

Student Guide



 SCHMIEDING CENTER FOR
SENIOR HEALTH & EDUCATION

UAMS | Donald W. Reynolds
Institute on Aging

Read the Student Guide Carefully!

Then see if you can answer the
questions listed in the back of this guide.

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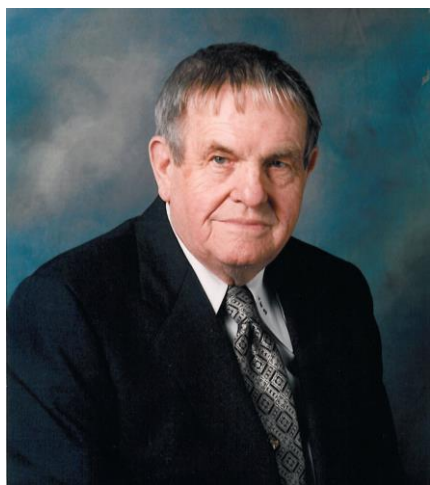
Welcome

The learning process that you are about to begin will not only enhance your life but the lives of the people around you. We are dedicated to preparing competent, compassionate caregivers for older adults in our community.

This *Student Guide* will acquaint you with the history, mission, and policies of our training programs. Each student is expected to be knowledgeable about the contents of this guide. We wish you well in your endeavors.

History of Caregiver Training Program

Since its opening in 1999, the Schmieding Center for Senior Health and Education, a part of the University of Arkansas for Medical Sciences, has trained hundreds of home care workers. Regarded as unique in the United States, the Schmieding method gained a global reputation for leadership in home-based, long-term care. It has been recognized by the International Longevity Center as well as numerous experts in the fields of aging.



Lawrence Schmieding

It all began with Lawrence Schmieding, who wanted his disabled brother to have personal care in his home. Unfortunately, at that time—there were very few trained home caregivers. Mr. Schmieding's challenge in finding competent home caregivers prompted the creation of a revolutionary training curriculum. For this, we—and thousands of America's elders and their families—are forever grateful.

In 1998, the Schmieding Foundation made a generous donation to the University of Arkansas for Medical Sciences (UAMS) to establish and construct the Schmieding Center for Senior Health and Education in Springdale, Arkansas. Mr. Schmieding's passion was to enable seniors to "age in place" at home.



Larry D. Wright, MD

"The Schmieding Home Caregiver Training Program has contributed significantly to the quality of life for older adults and their families. It also has been life-changing for caregiver trainees who have found gratifying and rewarding careers," says Dr. Larry D. Wright, MD, FACP, founding Executive Director of the Schmieding Center for Senior Health and Education.

Now, thanks to a grant from the Donald W. Reynolds Foundation, the program is also available at the in Centers of Aging in Arkadelphia, El Dorado, Fort Smith, Hot Springs, Jonesboro, Little Rock, Pine Bluff, and Texarkana. For more information, go to www.arcaregiving.org.

The Schmieding Home Caregiver Training program has also expanded to other states including Texas, Oklahoma, California and Hawaii.



The Schmieding Method



The 'S' in Schmieding represents important caregiver training values:

- **Skills** – possession of knowledge and skills to make informed decisions for older adults in the home
- **Standards** – criteria necessary to measure/ensure graduate caregiving competency
- **Sensitivity** – characteristics of compassion, empathy, caring, integrity, respect, advocacy, and responsibility.

The training program meets or exceeds the regulations of the following:

- Federal Register: Rules and Regulations, the Conditions of Participation for Home Health Agencies
- Arkansas Medicaid Manual: Personal Care Participation Requirements and Rules and Regulations for Home Health Agencies in Arkansas
- Arkansas Act 1410 which requires a minimum of 40 hours of training for PAID in-home caregivers for persons who are 50 years of age or older.

Facility

The Schmieding Center for Senior Health and Education is located at 2422 North Thompson, Springdale, Arkansas, 72764. It is nationally recognized as the premier community-based center for healthy aging. In addition to training home caregivers, the Center helps adults in the second half of life improve the quality of their lives by providing educational programs for the community, care management services, and geriatric health care.



