



Community Health Worker

Certificate Program

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.

2221 Madison Avenue
Toledo, Ohio 43604
419.251.1313
888.80.MERCY
www.mercycollege.edu

CONTENTS

HANDBOOK POLICY/RIGHTS RESERVED	3
CIVIL RIGHTS/NONDISCRIMINATION STATEMENT	3
TITLE IX STATEMENT	3
PROGRAM HANDBOOK	3
COLLEGE CATALOG	4
ACCREDITATION STATUS	4
PROGRAM PHILOSOPHY	4
PROGRAM GOALS	4
PROGRAM ASSESSMENT PLAN	5
PROGRAM RETENTION CRITERIA/STANDARDS OF PROGRESS	5
ACADEMIC DISMISSAL	5
PROGRAM READMISSION	5
SPECIAL CONSIDERATIONS	6
PROGRAM GRADING POLICY	6
TECHNICAL STANDARDS AND REQUIREMENTS	6
HEALTH REQUIREMENTS, DRUG SCREENS AND CRIMINAL BACKGROUND CHECKS	8
CLINICAL PRACTICE	8
CLINICAL PRACTICE REGISTRATION	8
CLINICAL PLACEMENT AND LOCATION	9
DRESS CODE	9
WHEN AT CLINICALS	9
CLINICAL TIME KEEPING	9
CLINICAL ABSENCES/TARDINESS	10
CLINICAL EVALUATION	10
WITHDRAWL/REMOVAL FROM THE CLINICAL FACILITY OR FIELD SITE	10
CELL PHONES AND CALLS DURING CLINICALS	10
HAZARDOUS MATERIALS/GLOBALLY HARMONIZED SYSTEM	10
EXPOSURE PROTOCOL	11
SERVICE WORK POLICY	11
CERTIFICATE REQUIREMENTS	11
COURSE DESCRIPTIONS	12
COMMUNITY HEALTH WORKER CERTIFICATION	13
PROFESSIONAL ASSOCIATION	14
APPENDIX A	15
APPENDIX B	16
APPENDIX C	19

HANDBOOK POLICY/RIGHTS RESERVED

The Mercy College of Ohio Community Health Worker Handbook is published by the Mercy College of Ohio Health Science Division and is the Community Health Worker's official notification of its policies, procedures and standards of conduct applicable to students. Each student is responsible for knowledge of the policies, procedures and standards of conduct described in the Handbook; enrollment is considered acceptance of all conditions discussed in this Handbook. However, the provisions of this Handbook do not constitute a contract between any student and Mercy College of Ohio. The College reserves the right to change any of the policies, procedures and standards of conduct at any time as may be necessary in the interest of the College. The College also reserves the right to modify or discontinue any of the services, programs or activities described in this Handbook. If a material revision to a policy, procedure or standard of conduct is made and becomes effective during the academic year, students will be notified of such and will be expected to abide by the updated terms. Questions regarding this Handbook should be directed to the Director of Allied Health Certificate Programs, Tim Depinet, 419-251-1796.

CIVIL RIGHTS/NONDISCRIMINATION STATEMENT

Mercy College of Ohio is committed to a policy of nondiscrimination on the bases 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. For more information about Mercy College of Ohio policies, compliance and consumer information, please visit www.mercycollege.edu/compliance. Inquiries and complaints of discrimination may be addressed to the Director of Compliance and Risk Management at 419-251-1710, or 2221 Madison Avenue Toledo, Oh 43604.

TITLE IX STATEMENT

In accordance with the education amendments OF 1972, 34 CFR PART 106, Mercy College of Ohio has designated a Title IX Coordinator and Deputy Title IX Coordinator (Youngstown Location) to ensure compliance regarding sex/gender discrimination of any type. Discrimination on the basis of sex can include pregnancy and pregnancy-related conditions. Please direct questions/concerns to:

LESLIE ERWIN, TITLE IX COORDINATOR
419-251-1710

leslie.erwin@mercycollege.edu
titleIX@mercycollege.edu

BETSY CARDWELL, DEPUTY TITLE IX COORDINATOR
330-480-2170

elizabeth.cardwell@mercycollege.edu

PROGRAM HANDBOOK

The program handbook is provided to allow students who are enrolled in the Mercy College of Ohio's Community Health Worker certificate to better understand the program and its policies. It contains information about the program goals, course requirements, evaluation methods, policies, and procedures. Students are expected to be familiar with the material contained in this program handbook.

