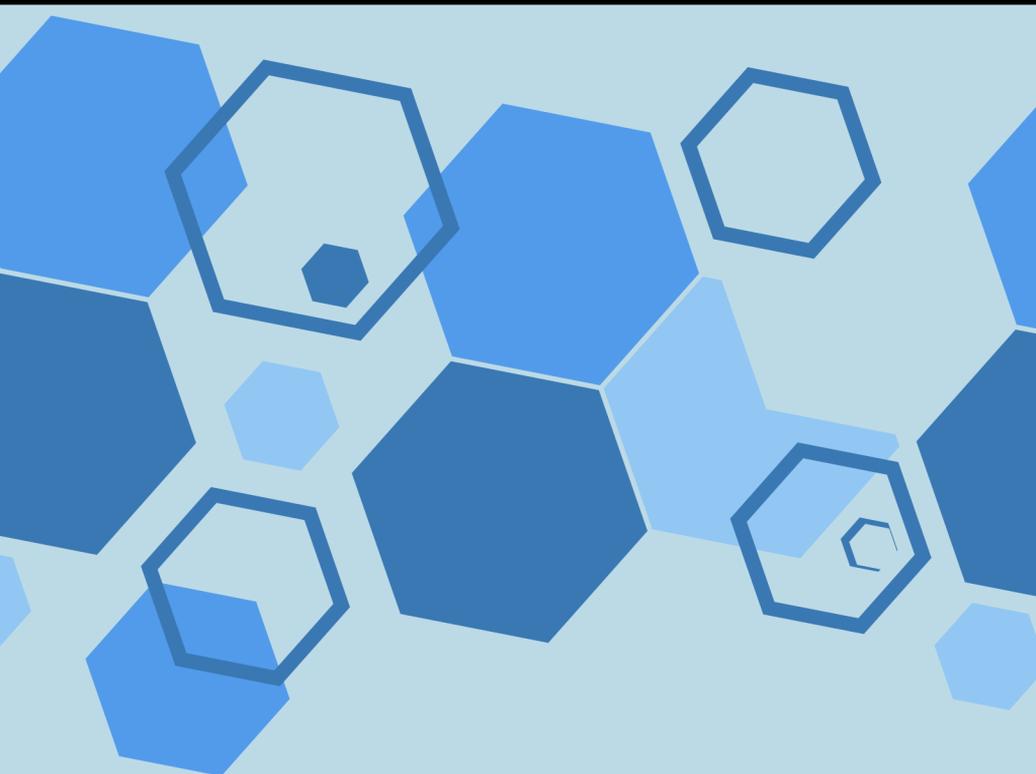


# BLESSED HANDS CPR

FIRST AID & WELLNESS



# STUDENT HANDBOOK



LUKE BROOKS JR. BPH, CP, EMT, BLS-I, EMS-I

## INTRODUCTION

# A Special Message From Your Instructor.

As your instructor, I want to express how proud I am of each of you for taking the initiative to learn these life-saving skills. This training is more than a certification or a job requirement — it equips you to step forward and make a real difference when it matters most.

I also encourage you to take these lessons beyond the classroom. Share your knowledge with family, friends, and coworkers, and inspire others to seek training as well. The more people who gain these skills, the stronger and safer our communities become.



Finally, take pride in your commitment. It says you care about others. Thank you for your attention, your effort, and your willingness to step up. I hope you leave this course with skills, confidence, and knowledge that you are capable of making a real difference in someone's life.

*Luke Brooks Jr.*

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# WELCOME

Welcome to Blessed Hands CPR First Aid & Wellness!

Dear Student,

Welcome! We are excited to have you join our community of learners. At Blessed Hands, we believe that education is the first step toward opportunity, confidence, and meaningful service. Our programs are designed to provide practical, hands-on training and certification preparation that equips you for success in healthcare, emergency response, and allied health careers.

Whether you are here to expand your skills, or explore a new career path, you will find a supportive and professional environment where your growth is our priority. Our instructors bring real-world experience, practical expertise, and a passion for teaching to every class.

We encourage you to actively participate, ask questions, and make the most of your training experience. Together, we will build the skills, knowledge, and confidence you need to achieve your goals and positively impact your community.

