

resolved in a timely manner and on an individual basis.

### **Step 1**

The student shall take the request or grievance up with the course instructor and try to work out a satisfactory resolution to the situation. If the situation involves the Program Instructor, then the student should contact the Dean of Student Support.

### **Step 2**

In the event a satisfactory resolution is not reached in Step 1 within three (3) business days, a written grievance form shall be completed by the student clearly stating what the request or grievance is; the events that have transpired since the onset of the grievance and the situation that remains unresolved. An appointment shall be made with the Director of Nursing Education and the Dean of Student Support at which time the written grievance shall be presented to them.

### **Step 3**

The Dean of Student Support and the Director of Nursing Education or designee shall investigate the situation and a final plan of action for resolving the grievance shall be made. A written response shall be presented to the student within seven (7) business days of the receipt of the written grievance. The Dean shall have the final decision about how a grievance is to be managed and what corrective action, if any, is to be taken.

When a satisfactory resolution of the problem is not obtained, the student may contact:

### **State Council of Higher Education for Virginia (SCHEV)**

James Monroe Building, 9<sup>th</sup> Floor  
101 North 14<sup>th</sup> Street  
Richmond, VA 23219  
Phone: (804) 225-2600  
Fax: (804) 225-2604

### **Virginia Board of Nursing**

9960 Mayland Dr., #300  
Richmond, VA 23233  
Tel: (804) 367-4515

### **ABHES**

7777 Leesburg Pike, Suite 314N  
Falls Church, Virginia 22043  
Phone: (703) 917-9503

The student will not be subject to unfair action/treatment as a result of initiation of a complaint to the above entities

## **NON-ACADEMIC POLICIES**

### **Breaks**

Breaks are given throughout the day at which time the students are allowed to go outside or utilize the break area. Students are not allowed in front of main entry to school during breaks. During lunch students are allowed to leave the premises but should return prior to the end lunch period. A designated break area is available for those students who wish to remain on the premises for lunch. Student may be in the rear of the school, the designated break area, or the student parking lot. Smoking is allowed only in the rear of the building.

THERE WILL BE NO CONSUMPTION OF FOOD OR DRINK IN THE LAB AREAS EXCEPT WHEN DIRECTED BY THE INSTRUCTOR DURING CLASS (ES) ON FEEDING THE RESIDENT/PATIENT.

The Clinical Instructor shall always be notified before you leave the patient care area to take meals and breaks. The location of the student during meals and breaks shall be identified to the Clinical Instructor **PRIOR** to leaving the unit. Failure to notify the Clinical Instructor before leaving the patient care area shall be considered an abandonment of assignment and is, therefore, grounds for termination from the program without a refund of tuition and fees.

### **Cell Phone Policy**

Cell phone use, of any kind, is prohibited in the class room. Cell phone use is permitted at lunch and/or break out of the class room. CELL PHONES ARE NOT ALLOWED IN THE CLASSROOM DURING EXAMS OR WHILE THE EXAM IS BEING REVIEWED. Continued infractions of the cell phone policy may result in dismissal from the program.

Cell phones are not allowed in the clinical setting. Cell phones are not allowed to be on the student's person (pocket, phone holder) during clinical. Cell phone use is permitted at lunch and/or break off of the clinical floor.

Students are not allowed to keep cell phones on by starting the phone is on for emergencies. Please provide the school's telephone number for use in case of emergency. When the caller states the call is an emergency the student will be immediately summoned to take the call. If the student is in the clinical setting, the clinical instructor will be notified and the student will be informed. The phone number for the school is (703)891-1787.

### **Dress Code**

#### **Class:**

The dress code for classes is casual. T-shirts with slogans, tube tops, short skirts/dresses, and shorts are not appropriate for classroom attire.

#### **Clinical:**