



Community Health Worker Program
Policies and Procedures
Student Handbook
2020

Welcome

This handbook is designed to provide you with the information needed throughout the Community Health Worker Program. The Program standards, policies, and procedures are delineated. You are also governed by the policies outlined in the Malcolm X College Catalog and the City Colleges of Chicago Student Handbook. You are responsible for becoming thoroughly familiar with the contents of each of these.

You play an active role in the learning process and learning is your responsibility. You must read all the assigned readings and come to class prepared to discuss the material. You are also expected to utilize the technical resources available.

The health science department is here to assist you in your learning journey; we are committed to your success!

Dean of Health Sciences, Director and Faculty.

Mission

The mission of the Malcolm X College Community Health Worker Program is to educate students to enter the field as knowledgeable and culturally competent Community Health Workers. The program seeks to equip graduates with skills to provide compassionate and holistic support and advocacy to facilitate improved health outcomes to members of the communities they serve.

Program Outcomes

1. Communicate with a diverse patient population using effective oral and written communication.
2. Understand the fundamentals of epidemiology.
3. Identify the role nutrition plays in health.
4. Understand common mental health issues.

Student Learning Outcomes

Student learning outcomes serve to guide students toward fulfilling program outcomes. They form the basis for measuring what the student has accomplished upon completion of the program. In addition, these program outcomes provide the foundation for specific course objectives, found in the syllabus of every Community Health Worker course.

Academic Integrity

Academic dishonesty is a serious offense, which includes but is not limited to the following: cheating, complicity, fabrication and falsification, forgery, and plagiarism. Cheating involves copying another student's paper, exam, quiz or use of technology devices to exchange information during class time and/or testing. It also involves the unauthorized use of notes, calculators, and other devices or study aids. In addition, it also includes the unauthorized collaboration on academic work of any sort. Complicity, on the other hand, involves the attempt to assist another student to commit an act of academic dishonesty. Fabrication and falsification, respectively, involve the invention or alteration of any information (data, results, sources, identity, and so forth) in academic work. Another example of academic dishonesty is forgery, which involves the duplication of a signature in order to represent it as authentic. Lastly, plagiarism involves the failure to acknowledge sources (of ideas, facts, charges, illustrations and so forth) properly in academic work, thus falsely representing another's ideas as one's own (City Colleges of Chicago).

The City Colleges of Chicago is committed to the ideals of truth and honesty. In view of this, students are expected to adhere to high standards of honesty in their academic endeavor. Plagiarism and cheating of any kind are serious violations of these standards and will result, minimally, in the grade of "F" by the instructor (City Colleges of Chicago).

Admission Requirements

Students who are eligible for English 101 may apply to the Community Health Worker Program.

Courses

1. CHW 120: Public Health and the Study of Disease and Epidemics (3)
2. CHW 121: Introduction to Community Health Worker (3)
3. CHW 125: Nutrition, Exercise, and Disease (3)
4. CHW 130: Mental Health Issues (3)
5. CHW 132: Field Experience (4)

Total Hours: 16

Program Curriculum and Course Description

The Community Health Worker Program is designed as a one semester, full time program. Course descriptions are as follows:

CHW 120: Public Health and the Study of Disease and Epidemics

This course is designed to introduce the basic principles surrounding the distribution of disease and epidemics in human populations. Through the use of lectures and field exercises, students will learn the fundamentals of epidemiology, and the basic science of public health. From historical perspectives to current day context, how disease differentially impacts populations will be the focus. Topics covered include surveillance of disease, the distribution of health outcomes (with particular emphasis on health inequities), outbreak investigation, the impact of the media on health outcomes, measurement of health outcomes, study design, and the impact of epidemiologic students on policy development and implementation. Writing assignments, as appropriate to the discipline, are part of the course.

CHW 121: Introduction to Community Health Worker

This course provides an overview of the health care system and community health work. Students will gain an understanding of the role of the community health workers, the scope of their function and the types of services they may provide, and how they interact with other health personnel and resources. It includes principles of effective verbal and non-verbal communication to assist students in encouraging positive interaction. Writing assignments, as appropriate to the discipline, are part of the course.

CHW 125: Nutrition, Exercise, and Disease

This course will provide students with the information necessary to promote healthy eating styles and proper food preparation for all age groups. This course gives students information about identifying the relationship of diet to disease. Attention is given to the treatment of disease by diet modification. Writing assignments, as appropriate to the discipline, are part of the course.

