



CAREGIVERS INSTITUTE

**HOME HEALTH AIDE
TRAINING PROGRAM HANDBOOK**

891 Centre Street Boston, MA 02130

Phone: 617-595-5028

Program/Training Description:

The Home Health Aide Training teaches students how to help the elderly, the disabled, and people in ill health to maintain their quality of life and independence at home. Focus is on safety and universal precautions; moving and lifting patients; cleanliness and infection control; caring for children, the elderly, and the dying; and patient health, hygiene, and nutrition. Students learn how to check and perform emergency procedures. Training are given in English and Spanish, it includes: CPR/1st Aide Class.

School Calendar:

- Weekend Program Saturdays & Sundays
- Hours: 9:00am - 5:00pm

Fees and Charges:

- Paid to Caregivers Institute:
 - Tuition: \$700.00
 - Books: \$50.00
- Paid to the American Red Cross for the Nurse Aide Test: \$100.00

FINANCIAL AID

In accordance with Massachusetts regulations, 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 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.

ATTENDANCE POLICY

Student Attendance defines acceptable excuses for being absent from the training as:

- Personal illness of the student and/or a situation in which attendance in training would endanger the health of the student or the health of others.
- Serious illness or death in the immediate family of the student that would reasonably necessitate absence from school.
- Special and recognized religious holidays observed by the faith of the student that necessitate absence from school.
- Weather or other environmental conditions preventing a student from getting to school or rendering school attendance hazardous to the health or safety of the student.

Students who are absent three [3] days and/or tardy five [5] days at any time throughout the training, may not be permitted to graduate.

GRADING POLICY

Caregivers Institute DOES NOT USE AN ALPHABETIC GRADING SYSTEM.

All reported grades should comply with the grade chart below:

4.0	(95-100)
3.7	(90-94)
3.3	(87-89)
3.0	(83-86)
2.7	(80-82)
2.3	(77-79)
F	Failure
IG	Incomplete

GUIDANCE AND COUNSELING POLICY

A program of guidance and counseling, including developmental career guidance and exploration, shall be offered to all students and shall involve the coordinated efforts of all teaching staff members under the leadership of trained guidance and counseling personnel.

The training Director is directed to implement a guidance program that carries out the purposes of this policy and:

1. Involves teaching staff members at all appropriate levels;
2. Honors the individuality of each student;
3. Is integrated with the total educational program;
4. Is coordinated with available resources of the community;
5. Provides for the means of sharing information among appropriate staff members in the student's interest; and,
6. Is available equitably to all students and prohibits biased counseling and the use of materials that discriminate among students on the basis of their race, color, creed, religion, national origin, ancestry, age, marital status, sexual orientation, gender, gender identity or expression, socioeconomic status, or disability.

JOB PLACEMENT POLICY

Caregivers Institute does not provide job placement. Therefore, no policy exists for job placement

SATISFACTORY PROGRESS POLICY

Satisfactory compliance for Caregivers Institute: Demonstrated ability to effectively communicate and interact with clients, families, co-workers, and all supervisors in the English language.

- Ability to accurately follow and process written and verbal instructions.
- Satisfactorily demonstrate and perform competency in HHA skills through competency checklist and skills demonstration test.
- Minimum score of 79% on competency exam.
- Complete 75 hours (At least out of the 75 hours have to be in-hands on or practical training)
- Student who are absent three (3) days and/or tardy five (5) days at any time through the training may not be permitted to graduate.
- *Students who complete the policy above meet the satisfactory requirements.*
- *Student will be provided a written report of progress by the time 50 percent of the training has been completed.*

SCHOOL RULES AND REGULATIONS/GROUNDS FOR DISMISSAL:

- More than one missed training day may be grounds for dismissal.
- Failure to pay tuition when due.
- Student who are absent three (3) days and/or tardy five (5) days at any time through the training.
- You must be on time to every day of class.
- Failure to make-up excused absence.
- The following disruptive behaviors are prohibited;
- Speaking in a loud tone of voice (shouting) to others in classroom, lab or at clinical setting, thus interrupting class time.
- Use of foul language.
- Smoking in any area that is not designated for smoking.
- Use of alcohol or drugs. Please report to your instructor any medications you are currently taking that might impair your physical or mental capabilities.
- Any comments, gestures, or body language that is viewed by fellow classmates, instructors or staff as inappropriate.
- Leaving classroom frequently without an appropriate reason before break time or lunch. Sleeping in classroom, clinic or lab during instruction time.
- ABSOLUTELY NO CELL PHONES IN CLASS! Make your emergency plan before the first day of class.
- Using Caregivers Institute facility telephones or equipment without permission. Phone use is for emergency calls only.
- Cheating on exam.
- Theft of property from school, clinic site, students, patients or staff members.

Students that do not adhere to the school rules and regulations are grounds for dismissal.

WITHDRAWAL

Per Massachusetts regulations, 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 stops 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).

STUDENT COMPLAINT RESOLUTION PROCESS

This policy and procedures is established to provide steps for students to resolve complaints. This policy is specifically designed to maintain the integrity of Caregivers Institute environment and to ensure that the rights of students in such matters are clearly ensured and protected.

Definition of terms:

- "Student" means any person enrolled at Caregivers Institute.
- "Respondent" is defined as that person or persons named by the student in a written complaint.
- "Student complaint" is defined as a formal complaint of alleged violations of Caregivers Institute policies and procedures. The Director is responsible for expediting the complaint procedure, for convening and chairing the student complaint review as a non-voting member, and for maintaining all records in a confidential file.

Procedure:

- 1) All parties are encouraged to resolve complaints on an informal basis.
- 2) In seeking this resolution, the parties may confer informally with the Director.
- 3) If the complaint is not resolved on an informal basis, a student must file written complaint to the Director.
- 4) Caregivers Institute will respond to written student complaint in writing within ten days from when the complaint was submitted to the school.
- 5) If a student believes that the school has not properly followed its complaints procedure or has not acted fairly or reasonably in responding to the complaint, a student may refer to the Massachusetts Division of Professional Licensure's Office of Private Occupational School Education at any time
occupational.schools@state.ma.us or 617-727-5811