

LifeShare Phlebotomy School

Student Handbook

2020 - 2021

LifeShare Phlebotomy School
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Licensure Statement

LifeShare Phlebotomy School is licensed by the Louisiana Board of Regents and adheres to the rules and regulations of the Louisiana Proprietary Schools Advisory Commission.

I. Welcome to the LifeShare Phlebotomy School

Thank you for joining us. We want you to feel that your association with LifeShare Phlebotomy School (LPS) will be rewarding and provide for your professional growth.

This Student Handbook provides answers to questions you may have about the LPS's Phlebotomy program. It includes policies and procedures LPS abides by, our commitment to you, and your responsibilities. If anything is unclear, please discuss the matter with the LPS Education Coordinator.

You are responsible for reading and understanding this Student Handbook.

From time to time, the information included in the Student Handbook may change. Every effort will be made to keep you informed through suitable lines of communication, including postings or email and/or notices sent directly to you.

Professional growth and personal satisfaction gained from achieving a certification as a Phlebotomist are only some of the reasons most people pursue a program like the one offered at LPS. Our Phlebotomy program is committed to doing its part to ensure you have a satisfying and successful education experience.

II. Introduction

Purpose of this Handbook

The policies, procedures and benefits described in this Student Handbook ("Handbook") apply to all students of the LifeShare Phlebotomy School. This Handbook is designed to answer your questions about the practices and policies of LPS, what you can expect from LPS, and what LPS expects from you as a student.

There are several things that are important to keep in mind about this Handbook.

First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all possible applications of, or exceptions to, the policies and procedures described herein. For that reason, if you have questions, you should address your specific questions to the LPS Education Coordinator or Program Director.

Second, LPS's policies and procedures, as explained in this Handbook, may change from time to time as business, legislation and economic conditions dictate. If and when provisions are changed, you will be notified of the changes as soon as possible.

Third, this Handbook and the information in it should be treated as proprietary and confidential. No portion of this Handbook should be disclosed to others, except LPS

students and others affiliated with LPS whose knowledge of the information is required in the normal course of the program.

LifeShare Blood Center

LifeShare Blood Center (LBC) is a non-profit organization through which lifesaving blood and blood components are supplied to member hospitals throughout a large region encompassing much of Louisiana, as well as parts of east Texas and southern Arkansas. LBC provides vital laboratory services to our patients through other related testing including specialized red cell and platelet genotyping. LBC is licensed by the Food and Drug Administration (FDA) and the Louisiana State Department of Health (LSDH), accredited by AABB, and is a member of America's Blood Center (ABC) and the American Rare Donor Program and an affiliate of the National Marrow Donor Program.

LBC is a community-service agency fulfilling a constant demand for blood and blood products from hospitals throughout our service area. Our continuing operation relies solely on volunteer donations of blood from members of the communities we serve. LBC's expenses are met by fees charged to hospitals for blood processing costs.

LifeShare Blood Center is comprised of many departments committed to serving the needs of LifeShare's hospitals, clinics, physician's offices, and the general public. Our Donor Services Division includes telephone recruitment and blood collections. The Production Department includes component preparation, labeling and distribution of our products. The Laboratory Services include a product Quality Control Laboratory, Immunohematology Reference Laboratory, Scientific Services Laboratory, and Cellular Services Laboratory. These labs perform the following procedures: (1) FDA-mandated quality control testing on blood products; (2) specialized testing for patients with specific serologic complexities; and (3) red cell and platelet antigen genotyping.

History of LifeShare Blood Center

LifeShare Blood Center is one of the nation's oldest blood banking facilities. It was founded in 1942 by civic-minded residents who realized a blood bank was needed for emergencies created by WWII. The founding name was the Shreveport Memorial Blood Bank. During its life time the organization has had different names to reflect its growth and in 2017 it rebranded to become LifeShare Blood Center.

LifeShare Blood Center Today

For more than seven decades LifeShare has received community support from donors, volunteers and other contributors. With this support, LifeShare has been on the forefront of many developments in blood banking. Vision and dedication have led us to become a multi-state blood provider and an internationally known resource for rare blood and scientific support services. LifeShare also provides patient treatment procedures such as therapeutic apheresis and mononuclear cell collection, as prescribed by a physician.



More than 400 people, ranging from blood collection technicians and laboratory technologists to administrators and donor recruiters, are employed by LBC. The organization is governed by a volunteer board of directors.

As steward of the region's blood supply, LifeShare Blood Center is an important and unique member of the health care community. LBC is one of the nation's oldest independent blood-banking institutions, providing blood products as well as laboratory services to a diverse customer base, supporting 3.7 million people in multiple states.