CHW 130: Mental Health Issues

This course will provide an overview of mental issues and concerns of community and families. This course also covers the more prevalent diseases such as depression, domestic violence, developmental delays, alcoholism, etc. Writing assignments, as appropriate to the discipline, are part of the course.

CHW 132: Field Experience

This course is an introduction to clinical experience in community health that includes field experience and basic skills for working effectively in communities in order to serve as a liaison between health care and social service providers and the communities they serve. It includes providing patient advocacy, utilizing professional communication skills, and incorporating approaches for working effectively with community health agencies such as public health departments, schools, correctional health, and other appropriate agencies. Writing assignments, as appropriate to the discipline, are part of the course.

Field Experiences

The College is proud to have institutions provide field experiences/clinical education opportunities for our students. Students are assigned to a clinical institution based on educational considerations and are **not** provided a choice of where they will be assigned.

List of Fieldwork Partners:

The below clinical affiliates are currently associated with the Community Health Worker Program. Moreover, this listing does not guarantee clinical placement each semester. Additionally, each clinical site provides a different experience.

MXC Campus Child Care

1900 W. Jackson Blvd
Chicago, IL 60612

Cook County Health & Hospital System

1969 Ogden Ave,
Chicago, IL 60612

Enlace Chicago

2329 S. Troy St.
Chicago, IL 60623

Habilitative Systems

415 S. Kilpatrick Ave.
Chicago, IL 60644

Lurie Children's Health Partners

225 E. Chicago Ave.
Chicago, IL 60611

Mobile Care Chicago

321 N. Loomis St.
Chicago, IL 60607

Newman Family Services

5547 N. Ravenswood Ave.
Chicago, IL 60640

PCC Wellness

5425 W. Lake St.
Chicago, IL 60644

Rush University

600 S. Paulina St.
Chicago, IL 60612

St. Anthony Hospital

2826 W. Cermak Rd.
Chicago, IL 60623

University of Chicago

5841 S. Maryland Ave.
Chicago, IL 60637

University of Illinois at Chicago

840S. Wood St.
Chicago, IL 60612

Uniform Attire

Students must adhere to the following uniform while enrolled into the Community Health Worker Program:

1. Red Polo
2. Slacks

3. Students are strongly encouraged to wear their uniform when they are in class setting.
4. Uniforms are required during field experiences unless otherwise directed.
5. School embroidery should be applied to the left pocket of the uniform.
6. School ID is to be worn at all time.
7. Uniforms are to be clean and wrinkle free.



Malcolm X College – Community Health Worker Online Ordering Instructions

It is simple and easy to use. Please follow the instructions below:

Type <https://www.prismed.net> into your web browser bar.

Scroll down to the bottom footer. Select your Micro Store number, **C104**.

Type in your password (**MXCCHHealthW061918**) and click submit.

Click on **Malcolm X College – Community Health Worker** under categories.

Shop your products, add to cart, click proceed to checkout when ready to checkout.

Fill out your billing information.

Select your shipping method.

Add your credit card information.

Place order.

After your order is placed you will be given an order summary number from the Prism Medical web site and an email confirmation will be sent to you.

It is imperative that before ordering you utilize the sizing charts available on the web site to ensure a proper fit.

There are no returns or exchanges.

We CANNOT deliver to PO Boxes!

Please allow 5-7 business days for processing. Shipping days vary per delivery selection and location. Expedited shipping selection does not change processing time.

Prism Medical is not responsible for lost or stolen packages

“Signature Required” is an optional service offered to our customers. This will guarantee your package is securely delivered. *There will be an additional \$4.75 added to your order for this service.*

Procedure for Filing a Formal Non- Academic Complaint

The Complaints/Compliments Management System is an online portal, whereby City Colleges of Chicago (CCC) students, faculty, staff, and community members can submit a formal complaint or compliment regarding an academic or non-academic matter. Complaints and/or compliments can be submitted at: <http://ccc.custhelp.com/app/feedback/college/ccc>

Students, faculty, staff, and community member, once into the system must first select to file a complaint and select the appropriate CCC college location associated with the compliment or complaint. Next, the individual is required to select the appropriate category and select to provide supporting documents. Once the complaint is submitted, a notification is sent to the arbiter and a copy of the complaint and confirmation of the receipt is sent to the filer.

Each college department with a complaint category assigned to them has a department lead (arbiter) designated to process the complaint and resolve issues in a timely manner. Per the CCC policy for grievances [or complaints] outside of the grade appeal process, students receive a response within five business days. A response may include but is not limited to: a request for further information, a suggested resolution, or a final disposition. In the event a student wants to appeal a decision or is dissatisfied with the outcome, an appeal can be filed.