COLLEGE CATALOG

In addition to this reference tool, the 2020/21 undergraduate college catalog is an important resource during your time here at Mercy College. A pdf version of the college catalog is available on the college's website for download: www.mercycollege.edu/catalog

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).

Ohio Board of Nursing
17 South High Street
Suite 660
Columbus, OH 43215-3466
Phone: 614-466-3947
www.nursing.ohio.gov

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.

PROGRAM GOALS

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 healthcare knowledge and ability to work with clients across the lifespan in a community health setting.
- Use interpersonal skills and community resources to effectively advocate for individuals and communities served.
- Demonstrate professionalism and competence in serving clients.

- Communicate effectively and articulately in community health settings.

PROGRAM ASSESSMENT

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

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.

Successful completion of the CHW program consists of obtaining a “C” or better in each course in the program of study and successfully completing 150 clinical hours. 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.

PROGRAM 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.

SPECIAL CONSIDERATIONS

Unique problems or unexpected circumstances related to progression or completion should be brought to the attention of the program director. Consideration will be handled on a case-by-case basis and enforced with as much consistency as possible, in accordance with related policies.

PROGRAM GRADING POLICY

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.

As defined in the College Catalog under the heading “Types of Course Delivery Methods”, the following instructional delivery methods may be implemented, as determined by course faculty, to reach course objectives for course requirements including but not limited to clinical, laboratory, practicum, and other course requirements: Face to Face, Web-Enhanced (also web-facilitated), Blended (also hybrid), Online, and/or Accelerated.

TECHNICAL STANDARDS AND REQUIREMENTS

PHYSICAL
<ul style="list-style-type: none">Physically able to operate a variety of types of equipment including computer, telephone, etc.Physically able to exert up to twenty-five pounds of force occasionally and/or frequently lift, carry, push, pull, or otherwise move objects.Demands are in excess of sedentary work, including walking, standing, stooping, reaching, crouching, etc. for extended periods of time.
DATA CONCEPTION
<ul style="list-style-type: none">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.
INTERPERSONAL COMMUNICATION
<ul style="list-style-type: none">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.Ability to talk and hear.Must be able to understand various types of nonverbal communication.
LANGUAGE ABILITY

<ul style="list-style-type: none"> • Read and comprehend a variety of documents, reports, and books.
<ul style="list-style-type: none"> • Prepare various documents and reports such as client reports, etc., using proper format, punctuation, spelling and grammar.
<ul style="list-style-type: none"> • Communicate with instructors, clients, nurses, social workers, and other healthcare practitioners, etc. with poise, voice control, and confidence.
INTELLIGENCE
<ul style="list-style-type: none"> • Utilization of critical thinking skills and problem solving skills in order to complete tasks accurately and within assigned time frames.
<ul style="list-style-type: none"> • Apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
VERBAL APTITUDE
<ul style="list-style-type: none"> • Record and deliver information and to follow verbal and written instructions.
<ul style="list-style-type: none"> • Communicate with others via effective verbal communication.
<ul style="list-style-type: none"> • Knowledge of medical terminology and symbolism.
NUMERICAL APTITUDE
<ul style="list-style-type: none"> • Utilize basic mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and decimals; determine time and weight; apply calculations; and utilize descriptive statistics.
<ul style="list-style-type: none"> • Utilize the metric system.
MANUAL DEXTERITY
<ul style="list-style-type: none"> • Ability to grasp, handle, hold, cut, push, pull, and feel.
PERSONAL TRAITS
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Demonstrate professionalism, show the ability to work alone or within a team, demonstrate integrity and sincerity, and show an attitude of caring and sensitivity.
<ul style="list-style-type: none"> • Maintain confidentiality of client information.
<ul style="list-style-type: none"> • Demonstrate neatness and good hygiene.
<ul style="list-style-type: none"> • Positive attitude when receiving constructive criticism.
<ul style="list-style-type: none"> • Comfortable with physically touching others and being touched in a manner consistent with practical learning.
TRAVEL
<ul style="list-style-type: none"> • Ability to travel to and from the College campus, clinical facilities, and other assigned locations off campus.