The Schmieding Center has two wings. The south wing has a geriatric health clinic, rehab, and the offices of the Schmieding Foundation. The north wing includes the library, administrative offices, social work office, classrooms, and skills labs. The beautiful Schmieding Center auditorium is used for community and continuing educational programs. It has a seating capacity of 125 people. A facility use form is available on our website for those who would like to use the auditorium for an educational program.

Classrooms & Labs

The classrooms are equipped with state of the art audio/visual equipment and numerous visual aids to enhance the learning experience.



The learning labs at the Schmieding Center allow students to practice and demonstrate their caregiving skills. Manikins and student role-playing create a fun and relaxed learning atmosphere.

Students are encouraged to schedule additional practice time as needed.

Accommodations are made for students with disabilities or physical limitations.



The “Beth Vaughan-Wrobel Care House” is a unique feature of our training program that simulates caregiving in a client’s home.

The Care House was named after Dr. Beth Vaughan-Wrobel who is personally acknowledged as the heart and soul of the Schmieding Home Caregiver Training Program. She oversaw the development of the original Schmieding curriculum and training DVDs. We thank her for her many years of making a difference in the lives of so many families and caregivers in Northwest Arkansas and across the nation.



Beth Vaughan-Wrobel
EdD, RN, FAAN
Associate Director 1999-2008
Director of Education 1999-2005

Aging Resource Center

The Aging Resource Center is available to students and the general public. It offers numerous resources related to health care and geriatric issues. It is equipped with computers and DVDs that can be used to view programs for personal use or continuing education credit.

The Aging Resource Center contains pamphlets that describe products or services offered to seniors including information on the Alzheimer's Association, Adult Day Cares, Assisted Living Facilities, Hospice Care, Medical Equipment and much more.



Course Descriptions

Schmieding caregiver training focuses on the care needs of the geriatric population and is intended to prepare the student to work as a home caregiver or in other settings. *Student Handbooks* with training DVDs are provided to each student at no additional cost.

In-Home Assistant (IHA)

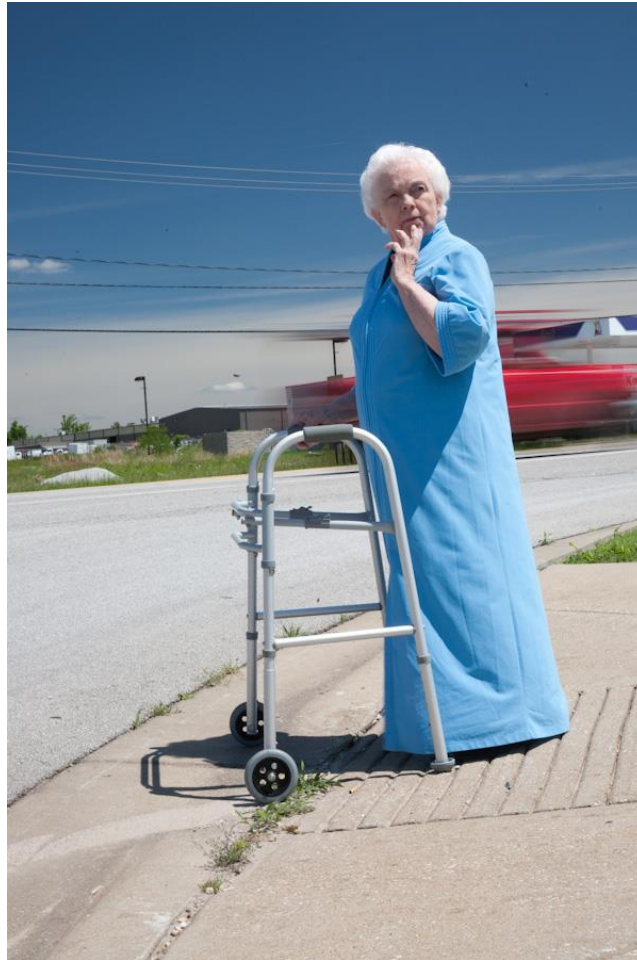
40 Hours

The IHA course satisfies the state requirement for caregivers who are paid to provide care in the home of a person who is 50 years of age or older. The training provides a caregiver with the skills needed to assist in companionship, safety, and support to clients who need minimal supervision and assistance with daily living activities.