Thank you for choosing Blessed Hands CPR First Aid & Wellness. We are proud to support you on your journey!

Warm Regards,

*Luke Brooks Jr.*

Luke Wesley Brooks Jr, BPH, CP, EMT, BLS-I, EMS-I  
 Founder & CEO  
 Blessed Hands CPR First Aid & Wellness, LLC

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# MISSION

At Blessed Hands CPR First Aid & Wellness, our mission is to empower individuals with the knowledge, skills, and confidence to succeed in healthcare and emergency response careers. We provide high-quality, hands-on training and certification preparation in a supportive, professional, and safe learning environment. Our commitment is to prepare our students for success, strengthen our community's healthcare workforce, and foster a culture of lifelong learning and service.

# VISION

To be a leading force in healthcare workforce education, empowering individuals across Columbus, Phenix City, and beyond with the skills, confidence, and knowledge needed to excel in healthcare, emergency response, and allied health professions. We envision a future where every student we train makes a positive impact in their community, and where Blessed Hands serves as a trusted hub for career advancement and lifelong learning.



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# CORE VALUES

## 1. Excellence in Training

We are committed to providing high-quality, practical, and relevant education that prepares students for real-world healthcare challenges.

## 2. Integrity & Professionalism

We conduct all programs, interactions, and operations with honesty, transparency, and respect.

## 3. Student Success

Our students' growth, confidence, and achievement are central to everything we do.

## 4. Community Impact

We strive to strengthen our community by equipping individuals with the knowledge and skills to serve others effectively.

## 5. Lifelong Learning

We encourage continuous growth, skill development, and a passion for learning throughout every stage of a student's career.

## 6. Safety & Responsibility

We prioritize the safety, well-being, and ethical conduct of our students, staff, and the communities we serve.

## 7. Innovation & Growth

We embrace innovation in curriculum, technology, and training delivery to provide flexible pathways for career advancement.



# B L E S S E D H A N D S

## INSTITUTIONAL OVERVIEW

Blessed Hands CPR First Aid & Wellness, LLC, is a private workforce training provider dedicated to equipping individuals and organizations with essential, career-advancing skills in health, safety, and workforce readiness. We serve students, healthcare professionals, employers, and community members seeking both foundational and advanced training.

The trainings offered teach critical life-saving techniques and blend hands-on practice with up-to-date evidence-based standards. We are committed to excellence, integrity, and the safety and well-being of the communities we serve.

Blessed Hands is a non-degree granting training provider. Our courses and programs are designed to equip students with practical skills, but do not culminate in an academic degree from a college or university.

Blessed Hands provides certification preparation training designed to equip students with the knowledge and skills necessary to pursue third-party industry certifications. Completion of our courses does not guarantee employment, successful passage of any certification examination, or the issuance of a credential. Certification is awarded solely by the respective certifying body, and candidates must meet all eligibility requirements and successfully pass required examinations as determined by that organization.



*July*

# **Programs Offered**

BLESSED HANDS CPR FIRST AID &  
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# PROGRAMS OFFERED

## 1. CPR/First Aid / AED/BLS

- Adult, child, and infant CPR, AED use, and basic first aid.
- Prepares students for Red Cross or other nationally recognized certifications.

## 2. EKG Technician Prep

- ECG fundamentals, rhythm interpretation, and exam preparation aligned with NHA Certified EKG Technician standards.
- Certificate of Completion provided; exam administered by certifying body.

## 3. HHA (Home Health Aide) Prep

- Personal care skills, patient safety, infection control, and basic caregiver responsibilities.
- Certificate of Completion provided; prepares students for workforce or certification exams.

## 4. EHR Specialist (CEHRS Prep)

- We strive to strengthen our community by equipping individuals with the knowledge and skills to serve others eElectronic health record workflow, documentation, and security fundamentals.
- Prepares for NHA CEHRS certification exam; Certificate of Completion provided.

## 5. Medical Assistant Exam Prep

- Administrative, clinical, and communication skills; certification preparation.



# PROGRAMS OFFERED

(CONTINUED)

## 6. Dental Assistant Theory

- Infection control, terminology, and office procedures; classroom-based.