Oversight of Complaint Management System

All complaints are tracked from initial submission to final disposition and archived within Complaints/Compliments System. The Complaints/Compliments System is monitored by Malcolm X College's Ombudsman. Oversight of timely resolution of complaints through the system, in accordance with the CCC Non-Academic Student Complaint Policy, is managed by a designated administrator (or Ombudsman) at each college.

Grade Appeals

Please follow the grade appeal process found in the Academic and Student Policy Manual. http://www.ccc.edu/menu/Documents/Academic_Student_Policy/AcademicStudentPolicy.pdf

Non-Discrimination

The City Colleges of Chicago does not discriminate on the basis of race, national origin, ethnicity, gender, age, religion, citizenship, sexual orientation, gender identity, marital status, pregnancy, disability, military status, order of protection status, genetic information, membership or lawful participation in the activities of any organization, or the exercise of rights guaranteed by local, state, or federal law with respect to hire, terms and conditions of employment, continued employment, admissions, or participation in Board programs, services, or activities. The lack of English language skills shall not be a barrier to admission or participation in the District's activities and programs.

Americans with Disabilities Act

Malcolm X College and the Community Health Worker Program acknowledges and adheres to the Americans with Disabilities Act (ADA) of 1990. Any student with a documented disability who is eligible for reasonable accommodations should contact the Disability Access Center as soon as possible.

Academic Dismissal/Program Persistence

For students to persist in the Community Health Worker Program, they must successfully complete **CHW 120 and CHW 121** the first 8-weeks with a grade of a C or better. Students who do not meet this threshold will be automatically dismissed for the program.

Dismissal

If a student is dismissed from the Community Health Worker Program for any reason, they may request a meeting with the Program Director to be considered for re-admission the following open term semester. It is the responsibility of the student to send a written request to the Program Director within 30 days to be considered.

Criminal Background/Drug Screen/Immunization

Students who are accepted into the Community Health Worker Program are required to submit a background, drug test, and physical immunization. Moreover, work eligibility and clinical placement is contingent upon the student's criminal background, drug screen, and health screening.

Pregnancy Policy

Ante Partum

The Community Health Worker student will be permitted to remain in the program until the time of delivery provided a written clearance form from a physician, nurse practitioner, or physician's assistant must be submitted to the Program Director at the beginning of every semester until the conclusion of the pregnancy. The release must specifically describe in detail all limitations and non-limitations of her physical condition and permit her to meet all class objectives. The student will notify the instructor as soon as she confirms she is pregnant. This will ensure her being excluded from any experiences which would jeopardize both her safety and that of her unborn child.

Postpartum

The required procedure for the postpartum student is as follows: The student must present a written physician's clearance to the Program Director to return to classroom and lab activities, and the student must meet all objectives, both clinical and academic.

Social Media Policy

Students enrolled in Health Sciences and Nursing programs at Malcolm X College must adhere to the Social Media Policy. Students must abide by the Standards of Conduct listed in the Academic and Student Policy Manual.

Prohibitions

Students are prohibited from taking and/or recording and/or sharing photos or videos of classroom and lab spaces while class and/or lab session held on campus or at field experience/clinical sites. Students are prohibited from taking and/or sharing photos or videos of field experiences/clinical sites at any time. Students are prohibited from making any reference to any patient in their care, any patient in the care of an instructor, or any patient in the clinical facility. Students are prohibited from revealing any information in violation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Read more about HIPAA [here](#) and HIPAA for professionals [here](#).

Warnings

Students should be mindful of possible violations of HIPAA laws and the disclosure of individual identifying information. Ignorance of HIPAA laws is not a defense of violations and students who violate the law will be held to the standards of it regardless of knowledge or foreknowledge. Violating the social media policy and/or HIPAA law can result in immediate dismissal from the program and the student may be prohibited from being admitted into another MXC health sciences or nursing program.

As a student enrolled in a health care program, it is your responsibility to be aware that social media posts that reference activities in the classroom, lab, or field experiences/clinical sessions of your health sciences program may inadvertently disclose protected information. Any inadvertent disclosure is subject to discipline under the prohibitions of this policy.

Penalties

Students in violation of the Social Media Policy are subject to disciplinary measures from their Program and/or the Department of Health Sciences and *depending upon the nature of the violation*, up to and including dismissal from the program and/or college. The judicial process as outlined in the [Academic and Student Affairs Policy Manual](#) will be followed for disciplinary matters. If a student is dismissed from the program/college for violation of this policy, no refund will be made regarding tuition, fees, and/or other Program costs.