- Infection control
- Proper body mechanics
- Transfer skills
- Wheelchair use and safety
- Personal Care Assistance

Alzheimer's & Dementia Training (AD)

16 Hours



The Alzheimer's & Dementia course provides valuable information about the needs and care of persons with dementia. Various types of dementia are discussed with an emphasis on person-centered care. No prerequisite required.

Home Care Assistant (HCA)

60 Hours

Participants learn to perform more advanced caregiving skills, such as using a mechanical lift. Graduates of this course can perform routine nursing-related services for home health agencies and in other settings, under the supervision of a licensed nurse. Students who complete this course, IHA, and the Alzheimer's/Dementia course, may be eligible to take the Arkansas Certified Nurse Aide (CNA) examination.

The Home Care Assistant course contains 60 hours of classroom and lab experiences and focuses on advanced caregiving skills necessary for working in both the home and long term care settings. In the Home Care Assistant course, 16 hours are allocated for off-site clinical experience.

Students may not register for this class until they have completed IHA/AD



Completion of all three classes are required before you qualify to take the Arkansas State Board Exam to become a C.N.A.

CNA Clinical Rotation

CNA students must participate in a clinical rotation for 16 hours. Shifts are 7:00 a.m. – 3:00 p.m. For the clinical rotation each student must:

- **Provide proof of a current TB skin test**
- **Wear the scrub set provided by the Schmieding Center**



CNA State Certification

Once a student has completed all 3 classes of training: In-Home Assistant (IHA) Alzheimer's and Dementia (AD) and Home Care Assistant (HCA) they are eligible to take the state certification exam.

The exam, which is administered by *Headmaster*, includes two sections: Written Exam and a Skills Demonstration Exam

Students will be given the opportunity to register for the state exams. The testing fee is paid directly to *Headmaster*.

Students must pass both parts of the CNA exam within one year of completing the full Schmieding training to become a Certified Nursing Assistant. You are allowed up to three attempts to pass both parts of the C.N.A. state board exam.

When you have passed both parts of the CNA exam, your CNA certificate will be mailed to you and your name will be added to the Arkansas Nursing Assistant Registry.

ADMISSIONS

Any person age 18 years or older who can read, write and speak English may apply for enrollment into the Schmieding Home Caregiver Training program. No previous caregiver education or experience is required for enrollment. The training center prohibits discrimination of educational opportunity on the basis of disability, gender, race, creed, national origin, color, religion, age or marital status. However, class size is limited.

A background check is conducted for all applicants and certain infractions do prohibit a student from admission to the training

program. Disqualifying infractions are listed in section 201 of *Rules and Regulations for Conducting Criminal Record Checks for Employees of Long Term Care Facilities* available at <http://humanservices.arkansas.gov/dms/oltcDocuments/crc.pdf>.

Steps to Enroll

1. Students can enroll online or in-person. Please visit our website at www.Schmiedingcenter.org to enroll. To enroll in person please come to 2422 N. Thompson, Springdale, AR 72764 Monday-Friday between the hours of 8:00am-5:00pm to complete the application.
2. Provide government-issued identification photo ID and social security number. The social security number can be provided via phone or in-person. We do not accept emailed Social Security numbers. Due to conducting background checks on students, the social security number must be provided by 12:00 p.m. the business day before the class starts.
3. Pay tuition in full or bring a sponsorship letter from the agency that has agreed to sponsor you. A non-refundable deposit of \$35.00 is required. Payment must be received in the form of a credit/debit card or money order made out to: UAMS/Schmieding Center.
4. Read the Student Guide prior to the first day of class. A copy may be picked up at the Schmieding Center or downloaded from our website: <http://schmiedingcenter.org>

Call 479-751-3043 ex. 232 for more details. Visit our calendar of events for a schedule of upcoming classes on our website www.schmiedingcenter.org

TUITION

Full payment of the tuition is due by 12:00 noon of the last working day prior to the first day of your class.

