



Massachusetts Department of
**ELEMENTARY & SECONDARY
EDUCATION**

COP

Health Assisting

Massachusetts Department of Elementary and Secondary Education

Career/Vocational Technical Education (CTE)

Address: 75 Pleasant Street, MA, 02148

Tel: 781-338-3910

Internet: www.doe.mass.edu/cte/

Email: careertech@doe.mass.edu

Strand 1: Safety and Health Knowledge and Skills

1.A Define health and safety regulations.

- 1.A.01a Identify and apply OSHA and other health and safety regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.02a Identify and apply EPA and other environmental protection regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.03a Identify and apply Right-To-Know (Hazard Communication Policy) and other communicative regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.04a Explain procedures for documenting and reporting hazards to appropriate authorities.
- 1.A.05a List penalties for non-compliance with appropriate health and safety regulations.
- 1.A.06a Identify contact information for appropriate health and safety agencies and resources.

1.B Demonstrate health and safety practices.

- 1.B.01a Identify, describe and demonstrate the effective use of Material Safety Data Sheets (MSDS).
- 1.B.02a Read chemical, product, and equipment labels to determine appropriate health and safety considerations.
- 1.B.03a Identify, describe and demonstrate personal, shop and job site safety practices and procedures.
- 1.B.04a Demonstrate safe dress and use of relevant safety gear and personal protective equipment (PPE), including wrist rests, adjustable workspaces and equipment, gloves, boots, earplugs, eye protection, and breathing apparatus.
- 1.B.05a Illustrate appropriate safe body mechanics, including proper lifting techniques and ergonomics.
- 1.B.06a Locate emergency equipment in your lab, shop, and classroom, including (where appropriate) eyewash stations, shower facilities, sinks, fire extinguishers, fire blankets, telephone, master power switches, and emergency exits.
- 1.B.07a Demonstrate the safe use, storage, and maintenance of every piece of equipment in the lab, shop, and classroom.
- 1.B.08a Describe safety practices and procedures to be followed when working with and around electricity.
- 1.B.09a Properly handle, store, dispose of, and recycle hazardous, flammable, and combustible materials.
- 1.B.10a Demonstrate proper workspace cleaning procedures.
- 1.B.11c Demonstrate medical asepsis hand wash technique.
- 1.B.12c Utilize correct procedure for client identification.
- 1.B.13c Identify methods of transmission of microorganisms.
- 1.B.14c Demonstrate safe transfer techniques.
- 1.B.15c Observe and report signs of infection and utilize isolation techniques as needed.
- 1.B.16c Demonstrate safe practices while administering patient care activities.
- 1.B.17c Demonstrate safe barrier protection.

- 1.B.18c Define emergency codes used in an office / medical facility.
- 1.B.19c Demonstrate needle safety and sharps disposal.
- 1.B.20c Explain proper handling and disposal of biohazardous materials.
- 1.B.21c Recognize signage in the healthcare environment.
- 1.B.22c Remove and dispose of contaminated gloves properly.

1.C Demonstrate responses to situations that threaten health and safety.

- 1.C.01a Illustrate First Aid procedures for potential injuries and other health concerns in the occupational area.
- 1.C.02a Describe the importance of emergency preparedness and an emergency action plan.
- 1.C.03a Illustrate procedures used to handle emergency situations and accidents, including identification, reporting, response, evacuation plans, and follow-up procedures.
- 1.C.04a Identify practices used to avoid accidents.
- 1.C.05a Identify and describe fire protection, precautions and response procedures.
- 1.C.06a Discuss the role of the individual and the company/organization in ensuring workplace safety.
- 1.C.07a Discuss ways to identify and prevent workplace/school violence.

Strand 2: Technical Knowledge and Skills

2.A Summarize the fundamentals of the healthcare industry.