## 7. OSHA 10-Hour Safety Certification

- Introductory workplace safety training covering general industry or healthcare standards.
- Certificate of Completion provided; aligned with OSHA 10-hour exam.

## 8. OSHA 30-Hour Safety Certification

- Advanced workplace safety training covering general industry or healthcare standards.
- Certificate of Completion provided; aligned with OSHA 30-hour exam.

## 9. Patient Care Technician (PCT) Prep Program

- Prepares students for entry-level patient support roles and relevant certification examinations where applicable.

## 10. Medical Billing & Coding Prep Program

- Prepares students for entry-level roles in healthcare administration and revenue cycle management.
- Coding systems, insurance processes, and healthcare documentation fundamentals aligned with national certification standards.



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## ADMISSIONS REQUIREMENTS

- Must be at least 18 years of age (or older where specified).
- Possess a valid government-issued photo ID.
- Complete and submit the program enrollment form.
- For select programs (e.g., Patient Care Technician), meet any prerequisite requirements as outlined.
- Payment of applicable tuition and fees or completion of approved payment arrangements prior to course start.

## TUITION PAYMENT POLICY

All tuition and applicable fees for training programs at Blessed Hands must be paid in full or through an approved payment plan prior to the start of the course. Acceptable methods of payment include cash, credit/debit card, and other options as communicated at enrollment. Students are responsible for ensuring timely payment; failure to satisfy tuition obligations may result in denial of access to course materials, classroom instruction, certification testing, and official documentation of completion.

Any late or missed payments may incur additional fees and could jeopardize your continued enrollment.

Refunds for tuition and fees are governed by our refund policy. Please review carefully before making payment. If you have questions contact our administrative office at 706-780-6835 or [bhandscpr@gmail.com](mailto:bhandscpr@gmail.com) for support.



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# REFUND POLICY

Students who cancel their enrollment prior to the course start date may be eligible for a full or partial refund, less any non-refundable registration or administrative fees, as outlined at the time of enrollment. Cancellation requests must be submitted in writing to be considered valid.

Once a course has begun, refunds may be prorated based on the portion of training completed. No refunds will be issued after a specified percentage of the program has been completed, as stated in the enrollment agreement. Fees for completed services, issued materials, or certification processing are non-refundable.

If a course is canceled by Blessed Hands, students will receive a full refund or may choose to transfer to a future session at no additional cost.

All approved refunds will be processed within a reasonable timeframe using the original method of payment where possible.



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# ATTENDANCE POLICY

Regular attendance is required to successfully complete all training programs at Blessed Hands. Because most of our trainings include hands-on instruction and competency-based skills assessments, students are expected to attend all scheduled sessions and arrive on time.

Students who arrive late or leave early may be required to make up missed instructional hours or skills practice time. Excessive absences may result in dismissal from the program and may impact eligibility for course completion documentation or certification testing.

For short-term courses, full attendance is mandatory to receive certificate of completion. For extended programs, students must meet the minimum attendance percentage outlined in their enrollment agreement.

If an absence is unavoidable, students must notify the instructor or administrative office as soon as possible to discuss available make-up options, if applicable.



# B L E S S E D H A N D S

## ACADEMIC STANDARDS

Blessed Hands maintains academic standards designed to ensure that all students demonstrate the knowledge, skills, and competencies required for successful course completion. Students are expected to actively participate in classroom instruction, complete all required assignments, and demonstrate proficiency in both written assessments and hands-on skills evaluations, where applicable.

To successfully complete a program, students must achieve the minimum passing score established for each course and demonstrate competency in required practical skills. Safety, professionalism, and adherence to instructor guidance are mandatory during all training sessions.

Students who do not meet academic or skills performance standards may be offered remediation opportunities at the discretion of the instructor. Failure to meet minimum academic or competency requirements after remediation may result in dismissal from the program.

Our academic standards are designed to uphold the integrity of our training programs and ensure that graduates are prepared to perform confidently and responsibly in real-world environments.