Please note: College students with documented disabilities have the right to reasonable accommodation under Section 504 of the Rehabilitation Act of 1973 and the ADA. If you require special accommodations, please notify the course instructor during the first week of the term and/or seek help through the Division of Student Affairs, Office of Academic Accessibility, located on the fifth floor of the Madison Building, or on our website at www.mercycollege.edu/my-mercy/student-formation/academic-accessibility. See section SERVICES FOR STUDENTS WITH UNIQUE LEARNING NEEDS for additional information on this process.

To be qualified for the Mercy College Community Health Worker program, individuals must be able to meet both academic standards and the technical standards listed previously, with or without reasonable accommodation(s). It is a student's responsibility to request reasonable accommodations following the procedures outlined in the *Mercy College of Ohio Undergraduate Catalog* or on the College's website at www.mercycollege.edu; requests for reasonable accommodations will be reviewed and considered by the College. For further information regarding services and resources for students with disabilities and/or to request accommodations, please contact the Office of

Accessibility and Testing Services at 419-251-1784 or ADA504@mercycollege.edu. These standards are not intended to deter any student who may be able to complete the requirements of the program with reasonable accommodations. Please indicate below:

- I can meet the technical standards with or without reasonable accommodations.
- I cannot meet the technical standards with or without reasonable accommodations.

HEALTH REQUIREMENTS, DRUG SCREEN AND CRIMINAL BACKGROUND CHECKS

Criminal background checks, drug screens, health records, and immunizations are required prior to the start of the clinical experience. Program requirements and instructions are maintained on the College website at <https://www.mercycollege.edu/my-mercy/background-checks-health-records/>. The Policy can be found at <https://mercycollege.edu/about/compliance-consumer-information>.

Failing to clear the criminal background check, fingerprinting and drug screen, as a part of a required clinical, may be cause for dismissal from the program. Incomplete health, drug screen or background check requirements may result in program dismissal or suspension of the clinical.

Any concerns about the outcome of a criminal background check, fingerprints and/or drug screen should be discussed, in advance, with the Program Lead to determine the correct course of action.

Documentation for health records includes vaccination and other health requirements. Students may request waivers or extensions for vaccinations, which may be approved or denied by clinical facilities. If waivers are denied, it will prevent placement in clinical experiences and progression in the academic program. The College will make a reasonable attempt to find alternate clinical placements for students seeking extensions or waivers of vaccinations, but it is at the discretion of clinical sites whether students are permitted to participate in clinical experiences. Students are responsible for all costs associated with criminal background checks, drug screens, and health requirements. Please see the Clinical Compliance Coordinator with questions regarding documentation for health records, including vaccination requirements.

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 clinical sites 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 their clinical rotation, 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 PRACTICE 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.

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.

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 a blue embroidered polo shirt, black pants and black shoes and is required for all CHW clinical sites. Students are required to order a blue 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. Clinical attire must be kept clean and neat. Students must wear relatively new, clean, black, dress shoes to CHW clinical sites. 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 black 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 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

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 OR FIELD SITE

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 CLINICALS AND FIELD PRACTICUM

The use of personal cell phones during your clinical rotation 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.

EXPOSURE PROTOCOL

Although protocol may vary among clinical/field sites, upon exposure, it is the responsibility of the student to immediately notify their clinical preceptor and the clinical coordinator. Students should follow the appropriate exposure protocol in effect at that clinical/field site. Any subsequent healthcare costs are the responsibility of the student.