- 2.A.01c Identify the types of health care facilities.
- 2.A.02c Identify the organizational structure of the health care team.
- 2.A.03c Demonstrate professional behavior in clinical practice.
- 2.A.04c Demonstrate telephone techniques appropriate to a health care setting.
- 2.A.05c Summarize the residents'/patients' Bill of Rights and HIPAA.
- 2.A.06c Describe the role of the mandated reporter.
- 2.A.07c Demonstrate introductory resident/client identification.
- 2.A.08c Demonstrate verbal communication.
- 2.A.09c Demonstrate non-verbal communication.
- 2.A.10c Identify barriers to open communication.
- 2.A.11c Demonstrate observation skills.
- 2.A.12c Give a verbal client report.
- 2.A.13c Complete a written client report.
- 2.A.14c Demonstrate organization, maintain or write technical information in a patient file or chart and demonstrate how to process the correction of an error.
- 2.A.15c Complete incident / variance report.
- 2.A.16c Employ the use of medical terms and abbreviations.
- 2.A.17c Identify professional healthcare workers' organizations and credentialing requirements.

2.B Demonstrate procedures used when responding to client needs.

- 2.B.01c Explain importance of responding to client needs in a timely, compassionate and professional manner.
- 2.B.02c Demonstrate basic assessment techniques.
- 2.B.03c Demonstrate respect for diverse orientations.
- 2.B.04c List strategies used to maintain client dignity at all times.

- 2.B.05c Demonstrate procedures used to measure and record vital signs.
- 2.B.06c Demonstrate procedures used to measure and record height and weight.
- 2.B.07c Obtain CPR (Cardiopulmonary resuscitation) certification.
- 2.B.08c Explain procedures used to position and drape clients.
- 2.B.09c Identify procedures used with pediatric patients and patients with special needs.

2.C Participate in an approved externship.

- 2.C.01c Successfully complete a supervised student practicum.

2.D Perform the fundamentals of healthcare office management.

- 2.D.01c Demonstrate basic keyboarding skills.
- 2.D.02c Generate daily appointment schedule and retrieve patient files.
- 2.D.03c Maintain an appointment matrix.
- 2.D.04c Create, edit and print memos, reports and outlines.
- 2.D.05c Operate a ten-key calculator.
- 2.D.06c Demonstrate procedures used to register, check in, new and established clients.
- 2.D.07c Perform cancellation procedures.
- 2.D.08c Perform steps for manual filing with a numeric system.
- 2.D.09c Perform steps for manual filing with a color-coded system.
- 2.D.10c Perform steps for filing with a subject filing system.
- 2.D.11c Address envelopes using U.S. Post Office regulations.
- 2.D.12c Process, check and file client referrals in medical record.
- 2.D.13c Key, print and store merge documents, form letters and envelopes.
- 2.D.14c Locate and retrieve information from hard copy.
- 2.D.15c Prepare, compose and answer routine correspondence.
- 2.D.16c Manage patient files.
- 2.D.17c Process mail through a postage meter.
- 2.D.18c Determine the best method of mailing services and process outgoing domestic mail.
- 2.D.19c Process incoming and outgoing mail.
- 2.D.20c Prepare packages for shipping.
- 2.D.21c Maintain mailing list on computer.
- 2.D.22c Record payments received through the mail.
- 2.D.23c Maintain patient contact information records.

2.E Assist the client in the activities of daily living.

- 2.E.01 Illustrate ways to encourage independence in personal care for the client.
- 2.E.02 Demonstrate bed making appropriate to patient's needs.
- 2.E.03 Assist client with appropriate personal hygiene.
- 2.E.04 Provide routine foot care.
- 2.E.05 Provide fingernail care.
- 2.E.06 Assist with shower.
- 2.E.07 Perform complete bed bath.
- 2.E.08 Shave facial hair.
- 2.E.09 Assist with care of dental appliances.
- 2.E.10 Provide oral hygiene.
- 2.E.11 Observe and report hearing abnormalities.
- 2.E.12 Demonstrate routine maintenance of hearing appliances.
- 2.E.13 Assess and maintain optimum hearing by adjusting environmental

- conditions.
- 2.E.14 Demonstrate routine maintenance of glasses.
- 2.E.15 Assist with eye care to maintain optimum vision.
- 2.E.16 Provide daily routine hair care.
- 2.E.17 Assist with range of motion exercises.
- 2.E.18 Prepare bed with attached therapeutic appliances.

