MEJ HealthCare Services

Nursing Assistant & Home Health Aide Training Program
(Dual Certificate Program)

Program Catalogue and Student Handbook
2026-2027

11 Salem St Medford Mass 02155
MEJhealthcare11@gmail.com
781-661-2057
© MEJ Healthcare Services, Inc. All Rights Reserved.

Welcome to MEJ Healthcare Training! 1
Mission Statement 2
School Administration, Hours of Operations, and Calendar 2
School Administration Staff 2
Hours of Operation/: 3
Academic/School Calendar 3
Observed Holidays: 4
BREAKS 5
Program Description, and Academic Information 5
Program Description 5
Division of Occupational Licensure and Department of Public Health 5
Methods of Instruction: 6
Textbook / Workbook (All Programs) 6
Equal Opportunity and Non-Discrimination Policy 6
Commitment to Equal Opportunity 6
Non-Discrimination Policy 6
Scope of Policy 7
Reporting and Investigation 7
The Nursing Assistant and Home Health Aide Profession 7
Role of the Nursing Assistant and Home Health Aide 7
Clinical Responsibilities 7
Professional Importance 8
Student Requirements for Clinical Participation 8
Criminal Background Checks Policy 8
Nursing Assistant & Home Health Aide Dual (NAT/HHA) Program 9
Program Overview 9
Program Structure 9
Student-to-Instructor Ratio 9
Academic Policies 9
NAT/HHA Theory Grading Policy 9
NAT/ HHA Program Hour Requirements 9
NAT/HHA Grading and Evaluation Policies 10
Clinical Training 10
Clinical Requirements 10
Clinical Experience 10
Purpose of Clinical Training 11
Program Outcomes 11
Entrance Requirements 11
Late Registration 12
Tuition, Financial Aid, and Scholarships 12
Tuition Payment and Fees Policy 12

© MEJ Healthcare Services, Inc. All Rights Reserved.

Program Tuition & Required Fees..... 12
Additional Required or Optional Costs.....12
Payment Summary..... 13
Payment Schedule.....13
Financial Aid:..... 13
Withdrawal Policy..... 13
Nursing Assistant and Home Health Aide Withdrawal and Termination Policy.....14
Academic Expectations..... 15
Attendance Policy..... 15
Attendance Requirements..... 15
Classroom and Skills Lab Attendance..... 15
TESTING AND MAKE-UP EXAM POLICY (BOTH PROGRAMS)..... 16
Leave of Absence (LOA)..... 17
Tardiness and Early Departure..... 17
Classroom and Skills Lab..... 17
Clinical..... 17
Excessive Absences.....17
Excused vs. Unexcused Absences.....18
Fees for Make-Up Hours or Tutoring..... 18
Religious Observance Policy (M.G.L. c. 151C, §2B).....18
Inclement Weather Policy.....19
Rescheduling Policy..... 19
Emergency Procedures.....20
Guidance and Counseling..... 20
Employment Assistance..... 20
Disability Support Services.....20
Consumer Protection Statement.....20
NAT Theory Grading Policy..... 21
Passing Requirements.....21
Assessments..... 21
Exams.....21
Program Hours..... 21
Grading Scale.....22
Evaluation and Grading Policy.....22
CLINICAL GRADING.....23
GRADE DETERMINATION.....23
Graduation Requirements.....23
Classroom Exams.....23
Assessment Policy.....23
Assessment Expectations.....24
Satisfactory Academic Progress Policy..... 24

© MEJ Healthcare Services, Inc. All Rights Reserved.

Satisfactory Progress Requirements..... 25
Minimum Passing Score..... 25
Questions, Concerns, and Grade Review..... 25
Assignments..... 25
Includes reading weekly chapters and workbook exercises. Please refer to the syllabus provided for specific details regarding assignments in each program..... 26
Technical Skills Attainment (TSA)..... 26
Clinical Experience..... 26
Clinical Requirements Policy (Based on Facility Policies)..... 26
Facility-Based Health Requirements..... 27
Vaccinations and Immunizations..... 27
Clinical Policies and Procedures..... 27
Placement Procedures..... 28
Health Career Hazards and Risks..... 29
Biological Hazards..... 29
Chemical Hazards..... 29
Ergonomic Hazards..... 30
Emotional and Psychological Hazards..... 30
Environmental Hazards..... 30
Code of Conduct – Nursing Assistant and Home Health Aide Dual Program (NA/HHADP)..... 30
Classroom and Clinical Facility Behavior..... 30
School Rules, Conduct Standards..... 31
1. School Rules and Expectations..... 31
Official School Uniform..... 31
2. Patient Care Standards..... 32
Professional Behavior..... 33
Disciplinary Policy..... 34
1. Grounds for Disciplinary Action..... 35
2. Levels of Disciplinary Action..... 36
3. Patient Care and Patient Rights Policy..... 36
4. Completion of Corrective Actions..... 37
Disciplinary Measures..... 37
5. Appeals Process..... 39
Termination Policy..... 39
Student Responsibility..... 40
Expectations of the Nursing Assistant/Home Health Aide Dual Program (NA/HHADP)..... 40
Alcohol and Other Drugs..... 40
Test-Taking Etiquette..... 41
Cell Phone Usage Policy..... 41
No Bullying and Respectful Conduct Policy..... 41
PROGRAM COMPLETION AND GRADUATION REQUIREMENTS (NAT AND HHA)..... 42

