



## **Nursing Assistant and Home Health Training Programs**

### **Student Handbook 2025**

#### **A Better Tomorrow Services Nursing Assistant and Home Health Aide Training Programs**

We have developed this handbook to explain our policies, procedures, and our educational plan.  
We hope it will assist you in your educational endeavors.  
Please read this handbook in its entirety.

Phone: 781-987-0125 Cell: 978-569-8717 Fax: 781-987-0123  
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## **A Better Tomorrow Services**

- **Nursing Assistant and Home Health**
- **Aide Training Programs**

We are a not-for-profit 501©3 Community based organization incorporated in the state of Massachusetts. We are dedicated to delivering the best services to the families in our community.

## **Services**

A Better Tomorrow Service programs includes:

- Nurse Aide Assistant, and
- Home Health Aide Training

## **Our Mission Statement**

Our aim is to increase family income and improve the quality of family life by helping new immigrants make a transition to the American culture and workplace. We inspire our students to value hard work, commit to personal growth, and pursue lifelong learning of marketable skills to enhance their engagement as active citizens.

A Better Tomorrow Training Programs are dedicated to providing basic medical and personal care training services to all individuals who show the ability to benefit from our services.

The Programs are all affordable, easily available, and beneficial. They are provided to a diversified community of learners.

## **A Better Tomorrow Services Administration**

The staff of A Better Tomorrow Services is personally and professionally committed to supporting each student in successfully completing the program in a way that is fulfilling both to them and to the nursing profession. Please contact the following staff with any questions or concerns:

Emmanuel Exilhomme - Executive Director

Eva Kwakye-Ohene, RN. - Program Director

## **Personnel**

Marie Pascal

Emmanuel Exilhomme

## **School Contacts**

Phone ..... (781) 987-0125

Cell----- (978) 569-8717

Fax ..... (781) 987-0123

Mailing Address ..... 14 Dartmouth Street, Suite B, Malden, MA 02148

Website ..... [www.abtservices.org](http://www.abtservices.org)

## **Office Hours & Appointments**

Office hours at A Better Tomorrow Services are

Monday-Thursday 10:00am to 5:30pm

Friday 10am to 2pm

Meetings are by appointment. Please call 978-569-8717 to arrange a convenient appointment.

Occasionally, A Better Tomorrow will e-mail students and prospective students' information regarding future classes and schedule offerings.

Our website may include links that allow you to navigate to external websites. Linked websites are not under the control of A Better Tomorrow Services and may have different privacy policies. We do not accept responsibility or liability of other websites and urge you to use care if you enter personal information on these sites.

## **Program Description**

A Better Tomorrow offers two different training programs for healthcare careers:

- A 75-hour Home Health Aide (HHA) Training, and
- A 122.75-hour Nursing Assistant Training (NAT).

### **HHA**

Home Health Aides assist patients in their private residences by providing a course on patient care, basic medical care, emergency response and housekeeping duties. The HHA training can be combined with another certificate program, like that of a Nursing Assistant, but this would require more hours of training.

The HHA training program only requires 75 hours of training, as there is no state certification. Students must work as HHAs for non-medical home care agencies, assisting individuals in their private homes.

### **NAT**

The Nursing Assistant Training course prepares students to work in various health care settings such as long-term care facilities and hospitals under the direction and supervision of Registered Nurses (RNs), Licensed Practical Nurses (LPNs) or other designated medical staff.

Our holistic approach to learning teaches students how to provide personal care to patients such as bathing, feeding, and dressing. Students will learn how to perform support functions such as transporting patients, taking vital signs and helping patients/residents with mobility issues. Additionally, students will learn about the life circle and end of life, legal, ethical, and moral issues; communication skills; and patient's rights, dignity, emotional support, and confidentiality.

The students seeking to become a Nursing Assistant must complete 122.75 hours of training.

This includes classroom time and clinical experience at a nearby long-term care facility:

Neville Center

640 Concord Ave

Cambridge, MA 02138

They also must sit for a state exam and get registered with the Nurse Aide Registry. With a Nursing Assistant certificate, students can also function as an HHA, however HHAs cannot practice as NAT.

## **Programs Overview**

The NAT program is approved by the Massachusetts Department of Public Health's Nurse Aide Registry. All classes are taught by highly experienced and professional nurses with a small student to instructor ratio to provide quality training.

The expectation of excellence is high within our fast paced and focused program. We train our students to provide compassionate care for people within the healthcare system. Through lecture, video, role-playing, and hands-on laboratory and clinical practice, our students learn procedural skills such as bathing, dressing, positioning, and vital signs.

Students will also learn key communication techniques through life skills training including resume workshop and interview preparation to prepare students for employment after graduation.

After students graduate from the NAT and HHA Programs, they will receive from the school a certificate of completion for NAT and a certificate of completion for HHA. Students are then eligible to sit for the "state's" Nurse Assistant Competency Exam to become a Certified Nurse Assistant".

## **Nursing Assistant Training Program Objectives**

By the conclusion of training, students will be able to:

- Form a relationship, communicate, and interact competently on a one-to-one basis with residents.
- Demonstrate sensitivity to meet residents' emotional, social, and mental health needs through skillful, directed interactions.
- Exhibit behavior in support and promotion of each resident's rights.
- Demonstrate observation and documentation skills needed in the assessment of residents' health, physical condition and well being.
- Recognize the importance of the Nursing Assistant's role in improving the quality of life for residents in the healthcare system.
- Encourage residents to be as independent as possible.
- Support and maintain the rights of residents, clients, and patients.
- Be sensitive to the physical and psychosocial needs of residents in the health care system.
- Communicate effectively with staff, residents, clients, patients and the family and friends of residents, clients, and patients.
- Provide quality basic care for residents in the healthcare system.
- Help reduce the potentially negative effects of the healthcare system.
- Observe and document a resident's physical condition and overall well-being.

- Work well as team members with health care system officials and staff.
- Demonstrate understanding of the importance of reporting significant information regarding their residents, clients, and patients.
- Always demonstrate safety.
- Demonstrate sound decision-making abilities and provide safe practices based on direction from an RN or LPN.

## **Entrance Requirements**

1. High school diploma or its equivalent or Pass Pre-Entrance Exam with 100% score.
2. TB test held within the last 12 months.
3. Covid test.
4. A physical examination.
5. US citizenship and/or US residency status.
6. Be at least 16 years of age to do the NAT and HHA Programs.
7. Have proof of personal health insurance (requested but not required).
8. Provide a valid government-issued picture ID (Passport, ID Card, Driver's License, etc.)

## **Application Process**

1. All applicants are required to submit a completed application form with personal details, providing proof of high school diploma or equivalent, including:
  - Personal information (name, address, contact details)
  - Emergency contact information
  - Educational background (high school diploma or equivalent)
  - Previous healthcare experience (if any).
2. All applicants are required to provide the following documents:
  - Photo ID
  - Proof of high school diploma or equivalent
  - Immunization records (including TB test results)
3. Applicants must undergo a physical examination and provide a letter from their primary physician that indicates medical clearance.
4. All applicants will be called to attend an interview with the program coordinator to discuss their motivations and suitability for the course.
5. After the student has been accepted to the program, all applicants will be required to pay full or partial payment to secure the spot in the training course and enroll.