Letter of Sponsorship

Students enrolled in the curriculum who are sponsored must present the letter of intent that indicates they are sponsored if full payment is not received prior to class. When a student is sponsored his/her certificate of completion is given to the sponsoring agency at the completion of courses.

ATTENDANCE POLICY AND RESCHEDULE FEES

Full attendance of all class sessions is required!

If an absence cannot be avoided, it is the responsibility of the student to contact the Schmieding Center as soon as possible. Call 479-751-3043. If the office is closed, be sure to leave a message.

If part of a class is missed, the student must contact the Schmieding Center to arrange a make-up session for all the course content that was missed before a student can complete their skills competency check-off or graduate from the course.

UNEXCUSED ABSENCES

Students may be charged a \$35.00 re-schedule fee per occurrence for make-up sessions for unapproved absences. An occurrence may be as little as 15 minutes. Any course content missed must be made up with the instructor. **If more than six (6) hours are missed for an unexcused absence, the student will be dropped from the class.** The student must pay all the re-schedule fees due before the student is allowed to enroll in that class the next time it is offered. If the student cannot attend the next offering of the same class, full tuition must be paid to enroll in a course at a later date.

EXCUSED ABSENCES

A student with an excused absence should contact the instructor to schedule a make-up session. **If more than six (6) hours are missed for an excused absence, that student will also be dropped from the class.** A student with excused absences has the option to enroll in the next offering of that class at no extra cost. A student who cannot attend the next offering of the same class, will pay an additional \$35.00 registration fee for their enrollment in the third identical class offering beyond their original enrollment. Thereafter, the student will forfeit their original tuition payment and will be charged full class tuition for subsequent enrollments.



If a student has a fever of 100.4 or greater, we kindly ask you to stay home and not expose others to sickness.

The nurse instructors may ask to take the temperature of any student who has flu-like symptoms or appears ill in order to minimize a health risk to the class. We expect students to honestly report sickness for an approved absence.

UAMS highly encourages all caregivers to receive the flu vaccine each year.

Repeat Testing

Students who reschedule any portion of their testing, due to lack of preparation or due to an unsatisfactory grade, will incur a \$35.00 re-scheduling fee per occurrence.

Transportation

Students are responsible for their own transportation to and from class and are expected to be timely in their arrival and departure from the training location.

The calendar for classes and educational events may also be found on our website: www.schmiedingcenter.org/springdale.

Performance Evaluation

Performance will be evaluated in three areas:



- Written homework (when assigned)
- Written quizzes and examinations
- Skills competency demonstrations

Students are expected to complete assigned class work in the required time frame. Written assignments will be collected at the beginning of class, and all assigned reading should be done prior to coming to class.

Grading Criteria

Students must have a cumulative score of 80% or above on all assigned work and exams to pass the course. In addition, students must also give a successful return demonstration of required skills specific to each level of training.

Skills Competency

Students must be able to competently perform **all** the skills taught during the course before the certificate will be awarded.

Student performance and grades are considered confidential information. Problems brought to the attention of the faculty will be handled with the utmost discretion.

Withdrawal from Class

A student can withdraw from the training program at any time; however, re-entry following withdrawal is not guaranteed. The student must inform the instructor of his/her intentions to do so.

- A student who withdraws before the first day of class may request a refund; however the \$35.00 deposit per class is non-refundable.
- No refunds will be made after the conclusion of the first day of class.

Re-Admission

1) Students who received an incomplete grade that wish to re-apply must have:

- a. An average score of 80% or better on any written components of the course during their prior enrollment.
- b. A passing score on any skills evaluations taken during their prior enrollment.
- c. A record that indicates that all homework assigned during their previous enrollment was completed until the time the student was unable to attend.
- d. Demonstration of professional and ethical conduct. (Examples of unethical or unprofessional conduct include cheating and tardiness.)