# B L E S S E D H A N D S

## CODE OF CONDUCT

Blessed Hands is committed to maintaining a professional, respectful, and safe learning environment. All students are expected to uphold the following standards:

### **Professional Behavior**

Students must conduct themselves in a professional manner at all times. This includes punctuality, preparedness, appropriate communication, and adherence to instructor guidance. Disruptive behavior, excessive phone use, or conduct that interferes with instruction is not permitted.

### **Dress Code**

Students must present themselves in a clean, neat, and professional manner. Clothing that is revealing, offensive, or unsafe for clinical environments is prohibited.

### **Respect Policy**

All students, instructors, staff, and guests must be treated with dignity and respect. Harassment, discrimination, bullying, intimidation, or abusive language of any kind will not be tolerated. We foster an inclusive learning environment that values diversity and professionalism.



# CODE OF CONDUCT

(CONTINUED)

## Prohibited Conduct

The following behaviors are strictly prohibited:

- Possession or use of illegal substances or alcohol on premises
- Weapons of any kind
- Falsification of records or documentation
- Theft or damage to property
- Physical or verbal altercations
- Violation of safety protocols

Violation of these policies may result in immediate dismissal.

## Academic Integrity

Students are expected to complete all examinations and assignments honestly. Cheating, plagiarism, falsifying clinical hours or skills check-offs, or assisting others in dishonest conduct is strictly prohibited. Any violation of academic integrity standards may result in failure of the course and possible dismissal.

By enrolling in Blessed Hands training & development programs, students agree to abide by this Code of Conduct and understand that failure to comply may result in disciplinary action, up to and including termination from the program.



# SAFETY & LIABILITY

## 1. Purpose

The purpose of this policy is to ensure a safe and secure environment for all participants in the Skills Lab and to establish clear procedures for emergencies, incidents, and liability.

## 2. General Safety Rules

- All participants are expected to:
- Follow all instructions provided by lab supervisors or instructors.
- Wear appropriate personal protective equipment (PPE) when required (e.g., gloves, goggles, lab coats).
- Keep work areas clean and free of hazards.
- Use equipment and tools only as instructed and report any malfunctioning equipment immediately.
- Refrain from horseplay, distractions, or unsafe behaviors that could endanger self or others.

## 3. Emergency Procedures

**Fire or Evacuation:** Follow posted evacuation routes and assemble at designated safe areas.

**Medical Emergency:** Notify instructor immediately and call 911 if necessary. Provide first aid only if trained and authorized.

**Hazardous Materials:** Follow proper handling, storage, and disposal procedures as instructed.



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# SAFETY & LIABILITY

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## 4. Incident Reporting

- All accidents, injuries, or near misses must be reported to the instructor immediately, regardless of severity.
- An Incident Report Form must be completed and submitted within 24 hours of the event.
- Reports will be reviewed to prevent future incidents and ensure compliance with safety standards.



# B L E S S E D H A N D S

## DISMISSAL POLICY

### 1. Purpose

To maintain a safe, respectful, and productive learning environment, the organization reserves the right to dismiss participants who violate policies, jeopardize safety, or fail to meet program standards. This policy also outlines conditions for possible re-enrollment.

### 2. Grounds for Dismissal

Participants may be dismissed for, but not limited to, the following reasons:

- **Safety Violations:** Ignoring safety protocols or endangering self or others.
- **Misconduct:** Harassment, bullying, disruptive behavior, or inappropriate language.
- **Academic or Performance Issues:** Repeated failure to meet course requirements, assignments, or attendance expectations.
- **Dishonesty or Misrepresentation:** Cheating, falsifying records, or providing false information.
- **Property Damage or Theft:** Deliberate destruction or theft of lab or organizational property.

Dismissal is determined by program management and is effective immediately upon notification.

### 3. Re-Enrollment Policy

- Requests for re-enrollment will be reviewed on a case-by-case basis, considering the reason for dismissal, corrective actions taken, and the participant's readiness to comply with program rules.
- Re-enrollment is not guaranteed and may include additional conditions, such as mandatory training, pro-rated and or additional payment, or probationary status.