## **Program Progression Requirements**

To maintain satisfactory academic standing, a student must fulfill requirements for theory, lab, skills, and clinical attendance, achieve the necessary grades and conduct standards, and meet financial obligations as agreed upon at the start of enrollment.

## **Theory Grade Requirements**

### **Grading Scale**

- A Satisfactory/Pass grade will be given to any student who successfully performs all clinical skills and achieves an average of 80% or higher on classwork.
- The assessment in the classroom will be based on individual presentation(s) tests, exams, and lab skills demonstration.
- Students will take all exams on the scheduled date and time.
- A minimum of 80% Average of all exams is required to pass the course.
- If a student does not take the exam on the day and time that was scheduled by the RN Instructor, the student must make arrangements with the RN instructor to take a Make-Up- exam.
- NAT students are responsible for 84 hours of theory, lab skills, and 38.75 hours of clinical practice, for a total of 122.75 hours of program training.

## **Testing Policy**

### **Examinations**

To help students prepare for the state competency exam, quizzes, midterm, final and comprehensive exams will be administered. In addition, students will need to demonstrate proficiency in all skills procedures and pass the clinical portion of the course.

Students are required to meet the minimum standards of academic progress to remain in the program. Any student who misses a scheduled exam will be allowed to take a makeup exam under the following conditions:

1. The instructor must be notified of the absence before the scheduled exam date/time.
2. The student must reschedule the exam with the instructor of the course within one week following the exam.
3. Permission will be given only for legitimate excuses, and only when notification of absence was made.
4. Any student who does not reschedule the exam within one week of returning to class will automatically receive a grade of zero (0) for the exam.

## Lab Procedures Competency Requirements

Skills demonstration and practice are integrated in the program. Students are taught all the required skills by DPH, with other skills necessary to provide basic healthcare services.

There is time allotted for skills practice.

Students need to demonstrate competency of skills learned in the classroom.

Lab evaluation is graded as Satisfactory, Unsatisfactory or Needs Practice.

Students are expected to be able to satisfactorily demonstrate in class the skills before they will be allowed to perform these skills in the clinical setting.

Skills validation is done before the students go to clinical and at the end of the program.

Any student who fails to demonstrate successfully on the first attempt will be given a 'Remediation' slip, and will be asked to remediate before a retest may be given.

There are two additional chances to demonstrate competency. Failure to demonstrate competency on the third attempt may require additional learning activities or may be precluded from the program.

## Clinical Grade Requirements

The following guidelines are used for clinical evaluation:

Each student will be evaluated on a Satisfactory, Unsatisfactory or Needs Improvement basis.

Students with 'Needs Improvement' have failed the clinical portion.

Satisfactory: Student consistently meets the criteria established for effective clinical performance.

Needs Improvement (Did Not Pass): Student inconsistently meets the criteria established for effective clinical performance. This is considered a failing grade for the clinical portion, however students will have the opportunity to discuss their performance with the instructor and work to improve to Satisfactory by the end of clinicals.

Unsatisfactory: Student consistently fails to meet the criteria established for effective clinical performance.

Students will be evaluated and provided feedback throughout the clinical experience. Each student will have a post conference with their instructor at the completion of the program to discuss clinical performance and receive a written evaluation.

Any student having difficulty meeting the standards will have a weekly conference with the instructor so that appropriate assistance can be provided, and minimum competency can be achieved.

Students will have the chance to complete a self-evaluation during the clinical experience and be able to review this with their instructors.



Students who receive a 'Needs Improvement' or 'Did Not Pass' evaluation during the clinical portion of the program will have the opportunity to discuss their performance with the instructor. When appropriate, the written evaluation will include a specific improvement plan.

If a 'Needs Improvement' evaluation is not elevated to a 'Satisfactory' level by the end of the clinical experience, it will be recorded as 'Unsatisfactory'.

A 'Did Not Pass' evaluation in one or more areas at the end of the clinical portion will result in an 'Unsatisfactory' grade for clinical performance. In this case, the student will be unable to complete the program.

Upon completion, the original written evaluation will be submitted to the program office and placed in the student's file, with a copy provided to the student.

## **Clinical Supervision**

1. Direct one-on-one observation of student skill performance is required when a skill is being performed for the first time with a client to ensure the client's safety through direct supervision and assistance as needed.
2. Guided independent practice occurs when a student performs a skill independently under supervision, with both the student and instructor confident in its safe completion.
3. Periodic observation of student skill performance may take place at any point during a procedure when the student is expected to perform safely without continuous supervision.
4. Independent skill performance without direct observation is permitted when the student has demonstrated the ability to perform the skill safely, as reasonably expected of all students. The method of supervision at any given time is determined by the instructor, taking into account the following factors:
  - Ensuring the client's safety at all times.
  - Demonstrated safe performance of a skill in a simulated lab and/or clinical setting.
  - The need for varying levels of observation based on strengths and areas for improvement identified by both the instructor and the student.
  - Encouraging students to actively assess, evaluate, and discuss their strengths, challenges, and specific learning needs with the instructor.

## **General Conduct and Program Rules & Regulations**

Students are expected to maintain professionalism and integrity throughout their training to ensure a safe, supportive, and inclusive learning environment, both within and beyond the institution.

All individuals must adhere to the rules, policies, and regulations from the time of admission to A Better Tomorrow Services Health Training (ABTSHT).

Violations of these policies may result in probation, suspension, or dismissal from the program for any of the following reasons:

- Academic dishonesty, including cheating, plagiarism, or deliberately providing false information.
- Forgery, alteration, or intentional misuse of official ABTSHT documents.
- Theft or intentional damage to institutional or student property while on-site.
- Use or threat of physical force against another individual.
- Unauthorized presence on or use of institutional property.
- Verbal abuse toward students, staff, or faculty.
- Harassment or intimidation, including any willful act intended to frighten, degrade, or disgrace another person.
- Disrupting classes or obstructing the learning environment.
- Discriminatory behavior, which violates ABTSHT's commitment to equal opportunity for all students.

## **Use of Alcohol or Illegal Possession of Substances**

ABTSHT strictly prohibits the possession, use, or consumption of illegal or controlled substances, as well as alcoholic beverages, on or around its premises.

Any violation of this policy may result in the student being required to leave the premises immediately and may lead to further disciplinary action.

## **Possession of Firearms**

Students are strictly prohibited from carrying, possessing, transmitting, using, or concealing firearms or any other weapons while on ABTSHT premises.

For the purposes of this policy, "firearm" refers to any weapon - including a starter gun - designed or capable of expelling a projectile through explosive action, as well as the frame, receiver, muffler, or silencer of such a weapon.

Additionally, “destructive devices” include explosives, incendiary or poisonous gas, bombs, grenades, rockets with a propellant charge exceeding four ounces, and any similar hazardous devices.