2) Students will have three chances to pass the written and the skills competencies. Students unable to pass the competencies may apply for re-entry:

- a. The student will have one opportunity to repeat a course.

- b. The student must have demonstrated professional and ethical conduct in the course which was failed.
- c. The course must be repeated in its entirety.
- d. The student will pay full tuition.
- e. The student is not eligible for tuition assistance.

SAFETY

In case of an incident or accident involving a student during scheduled class time or clinical rotation, the instructor should be notified immediately. If necessary, a faculty member will contact the student's family using the information provided in the student's Admissions Application. In the event of an incident or accident during training, the student bears full responsibility for all healthcare costs. UAMS/Schmieding Center shall be held blameless.

Fire Extinguishers

There are four fire extinguishers in the education wing:



1. In the lobby by the auditorium doors
2. In the vending machine area
3. In the Care House by the washing machine
4. At the north end of the education hallway

Emergency Procedures

In case of a fire or bomb threat, students are to evacuate the building and proceed directly to the water fountain area in the front of the parking lot. Under no circumstances is anyone to return to the building for any reason. If a student is unaccounted for, the faculty member will notify emergency personnel on the scene.

In case of tornado or other disaster, students are to follow the instructions of the faculty member in-charge. If in a clinical setting, students will follow the facility procedures.

Emergency Exits

There are six emergency exits located within the facility:

1. The front entrance: These automatic doors may be opened manually if there is a power failure.
2. By the men's restroom
3. By the women's restroom
4. In the vending machine area
5. In the administrative area
6. At the west end of the education hallway

Inclement Weather

In severe weather or hazardous road conditions, the Schmieding Center in Springdale will follow the guidelines for Springdale public schools. You can check their website at www.sdale.org. Notification of delayed opening, early departure or closure of the campus due to inclement weather, is also given to the media outlets listed below:

KHOG 40/29 – Channel 7 – <http://www.4029tv.com/weather>

KNWA – Channel 9 – <http://nwahomepage.com>

KFSM – Channel 5 – <http://www.kfsm.com/weather>

KLRC Radio – 101.1 – <http://www.klrc.com>

If the Schmieding Center is closed or opens late, the classes scheduled for that date will be re-scheduled.

Breaks

Lunch breaks are scheduled for 45 minutes. There is a refrigerator and microwave located in the Skills Lab. Drinks and snacks are available in the vending machine.

Evening Breaks

Plan to eat supper before you arrive for the classes that begin at 5:00 p.m. There are two short breaks in the evening classes, but no time for a meal.

PARKING

Day Student Parking

Students enrolled in day classes may park in the front parking lot.

Enter the front parking lot from Cooper Dr. Students may be asked to park in the back lot during large events or inclement weather so seniors using the health clinic or other community educational programs may use the front parking lot. To enter the back parking lot, turn west between the Schmieding Center and Schmieding Produce. Come up the center sidewalk to enter the building through the patio doors.



Students should take Cooper Drive to Front Lot

Evening Student Parking

Students enrolled in the evening classes should park in the front since the back patio doors are locked after 5:00 p.m. Enter the front parking lot from Cooper Drive. If the main front doors are locked before you arrive, look for the staff entrance on the north side of the building. There is a doorbell by that staff entrance that you should ring.

RULES

Phone System

The telephone system at the training center is reserved for official business or emergencies only.

Cell Phones



All beepers and cell phones must be turned off or silenced during class periods.

Smoking Policy

The Schmieding Center is required to follow the policies of UAMS. **No smoking is permitted anywhere on the premises.** (UAMS Policy Number 3.1.01)



Dress Code for Classroom Instruction

Scrubs are not required for classroom instruction, but they may be worn. Students are expected to dress in clothes that are comfortable, easy to work in, and appropriate for a professional caregiver. Comfortable shoes that will not slip are recommended. Hair should be pulled back for hygiene purposes. Fingernails should be short and clean. Jewelry should be minimal.