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# GRIVANCE PROCEDURE POLICY

## 1. Purpose

Blessed Hands CPR First Aid & Wellness, LLC is committed to maintaining a professional, respectful, and fair learning environment. This Grievance Procedure provides students with a formal process to resolve concerns related to: Instruction.

- Instruction
- Program delivery
- Instructor conduct
- Administrative actions
- Enrollment or financial matters
- Student conduct disputes

## 2. Informal Resolution (Step 1)

Students are encouraged to first address concerns informally by:

- Speaking directly with the instructor or staff member involved
- Requesting clarification or resolution within 5 business days of the issue

Many concerns can be resolved quickly at this level.

## 3. Formal Written Grivance (Step 2)

- Requests for re-enrollment will be reviewed on a case-by-case basis, considering the reason for dismissal, corrective actions taken, and the participant's readiness to comply with program rules.
- Re-enrollment is not guaranteed and may include additional conditions, such as mandatory training, pro-rated and or additional payment, or probationary status.



# GRIVANCE PROCEDURE POLICY

(CONTINUED)

## Submission methods:

- Email to: [blessedhandscpr@gmail.com](mailto:blessedhandscpr@gmail.com)
- In-person written submission
- Certified mail

Grievances must be submitted within 10 business days of the incident.

## 4. Review Process

Upon receipt:

- Administration will acknowledge the grievance within 3 business days
- An internal review will be conducted
- Relevant parties may be interviewed
- Documentation may be reviewed

A written decision will be issued within 10 business days of receipt of the grievance.

## 5. Appeal Process (Step 3)

If the student disagrees with the decision, they may submit a written appeal within 5 business days. The appeal will be reviewed by the Program Director or designated administrative authority. A final written decision will be issued within 10 business days. This decision is final.

## 6. Non-Retaliation

Blessed Hands prohibits retaliation against any student who files a grievance in good faith.

## 7. Record Keeping

All grievance records will be maintained securely for a minimum of 3 years.



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# PRIVACY POLICY

## 1. Purpose

This Privacy Policy explains how we collect, use, and protect personal information provided by participants, clients, or website visitors.

## 2. Information We Collect

- Personal Information: Name, email, phone number, address, and other contact details.
- Program Information: Enrollment records, attendance, and performance data.
- Website Information: IP addresses, browser type, pages visited, and interaction data.

## 3. How We Use Information

We use collected information to:

- Provide and manage programs, courses, and services.
- Communicate with participants regarding updates, schedules, or emergencies.
- Improve our programs, website, and user experience.
- Comply with legal obligations.

## 4. Information Sharing

We do not sell or rent personal information. It is maintained securely and will not be disclosed to third parties without consent, except required by law. We may share data:

- With authorized staff or contractors for program administration.
- When required by law or in response to legal requests.
- To protect the safety, rights, or property of participants or the organization.

## 5. Data Security

We take reasonable measures to protect personal information from unauthorized access, use, or disclosure. However, no system is completely secure, and we cannot guarantee absolute security.

## 6. Participant Rights

Participants may:

- Access or update their personal information.
- Request deletion of personal data, subject to legal or administrative requirements.

## 7. Changes to Policy

We may update this Privacy Policy at any time. Updates will be visible and communicated as needed.



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# EQUAL OPPORTUNITY POLICY

## 1. Policy Statement

Blessed Hands is committed to providing an inclusive and respectful environment for all participants, employees, and visitors. We strictly prohibit discrimination, harassment, or retaliation based on race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, veteran status, or any other protected characteristic under applicable law.

## 2. Scope

This policy applies to:

- Program participants, students, or trainees
- Employees, instructors, and volunteers
- Visitors, contractors, and vendors

## 3. Equal Opportunity Practices

We strive to:

- Ensure fair access to programs, services, and opportunities.
- Promote diversity, equity, and inclusion in all activities.
- Maintain a safe environment free from harassment, bias, or intimidation.

## 4. Reporting

Participants or employees who experience or witness discrimination or harassment should report it immediately to a supervisor, program director, or designated HR representative. Reports will be investigated promptly and confidentially, with corrective action taken as needed.

## 5. Retaliation

Retaliation against anyone who reports a concern in good faith is strictly prohibited and may result in disciplinary action, up to and including dismissal.