Violation of this policy will result in immediate disciplinary action, up to and including dismissal from the program.

## **Possession of Knives or Sharp Objects**

Students are strictly prohibited from bringing, possessing, transmitting, using, or concealing any knife while on ABTSHT premises.

For the purposes of this policy, a knife is defined as any instrument with a sharp blade and a handle, including but not limited to pocket knives, utility knives, and other bladed tools.

Violation of this policy may result in disciplinary action, up to and including dismissal from the program.

## **Lost or Damaged Property**

ABTSHT and its staff are not responsible for lost or damaged personal property. However, any such incidents should be reported to the School Administrator immediately.

## **Sexual Harassment**

A Better Tomorrow Services Health Training strictly prohibits all forms of sexual harassment, whether verbal or physical.

Students who experience or witness harassment or assault should report the matter immediately to their Instructor or the School Administrator for appropriate action.

## **Personal Phone Calls or Messages**

Personal messages will not be taken during training. Students are prohibited from making personal phone calls during class or clinical lab, except in emergencies. In such cases, a message may be left with the program secretary, who will ensure prompt delivery to the instructor.

Students are discouraged from bringing cellphones to class or clinical lab. If necessary, all communication devices, including cell phones and beepers, must be set to 'Silent' mode. Incoming and outgoing calls should only be made before or after class hours or during designated breaks to avoid disrupting the training session.

## **Smoking**

Smoking is strictly prohibited inside the school premises.

## **Parking**

Students can only park in the designated parking areas.

Violation of parking rules may lead to towing of your car at your own expense.

## **Eating and Drinking Inside the Classroom**

Eating and drinking in classrooms, hallways, labs or clinical floors is not allowed. All food is to be consumed in the lunchroom, other designated student lounges, or non-instructional areas.

## **Use of School ID**

Students must wear their ABTSHT ID badges at all times.

If a student forgets their ID badge, they must sign in and out with security at the clinical facility and immediately report to the School Administrator or RN Instructor for a temporary ID.

Upon leaving the program - whether voluntarily or due to dismissal - students are required to return their ID badge to the Program Coordinator.

## **Incident Reports**

“Incidents” are any events that negatively impact the health or safety of a client, student, colleague, instructor, or health care professional. Examples include but are not limited to falls, cuts, muscle strain, other injury, client injury or neglect, or any other behavior or event that the clinical facility or instructor deem to be a reportable event.

When an incident occurs, the student will work with instructors and facility employees when appropriate to complete an incident report immediately. Instructor will then submit the reports to the facility upon completion, and a copy to ABTSHT within 24 hours.

Students are responsible for their own medical expenses for incidents while in laboratory or clinical setting.

## **Insurance**

ABTSHT maintains general liability insurance. However, this insurance does not cover Professional Liability for students or provide coverage for student health, misconduct, neglect, or failure to complete the program.

Participation in A Better Tomorrow Services programs is at the student's own risk. While liability insurance is provided for appropriate clinical and course requirements, students are responsible for all medical costs in the event of injury, illness, or infection incurred during their training or internship.

Any medical expenses must be covered by the student or their personal health insurance provider.

## **Change of Address/Phone Numbers**

To facilitate communication and ensure receipt of grades and important notifications, students must notify their instructor and student services immediately upon change of address, name, or phone number.

## **OSHA Compliance**

Students are required to familiarize themselves with Occupational Safety and Health Administration (OSHA) regulations and guidelines related to bloodborne pathogens and tuberculosis. During the first weeks of the program, students must view the following videos: Universal Precautions and HIPAA.

## **Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act protects the privacy of patient health information, sets national standards for the security of electronic protected health information, protects identifiable information used to analyze patient safety events, and requires health care personnel to notify the Office of Civil Rights of breaches of confidentiality of patient information. The U.S. Office for Civil Rights enforces HIPAA Privacy and Security rules.

To remain HIPAA compliant and to protect patient confidentiality, students may not take any photographs of clients. Also, making copies of the patient record/chart is strictly prohibited.

All verbal, electronic, and written information relating to clients and contracted agencies is considered confidential and is not to be printed, copied, or discussed with anyone. Information may be disclosed only as defined in HIPAA guidelines for educational purposes.

A breach of confidentiality will result in disciplinary action, up to and including possible dismissal from the course and investigation and possible discipline by the Office for Civil Rights. More information if available at: <http://www.hhs.gov/ocr/privacy/>.

All students must follow the [Health Insurance and Portability and Accountability Act \(HIPAA\)](#) rules when participating in clinical activities at affiliated hospitals and clinics.

HIPAA compliance includes maintaining confidentiality of paper and electronic health records.

When violations of HIPAA by a student are identified by a hospital, clinic, physician's office, etc., the violation will be reviewed by the school administration, which will recommend remediation and and/or sanctions, including the possibility of required withdrawal or expulsion.

## **Patient Privacy and Confidentiality**

The Health Insurance Portability and Accountability Act of 1996, (HIPAA), compliance effective as of April 14, 2003. This law has major implications for health care workers regarding the protection of patient health information and outlines the repercussions for noncompliance with the privacy rules.

Students are held to the same standards that govern employees of clinical facilities. Any student who violates this policy is subject to removal of the program without the option of returning to the school.

It is possible that civil and criminal penalties may be brought against the student for the misuse of patient personal health information. You are required to sign a statement that you understand the consequences of violating patient privacy and confidentiality.

## **Academic Failure**

Student academic failure may result if student:

1. Violates the student Code of Conduct, or
2. Violates HIPAA policy, or
3. Fails to achieve a cumulative grade of 75% for all programs, or
4. Does not satisfactorily demonstrate 100% of the required skills in lab and/or clinical, or
5. Student who does not meet the attendance requirements.

## **Dismissal from the Nursing Assistant Program**

Violation of the Student Conduct Code, Attendance Policies, and Clinical Agency Policies will result in dismissal from the program.

Neglect, abuse, inappropriate actions towards a client, classmate, instructor, or staff, or disrespectful or inappropriate language towards the same will result in immediate dismissal from the program.

Should a clinical site refuse a student from returning to complete their rotation, this will be grounds for dismissal from the program.

Students not able to satisfactorily demonstrate a clinical skill in lab and/or clinical, will not be able to pass the course.

Students who are dismissed from the Nursing Assistant Program for disciplinary reasons, including unsafe practice, will not be eligible for readmission.

Students who are dismissed from the Nursing Assistant Program for academic reasons may be considered for readmission under certain circumstances.

## **Health and Safety Guidelines**

It is essential that nursing assistant students be able to perform several physical activities in the clinical portion of the program.

1. At a minimum, students will be required to lift clients, stand for several hours at a time, and perform bending activities.
2. Students who have a chronic illness or condition must be maintained on current treatment and be able to implement direct client care.
3. The clinical nursing experience also places students under considerable mental and emotional stress as they undertake responsibilities and duties impacting clients' lives.
4. Students must be able to demonstrate rational and appropriate behavior under stressful conditions.

