

Cascade Connections Training Center

1354 Pacific Place Suite 101/PO Box 3174
Ferndale, WA 98248

Owners, Personnel, and Licensure

Owners: Cascade Connections

Administrators: Allison Hill, Training Director

Name and Address of School's Administrative Offices and Auxiliary Facilities: 1354 Pacific Place Suite 101/PO Box 3174 Ferndale, WA 98248

Name and Address of Parent Company: Cascade Connections 1354 Pacific Place Suite 101/PO Box 3174 Ferndale, WA 98248

Instructors and Summary of Qualifications: Allison Hill, BA, 30 years of experience in caregiving and management. Katherine Bates, BA, 10 years of caregiving and management experience. Laurel Nickerson, BA, 5 years of caregiving and management experience.

Licensure: This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board
128 10th Ave SW, Olympia, WA 98501
360-709-4600
workforce@wtb.wa.gov

Accreditation/Registry: Our school is not authorized to receive Federal Loans

School Calendar, Class Schedules, and Program Starting Dates

Observed Holidays: The following holidays will be observed and classes will not be held. New Year's Day, Independence Day, Memorial Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. Holidays are not counted as part of the contracted time schedule.

Business and Class Hours: The total hours of each program vary and are dependent upon the curriculum. Business hours are from 8:30 a.m. until 4 p.m., Monday through Friday, and classes are scheduled Monday through Sunday from 8 a.m. until 6 p.m. We try to accommodate students' schedules by offering a variety of class schedules from which students may choose.

Students have the opportunity to start the Home Care Aide (HCA) classes twice per month. Classes start with Orientation and Safety. O & S is posted on our website cascadecconnections.org or you can call 714-9355 for class start dates.

Facilities

Cascade Connections Training features an up-to-date facility with a reception area, waiting area, computer lab, and three classrooms. Training equipment includes mannequins, sinks, hospital beds, a Hoyer lift, and all equipment needed to practice HCA skills. The school has a kitchen with a microwave, refrigerator, and sink for students to use. Both male and female lavatories are available. There is parking available in a well-lit parking lot. The facility is located near public transit. Please refer to local bus schedule. This is an ADA-accessible facility with wheelchair accessible ramps and lavatories. Reasonable accommodation will be provided at the request of the student. The maximum class size is 14 and the student/teacher ratio is 7-to-1.

Entrance/Admission Requirements

Students must have a high school diploma or GED to attend the HCA. Students must be able to pass a DSHS fingerprint background check as well as a suitability review done by the Washington Department of Health (DOH). Cascade Connections Training does not provide background checks. We can assist students with their DOH HCA application and/or supply that information. All background questions and HCA eligibility need to go through DOH at (360)236-2701.

Cascade Connections Training encourages diversity and accepts applications from all minorities. We not discriminate on the basis of race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability. Cascade Connections Training acknowledges that information pertaining to an applicant's disability is voluntary and confidential and will be made on an individual basis. If this information is presented, Cascade Connections Training will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator upon registration of the program. Some programs require medical documentation because of the rigors of curriculum.

Program Description

HCA Training Certificate (75 hours of classes): \$495-628 depending on classes student chooses - This curriculum includes; an overview of developmental disabilities, residential service guidelines and individual services, effective communication, service plans, personal care skills and support, nutrition and dietary guidelines, healthcare/health management, medication management, emergency procedures, abuse and neglect, confidentiality, HCA staff roles/self-

care/boundaries/communication. Students then choose from classes such as Mental Health Specialty, Dementia Specialty, and/or Traumatic Brain Injury. This program fulfills the training requirements needed to successfully apply for your state test and receive your HCA license through the Department of Health. Students must pay separately for their state test and Home Care Aide state certification. Students will fill out a DOH application, that includes the testing fee and license fee, on the first day of class. The fee is paid directly to the Department of Health. The current fee is \$222.00.

Educational Credential: Student will receive their 75-hour Home Care Aide training certificate. This certificate completes the Home Care Aide Training Requirements.

Tuition and Additional Costs

Total cost of training including tuition, fees, deposits, and other charges necessary to complete the program. Students will need to meet all financial responsibilities before a Certificate of Completion will be issued.

Tuition: \$495-\$628 (75-hour class)

Licensing/testing fees: \$222 (paid directly to DOH)

Financial Aid Assistance: Cascade Connections Training does not currently offer financial aid.

Grading System/Standards of Progress

Students are graded by Pass/Fail. Students must attend all 75 hours, participate in skills sessions, and show knowledge and the ability to provide safe common care for clients.

Student Evaluation Techniques: A written test may be administered after each lesson to determine the amount of learning that has taken place. Test scores that are below 75% indicate that the necessary skills for entry into employment were not acquired. Students get a chance to retake the test to receive a passing grade. Students should make arrangements for additional practice, independent study, or tutoring, if needed. Grades and/or assessments are provided to the students as the test is administered. Other methods of evaluation may include oral quizzes, skill-development tests, hands-on skill evaluation, and individual and group projects.