Student Health Coverage Insurance

The District recognizes that certain courses of study and specific classes may place a student at greater risk given the nature of the curriculum and associated laboratory, practicum or applied task required by the class syllabus. The District administers a Student Accident Health Plan (SAHP), for Students enrolled in certain courses of study during the period of time the student is engaged in official activities associated with the class, laboratory, practicum or applied task. While the district administers an SAHP, students of Malcolm X College Health Sciences Programs are encouraged to have healthcare insurance coverage that will ensure the appropriate level of coverage should he/she be injured while engaged in any official course, lab or clinical activities on Malcolm X College premises and/or while engaged in such activities at an assigned clinical facility. SAHP coverage may not cover the full amount of health costs associated with an injury incurred while performing program related tasks associated with a course, lab or field experience/clinical. Students are required to report any injury immediately to the instructor present and to the Dean of the program for which he/she is currently enrolled.

Student Malpractice/Liability

The District recognizes the need for students enrolled in health care curriculum to apply skills and techniques garnered in the classroom in a practical and professional setting. To that end, Malcolm X College contracts with health care institutions, health service agencies, and community organizations to accept its students in clinical practice as required by programs of study. Certainly, the Institutions, agencies, and practitioners accepting students require assurances that commercial Insurance is in place to protect the Institution against claims that may arise out of the actions of the Students.

Students are responsible for any malpractice claims levied against them [personally] for actions that occur outside of scheduled field experience/clinical practice time.

For both individual health insurance coverage and student malpractice/liability insurance, students must adhere to the policies of the program and for any clinical site at which he/she is placed.

Course Syllabus

The course syllabus is the document that is presented to each student on the first-class meeting of each course. It provides all necessary information pertaining to the course, answers most questions and establishes the basic format between instructor and students. The rationale and objectives necessary for mastery of the subject matter of the course are also included.

Course Evaluation

At the midpoint of the course, each student will have the opportunity to anonymously evaluate the course content and instructor. The results of these evaluations will be used to improve the quality of instruction.

Grading Scale

A = 90- 100

B = 80 – 89

C = 70 – 79

D = 60 – 69

F = 60 OR BELOW

STUDENT SERVICES

ADVISING

Advising Center, Room 1407
Phone: (312) 850-7185

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Advising.aspx>

ATHLETICS

http://citycollegesofchicagoathletics.com/index.aspx?path=malcolm_x

CTA U-PASS

Students who enroll full-time in college credit courses are eligible to receive a U-Pass, which offers unlimited rides on any CTA (Chicago Transit Authority) bus or train.

<http://www.ccc.edu/colleges/malcolm-x/services/Pages/Get-Your-CTA-U-Pass.aspx>

If your pass is lost or stolen, you may request a new card through the Business Office at your college. You must present your City Colleges ID and pay a \$50 non-refundable replacement fee. You will receive notification through your City Colleges email account when your card has arrived.

If you have further questions, email the CTA at: cta-upass@transitchicago.com, call 1-888-YOUR-CTA, or visit the [CTA U-PASS website](#).

CAREER SERVICES CENTER

Malcolm X Career Services provides comprehensive services and resources to help you make informed decisions about careers. We also help you successfully transition to the workforce. Email or call to make an appointment.

Room 1400 A
Phone: (312) 850-7267

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Career-Services.aspx>

DISABILITY ACCESS CENTER (DAC)

DAC, Room 1302
Phone: 312-850-7342

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Disability-Access-Center.aspx>

FINANCIAL AID

Room 1407
Phone: (312) 850-7070 or (312) 850-7146

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Financial-Aid.aspx>

FITNESS CENTER

Room 1205
Hours posted at Fitness Center.

LIBRARY (CARTER G. WOODSON LIBRARY)

Room 2300

Phone: (312) 850-7244

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Library-System.aspx>

REGISTRAR

Room 1411

Phone: (312) 850-7107

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Registrar.aspx>

STUDENT CLUBS, GROUPS, AND ORGANIZATIONS

- 1Diversity Dance Club
- AniCom
- [Biology Club](#)
- Chemistry Club
- Fine Arts Club
- Latin American Student Organization (L.A.S.O)
- Lesbian, Gay, Bisexual, Transgender, Queer, and Ally (LGBTQA) Club
- [Malcolm X College InterVarsity Program](#)
- [Math Club](#)
- [Mortuary Science Club](#)
- [Phi Theta Kappa - Alpha Lambda Iota Chapter](#)
- Unity Respiratory
- Urban Male Initiative
- [Veterans Club](#)

Room 1406

Phone: (312) 850-7120

<http://www.ccc.edu/colleges/malcolm-x/services/Pages/Clubs-Groups-Organizations.aspx>

STUDENT GOVERNMENT ASSOCIATION

The Student Government Association (SGA) provides a forum for the open exchange of views and ideas on matters of importance to students. The SGA defends students' rights, advocates on behalf of students, and helps to formulate academic and institutional policies that affect students. It governs student clubs, groups and organizations and provides funding via its SGA annual budget allocation from the City Colleges of Chicago. Finally, the SGA plans and sponsors social and cultural events throughout the academic year.