Individuals should consider the mental and physical demands of the program prior to making an application.

## **Disability Support Services**

At ABTSHT, we are committed to assisting the academic needs of every learner to ensure scholastic excellence is achieved and maintained.

A student requesting academic accommodations for a disability must self-identify and meet with the Program Coordinator at the beginning of the program.

At this meeting, the student must provide proper and up-to-date documentation related to their disability.

### **Disability Resources in Massachusetts**

Here are some valuable resources for individuals with disabilities in Massachusetts:

- [Mass.gov](https://www.mass.gov) - Offers information on state and federal programs that support people with disabilities, including helpful links to learn more.
- [Massachusetts Office on Disability \(MOD\)](https://www.mass.gov/info-details/massachusetts-office-on-disability-mod) - Provides guidance, training, and information on disability rights and architectural access. The Client Assistance Program (CAP) offers

confidential support for individuals with questions about their rights, vocational rehabilitation, or independent living services.

- MassOptions - Offers detailed information on available services in your area. You can contact them by phone at (800) 243-4636.
- Disability Law Center - Massachusetts Protection and Advocacy: Advocates for the rights and dignity of individuals with disabilities.
- Massachusetts Commission for the Deaf and Hard of Hearing - Provides resources for individuals who are deaf or hard of hearing. You can reach them through the contact form on their website.

## **Non-Discrimination & Anti-Harassment Policy**

ABTSHT fosters equal employment opportunity for all applicants, volunteers, and employees, without regard to race, color, sex, religion, national origin, age, handicap, or veteran status, except when, with reasonable accommodations, age or handicap substantially limits ability to meet or perform legitimate service standards or poses a safety hazard.

If a student believes that she or he has been subjected to illegal harassment, the student must bring the matter to the immediate attention of the instructor.

All reports of harassment will be promptly investigated and, if appropriate, remedial action will be taken.

Any further inquiries regarding compliance with non-discrimination policies and regulations should be directed to the School Administrator.



## **Nurse Assistant Training Program**

### **Total Cost**

Total cost payable to A Better Tomorrow Services Health Training for this training is \$1,650.00 (the \$50.00 administrative fee is included).

Each student is responsible for the following additional expenses.

Students will be responsible for the TMU CNA State Exam fee of \$110. Beginning July 1, 2024, first-time nurse aide certification exams, whether in English, Spanish, or Chinese, will be free of charge. The charge for subsequent test attempts will remain as follows:

\$40 (Written)	\$50 (Oral)	\$70 (Skills)
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Uniform (white scrub top, red scrub pants): \$20.00-\$30.00

White tennis shoes: \$20.00-\$50.00

Watch with a second hand: \$10.00-\$20.00

Textbook: \$80

Full or partial payment of the total cost of course fees is required to secure a spot in the training program.

If an outside source is covering all or a portion of the program cost, a signed authorization from the agency/source must be provided at the time of registration. If the agency is paying anything less than the full amount for the program, the student is responsible for the total remaining balance. The remaining balance is due at the time of registration.

Program cost is to be paid by Cash, Cashier's Check, or Money Order payable to "A Better Tomorrow Services Health Training".

## **Home Health Aide**

### **Total Cost**

Total cost payable to "A Better Tomorrow Services Health Training" for this training is \$630.00 (the \$30.00 administrative fee is included).

Each student is responsible for the following additional expenses.

Uniform (white scrub top, red scrub pants): \$20.00-\$30.00

White tennis shoes: \$20.00-\$50.00

Watch with a second hand: \$10.00-\$20.00

Textbook: \$80

Full or partial payment of the total cost of course fees is required to secure a spot in the training program.

## **Late Payments**

Any student who fails to pay any amount due in accordance with their Enrollment Agreement will be considered in default, and will be liable for suspension from class sessions until the payment is made for the total program cost.

## **Transfer/ Refund Policies**

Students requesting a transfer at least three days before the start of class may transfer to the next available session. Each student is allowed one free transfer before the class begins.

In cases where significant life events prevent a student from attending or completing a Nursing Assistant Training (NAT) or Home Health Aide (HHA) course, accommodations may be available. Students who provide documentation of a personal health issue within five business days or proof of an immediate family member's death (verification of death and relationship may be required) may be eligible for a refund or transfer into another class.

## **Withdrawal**

As per 230 CMR 15.04(7) and (8)(7), if a student withdraws from a Program, in accordance with the school's withdrawal policy, the school shall:

- (a) treat the withdrawal as a termination of the enrollment contract, effective immediately.
- (b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- (c) provide the calculation and any refund to the student within 45 days of the effective date of the termination

(8) If a student stop attending School but does not withdraw in accordance with the school's withdrawal policy, the school shall:

- (a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity.
- (b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest.

(c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and

(d) provide the calculation and any refund to the student within 45 days from the date the school determines the effective date of termination under 230 CMR 15.04(8)(b).

## **Refund Policy for Books & Supplies**

Full Refund Period: Students may return new, unused textbooks and supplies for a full refund within the first week of the program with a valid receipt.

Partial Refund Period: After the initial refund window, students may be eligible for a partial refund of 50% on textbooks and supplies returned within two weeks depending on the condition of the item.

No Refund for Used Items: Textbooks with writing, highlighting, or significant wear will not be eligible for a refund.

## **Book Policy**

All students are required to maintain accurate and complete documentation of patient care activities in the designated Clinical Record Book, following established facility guidelines and HIPAA regulations.

Documentation must be timely, legible, and include all pertinent details related to patient care. Any discrepancies or errors in documentation must be reported immediately to the supervising nurse.

# Refund Law

## as per M.G.L. Chapter 255, Section 13K) Massachusetts Refund Law

Refund Law (as per M.G.L. Chapter 255, Section 13K)	DATES
1. You may terminate this agreement at any time.	N/A
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.  Refund Amount:	5 <sup>th</sup> day after both parties have signed the contract Date:
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7. (Refund all monies paid less \$___ administration fee)  Refund Amount:	Program Start Date:  End date:
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.  Refund Amount:	Last Date of First Quarter Date:
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.  Refund Amount:	Last Date of Second quarter Date:
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.  Refund Amount:	Last Date of Third quarter Date:
7. If you terminate this agreement after the initial five-day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.	5 <sup>th</sup> day after both parties have signed the contract Date:
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.	N/A
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.	First Day of Fourth Quarter Date:

**\*\*\* Tuition credit calculations listed above are based on a percentage of tuition and may not reflect the actual amount to be refunded. Actual amount refunded will be based on payments made to the institution. Specific dates indicated above are based on continuous enrollment from Class Start Date with all courses completed successfully and are subject to change in the event of failed courses, leaves of absence, or other unexpected breaks in attendance.**

I have been provided a copy of the school's catalogue and policies in a manner of my choosing and I am initialing my choice:

☐ Hard copy ☐ USB Drive ☐ sent via email

☐ I will download the catalogue and policies from school's website: **www.ABTSERVICES.ORG**

**Student's Initials**

☐ I understand this contract will not be in force and effect until signed by both myself and a school representative.