2.F Assist, perform, and document skills related to elimination.

- 2.F.01 Assist client to bathroom.
- 2.F.02 Assist client with bedpan/urinal.
- 2.F.03 Demonstrate use of commode.
- 2.F.04 Record intake and output according to facility.
- 2.F.05 Identify and report urine abnormalities.
- 2.F.06 Strain urine when required.
- 2.F.07 Identify and report stool abnormalities.
- 2.F.08 Collect stool specimen for occult blood testing.
- 2.F.09 Perform urine dipstick test.
- 2.F.10 Collect specimens for laboratory analysis.
- 2.F.11 Provide Foley catheter care.
- 2.F.12 Empty urinary drainage bag.
- 2.F.13 Provide skin care for the incontinent client.
- 2.F.14 Provide skin care for ostomy client.
- 2.F.15 Demonstrate care of ostomy drainage system.

2.G Measure, document and report client data.

- 2.G.01 Demonstrate procedure for measuring and recording body temperature (orally, anally, aurally, and axillary).
- 2.G.02 Demonstrate procedure for measuring and recording pulse from the eight pulse sites.
- 2.G.03 Report signs of dehydration.
- 2.G.04 Measure pain by utilizing a pain scale.

2.H Demonstrate the performance of special procedures.

- 2.H.01 Apply elastic stockings.
- 2.H.02 Demonstrate procedure for collecting sputum.
- 2.H.03 Demonstrate procedure for applying restraints.
- 2.H.04 Demonstrate use of alarm devices.
- 2.H.05 Prepare client for physical examination.
- 2.H.06 Identify positions used for special examinations.
- 2.H.07 Assist with physical examination.
- 2.H.08 Determine a client's height.
- 2.H.09 Weigh client on appropriate scale.
- 2.H.10 Transfer client with a mechanical lift.
- 2.H.11 Demonstrate use of assistive equipment for ambulation.
- 2.H.12 Demonstrate use of adaptive devices and assistive equipment.
- 2.H.13 Transport client on stretcher.
- 2.H.14 Describe post-mortem care procedures.
- 2.H.15 Demonstrate proper use of transfer/Gait Belt.

2.I Demonstrate the administration of comfort measures.

- 2.I.01 Assist with Sitz bath.
- 2.I.02 Provide client skin care.
- 2.I.03 Assist with undressing / dressing needs of the client.

- 2.I.04 Utilize devices to reduce skin pressure.
- 2.I.05 Demonstrate hot or cold applications.
- 2.I.06 Describe procedures used with a whirlpool bath.
- 2.I.07 Illustrate care for the dying client/family.

2.J Assist a client with nutrition and hydration.

- 2.J.01 Adapt nutrition to patients with physical problems as ordered.
- 2.J.02 Serve / set up patient tray.
- 2.J.03 Prepare client for mealtime.
- 2.J.04 Feed client requiring complete assistance.
- 2.J.05 Assist in helping patient feed self.
- 2.J.06 Document the patient's intake and output of fluids.
- 2.J.07 Identify appropriate diet on tray to appropriate client.
- 2.J.08 Identify therapeutic diets.
- 2.J.09 Record patient's caloric intake using approved documentation tool.

2.K Assist a client with cognitive impairments.

- 2.K.01 Discuss forms, symptoms, and causes of cognitive impairment.
- 2.K.02 Recognize and report mental status changes.
- 2.K.03 Demonstrate safety techniques used in caring for cognitive impaired clients.
- 2.K.04 Describe behavior interventions used in caring for cognitive impaired client.

2.L Complete certification/specialty programs consisting of at least 280 hours of instructional time.

