated by a registered nurse, unless the community health worker believes or should have reason to believe any of the following:
      (a) Performing the nursing task would be harmful or potentially harmful to the client;
      (b) The nursing task is contraindicated by other documented information; or
      (c) The nursing task has not been properly authorized.
   2. Clarify the direction received from the delegating nurse if the community health worker believes, or should have reason to believe, any of the following:
      (a) Performing the nursing task would be harmful or potentially harmful to the client;
      (b) The nursing task is contraindicated by other documented information;
      (c) The nursing task has not been properly authorized; or
      (d) The condition of the client has changed.

F. When clarifying a nursing task the community health worker shall, in a timely manner:
   1. Consult with the supervising registered nurse to explain the cause of concern;
   2. Advise the supervising registered nurse if the community health worker decides not to perform the nursing task;
   3. Document that the supervising registered nurse was advised of the community health worker’s decision not to perform the nursing task as delegated; and
4. Take any other actions needed to assure the safety of the client.

G. A community health worker shall, in a timely manner, document, report to, and consult with, the supervising registered nurse when a client refuses to follow the healthcare regimen.

H. A community health worker shall maintain the confidentiality of client information obtained in the course of the community health worker’s duties and responsibilities. A community health worker shall communicate client information to other members of the healthcare team for healthcare purposes only.

I. To the maximum extent feasible, identifiable client healthcare information shall not be disclosed by a community health worker unless the client has consented to the disclosure of identifiable client healthcare information. A community health worker shall report individually identifiable client information without written consent in limited circumstances only, and in accordance with an authorized law, rule, or other recognized legal authority.

J. A community health worker shall do all of the following to promote client safety:

1. Display the applicable title set forth in section 4723.82 of the Revised Code at all times when providing direct client care, or if interacting with a client, or healthcare provider on behalf of the client, through any form of telecommunication, the community health worker shall identify their certification to the client or healthcare provider;
2. In a timely manner, completely and accurately document and report all client data obtained while performing nursing tasks delegated by the supervising registered nurse, and the client's response to the care;
3. In a timely manner, completely and accurately document and report to the supervising registered nurse all errors in, or deviations from, the delegated nursing tasks;
4. Not falsify any client record or other document prepared in the course of, or in conjunction with, the performance of delegated nursing tasks;
5. Implement measures to promote a safe environment for the client including consulting with a supervising registered nurse any time that the community health worker suspects client abuse or neglect;
6. Establish, delineate, and maintain professional boundaries with each client;
7. Refrain from all behavior that causes or may cause physical, verbal, mental, or emotional abuse or distress to a client, or in behavior that may be reasonably interpreted to cause physical, verbal, mental, or emotional abuse or distress;
8. Not misappropriate a client's property, engage in behavior to seek or obtain, behavior that may reasonably be interpreted as seeking or obtaining, personal gain at the client's expense, or engage in behavior that constitutes, or that may reasonably be interpreted as constituting, inappropriate involvement in a client's personal relationships or financial matters;
9. Not engage in sexual conduct or in conduct that may reasonably be interpreted as sexual, or in any verbal behavior that is seductive or sexually demeaning to a client, or in verbal behavior that may reasonably be interpreted as seductive or sexually demeaning to a client;
10. Treat each client with courtesy, respect, and with full recognition of dignity and individuality; and
11. Provide each client with privacy while performing delegated nursing tasks.

For purposes of paragraphs (J)(6) to (J)(9) of this rule, a client is always considered to be incapable of giving free, full, or informed consent to the actions of a community health worker.

K. A community health worker shall not make any false, misleading, or deceptive statements, or submit or cause to be submitted any false, misleading or deceptive information or documentation to:

1. The board or any representative of the board;
2. Current employers;
3. Prospective employers when applying for positions requiring a community health worker certificate;
4. Facilities in which, or organizations for whom, the community health worker is working a temporary or agency assignment;
5. Other members of the client's healthcare team; or
6. Law enforcement personnel.

Effective: 02/01/2010
R.C. 119.032 review dates: 10/13/2009 and 10/01/2014
Promulgated Under: 119.03
Statutory Authority: 4723.88
Rule Amplifies: 4723.81, 4723.82
Prior Effective Dates: 02/01/2005
Mercy College of Ohio
Division of Science and Allied Health Professions Certificate Programs

Acknowledgment Statement

Community Health Worker Program Handbook

I, ____________________________, understand that the Community Health Worker Program Handbook is located on the Mercy College website. I agree to read and abide by the policies and regulations described within. I have been given the opportunity to ask questions for clarification of all policies and regulations.

___________________________  ____________________________
Date                              Student Signature