SERVICE WORK POLICY

No stipend is paid to Community Health Worker students during CHW clinical rotations. 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 (16.0 CREDIT HOURS)

SEMESTER I

	<u>Lecture</u>	<u>Lab</u>	<u>Clinical</u>	<u>Total Credit Hours</u>
CHW 101 Introduction to Community Health Worker	3	1 (1:2 ratio)		4
CHW 105 Healthcare and the Community	2			2
PSY 201 Lifespan Psychology	3			3

Semester I Total = 9 credit hours

SEMESTER II

	<u>Lecture</u>	<u>Lab</u>	<u>Clinical</u>	<u>Total Credit Hours</u>
CHW 102 Advanced Topics for the Community Health Worker	2	1 (1:2 ratio)		3

CHW 103 Directed Clinical Practice in Community Health		2 (1:5 ratio)	2
CHW 104 Community Health Worker Capstone	2		2

Semester II Total = 7 credit hours
PROGRAM TOTAL = 16 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

CHW 105: Healthcare and the Community

The course is designed to provide students with an understanding of the social determinants of health, diversity management and culturally competent care delivery as seen through the lens of health care policy and practice. Coursework integrates strategic diversity management, self-reflective leadership and the personal change process, with culturally and linguistically appropriate care into a cohesive systems-oriented approach for health care professionals.

Prerequisites: None

Co-requisites: None

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.

Below is the page the Ohio Board of Nursing main page takes you to when you click on the Community Health Worker Tab.

Community Health Workers Forms

All licensure and certification applications must be completed online. Please go to the front page of the website and click the box "[eLicense.Ohio.gov](#)" to access the online applications. The "sample" applications on the web page are for reference only and are provided for informational purposes.

If you are mailing one of the secondary forms below to the Board of Nursing, please write on your envelope, along with the address, ATTENTION: COMMUNITY HEALTH WORKER UNIT. This will help facilitate processing your request.

CRIMINAL RECORD CHECKS: [Click Here For More Information](#)

 [Community Health Worker Application - Sample Only Not for Submission](#)

 [Community Health Worker Application - Form A](#)

 [Community Health Worker Renewal Application - Sample Only Not for Submission](#)

 [Community Health Worker \(CHW\) Reactivation and Reinstatement Application - Sample Only Not for Submission](#)

 [Apply Online](#)

The Ohio Administrative Code Chapter 4723-26 Community Health Workers Describes all laws and definitions for the Community Health Worker.

PROFESSIONAL ASSOCIATIONS

Center for Healthy Communities

Katherine L. Cauley, Ph.D., Director

Community Health Collaborative

<http://communityhealthcollaborative.org/source/>

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:

<p>Region I Defiance, Erie, Fulton, Hancock, Henry, Huron, Lucas, Ottawa, Paulding, Putnam, Sandusky, Seneca, Williams, Wood</p>	<p>Region II Ashtabula Columbiana, Cuyahoga Geauga, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit, Trumbull</p>	<p>Region III Ashland, Athens Belmont, Carroll Coshocton, Crawford Delaware, Fairfield, Fayette, Franklin, Gallia, Guernsey, Harrison, Hocking, Holmes, Jackson, Jefferson, Knox, Lawrence, Licking, Madison, Monroe, Morgan, Muskingum Noble, Perry, Pickaway, Pike, Richland, Ross, Scioto, Tuscarawas, Union, Vinton, Washington, Wayne, Wyandot</p>	<p>Region IV Adams, Allen, Auglaize, Brown, Butler, Champaign, Clark, Clermont, Clinton, Darke, Greene, Hamilton, Hardin, Highland, Logan, Mercer, Miami, Montgomery, Preble, Shelby, Van Wert, Warren</p>
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Mercy College of Ohio