No perfume, scented lotion or any other fragrances may be used.

Hint: Bring a jacket or sweater that can be added or removed if the classroom seems too cold or hot.



Treatment of Others

The training center staff is dedicated to fairness and the belief that each individual deserves respect and dignity. We will not tolerate the mistreatment of others in any way. If you experience mistreatment, unfairness, disrespect or harassment from another person, please report it immediately. The term “harassment” includes, but is not limited to slurs, jokes, and other verbal, graphic, or physical conduct relating to an individual’s race, color, sex, religion, national origin, citizenship, age, or handicap.

We ask that you treat others with the same degree of courtesy and respect that you desire.

Conflict Resolution

The instructor should be notified of any conflicts as soon as possible. A fair and expedient resolution will be discussed with the student(s).

If a student is not satisfied with the instructor’s decision, the student may complete an official grievance form and request to meet with the Director of Education. The Director of Education will review all the facts in the grievance and then schedule an appointment to meet with the student.

Ethics and Student Honor Code

Students are expected to behave ethically and to maintain privacy and confidentiality in all aspects of client care. Client issues are not to be disclosed outside of the classroom or clinical area.

Enrollment in the Schmieding Home Caregiver Training signifies the student's agreement to abide by a Code of Honor and comply with the following expectations:

- Being truthful and forthcoming
- Submitting assignments which have been completed independently
- Safeguarding property of others
- Respecting the rights of others, including peers, faculty, staff, clients, and families
- Showing willingness to learn and be actively involved in the classroom
- Following the behavior expectations of the guide

Cheating will result in immediate dismissal.

BENEFITS OF THE SCHMIEDING PROGRAM

Certificates

The Schmieding Home Caregiver Training program is coordinated through the University of Arkansas for Medical Sciences (UAMS). Each graduate receives a Schmieding Certificate for each course that is successfully completed. Many individuals and agencies that employ personal caregivers actively recruit “Schmieding Certified” caregivers because Schmieding graduates have a reputation for excellence.

A copy of the certificate may be requested by the student, however there is a *\$15.00 fee per page for copies*.

Continuing Education Programs

There are many opportunities to attend Continuing Education (CE) programs at the Schmieding Center. A certificate indicating the number of CE credits is issued at the end of each program. Please see our website events calendar for a list of programs eligible for CE. All Continuing Education subject matter must be relevant to caregiving, the caregiver role, or long-term care. A copy of the certificates must be presented each year to be eligible to remain on the Caregiver Directory.

**Strong bodies, Ageless Grace, Geriatric Grand Rounds via Video-conference (VTC), or VTC via UAMS for medical professionals (RN's, Nurse Practitioners, Physicians, etc.) will NOT count for CE for the direct care worker.*

Caregiver Directory

The Caregiver Directory helps individuals searching for a caregiver to locate the person best suited to their needs. It lists contact information for eligible Schmieding graduates including: the graduate's name, credentials, phone number, preferred work hours, and preferred work locations. It is the graduate's responsibility to inform the training center whenever contact information or work preferences change.

The individual who wishes to hire a Schmieding graduate must contact the graduate directly to arrange an employment interview. The training center is not an employment agency and does not guarantee that graduates who place their name on the directory will be hired.

Graduates are required to bring proof of continuing education hours in order to remain on the Schmieding Caregiver Directory. A minimum of 12 CE credits per year is required to remain listed in the Schmieding Caregiver Directory. It is the responsibility of each student to provide a copy of their certificates of attendance by June 30th of each year.

Consultation

As an extra benefit to the graduates, the Schmieding Center provides access to a licensed social worker. Our social workers are specifically trained in issues involving geriatric care and can assist graduates with a variety of issues. They are available to provide consultation and referral information for caregivers and family members. Call 751-3043 to schedule an appointment with one of our social workers.

Staff Contact Information

All the staff members at the Schmieding Center for Senior Health and Education are dedicated to the high quality standards of education. We hope this learning experience will be a lasting and positive one. Please feel free to contact us if you need additional information.