The LBC Phlebotomy School

LifeShare Blood Center is a leader in blood bank education. LBC has hosted local, national and international experts in a variety of fields such as laboratory management, transfusion medicine, immunohematology, hemostasis and blood banking. LBC has created and provided continuing education to regional technologists. Additionally, LPS hosts AABB, SCABB, and ABC Teleconferences. These teleconferences are made available to LBC client facilities as well as LBC employees and students.

The LifeShare Blood Center's Phlebotomy School began with the intent to provide quality, affordable Phlebotomy training to support a demand which exceeds the available schools. The objective of the program is to provide a review of medical terminology, basic blood banking, and technical education to include hands-on skill development. LBC receives regular requests to provide Phlebotomy education.

The Phlebotomy program has been developed to provide a comprehensive educational program in Phlebotomy skills. This program is pursuing accreditation from the National Phlebotomy Association (NPA).

At the completion of the six-week Phlebotomy program, the successful student will receive a certificate of completion as a Phlebotomy Specialist and will be eligible to sit for the Phlebotomy Technician Certification (CPT) examination given by the National Healthcareer Association (NHA).

The LPS Phlebotomy Program is a traditional classroom educational program. Students may also access on-line lectures and exams through the use of online services. The clinical experience and technical skill demonstration required of each student will be acquired at LPS. Maximum class size is 15 students per session. The Phlebotomy program provides in-depth training in all aspects of Phlebotomy including:

- Historical perspective
- Medical terminology
- Anatomy and physiology
- Communication
- Phlebotomy practical
- CPR
- Point of Care
- Stress Management
- Phlebotomy Techniques
- Human Relations
- Legal Aspects
- Infection control
- Drug awareness
- Professional practices

III. The LPS Phlebotomy Program Mission Statement

The LifeShare Phlebotomy School provides technical, clinical and scientific education in all aspects of Phlebotomy.

We are committed to providing the highest quality educational experience for our students. It is our purpose to develop phlebotomists who will become valuable contributors to the healthcare community.

IV. LPS Phlebotomy Program Review Student File/Record

Keeping student files up-to-date is the responsibility of the school's Education Coordinator. The student file contains at a minimum:

- Student Application
- Health Summary
- Documentation of Hepatitis B Vaccination
- Home address
- Home or mobile telephone number

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- Email address
- Emergency contact information

You may view your own student file, and you may request and receive a copy of the documents you have signed. Contact the LPS's Education Coordinator to request copies of documents from your student file.

Admission prerequisites and requirements are listed in the course syllabus.

Open Door Policy of the LPS Phlebotomy Program

Our goal at LPS is to provide a pleasant and welcoming educational environment for all students. This goal is achieved by developing and maintaining a cooperative relationship among students based on mutual respect and understanding. We believe that students' opinions, thoughts and feedback are important; and we recognize the need for procedures that will allow students to bring their questions, suggestions and concerns to our attention. For these reasons, we strongly endorse an open door policy where students are able to discuss any questions, comments or matters of concern with the Phlebotomy Education Coordinator.

LPS's open door policy is in effect during each working day. Our success has been built on the free exchange of ideas, the identification of problem areas and their quick resolution. The open door policy provides you with several different ways to let us know your suggestions, ideas or concerns. They include your direct day-to-day communications with your Education Coordinator. Remember that while LPS may not be able to fully address the issue, we will attempt to assist you and take your opinions into consideration. If at any time you are not comfortable speaking directly with your Education Coordinator, please contact the LPS Program Director or LBC Human Resources.

Office hours: Students can contact LBC Monday-Friday between 10:00 a.m. and 2:30 p.m. if they wish to speak with any instructor, the Education Coordinator, or the Program Director. During this time, you can ask questions and get immediate feedback. If your question would benefit the whole class, a reply will be sent to all.

School Holiday Calendar

New Year's Day	Wednesday, January 1, 2020
Memorial Day	Monday, May 25, 2020
Independence Day	Friday, July 3, 2020
Labor Day	Monday, September 7, 2020
Christmas Day	Friday, December 25, 2020
New Year's Day	Friday, January 1, 2021

School Facilities and Equipment

The approved Certificate of Occupancy specifies the area of the LifeShare Blood Center building which will be used for the Phlebotomy program. Classes will be

hosted in the main conference room, which can seat 15 students at any given time. Labs and clinical component will be conducted in our Apheresis department in the afternoons, when such classes are scheduled. Restrooms are adjacent to the rooms where classes take place. Parking is available in close proximity to the main building. Attached is a copy of our floor plan highlighting the portion used for the Phlebotomy program. Classes will be conducted using a state of the art audio & video system and LifeShare Apheresis equipment will be used for clinical procedures.