- 2.L.01 Certified Nursing Assistant 80 hours
- 2.L.02 Patient Care Technician 50 hours
- 2.L.03 Physical Therapy Aid 50 hours
- 2.L.04 Occupational Therapy Aid 50 hours
- 2.L.05 Activity Assistant - Certified AAC 180 hours
- 2.L.06 Phlebotomy Technician 120 hours
- 2.L.07 EKG Technician 75 hours
- 2.L.08 Pharmacy Technician 100 hours
- 2.L.09 Medical Coding and Billing 100 hours
- 2.L.10 Medical Administrative Assistant 125 hours
- 2.L.11 Emergency Medical Technician 140 hours
- 2.L.12 Direct Support Specialist 75 hours

Strand 3: Embedded Academic Knowledge and Skills

3.A English Language Arts

- 3.A.01c For informational/expository writing: Write reports based on research that includes quotations, footnotes or endnotes, and a bibliography.
- 3.A.02c Apply steps for obtaining information from a variety of sources, organizing information, documenting sources, and presenting research in individual projects.
- 3.A.03c Integrate relevant information gathered from group discussions and interviews for reports.
- 3.A.04c Identify and use knowledge of common graphic features (charts, maps, diagrams).
- 3.A.05c Formulate open-ended research questions and apply steps for

- obtaining and evaluating information from a variety of sources, organizing information, documenting sources in a consistent and standard format, and presenting research.
- 3.A.06c Use different levels of formality, style, and tone when composing for different audiences.
 - 3.A.07c Summarize in a coherent and organized way information and ideas learned from a focused discussion.
 - 3.A.08c Analyze visual or aural techniques used in a media message for a particular audience and evaluate their effectiveness.
 - 3.A.09c For informational/expository writing: Write well-organized research papers that prove a thesis statement using logical organization, effective supporting evidence, and variety in sentence structure.
 - 3.A.10c Use all conventions of standard English when writing and editing.
 - 3.A.11c Formulate original, open-ended questions to explore a topic of interest, design and carry out research, and evaluate the quality of the research paper in terms of the adequacy of its questions, materials, approach, and documentation of sources.
 - 3.A.12c Deliver formal presentations for particular audiences using clear enunciation and appropriate organization, gestures, tone, and vocabulary.
 - 3.A.13c Use general dictionaries, specialized dictionaries, thesauruses, histories of language, books of quotations, and other related references as needed.
 - 3.A.14c Follow correct procedures for technical documentation and journaling.
 - 3.A.15c Read medical/technical manuals, guides, resource books and technical literature to gain information and solve problems.
 - 3.A.16c Read, comprehend, and follow written medical/technical directions for procedures and processes.
 - 3.A.17c Use medical terminology within a scope of practice in order to interpret, transcribe, and communicate information, data and observations.

3.B Mathematics

- 3.B.01c Use linear equations to model and analyze problems involving proportional relationships. Use technology as appropriate.
- 3.B.02c Compare, order, estimate, and translate among integers, fractions and mixed numbers (i.e., rational numbers), decimals, and percents.
- 3.B.03c Given the formulas, convert from one system of measurement to another. Use technology as appropriate.
- 3.B.04c Select, create, and interpret an appropriate graphical representation (e.g., scatterplot, table, stem-and-leaf plots, box-and-whisker plots, circle graph, line graph, and line plot) for a set of data and use appropriate statistics (e.g., mean, median, range, and mode) to communicate information about the data. Use these notions to compare different sets of data.
- 3.B.05c Solve everyday problems that can be modeled using systems of linear equations or inequalities. Apply algebraic and graphical methods to the solution. Use technology when appropriate. Include mixture, rate, and work problems.
- 3.B.06c Design surveys and apply random sampling techniques to avoid bias in the data collection.
- 3.B.07c Select an appropriate graphical representation for a set of data and

- use appropriate statistics (e.g., quartile or percentile distribution) to communicate information about the data.
- 3.B.08c Compare the results of simulations (e.g., random number tables, random functions, and area models) with predicted probabilities.