2020 Schmieding Center Staff



Dr. Gary McHenry



Brandi Schneider



Rene' Garcia-Oliver



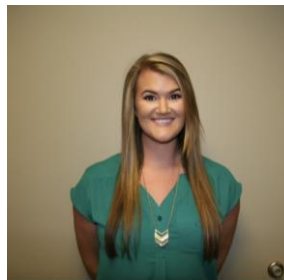
Roger Huff



Monique Parks



Shaun Ratliff



Lauren Shelley



Kathryn Sweetser

The Springdale staff may be reached by dialing 479-751-3043 followed by the extension.

NAME	EX	EMAIL
Dr. Gary McHenry, EdD Executive Director	246	gmmchenry@uams.edu
Brandi Schneider, LMSW Director of Aging Services and Administration	245	bmschneider@uams.edu
Lauren Shelley, LSW Social Worker	222	lshelley@uams.edu
Kathryn Sweetser, ADN, RN Nurse Educator	234	ksweetser@uams.edu
Roger Huff, LPN Education Specialist	232	jhuff@uams.edu
Monique Parks Program Coordinator	227	mlparks@uams.edu
Rene' Garcia-Oliver, ADN, RN Nurse Educator	223	garciaoliversheilar@uams.edu
Shaun Ratliff Information Services Coordinator	240	skratliff@uams.edu

Questions on Student Guide

- 1) You automatically become a Certified Nurse Assistant (CNA) once you have completed the Schmieding training.
A) True B) False
- 2) Guidelines for our training curriculum are established by:
A) Federal requirements for Home Health Aids
B) State Regulations for Personal Care Assistants
C) The Office of Long Term Care
D) All of the above
- 3) Which course does NOT qualify a Schmieding graduate to work as a caregiver in the home setting?
A) In Home Assistant
B) Alzheimer's/Dementia
C) Certified Nursing Assistant
- 4) To complete the training a student must attend:
A) All of the classes
B) 50% of the classes
C) 90% of the classes
- 5) Students enrolled in the evening classes are to use the front parking lot.
A) True B) False

- 6) If an absence or tardiness cannot be avoided, it is the responsibility of the student to contact the Schmieding Center as soon as possible.
A) True B) False
- 7) Students must bring proof of a current TB Skin test for the CNA course.
A) True B) False
- 8) Smoking is permitted in the student lounge during your breaks.
A) True B) False
- 9) Cell phones may be left “on” during class.
A) True B) False
- 10) The training center is always closed for inclement weather.
A) True B) False
- 11) The HCA course requires two 8-hour shifts at a Long Term Care Facility.
A) True B) False
- 12) Students who miss more than six hours of a class are dropped from that class.
A) True B) False
- 13) If students need additional practice, they can schedule additional practice time at training center.
A) True B) False

- 14) The dress code for the classroom includes:
- A) Shorts and flip flops or long, dangling earrings
 - B) Comfortable non-slip shoes and clothing that is “appropriate” for bending and stooping
- 15) Student performance may be evaluated in these areas:
- A) Written homework
 - B) Written quizzes and examinations
 - C) Skills competency demonstrations
 - D) All of the above
- 16) A cumulative passing score on written exams & homework is:
- A) 70% B) 80% C) 90 %
- 17) The training center is an employment agency.
- A) True B) False
- 18) Which course(s) would qualify a Schmieding graduate to work at a hospital or long term care facility?
- A) In Home Assistant (IHA)
 - B) Alzheimer’s/Dementia (AD)
 - C) Home Care Assistant (HCA)
 - D) Completion of all of the above
- 19) Cheating will result in immediate dismissal from the course.
- A) True B) False
- 20) Arkansas law requires caregivers who are PAID to care for someone over 50 to have a minimum of 40 hours of training.
- A) True B) False

Answers:

1. B
2. D
3. B
4. A
5. A
6. A
7. A
8. B
9. B
10. B
11. A
12. A
13. A
14. B
15. D
16. B
17. B
18. D
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20. A

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