© MEJ Healthcare Services, Inc. All Rights Reserved.

CERTIFICATES..... 42
Student Complaints and Grievance Policy..... 43
Step 1 – Informal Resolution Process (Instructor Level)..... 43
Step 2 – Formal Complaint (Administration Level)..... 43
Step 3 – Appeal Process (School Appeals Board)..... 44
Formal Complaint Procedure..... 44
State Agency Contact Information..... 44
MEJ Employer Reference Policy..... 45
Student Records Retention and Confidentiality Policy..... 46
Student Records Include, but Are Not Limited To:..... 46
Access to Student Records..... 47
STUDENT PHOTO RELEASE CONSENT FORM..... 47
STUDENT HANDBOOK ACKNOWLEDGEMENT FORM..... 49

© MEJ Healthcare Services, Inc. All Rights Reserved.

Welcome to MEJ Healthcare Training!

Dear Student,

Thank you for choosing the Nursing Assistant and Home Health Aide Training Dual Program (NA/HHATDP) here at MEJ Healthcare Services (MHS). We are thrilled to welcome you to our educational community as you begin your journey toward a meaningful and rewarding career in the healthcare field.

This student handbook has been carefully prepared to provide you with essential information about our program, policies, expectations, and the resources available to support your success. As a MEJ Nursing Assistant Training Program (NAT) student, you are required to review and adhere to all program policies outlined in this handbook.

At MEJ Healthcare Services Training program, our Nursing Assistant and Home Health Aide Training Dual Program is dedicated to equipping you with the knowledge, skills, and professional values needed to excel in your role. As a vital member of the healthcare team, you will contribute to quality patient care, promote well-being, and play an important role in strengthening the health of our communities.

We believe your time in this program will be a period of both personal and professional growth. Embrace new challenges, stay engaged in your learning, and take full advantage of the opportunities that will shape your future as a compassionate and skilled nursing assistant.

On behalf of the entire MEJ Healthcare Services Training team, we extend our warmest wishes for your success. We are honored to be part of your journey and look forward to supporting you every step of the way.

Happy Learning!

Warm regards,

MEJ Healthcare Services Inc.

Marie Germain

School Administrator

© MEJ Healthcare Services, Inc. All Rights Reserved.

Mission Statement

MEJ Healthcare Services is committed to delivering high-quality, affordable, and accessible medical and personal care training to individuals who demonstrate the ability to benefit from our programs. We strive to empower a diverse community of learners by providing practical, relevant, and supportive education that promotes personal growth, professional development, and improved quality of care.

School Administration, Hours of Operations, and Calendar

School Administration Staff

School Program Director/Instructor
Marie Mallebranche, RN
Email: Mejhealthcareservices11@gmail.com

School Administrator/Enrollment Coordinator/Instructor
Marie Germain RNP
Email: Mejhealthcareservices11@gmail.com

Bestine Fils Aime RN, Secretary/ Instructor
Email: Mejhealthcareservices11@gmail.com

Samantha Germain RN, Administrative Staff
Email: Mejhealthcareservices11@gmail.com

Hary Mallebranche, CFO/Business office Staff
Email: Mejhealthcareservices11@gmail.com

Rodnel Fils Aime, Administrative Staff
Email: Mejhealthcareservices11@gmail.com

Britney Mallebranche, Administrative Staff
Email: Mejhealthcareservices11@gmail.com

Marie Simon LPN, Instructor
mariecsimon66@yahoo.com

© MEJ Healthcare Services, Inc. All Rights Reserved.

Hours of Operation/:

Monday-Friday 9:00 am to 3:00 pm (Weekend or meetings are by Appointment) Please call 781-661-2057 or 781-264-3689

Academic/School Calendar

Day Session, 8:00am-2:30pm, Monday, Tuesday, Thursday (5 week program)
Evening Session, 5:00pm - 9:30pm, Monday- Wednesday, Thursday (5 week program)
Weekend Session, Friday 5:00pm-9:30pm, and Saturday 8:00 am-3:00pm (7-week program)

The third week includes a 4-hour clinical orientation on Friday (9:00 AM – 12:00 PM). Students should plan accordingly. Students are advised to check with their instructor to confirm class meetings.