Phone: (312) 850-3530

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Student-Government-Association.aspx>

STUDENT SERVICES

The Student Services Department assists students in selecting an academic pathway that aligns with their career goals, provides ongoing support through completion and graduation, offers career and transfer assistance, supports student clubs and organizations, and provides support for veterans and students with disabilities.

Room 1406

Phone: (312) 850-7120

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Student-Services.aspx>

TESTING RESOURCES CENTER

Room 1413

Phone: (312) 850-7238

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Testing-Resources.aspx>

TEXTBOOKS (Akadamos)

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Bookstore.aspx>

TRANSFER RESOURCE CENTER

Our Transfer Resources Center helps students create a plan for a seamless transition to 4-year institutions.

Room 2003

Phone: 312-850-7088

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Transfer-Resources.aspx>

TRIO STUDENT SUPPORT CENTER

The TRIO Student Support Services program provides help to low-income, disabled or first-generation college students achieve a college education.

Room 1405

Phone: (312) 850-7150

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/TRIO-Student-Support-Services.aspx>

TUTORING SERVICES-ACADEMIC SUPPORT CENTER

Malcolm X College Tutoring Services offers free tutoring and academic support services to assist students in achieving personal and academic success. Tutors are available in a wide variety of subjects to assist students through one-on-one and group tutoring sessions. We encourage any student to seek tutoring to gain a deeper comprehension of course content and to enhance learning development.

Top Ten Reasons Students Should Seek Tutoring:

1. Helps to improve failing or declining grades
2. Builds confidence and self esteem
3. Teaches students how to overcome test anxiety
4. Provides enrichment for the successful student
5. Teaches organizational skills
6. Reduces frustration with a particular subject
7. Prepares students for standardized testing and improves success

8. Establishes a good foundation for early learners struggling with key concepts
9. Helps with common core standards and teaches students new learning techniques
10. Reduces the struggle with homework

Room 2301
Phone: (312) 850-7473

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Tutoring.aspx>

VETERANS SERVICES

The Veterans Services Center is a centralized, on-site source of support and access to veterans-specific information and resources.

Room 1300
Phone: (312) 850-7859

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Veterans-Services.aspx>

WELLNESS CENTER

To make an appointment, walk in to Room 2211 (use Elevator 6 only) or call us at (312) 850-7122.

Counseling for Personal Challenges

Counseling can help you address a host of challenges, including: life transition; stress and time management; grief and loss; testing and public speaking anxiety; family issues; relationship conflict; veterans' re-entry; anxiety, depression, and other mental health issues.

Stress and Time Management Coaching

Being a college student is stressful. Wellness Center staff can help you create a stress and time management plan and develop other personal organizational skills.

Connect to Public Aid & Community Resources

Many students are unaware that they qualify for various public aid programs such as SNAP, subsidized health insurance/Medicaid, unemployment, & supportive and emergency housing. The Wellness Center can help you learn more about these programs and how to apply and also assist you in connecting to low- or no-cost community resources, such as medical and dental care, groceries and hot meals, legal services, and child care.

Support Groups

Support groups are offered on topics relevant to college students, such as stress and time management, busy parents, anger management, and veterans' issues. Check with your Wellness Center to see what is offered for each term.

<http://www.ccc.edu/colleges/malcolm-x/departments/Pages/Wellness-Center.aspx>

**AGREEMENT TO ABIDE BY COMMUNITY HEALTH WORKER (CHW)
PROGRAM MANUAL FOR CLASSROOM AND FIELD EXPERIENCE
EDUCATION**

I have read the Malcolm X College CHW Student Handbook and I acknowledge I will be held responsible for all the information included. My signature indicates that I have had the opportunity to request clarification when necessary and that I understand and agree to abide by the responsibilities and expectations assigned to me as a student of the Malcolm X College CHW program in the classroom and field experience education settings.

Student Name _____

Student Signature _____

Date _____