☐ I have received a copy of the school's complaint procedures policy.

☐ I understand the refund law as stated above.

☐ I understand that coursework and/or credit from this school may not be transferable to other institutions of education and acceptance is at the discretion of the receiving institution.

☐ I understand that clinicals or externships will only occur during daytime hours and that I must make myself available during the day.

☐ I understand that this agreement is my full agreement with the school and affirm that no oral promises or inducements have been made to me.

☐ I have reviewed and understand the catalog sections pertaining to my program and the policies regarding online only or hybrid education delivery and requirements.

☐ I understand that classes canceled due to inclement weather or other emergencies may be rescheduled on a day or time outside the regular schedule to avoid extending graduation dates.

☐ I have understand that I may be subject to random drug tests as a condition of my enrollment.

☐ I have understand that I may be subject to CORI check and a drug test prior to participation in a clinical or externship.

☐ I have read, and I understand this agreement and the School's catalog and agree to abide by policies as stated, and as they may be amended from time to time.

☐ I understand the school may be closed due to inclement weather and all students will be notified as soon as possible before the class begins and given instruction for a make-up day.

This school is licensed by the Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools. Any comments, questions, or concerns about the school's license should be directed to [occupational.schools@mass.gov](mailto:occupational.schools@mass.gov) or 617-701-8719.

Any changes, addendums, or additions made subsequent to the signing of the enrollment agreement must be in writing and signed by both the school and the student and are subject to the regulations of 230 CMR 15.04.

You have the right to cancel this enrollment contract before the completion of five school days or five percent of this Program, or course, whichever occurs first, and to receive a full refund of all monies paid, less actual reasonable administrative costs up to \$50 and actual reasonable costs of non-reusable supplies or equipment.

You have the right to cancel this enrollment contract if a school allows you to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and you are subsequently denied some or all of that student loan or financial aid amount, the School shall offer you, in writing, an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, s. 13K.

## Supplies

These items are NOT included in the course fee.

Students are required to have a watch with a second hand, black pen, and a notebook. While in the clinic, students are required to wear purple and white scrubs and shoes must be white tennis shoe type (NO COLORS, CLOGS, OR OPEN TOE).

## School Calendar

At ABTSHT, we observe the holidays listed below. If a holiday falls on a Saturday, it is observed on the preceding Friday. If a holiday falls on a Sunday, it is observed on the following Monday.

New Year's Day

Independence Day

Labor Day

Christmas Day

Thanksgiving Day

Labor Day

Memorial Day

**NAT** classes start at the beginning of every month and continue for 5 weeks. Class is held Monday through Thursday from 8:30 a.m. to 2:30 p.m.

There is a half hour lunch break and one scheduled 15-minute break.

The Friday of the fourth week of class includes a 3-hour orientation to the clinical portion from 9:00 a.m. to 12:00 p.m.

The clinical portion is the fifth week of class and is held Monday through Friday from 7:00 a.m. to 3:30 p.m.

There is a half-hour lunch break and a scheduled 15-minute break for the clinical portion.

## NAT Program Description and Learning Objectives

Student-to-Teacher ratio will be 10 students to 1 instructor in the clinical setting.

Clinical portion of the program will follow completion of theory, and will offer varied opportunities for learning. Students will be monitored closely by the instructor, and will be instructed on safe practices.

The instructor, through a documented Proficiency Skills Checklist, will measure students on all learning experiences.

Theory will consist of the body systems, disease processes, and rehabilitation, death and dying and communication skills through a holistic approach.

The importance of professionalism, stress reduction, and time management skills will also be introduced.

Theory and clinical experiences will include but are not limited to:

1. Performance of the activities of daily living with varied client populations to foster independence whenever possible.
2. Continuation of rehabilitative and/or restorative programs through ambulation, to (range of motion) and activities of daily living skills, to include the use of personal adaptive equipment.
3. Safety of the client in varied situations based on the disease processes under the supervision of a Registered or Licensed Practical Nurse.
4. Care of the terminally ill client and providing end of life care with preservation of dignity and postmortem care.
5. Admitting, transferring, and discharging of clients.
6. Privacy, dignity, and confidential care to support the comfort, spiritual needs and attainment of the client's goal and encouragement of activity programs to promote well being.
7. Comparison of caregiver roles in different settings, such as homecare vs. long term or hospital care, as well as Skilled Nursing Facility vs. Intermediate Care Facility.
8. Life safety concerns, to include fire safety, environmental safety, security, and resources to assist with decision making.
9. Infection control practices
10. Environmental and personal safety involving housekeeping concerns, adaptive devices, and special clothing, including personal protective equipment.
11. Emotional support, including appropriate behavioral response, the aging process, identification of resources, preservation of dignity, assuring freedom from fear and /or reprisal.
12. Comfort, rest, and activity including privacy, physical and occupational skills.
13. Emergency situations including the appropriateness of action or non-action, fire drills environment security and available resources.
14. Time management and organization skills.
15. Special procedures.
16. Demonstrate observational and documenting skills required for reporting the care of the recipient's health, welfare, physical and mental condition, and general well being.
17. Provide safe nursing related activities under the supervision of a Registered or Licensed Practical Nurse.



## **Method of Instruction**

Supervised Clinical Practice: Hands-on learning in clinical settings.

- Experiential Learning: Rehabilitation, safety, and end-of-life care.
- Didactic Instruction: Classroom learning.
- Skills Assessment: Measurement of competency through a proficiency checklist.

## **NAT Course Topics**

1. Basic Nursing Skills (ADLs, Vital Signs)
2. Rehabilitation and Restorative Care
3. End-of-Life Care
4. Safety and Infection Control
5. Patient Rights and Dignity
6. Emergency Procedures

## **NAT Grading System**

1. Students are expected to come prepared to class with all homework assignments completed.
2. Students are required to pass written exams (quizzes and a final exam) with a minimum of 80%.
3. Students will have the opportunity to retake quizzes up to two times, and may retake the final exam one time.
4. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will be dismissed from the program.
5. Students are required to demonstrate competency of all skills required in the program.
6. Evaluation of competency occurs both in the lab and clinical components of the program.
7. In the clinical setting students are expected to demonstrate respect, truthfulness, reliability, timeliness, and good judgment in providing safe care to residents.
8. On the Final Exam, students must score 75% or better.
9. One clinical evaluation will be done by each student and be marked as pass/fail.
10. Satisfactory completion of courses requires that all assigned work and tests be completed. To pass these courses, a 100% competency on all clinical skills is required.