3.C Science and Engineering/Technology

- 3.C.01c Recognize the six most common elements in organic molecules (C, H, N, O, P, S).
- 3.C.02c Explain the role of enzymes in biochemical reactions.
- 3.C.03c Relate cell parts/organelles to their functions.
- 3.C.04c Differentiate between prokaryotic cells and eukaryotic cells, in terms of their general structures and degrees of complexity.
- 3.C.05c Describe how cells function in a narrow range of physical conditions, such as temperature and pH, to perform life functions that help to maintain homeostasis.
- 3.C.06c Describe the structure and function of DNA, and distinguish among replication, transcription, and translation.
- 3.C.07c Describe the processes of replication, transcription, and translation and how they relate to each other in molecular biology.
- 3.C.08c Explain how major organ systems in humans (e.g., kidney, muscle, lung) have functional units (e.g., nephron, sarcome, alveoli) with specific anatomy that perform the function of that organ system.
- 3.C.09c Identify and explain some of the physical properties that are used to classify matter, e.g., density, melting point, and boiling point.
- 3.C.10c Explain the difference between mixtures and pure substances.
- 3.C.11c Describe the four states of matter (solid, liquid, gas, plasma) in terms of energy, particle motion, and phase transitions.
- 3.C.12c Distinguish between chemical and physical changes.
- 3.C.13c Name and write the chemical formulas for simple ionic and molecular compounds, including those that contain common polyatomic ions.
- 3.C.14c Explain body planes, directional terms, quadrants and cavities.
- 3.C.15c Analyze the interdependence of the body systems as they relate to wellness, disease, disorders, therapies and care rehabilitation.
- 3.C.16c Compare specified diseases and disorders by classifications, causes, diagnoses, therapies, and care.
- 3.C.17c Analyze methods to control the spread of pathogenic micro organisms.
- 3.C.18c Identify and contract various types of immunities.
- 3.C.19c Compare the aging process among the body systems.

Strand 4: Employability Knowledge and Skills

4.A Develop employability skills to secure and keep employment in chosen field.

- 4.A.01a Evaluate industries, organizations, and careers based on multiple sources of research and information.
- 4.A.02a Assess interest areas to determine potential career pathways, including career ladders.
- 4.A.03a Develop a career plan with alternatives.
- 4.A.04a Complete job applications and related employment documents (e.g. W-4).

- 4.A.05a Create professional cover letters, resumes, and portfolios in a variety of formats (print and electronic).
- 4.A.06a Apply job search skills to seek, evaluate, apply for, and accept employment.
- 4.A.07a Demonstrate good interviewing skills.
- 4.A.08a Demonstrate employability skills needed to get and keep a job.
- 4.A.09a Assess alternative occupational choices (e.g. working conditions, benefits, and opportunities to change).

4.B Communicate in multiple modes to address needs within the career and technical field.

- 4.B.01a Apply strategies to enhance effectiveness of all types of communications in the workplace.
- 4.B.02a Apply reading skills and strategies to work-related documents.
- 4.B.03a Locate information from books, journals, magazines, and the Internet.
- 4.B.04a Apply basic writing skills to work-related communication.
- 4.B.05a Write work-related materials.
- 4.B.06a Explain information presented graphically.
- 4.B.07a Use writing/publishing/presentation applications.
- 4.B.08a Apply basic skills for work-related oral communication.
- 4.B.09a Explain proper telephone etiquette and skills.
- 4.B.10a Lead formal and informal group discussions.
- 4.B.11a Demonstrate effective negotiation and conflict management.
- 4.B.12a Apply active listening skills to obtain and clarify information.
- 4.B.13a Communicate with others in a diverse workforce.

4.C Solve problems using critical thinking.

- 4.C.01a Demonstrate skills used to define and analyze a given problem.
- 4.C.02a Explain the importance and dynamics of individual and teamwork approaches of problem solving.
- 4.C.03a Describe methods of researching and validating reliable information relevant to the problem.
- 4.C.04a Explain strategies used to formulate ideas, proposals and solutions to problems.
- 4.C.05a Select potential solutions based on reasoned criteria.
- 4.C.06a Implement and evaluate solution(s).

4.D Demonstrate positive work behaviors.