Safety/cGMP Training Policy

Due to the technical hands-on experience required during the program, it is important for the Phlebotomy students to have documented safety training. LPS will provide such a training at our school. If a student does not attend the LPS cGMP Training Class, he/she must submit to the LPS program officials documentation of suitable safety training obtained elsewhere.

Documentation of safety training will be kept in the student's file. This documentation will be retained in the student record until the student's completion of the program.

Job Placement and Student Assistance

An integral component of our program is dedicated to preparing students for job application, interviewing, and resume preparation. In addition, LPS will prepare students for the mastery of the prerequisite requirements for passing the Phlebotomy Technician Certification (CPT) examination given by the National Healthcareer Association (NHA). Upon successfully graduating the course, some of the students will receive offers to work for LifeShare if such openings exist at that particular time. However, LPS cannot guarantee job placement. LifeShare Phlebotomy School does not assist students with residential housing, counseling, or scholarships.

V. Summary of Student Expectations

Classroom Attendance

All students are required to attend classes held at LifeShare Phlebotomy School located at 8910 Linwood Avenue, Shreveport, LA, 71106. Regular and prompt attendance is essential for all LPS students. You are required to attend all classes and complete all assignments and exams. Course Syllabus defines all expectations, policies, and provides detailed course description.

Exceptions for Required Tasks (Exams and Professional Development Tasks)

Exams and professional development tasks are outlined with deadlines at the beginning of the course. Additionally, there are specifically outlined exceptions to program deadlines. If you need to apply one of these exceptions, please contact the Education Coordinator as soon as possible. These exceptions must be "pre-approved" by the LPS Education Coordinator for a student to be excused/re-scheduled for required tasks.

- **Jury Duty for the students:**

It is your civic responsibility to report for jury duty whenever called. LPS students shall be granted excused time off for mandatory jury duty and for court hearings in which you are a plaintiff or defendant. A leave of absence for jury duty shall be granted to any student who has been notified to serve. Upon receipt of the notice to serve jury duty, the student shall immediately notify the Education Coordinator and provide a copy of the notice to serve.

At end of the 6 weeks, the Education Coordinator will perform a final assessment review based on class participation and contribution, completion of assigned tasks, attendance, and exams. If all the requirements are met according to the grading policy contained in the Course Syllabus, then the student will receive a Certificate of Completion.

For the online component of the program students must be able to use personal technology equipment which will allow them access to LSP portal and Moodle Learning Management System (LMS). Browser recommendations include Chrome, Firefox, Safari for Mac, and Microsoft Edge. Also, access to Internet Explorer and a word editing program (e.g. Microsoft Word, etc.) is necessary.

Exams

Each Unit from this course requires an exam or a quiz. Course Syllabus contains specific details for exams.

Minimum Expectation for Exam Completion

The LPS student is required to complete all exams or/and quizzes. Each exam or quiz can be taken only one time. If a student fails to complete an exam, no credit will be given for that exam.

If a final exam is given, a student not passing this exam will be allowed to retake it after coaching and reviewing the exam with the LPS Education Coordinator.

The repeat final exam, if administered, will be as comprehensive as the initial final exam, but will contain different test questions. If a student fails both written exams or does not take the repeat exam, the student will not complete the LPS Phlebotomy program.

Minimum Grading Expectation

An LPS Phlebotomy student must maintain an average of at least $\geq 75\%$ on all exams to successfully complete the program. Course Syllabus contains the grading policy.

Dress Code/Personal Appearance Policy

LPS considers it very important that you are well groomed, neat, and dressed appropriately for classroom work and clinical learning environments.

Minimum Expectation

It is a minimum expectation that the LPS Phlebotomy student will complete clinical, technical, and professional development tasks as assigned.

Homework/Lab Assignments

The student should complete homework assignments for each topic as assigned.

VI. LPS Grading Policy

Written Examinations

Students must take the exams as scheduled. The instructor will inform the students in advance of the exam schedule. The Phlebotomy student must maintain an average of $\geq 75\%$ for all exams.

- For any exam score $< 75\%$, students must review all missed exam questions. The student must provide the correct answer as well as the source for the material used.
- Students not maintaining a $\geq 75\%$ exam average will be counseled and the counseling sessions documented. Any student maintaining $< 75\%$ exam average after week 4 may be removed from the program.

Student Grade Appeal Process

Academic Appeal

The student has the right to prove to the Education Coordinator that a question on a written exam was marked incorrectly. The student must show written evidence on which he/she based the conclusions. If the Education Coordinator agrees that the question was marked incorrectly, the mark will be changed accordingly.

Any grade the student receives can be discussed with the Education Coordinator. If satisfaction is not attained at that level, then a committee of the mutual choosing between the student and the Education Coordinator can be assembled so that the student can present his/her case. The findings of that committee will be final unless the student feels that he/she is being discriminated against.