Weekday Schedule (5-Week Terms)

Term	Dates
Term 1	September 1, 2026 - October 5, 2026
Break	October 6, 2026 - October 12, 2026
Term 2	October 13, 2026 - November 16, 2026
Break	November 17, 2026 - November 23, 2026
Term 3	November 24, 2026 - December 28, 2026
Christmas Break	**December 29, 2026 - January 10, 2027**
Term 4	January 11, 2027 - February 14, 2027
Break	February 15, 2027 - February 21, 2027
Term 5	February 22, 2027 - March 28, 2027

Weekend Schedule (7.5-Week Terms)

Term	Dates
Term 1	September 5, 2026 - October 27, 2026

© MEJ Healthcare Services, Inc. All Rights Reserved.

Break	October 28, 2026 - November 3, 2026
Term 2	November 4, 2026 - December 26, 2026
Christmas Break	**December 27, 2026 - January 10, 2027**
Term 3	January 11, 2027 - March 4, 2027
Break	March 5, 2027 - March 11, 2027
Term 4	March 12, 2027 - May 3, 2027
Break	May 4, 2027 - May 10, 2027
Term 5	May 11, 2027 - July 2, 2027

Program Calendar Statement:

The program is offered in both weekday and weekend formats. The weekday format is delivered in 5-week terms, while the weekend format is delivered in 7.5-week terms. A one-week break is scheduled between terms, with an extended Christmas holiday break. Didactic, laboratory, simulation, and clinical activities are conducted according to the published program schedule.

Academic Calendar & Observed Holidays

MEJ Healthcare Services operates on a 12-month academic calendar. For the purposes of this academic calendar, the period covered in this catalog is no later than July 2026 through December 31, 2026.

The following holidays are officially observed. On these days, the school is closed and no classes are held. MEJ Healthcare Services may also declare additional class-free days for special or extraordinary circumstances.

Observed Holidays:

- New Year's Day - January 1
- Martin Luther King Jr. Day - January 20
- Presidents' Day - February 17
- Good Friday
- Memorial Day - May 26
- Independence Day - July 4
- Labor Day
- Veterans Day
- Thanksgiving Day

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Christmas - December 25
- Winter Holiday

BREAKS

Students will be given a 15-minute break and a 30-minute lunch break for any class day. There is a half-hour lunch break and a scheduled 15-minute break for the clinical portion. MHST is a smoke-free facility.

Program Description, and Academic Information

Program Description

MEJ Healthcare Services offers comprehensive dual training programs designed to prepare individuals for entry-level healthcare careers.

The 90-hour Nursing Assistant and Home Health Aide Training Dual Program provides students with the essential knowledge and hands-on skills needed to deliver quality patient care in a variety of settings, including long-term care facilities and patients' homes. Topics include basic nursing skills, personal care techniques, infection control, communication, and safety procedures.

In addition, the program introduces students to key communication and professional skills through life skills training, which includes resume-writing workshops and interview preparation to help support successful employment after program completion.

Division of Occupational Licensure and Department of Public Health

MEJ Healthcare Services in Massachusetts is licensed by the Division of Occupational Licensure's Office of Private Occupational School Education (DOL), and its Nursing Assistant program is approved by the Massachusetts Department of Public Health (DPH). This approval ensures that our nurse aide program meets state and federal standards.

Upon successful completion of the program, students become eligible to pursue certification as a Certified Nursing Assistant (CNA). Earning the CNA credential demonstrates a commitment to professionalism, competence, and continuous learning in the field of patient care. Certification also enhances career opportunities and reflects dedication to providing high-quality, compassionate care.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Methods of Instruction:

- **Theory instruction:** Classroom lectures, discussions, videos, and guided self-study
- **Laboratory training:** Demonstration of skills and supervised return demonstrations
- **Clinical practice:** Hands-on training under supervision at an approved clinical site
- **Skills assessment:** Evaluation of competency using proficiency checklists

Textbook / Workbook (All Programs)

Nursing Assisting: A Foundation in Caregiving
By Diana L. Dugan, RN, Sixth Edition

*****Revision of Programs and Tuition**

MEJ Healthcare Services reserves the right to revise or modify program content, equipment, instructional materials, staff assignments, and organizational structure when necessary. Such changes are made solely to maintain high-quality instruction, reflect current industry standards, incorporate technological advancements, and enhance teaching and learning methods. When required, any modifications will be implemented only with the approval of the Massachusetts Division of Occupational Licensure (DOL). No changes will be made that reduce the quality, integrity, or competency standards of any program. Additionally, program modifications will not result in tuition increases or adjustments for students who are currently enrolled.