## **NAT Learning Outcomes**

By the completion of the NAT program, students are expected to:

- Demonstrate a comprehensive understanding of nursing assistant training concepts and patient care using a holistic approach within various healthcare settings.
- Exhibit strong interpersonal and communication skills when interacting with patients, families, and the interdisciplinary healthcare team to ensure high-quality, patient-centered care.
- Apply sound clinical decision-making skills while delivering safe and competent basic nursing care under the direction of a Registered Nurse (RN) or Licensed Practical Nurse (LPN).
- Recognize and uphold the significance of their role as a nursing assistant, maintaining professionalism, ethical conduct, and accountability in all interactions.
- Prioritize and maintain safety in all aspects of patient care, including safe patient handling, infection control practices, and emergency procedures within healthcare facilities.
- Demonstrate proficiency in the six principles of care: dignity, independence, safety, communication, infection control, and privacy in the context of institutional healthcare.
- Accurately observe, document, and report patient conditions and care provided, adhering to facility policies and procedures.
- Understand and respect patient rights, including confidentiality and the right to make decisions about their care.
- Work effectively as a member of the healthcare team, collaborating with nurses and other professionals to provide comprehensive patient care.

## **Home Health Aide Training: A 75-Hour Course**

The Home Health Aide Training Program is designed to train health aides through the use of textbooks, reading, videos, instructor demonstrations, student return demonstration, pre and post quizzes and a final exam to measure learning. Students will be supplied with textbooks and all the medical supplies necessary to practice basic skills.

### **Home Health Aide Program Objectives**

The objectives of the Home Health Aide Program are to help students obtain a comprehensive understanding of important patient care concepts and to teach them to integrate these concepts into patient care practices, decision making and problem solving.

To achieve these objectives, the educator must be sensitive to the unique learning styles of students in developing the teaching plan.

By the conclusion of training students will be able to:

1. Define communication and its importance.
2. Define different methods of communication.
3. Identify the principles of effective communication.
4. Discuss physical and emotional barriers to effective communication.
5. Discuss communication techniques to use with individuals having special needs, (e.g., vision, hearing, aphasia, and cognitive impairment)
6. Discuss active listening and barriers to effective communication.

### **Method of Instruction**

- Classroom Activities: Lecture, discussion, and self-study
- Library Research: Assigned reading and special assignments.
- Laboratory: Demonstration and return demonstrations will be part of lecture

### **Home Health Aide Course Topics**

1. Orientation for Home Care Aide
2. Human Growth & Development: Understanding People
3. Infection Prevention and Control Procedures
4. Nutrition and Fluid Intake: Sources of Nutrients and Their Functions, Importance of Fluid Intake, Hydration, Dehydration, and Fluid Balance
5. Healthy Environment: Safety and Cleanliness
6. Emergencies and Procedures: Identification and Response
7. Observation, Reporting, Documentation of Client Status and Care of Services Rendered

## **HHA Grading System**

1. Students are expected to come prepared to class with all homework assignments completed.
2. Students are required to pass written exams (quizzes and a final exam) with a minimum of 80%.
3. Students will have the opportunity to retake quizzes up to two times and may retake the final exam one time.
4. If a student does not successfully pass on their last attempt of a quiz or the final exam, they will be dismissed from the program.
5. Students are required to demonstrate competency of all skills required in the program.
6. All skills listed in the Home Health Aide Training Student Handbook must be performed by a student with 100% accuracy.
7. On the Final Exam, students must score 75% or better.
8. Satisfactory completion of courses requires that all assigned work and tests be completed.

## **HHA Learning Outcomes**

By the completion of the HHA program, students are expected to:

- Demonstrate a comprehensive understanding of home health aide training concepts and client care using a holistic approach within the client private residence.
- Exhibit strong interpersonal and communication skills when interacting with clients and their families to build rapport and provide supportive care.
- Apply sound judgment and decision-making skills related to client safety, basic care, and emergency response within the home environment, following established agency guidelines.
- Recognize and uphold the significance of their role as a home health aide, maintaining professionalism, respect, and ethical conduct in the client home.
- Prioritize and maintain safety in all aspects of client care, including home safety assessments, basic infection control practices within the home, and appropriate emergency response.

- Demonstrate proficiency in key principles of care relevant to the home setting: dignity, independence, safety, communication, infection control, and privacy.
- Observe and report changes in the client condition, needs, and environment to the supervising non-medical home care agency.
- Understand and respect client rights, including privacy and confidentiality within their home.
- Work cooperatively with the non-medical home care agency and communicate effectively with supervisors and family members as appropriate.

## **Student Learning Outcomes**

Training will take place in a supportive environment designed to foster growth and provide students with the opportunity to succeed. Classroom instruction will include theoretical learning as well as diverse clinical experiences to prepare students for real-world healthcare settings.

By the completion of the program, students are expected to:

- Demonstrate a comprehensive understanding of training concepts and patient care using a holistic approach.
- Exhibit strong interpersonal skills when interacting with both patients and the healthcare team to ensure high-quality care.
- Apply sound decision-making skills while delivering safe and competent care under the direction of a Registered Nurse (RN) or Licensed Practical Nurse (LPN).
- Recognize the significance of their role as caregivers, upholding professionalism at all times.
- Prioritize and maintain safety in all aspects of patient care.
- Demonstrate proficiency in the six principles of care: dignity, independence, safety, communication, infection control, and privacy.

## **Attendance and Punctuality Policy**

Students must satisfactorily complete all components of the course, including didactic instruction, lab, and clinical training.

- Punctuality is mandatory. Students are expected to arrive on time for class. The classroom clock will be the official timekeeper.
- Daily attendance is required. Missing any part of the program may affect completion.
- Tardiness will not be tolerated – students who arrive late will receive a 'Student at Risk' form and may be subject to dismissal from the program.
- If a student is unable to attend class due to an emergency, they must call the instructor and leave a message by 8:00 A.M. An emergency contact number for their local class will be provided on the first day of the NAT portion of the program.
- Clinical hours vary. Clinical schedules differ from classroom hours and depend on the assigned location. Students will receive their clinical schedule upon registration.

Attendance sheet must be signed by each student daily. NO EXCEPTIONS.

## **Excused Absences**

Students are expected to maintain 100% attendance throughout the program.

To have an absence excused by DPH during the didactic instruction, students must provide their instructor with valid documentation, such as a signed doctor's note, jury duty notice or court summons, or other official documentation.

In the event of the death of a member of a student's immediate family, up to three (3) days excused absence is allowed. Immediate family is considered: spouse, children, brothers, sisters, parents, parents-in-law, and grandparents. All missed classes due to bereavement must be made up.

## **Timely Arrival**

Students must arrive at the lab and clinical sessions at least 10 minutes before the scheduled start time, with hands washed and seated ready to begin.

To maintain quality instruction, show courtesy to instructors, and develop professional skills, students who cannot arrive on time must contact the instructor in advance to report their absence or tardiness.

Students who are not prepared to begin at the scheduled start time will be considered tardy.

## **Consequences of Tardiness**

### **a. Arriving Late (Less than 15 Minutes)**

- Students who arrive after the scheduled start time but before the 15-minute mark may enter the class only with the instructor's permission, and must do so quietly without disrupting the session. They will be responsible for catching up on their own.
- Missed time must be made up at a time convenient for the instructor.
- If the instructor assigns written work to compensate for lost time, the assignment may exceed 15 minutes if deemed necessary to strengthen the student's knowledge or skills.