Filing a Grievance

Students have the right to appeal any evaluation which they deem unfair or discriminatory. To prevent misunderstanding and avoid confusion, all official communications and appeals must be in writing. To file a grievance, document the complaint to LPS's Medical Director. The grievance will be reviewed by the program officials and forwarded to the LPS Advisory Committee for review.

**VII. LPS Phlebotomy Student Withdrawal or Dismissal Process
Student Withdrawal or Dismissal**

A student may be terminated by Self-withdrawal or Dismissal.

Causes for Removal

- Failure to maintain $\geq 75\%$ on examinations.
- Failure to regularly attend scheduled classes, and/or failure to participate in an acceptable manner as determined by the Education Coordinator. Unexcused absences will not be tolerated.
- Failure to meet deadlines for payment of tuition.
- Failure to follow the procedures or policies that the student signed and agreed to at the outset of the program.

Method of Removal / Dismissal

- The student will be verbally counseled.
- If, after documented verbal counseling, there is no improvement in performance or participation, the student will be placed on a written corrective action plan.
- A follow-up evaluation will take place no later than one (1) week after the written warning notice. If the student fails to demonstrate improvement, he/she will be dismissed from the LPS Phlebotomy program.

Results of Dismissal from the LPS Phlebotomy program include:

- Removal of access to the on-line portion of the LPS Phlebotomy program.
- Removal of access to the LifeShare Blood Center facility.
- No certificate of completion will be granted.

Appeals Process

Dismissal for failure to follow school policies may be appealed through the LPS Advisory Committee.

Students may submit in writing the reasons why they believe they should not be dismissed to the LPS Medical Director and Program Director. The Program faculty will evaluate this appeal and forward the appeal to the LPS Advisory Committee for consideration.

Student Complaint Procedure

Student complaints relative to actions of school officials shall be addressed to the Louisiana Board of Regents, Proprietary Schools Section, P. O. Box 3677, Baton Rouge, LA, 70821-3677, Phone: (225) 342-7084, only after the student has unsuccessfully attempted to resolve the matter with the school after having first filled a written and signed complaint with the school's officials.

VIII. LPS Tuition Policy
Fees for Students = \$2,000 per 6-week class session
(includes \$150 registration fee)

Collection of Fees

- Students will be invoiced by LPS's Accounting Department.
- All funds collected will be submitted to LPS's Accounting Department as collected via check or money order.

Payment Plan

Full tuition is due no later than 1 week prior to the first class of the program.

Consequence of Non-payment

If the student does not pay the tuition fee prior by the due date, the student will be dropped from the program. There is no allowance for late payment.

Refund Policy

The school will adhere to the Louisiana Minimum Cancellation and Refund Policy.

1. All monies paid by a student will be refunded if requested in writing within three business days after signing an enrollment agreement and making an initial payment.
2. For cancellations requested after 3 business days but prior to commencement of classes, all tuition fees will be refunded, less a \$150 registration fee.
3. After a student has completed less than 18 clock hours of the program, the institution shall refund at least 80% of the tuition, less that registration fee, thereafter.
4. After student has completed less than 30 clock hours of the program, the institution shall refund at least 70% of the tuition, less the registration fee, thereafter.
5. After a student has completed 30 clock hours but less than 60 clock hours of the program, the institution shall refund at least 45% of the tuition, less the registration fee, thereafter.
6. After a student has completed 60 clock hours or more of the program, the institution may retain 100% of the stated course price.

Any unused portion of the book fee tuition will be refunded.

IX. Student Acceptance of Policies and Tuition Requirements

Please read the following statements and sign below to indicate your receipt and acknowledgment of the LifeShare Phlebotomy School Student Handbook.

This Student Handbook is an important document intended to help you become acquainted with the school and the Phlebotomy program. This Handbook will serve as a guide, but it is not the final word in all cases. Individual circumstances may call for individual attention.

The contents of this Handbook may change at any time at the discretion of LPS. No changes in any policy or rule will be made without due consideration of the mutual advantages, disadvantages, and responsibilities such changes will have on you as a student in the Phlebotomy program and on LPS.

- I have received and read a copy of the Student Handbook. I understand that the policies described in it are subject to change at the sole discretion of LPS at any time.
- I acknowledge that I have reviewed the evaluation policy, student review policy, program withdrawal policy, and financial tuition requirements. Further, I understand any violations of the Program policies may result in disciplinary actions up to and including dismissal from the program. My signing constitutes my consent to all the terms and conditions of that policy.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the LPS Phlebotomy School Student Handbook.

Student Name

Student's Signature

Date

PHLEBOTOMY Education Coordinator Signature

Date

The signed original of this acknowledgment will be filed in your student file. You may keep a copy for your records.