- 4.D.01a Identify time management and task prioritization skills.
- 4.D.02a Explain the importance of following workplace etiquette/protocol.
- 4.D.03a Demonstrate willingness to learn and further develop skills.
- 4.D.04a Demonstrate self-management skills.
- 4.D.05a List causes of stress and effective stress management techniques.
- 4.D.06a Describe the importance of having a positive attitude and techniques that boost morale.
- 4.D.07a Show initiative by coming up with unique solutions and taking on extra responsibilities.
- 4.D.08a Explain the importance of setting goals and demonstrate the ability to set, reach, and evaluate goals.
- 4.D.09a Explain the importance of taking pride in work accomplished and extrinsic and intrinsic motivators that can be used to increase pride.
- 4.D.10a Value the importance of professionalism, including reliability,

- honesty, responsibility, and ethics.
- 4.D.11a Demonstrate a respect for diversity and its benefit to the workplace.

Strand 5: Management and Entrepreneurship Knowledge and Skills

5.A Analyze basic business practices required to start and run a company/organization.

- 5.A.01a Define entrepreneurship.
- 5.A.02a Describe the relationship between suppliers, producers, and consumers.
- 5.A.03a Compare and contrast types of businesses, including sole proprietorships, small businesses, companies, corporations, governmental agencies, and non-profit organizations.
- 5.A.04a Describe practices that ensure quality customer service.
- 5.A.05a Explain the value of competition in business/field.

5.B Manage all resources related to a business/organization.

- 5.B.01a Identify a company's/organization's chain of command and organizational structure.
- 5.B.02a Define and demonstrate leadership and teamwork skills.
- 5.B.03a Explain ways a company or organization can market itself, including choosing a name, designing logos and promotional materials, advertising, and the importance of word-of-mouth.
- 5.B.04a Identify methods to track inventory, productivity, income, expenses, and personnel.
- 5.B.05a Explain the importance of written operating procedures and policies.
- 5.B.06a Identify professional organizations and their benefits.
- 5.B.07a Explain methods to effectively run a meeting.

5.C Describe methods for managing, organizing, retrieving and reporting financial data.

- 5.C.01a Explain the role of small businesses in the economy.
- 5.C.02a Extract and extrapolate data from financial documents, such as a pay-stub, budget, tax statement, and financial report.

5.D Apply labor and civil rights law and guidelines to business practice and decisions.

- 5.D.01a List federal and state mandated employee rights.
- 5.D.02a Describe proper working conditions for your industry.
- 5.D.03a Explain the role of labor organizations.
- 5.D.04a Discuss the importance of diversity and list methods of encouraging diversity in the workplace.
- 5.D.05a Describe standard forms of employment contracts applicable to your industry.
- 5.D.06a State the current minimum wage, as well as wages for common jobs found within the field.
- 5.D.07a List opportunities for continual professional development.

5.E Evaluate the effects of community relations on companies and the industry.

- 5.E.01a Describe the role that the industry/organization plays in different

- communities.
- 5.E.02a Describe the role that community interests play in a company's/organization's decision-making process.

5.F Apply legal requirements and ethical considerations to business practice and decisions.