Division of Health Sciences

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

APPENDIX B

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

APPENDIX C - TECHNICAL STANDARDS AND REQUIREMENTS

PHYSICAL
<ul style="list-style-type: none"> Physically able to operate a variety of types of equipment including computer, telephone, etc.
<ul style="list-style-type: none"> Physically able to exert up to twenty-five pounds of force occasionally and/or frequently lift, carry, push, pull, or otherwise move objects.
<ul style="list-style-type: none"> Demands are in excess of sedentary work, including walking, standing, stooping, reaching, crouching, etc. for extended periods of time.
DATA CONCEPTION
<ul style="list-style-type: none"> 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.
INTERPERSONAL COMMUNICATION
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Ability to talk and hear.
<ul style="list-style-type: none"> Must be able to understand various types of nonverbal communication.
LANGUAGE ABILITY
<ul style="list-style-type: none"> Read and comprehend a variety of documents, reports, and books.
<ul style="list-style-type: none"> Prepare various documents and reports such as client reports, etc., using proper format, punctuation, spelling and grammar.
<ul style="list-style-type: none"> Communicate with instructors, clients, nurses, social workers, and other healthcare practitioners, etc. with poise, voice control, and confidence.
INTELLIGENCE
<ul style="list-style-type: none"> Utilization of critical thinking skills and problem solving skills in order to complete tasks accurately and within assigned time frames.
<ul style="list-style-type: none"> Apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
VERBAL APTITUDE
<ul style="list-style-type: none"> Record and deliver information and to follow verbal and written instructions.
<ul style="list-style-type: none"> Communicate with others via effective verbal communication.
<ul style="list-style-type: none"> Knowledge of medical terminology and symbolism.
NUMERICAL APTITUDE
<ul style="list-style-type: none"> Utilize basic mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and decimals; determine time and weight; apply calculations; and utilize descriptive statistics.
<ul style="list-style-type: none"> Utilize the metric system.
MANUAL DEXTERITY
<ul style="list-style-type: none"> Ability to grasp, handle, hold, cut, push, pull, and feel.
PERSONAL TRAITS
<ul style="list-style-type: none"> 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.

<ul style="list-style-type: none"> • Demonstrate professionalism, show the ability to work alone or within a team, demonstrate integrity and sincerity, and show an attitude of caring and sensitivity.
<ul style="list-style-type: none"> • Maintain confidentiality of client information.
<ul style="list-style-type: none"> • Demonstrate neatness and good hygiene.
<ul style="list-style-type: none"> • Positive attitude when receiving constructive criticism.
<ul style="list-style-type: none"> • Comfortable with physically touching others and being touched in a manner consistent with practical learning.
TRAVEL
<ul style="list-style-type: none"> • Ability to travel to and from the College campus, clinical facilities, and other assigned locations off campus.

Please note: College students with documented disabilities have the right to reasonable accommodation under Section 504 of the Rehabilitation Act of 1973 and the ADA. If you require special accommodations, please notify the course instructor during the first week of the term and/or seek help through the Division of Student Affairs, Office of Academic Accessibility, located on the fifth floor of the Madison Building, or on our website at www.mercycollege.edu/my-mercy/student-formation/academic-accessibility. See section SERVICES FOR STUDENTS WITH UNIQUE LEARNING NEEDS for additional information on this process.

To be qualified for the Mercy College Community Health Worker program, individuals must be able to meet both academic standards and the technical standards listed previously, with or without reasonable accommodation(s). It is a student’s responsibility to request reasonable accommodations following the procedures outlined in the *Mercy College of Ohio Undergraduate Catalog* or on the College’s website at www.mercycollege.edu; requests for reasonable accommodations will be reviewed and considered by the College. For further information regarding services and resources for students with disabilities and/or to request accommodations, please contact the Office of Accessibility and Testing Services at 419-251-1784 or ADA504@mercycollege.edu. These standards are not intended to deter any student who may be able to complete the requirements of the program with reasonable accommodations. Please indicate below:

- I can meet the technical standards with or without reasonable accommodations.
- I cannot meet the technical standards with or without reasonable accommodations.

Student Signature

Date