### **b. Arriving 15 Minutes Late or More**

- Tardiness of 15 minutes or more is considered an absence.
- To avoid disruptions, students who arrive 15 minutes or later may not be allowed to enter the class or clinical setting.

### **c. Repeated Tardiness**

- On the third instance of tardiness (any amount of time under 15 minutes), the student will fail the course and be removed from both the class and clinical.

### **d. Workbook Assignments & Attendance**

- All workbook assignments must be completed by Lab Days.
- Failure to complete assignments by Lab Day will be counted as tardy and factored into overall attendance.
- This will also be reflected in the student's Core Abilities score for the course.

## **Consequences of Absences**

a. Unexcused absences, regardless of the reason, will result in immediate dismissal from the program and a final grade of F.

b. Failure to attend the first day of class without notifying the instructor before the start of class (No call, no show) will result in immediate dismissal from the program.

c. Failure to attend any subsequent class without notifying the instructor before the start of class (No call, no show) will also result in immediate dismissal and a final grade of F.

d. Virtual lecture quizzes and exams must be completed and submitted by the specified due date as outlined in the Course Calendar.

e. Missed deadlines will be considered an absence, as it indicates non-attendance in the lecture/class (unless prior arrangements have been made).

f. Failure to meet attendance requirements may result in ineligibility to participate in clinical training.

## **Inclement Weather/Weather Emergencies**

School may be closed due to inclement weather. All students will be notified before classes begin. Students will be informed of all future make-up days.

Cancellations will be determined by the instructor, and do NOT reflect other local school closings.

Students are expected to call the office at (781) 987-0125 Cell: (978) 569-8717 for storm related cancellation information.

Attendance at all classes and scheduled exams is mandatory.

## **Student Complaint Resolution Process**

As per 230 CMR 15.07(2), the school shall respond to written student complaints in writing within ten days from when the complaint was submitted to the school.

Students are encouraged to communicate any complaints to their instructor and work to identify an appropriate resolution.

If the student's complaint has not been resolved the student should complete a complaint form. Complaint forms are available at the front office. Student complaints should be addressed, in writing, to Emmanuel Exilhomme, Program Manager at 14 Darthmouth Street, Suite B, Malden, MA 02148, or emailed to [emmanuelexilhomme46@gmail.com](mailto:emmanuelexilhomme46@gmail.com)

ABTSHT will respond to the student complaint within thirty (30) days from the submission of the written complaint by the student.

A written record of student complaints will be maintained by the ABTSHT for a period of at least six (6) months following the graduation or withdrawal of the student.

A Better Tomorrow Services Health Training is licensed by the Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools. Students may contact DOL at any time.

### **Contact information**

The Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools  
1000 Washington Street, Suite 710 Boston, MA 02118 Occupational.Schools@mass.gov  
617-701-8719



## **Student Dress Code**

The NAT student uniform and the HHA student uniform is purple scrub top, white- scrub pants, and white shoes.

Shoes should be an athletic/tennis shoe, and must be closed toe and closed heel. Shoes may have some other small color or design, as long as they are mostly white.

A watch with a second hand is part of the uniform.

Students are expected to be in uniform every day of class, clinical, state exam days, the job fair, and graduation.

Failure to follow the dress code will result in a 'Student at Risk' filing, and if not corrected will result in dismissal from the program.

### **Permitted**

- Scarf or skirt (neutral colors) for those with religious necessity
- Small earring studs and rings with personal significance (limit one per hand)
- Natural makeup
- Nails trimmed not extending beyond tips of fingers. No colors or designs.

### **Not Permitted**

- Cellphones. They must be put away and turned off during class and clinical.
- Hats or scarves (except for religious purposes).
- Dangling jewelry or visible facial piercings (nose, eyebrow, lip, chin, etc.).
- Long, loose hair, extreme hair color or styles.
- Acrylic nails or overlays.
- Heeled, open-back, or clogged shoes.
- Jackets over the uniform attire, unless they are professional scrub jackets. A long sleeve red, white, gray, or black shirt is allowed under the white scrub top.
- Openly visible tattoos for the clinical experience.

## **Job Placement**

A Better Tomorrow Services does not offer job placement or guarantee employment upon completion of the courses. However, we do invite employers from local long-term care facilities to come and meet with our NAT students before graduation day.

Students will have the opportunity to create or edit their resume during the resume workshop and life skills portion of the course; this is a required portion of the course.

The NAT Program hosts a job fair for all students. The job fair will help students find a job but does not guarantee employment. Students will have the opportunity to complete job applications and schedule interviews with prospective employers.

At ABTSHT, we do not provide job placement for students.

## **Breaks**

Students will be given one 15-minutes break for any class day less than six (6) hours long.

One 30-minute break will be given for classes lasting six to eight hours.

Smoking breaks may be taken in the location designated by the facility or in student's car.

## **Consumer Protection Statement**

At A Better Tomorrow Services, we always protect student privacy. We do not sell or share any of students' private information with anybody or any organization.

Privacy is important to us at ABTSHT. We are committed to respecting the privacy of all students. We will not sell or trade personal information.

We may share some student information when requested by prospective employers.

If graduates wish not to have ABTS share information upon the request of prospective employers, they should notify us at ABTSHT.

Occasionally, we will e-mail students and prospective students information regarding future class and schedule offerings.

Our website may include links that allow you to navigate to external websites. Linked websites are not under the control of A Better Tomorrow Services and may have different privacy policies. We do not accept responsibility or liability of other websites and urge you to use care if you enter personal information on these sites.

## **Certificates**

Students who successfully complete the NAT and HHA training programs and have fulfilled all financial obligations to the school will be awarded a Certificate of Completion, and the NAT students will be eligible to sign-up for and take the State Certification Exam.

## **Satisfactory Progress**

As per 230 CMR 15.01 (10), a written progress report will be provided to the students by the time fifty (50) percent of the course has been completed, either in person or via an online student portal.

Each student, regardless of academic standing, will receive a progress report in writing during the time in which the course is being taught. This is usually done at the midpoint of the program.

Students must maintain at least 75% on the written exams and 100% competency on all clinical skills in order to successfully complete the course.

## **Financial Aid**

A Better Tomorrow Services does not provide Financial Aid at this time due to being a short program. See below:

As per 230 CMR 15.04 (5) and (6)(5), after April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

(6) In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less

(1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and

(2) actual reasonable actual costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to:

(1) Programs not subject to division approval; and

(2) Programs 80 hours or less in duration and \$2,000 in total cost.

## **Rules and Regulations**

Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness.

In determining whether or not neglect has occurred, the following standards shall apply:

(1) A patient or resident has been neglected if:

(a) An individual has failed to provide appropriate care, treatment or service to the patient or resident;

(b) The individual's failure to provide the treatment, care or service to the patient or resident is either intentional or the result of carelessness; and

(c) As a result of the failure to provide the treatment, care or service, the individual has failed to maintain the health or safety of the patient or resident, as evidenced by harm to the patient or resident, or a deterioration in the patient or resident's physical, mental or emotional condition.