Incomplete Grades: Incompletes are given when a student is unable to complete a course because of illness or other serious problems. Students will be asked to complete the coursework and classes before receiving their certificate. Some classes must be taken in sequence. In these cases, students will be asked to retake that sequence. Students who are unable to complete the certification due to illness

or other serious problems will receive refunds in accordance with the school's refund policy.

Attendance and Lateness

Cascade Connections Training requires 100% attendance to all classes. If a student is absent, arrangements must be made to reschedule the class they missed. The CORE class section of the 75-hour training must be taken in succession. For this reason, this class must be taken in full each day, or the student will need to reschedule and retake the entire CORE class if any days/times are missed. A rescheduling fee may be required in accordance with our policy.

Tardiness: Developing a good work ethic is an important part of the training you receive through Cascade Connections Training. Students arriving late for class miss valuable information and interrupt the instructor and other students. Consequently, students who are over 15 minutes late will need to reschedule that class day. A rescheduling fee may be required in accordance with our policy.

Religious Accommodation: Cascade Connections Training will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should submit a written request directly to their instructor, with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any missed classes. The student shall work with the instructor to determine a schedule for making up missed work.

Examples of religious accommodations may include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates; and releasing a graduate assistant from teaching or research responsibilities on a given day.

Withdrawing from School: Students must prepare a written notification and submit it to the school director. This document must contain the student's name, current address, and date. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance.

Code of Conduct

The following conduct is unacceptable and will not be tolerated:

- All forms of bias, including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed as demonstrated through verbal and/or written communication and/or physical acts
- Sexual harassment, including creating a hostile environment and coercing an individual to perform sexual favors in return for something
- All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud
- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings and programs, or other school activities
- Theft or damage to the school premises or damage to the property of a member of the school community on the school premises
- Student acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds
- Violation of the law on school premises, including but not limited to the use of alcoholic beverages or controlled dangerous substances
- Violation of published school policies

Conditions for Dismissal

Students may be dismissed from the school for the following reasons:

- Not adhering to the school's rules, regulations, policies, and code of conduct
- Missing more than 20 percent of instruction time

The school director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. Prepaid tuition will be refunded according to the school's refund policy.

Re-Entry Policy

Students dismissed from the school who request re-entry must put the request in writing to the school director. Student must complete the remaining program within one year of dismissal or leave of absence to continue eligibility. In cases where the student was dismissed due to unacceptable conduct, the student may have to meet with the director before re-entering the school. The decision of the director is final and the student will receive a letter within five business days stating the decision.

Credit for Previous Training

Cascade Connections Training is committed to helping students reach their educational goals as quickly as possible. However, technology changes rapidly and what was learned in an earlier program may no longer be applicable. Students wishing to receive recognition for previous training must show proof of previous

training. Once proof of trainings have been submitted, the Training Director will let the student know (within five business days) which trainings are eligible.

Student Grievance-Complaint/Appeal Process

Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint. Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the Training Director. The written request should include the following information:

- Student's full name and current address
- A statement of the concern, including dates, times, instructors, and other students involved (if applicable)
- Date of complaint letter and signature of the student
- Three dates in which the student would be available for a meeting with the Training Director. These dates should be within 10 business days of the complaint.

The Training Director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school, the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.

Cancellation and Refund Policy (Compliance with WAC 490-105-130)

Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule.

- The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school.
- The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training.
- The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A "registration fee" is any fee charged by a school to process student applications and establish a student record system.

- If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	The school may keep this percentage of the tuition cost:
One week or up to 10%, whichever is less	10%
More than one week or 10% (whichever is less), but less than 25%	25%
25% but less than 50%	50%
More than 50%	100%

- When calculating refunds, the official date of a student’s termination is the last day of recorded attendance:
 - When the school receives notice of the student’s intention to discontinue the training program;
 - When the student is terminated for a violation of a published school policy which provides for termination; or,
 - When a student, without notice, fails to attend classes for 30 calendar days.
- All refunds must be paid within 30 calendar days of the student’s official termination date.
- Those agencies requesting Cascade Connections Training bill payment through the DDA will be charged \$25.00 if the student is dropped or asked to reschedule within seven days of the class start date. Agencies will also be charged a \$25 fee for students who are no-shows.

Student Records

Student records will be maintained by the school for 50 years or until the school closes. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board. Upon graduation, each student will be given a copy of his or her transcript. These records should be maintained indefinitely by the student. Students may request copies by writing to the school. Student records are available for review by the student at any time.

Placement Assistance

Cascade Connections Training does not currently offer placement assistance.