- 5.F.01a Identify laws that regulate businesses/organizations in your field.
- 5.F.02a Define the requirements for and protections given by copyright and trademark law.
- 5.F.03a Define the impact of the Americans with Disabilities Act and other civil rights legislation on your business/organization, employees, and customers.
- 5.F.04a Define ethical business practices for your field.
- 5.F.05a Identify trade-specific practices that support clean energy technologies and encourage environmental sustainability.
- 5.F.06c Demonstrate the use of problem-solving techniques when confronted with legal dilemmas or issues.
- 5.F.07c Compare and contrast behaviors and practices that could result in malpractice, liability or negligence.
- 5.F.08c Explain ways to comply with policies and requirements for documentation and record keeping.
- 5.F.09c Explain ways to comply with established risk management criteria and procedures.
- 5.F.10c Explain ways to comply with all established criteria for reportable incidents.
- 5.F.11c Explain ways to comply with non-discriminatory laws.
- 5.F.12c Perform duties according to regulations, policies, laws, and legislated rights of clients.
- 5.F.13c Explain ways to maintain clients rights according to the Patients' Bill of Rights.
- 5.F.14c Discuss the importance of practicing within licensure, certification, registration, and legislated scope of practice.
- 5.F.15c Apply the doctrine of informed consent.
- 5.F.16c Evaluate technological threats to confidentiality.
- 5.F.17c Apply mandated standards for harassment, labor, and employment laws.
- 5.F.18c Differentiate between morality and ethics and the relationship of each to health care outcomes.
- 5.F.19c Differentiate between ethical and legal issues impacting health care.
- 5.F.20c Contrast personal, professional and organizational issues impacting health care.
- 5.F.21c Contrast personal, professional and organizational ethics.
- 5.F.22c Analyze legal and ethical aspects of confidentiality.
- 5.F.23c Explain ways to maintain confidentiality.
- 5.F.24c Discuss bio-ethical issues related to health care.
- 5.F.25c Analyze and evaluate the implications of medical ethics.
- 5.F.26c Respect the interdisciplinary roles of team members.
- 5.F.27c Explain procedures used to report activities and behaviors by self and others that adversely affect the health, safety, or welfare of students, clients, or co-workers.
- 5.F.28c Demonstrate fairness and equal treatment of all persons.
- 5.F.29c Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present

- 5.F.30c events.
- 5.F.30c Demonstrate respect of individual cultural, social, and ethnic diversity within the health care community.
- 5.F.31c Demonstrate procedures used to report findings of abuse.
- 5.F.32c Summarize procedures used to report abnormal client findings.
- 5.F.33c Explain Corporate Compliance.

Strand 6: Technological Knowledge and Skills

6.A Demonstrate proficiency in the use of computers and applications as well as an understanding of concepts underlying hardware, software, and connectivity.

- 6.A.01a Select and utilize the appropriate technology to solve a problem or complete a task.
- 6.A.02a Demonstrate file management skills (e.g., install new software, compress and expand files as needed, download files as appropriate).
- 6.A.03a Differentiate between different operating systems and demonstrate use of at least one to open and switch between programs and files.
- 6.A.04a Identify and demonstrate resolutions to simple hardware and software problems as they occur (e.g., frozen screen, disk error, printing problems).
- 6.A.05a Save, retrieve, load, format, and import data into, and export a variety of electronic documents (word processing, spreadsheet, database, AND desktop publishing).
- 6.A.06a Demonstrate the proper use of a variety of external peripherals and how they connect to a computer.
- 6.A.07a Illustrate methods of selecting and using search engines.
- 6.A.08a Send, receive, and manage electronic correspondence and files, in accordance with school policy.
- 6.A.09a Demonstrate proper use of electronic proofreading tools and explain reasons why these shouldn't be relied upon solely.

6.B Demonstrate responsible use of technology and an understanding of ethics and safety issues in using electronic media.

- 6.B.01a Identify ways in which technology is used in the workplace and in society.
- 6.B.02a Summarize the rights and responsibilities of the school's Acceptable Use Policy.
- 6.B.03a Explain laws restricting use of copyrighted materials on the Internet.
- 6.B.04a Discuss the concerns about electronic communications, privacy and security, including protection from spyware and viruses.

6.C Demonstrate ability to use technology for research, problem solving, and communication.

- 6.C.01a Locate, evaluate, collect, and process information from a variety of electronic sources.
- 6.C.02a Demonstrate the use of telecommunications and other media to interact or collaborate with peers, experts, and other audiences.
- 6.C.03a Demonstrate the use of appropriate electronic sources to conduct research (e.g., Web sites, online periodical databases, and online catalogs).

- 6.C.04a Demonstrate proper style (with correct citations) when integrating electronic research results into a research project.
- 6.C.05a Collect, organize, analyze, and graphically present data using the most appropriate tools.
- 6.C.06a Present information, ideas, and results of work using any of a variety of communications technologies (e.g., multimedia presentations, Web pages, videotapes, desktop-published documents).
- 6.C.07a Identify capabilities of technology resources and describe how they can be used for lifelong learning.
- 6.C.08a Demonstrate the proper use of electronic tools and office communications equipment (telephone, fax, copier, etc).