(2) Notwithstanding the provisions of 105 CMR 155.003: Neglect (1):

(a) A patient or resident shall not be considered to be neglected for the reason that such patient or resident, in accordance with his or her expressed or implied consent, is being furnished or relies upon treatment by spiritual means through prayer alone in accordance with a religious method of healing in lieu of medical treatment;

(b) Neglect of a patient or resident shall not be considered to have been caused by an accused if such accused can demonstrate that such neglect was caused by factors beyond his or her control.

Any student who violates this policy is subject to removal of the program without the option of returning to the school. It is possible that civil and criminal penalties may be brought against the student for the misuse of patient personal health information and neglect.

## **Emergency Procedures**

In the event of disaster, such as fire, lack of hot water, a broken water pipe or other circumstances threatening the well-being of students, staff and guests, the following procedure is to be followed:

1. Evacuate the building immediately and quietly using the designated exits.
2. Walk quickly, but do not run.
3. Close all windows and doors before leaving the building.
4. The first person to exit should hold back doors to ensure everyone has safely filed out, then proceed to the designated assembly area.
5. Stay with your class to ensure that everyone can be accounted for.
6. Once the situation has been assessed, the director or staff will provide additional instructions.

## **State Exam**

Upon successful completion of the Nurse Aide Training Program, students will be eligible to take the State Exam to become certified as a Nurse Aide in Massachusetts.

The application form for the State Testing and a copy of A Better Tomorrow Services Health Training Nurse Aide Training certificates will be given to students upon graduating. It will be the student's responsibility to mail the form, including a copy of their ABTSHT Nurse Aide Training certificate, and a money order or Bank Check in the amount of \$110.00 made out to "TMU/Nurse Aide Program".

The State Testing Agency will schedule the test and notify the student of the test date upon receiving their application.

All students who have successfully completed the Nursing Assistant Training Program and fulfilled all financial obligations to the school will be awarded a Certificate of Completion that will allow them to sign-up for and take the State Certification Exam. The test will include a

written exam and a clinical demonstration. The written exam is available in oral form for an additional cost.

## **Textbook/Workbook**

The textbook required for the course is Successful Nursing Assistance Care, Second Edition by Diana Dugan, RN. The cost is \$80. The textbook can be purchased at the reception counter. Workbooks are also available to purchase for study purposes or students can purchase them elsewhere.

## **Computer and Internet Use**

The computers and internet are available for student use for the completion of course work only. Students must not use the computers or the internet for personal purposes during course time or after class. Use of the Internet and computers requires efficient, ethical, and legal use of network resources.

If a student violates any of these guidelines, their eligibility for using the computer will be terminated and future access to the Internet and computers will be denied. Violation of these guidelines may also result in further disciplinary action, including, but not limited to, expulsion from the program.

## **Student Records**

All student records are held in the main office in a locked file cabinet. A student may view their files during normal business hours in the presence of a staff member.

Student records may be viewed anytime by the Massachusetts Division of Occupational Licensure or Department of Public Health.

Student records will not be released to anyone else without approval of the student.

## **Classes**

Classes are held at A Better Tomorrow Services located at:

14 Dartmouth Street, Suite B, Malden, MA. 02148

Morning Session

Monday-Thursday 8:30 a.m. – 2:30 p.m.

\*The fourth week of classes includes a clinical orientation from 9:00am-12:00pm on Friday. (Please make appropriate arrangements to attend this section.)

Courses begin on the first Monday of every month and continue for four weeks. In the event of a Monday holiday, courses begin on the first Tuesday of the month.

Clinical Session – 1 week only

Monday-Friday      7:00 a.m. - 3:30 p.m.

The clinical session is for one week following the four weeks of morning session.

The Clinical instructor will determine appropriate times for pre- and post-conferences.

The school closed on the following legal holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Students are advised to check with their instructor to confirm class meetings.

## **Disciplinary Measures**

The Director and teachers may, at their discretion, immediately dismiss a student for conduct or behavior that seriously jeopardizes the reputation or integrity of the school, or if they find that the student has violated any of the school's policies.

A student may be dismissed for failing to meet the academic and progress standards of the program. In such a case, the student will receive both verbal and written notification of a dismissal.

## **Classroom Behavior**

A Better Tomorrow Services provides a respectful and encouraging environment for all students. There is a free exchange of ideas and opinions, but they must be stated with respect for other cultures, religions, races, ethnicities, and sexual orientations.

## **Cheating**

Cheating is the act of using, attempting to use, or providing others with unauthorized information, materials, or study aids in academic work. Cheating includes, but is not limited to, passing examination answers to or taking examinations for someone else or preparing or copying others' academic work.

## **Plagiarism**

Plagiarism is theft. The Latin root of the word is 'plagiaries', which means a man stealer or kidnapper. Anytime a student presents another person's work as their own - even if that other person is a friend and/or spouse - this is considered plagiarism. "Plagiarism is the act of appropriating any other person's or group's ideas or work (written, computerized, artistic, etc.) or portions thereof and passing them off as the product of one's own work in any academic exercise or activity."

## **Students Complaint and Resolution Process**

As per 230 CMR 15 .07 (2), the school shall respond to written student complaints in writing within ten (10) days from when the complaint was submitted to the school.

All student complaints will be reported to the instructor who will investigate and take appropriate action. The student must provide a written statement of the complaint to the instructor, who has two (2) class days to respond to the complaint.

If the student is not satisfied with the outcome of the resolution, the student can make an appointment to see the School Administrator.

The student should provide the original written complaint with the instructor's resolution during the appointment with the administrator.

The administrator will provide a response within one (1) class day to the student.

If the student is not satisfied with the resolution provided by the administrator, the student may make an appeal to the Board.

The student may be asked to attend the Board meeting during the appeal.

After the Board meeting, the student will be notified of the outcome of the appeal via mail.

If the student is not satisfied with the resolution of their appeal, they may contact DOL at any time:

Massachusetts Division of Occupational Licensure

Office of Private Occupational School Education

1000 Washington Street, Suite 710 Boston MA 02148-4906

[www.mass.gov/dpl/schools](http://www.mass.gov/dpl/schools)

Email: [occupational.schools@mass.gov](mailto:occupational.schools@mass.gov)

Phone: 617-701-8719

## **SEVIS**

International students must maintain a valid SEVIS record by notifying the School Official of any changes to their academic status, address, or employment, and ensure they are enrolled in a full course of study to maintain their legal immigration status."

More information is available at: <http://www.ice.dhs.gov/sevis>.

## **A Better Tomorrow Services Nursing Assistant Training**

ADDRESS    14 Dartmouth Street, Suite B  
                 Malden, MA 02148

PHONE:     (781) 987-0125

CELL:       (978) 569-8717

FAX:        ( 781) 987-0123

My signature below indicates that I have read, understood, and agree to the terms and conditions of the Students Handbook information form given to me by A Better Tomorrow Services NAT and HHA Programs.

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Student Name (Print)

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Date

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Student Signature

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Staff Signature

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Date