Equal Opportunity and Non-Discrimination Policy

Commitment to Equal Opportunity

MEJ Healthcare Services is committed to fostering an inclusive, respectful, and welcoming educational environment for all students and staff. Diversity, equity, and equal opportunity are essential to a strong and supportive learning community.

Non-Discrimination Policy

MEJ Healthcare Services strictly prohibits discrimination and harassment based on race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability,

© MEJ Healthcare Services, Inc. All Rights Reserved.

genetic information, veteran status, or any other protected characteristic under federal, state, or local law.

Scope of Policy

This policy applies to all aspects of the educational experience, including:

- Admissions and recruitment
- Classroom instruction and curriculum
- Evaluation and grading
- Student services and support
- School activities and staff interactions

Reporting and Investigation

Students who believe they have experienced discrimination or harassment should report it promptly to the program director or any MEJ Healthcare Services staff member.

All complaints will be reviewed, investigated, and addressed in a timely manner. Appropriate corrective action will be taken when violations are confirmed

The Nursing Assistant and Home Health Aide Profession

Role of the Nursing Assistant and Home Health Aide

Nursing assistants and home health aides provide essential, hands-on patient care in healthcare settings. Responsibilities include assisting with daily living activities such as bathing, dressing, grooming, mobility, and eating.

Clinical Responsibilities

These professionals also:

- Monitor vital signs
- Observe and report patient condition changes
- Provide emotional support to patients and families

© MEJ Healthcare Services, Inc. All Rights Reserved.

Professional Importance

Working under the supervision of nurses and healthcare professionals, they contribute to patient safety, comfort, and quality of care, making them essential members of the healthcare team.

Student Requirements for Clinical Participation

Participation in clinical experiences is a vital component of the educational journey at MEJ Healthcare Services. To ensure a safe and successful clinical experience, students are required to meet specific eligibility requirements.

Criminal Background Checks Policy

MEJ Healthcare Services fully complies with the Health Care Worker Background Check Act enacted by the Massachusetts State Legislature in 1995, which requires all Nursing Assistants hired after January 1, 1996, to undergo a criminal background check.

To ensure the safety and integrity of the Nursing Assistant and Home Health Aide Training Dual Program, all students must consent to a comprehensive background check, which may include:

- Criminal history checks
- Sex offender registry checks
- Verification of educational and professional credentials

Findings or discrepancies may impact eligibility for clinical participation or future employment in healthcare settings.

Students whose background checks reveal disqualifying offenses as defined by state law will not be permitted to participate in the clinical portion of the program.

The school strongly recommends that prospective students who have concerns regarding their CORI prior to admission contact the school director or instructor for guidance.

Since some students may be aware of a positive CORI before admission, discussing concerns in advance may help determine whether the offense could prevent employment in the healthcare field and whether enrollment would be beneficial.

Please note that if MEJ Healthcare Services is restricted by the Massachusetts Department of Criminal Justice Information Services from conducting student CORI checks. The clinical site will assume responsibility for conducting the checks. Students will be notified in a timely manner if this occurs.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Nursing Assistant & Home Health Aide Dual (NAT/HHA) Program

Program Overview

The Nursing Assistant and Home Health Aide (NAT/HHA) Dual Program is a 90-hour program designed to prepare students for entry-level employment in healthcare settings, including long-term care facilities, community-based agencies, and hospitals. Graduates are trained to work under the supervision of Registered Nurses (RNs) and Licensed Practical Nurses (LPNs).

Program Structure

- 69 hours of classroom and laboratory instruction
- 21 hours of supervised clinical practice

Student-to-Instructor Ratio

Clinical instruction maintains a 10:1 student-to-instructor ratio to ensure quality training and individualized support.

Academic Policies

NAT/HHA Theory Grading Policy

- Minimum passing average: 75%
- Assessments include quizzes, exams, presentations, and lab skills
- All exams must be taken as scheduled
- Make-up exams require approval from the RN Instructor

NAT/ HHA Program Hour Requirements

- Theory and lab: 69 hours
- Clinical practice: 21 hours
- Total: 90 hours

© MEJ Healthcare Services, Inc. All Rights Reserved.

NAT/HHA Grading and Evaluation Policies

- Minimum 75% required for written assessments, including the final exam
- Quiz retakes allowed up to two times
- Final exam retake allowed once
- Failure after allowed attempts results in dismissal
- Skills are evaluated on Pass/Fail basis
- Clinical evaluation is Pass/Fail
- Professional behavior is required in all clinical settings

Clinical Training

Clinical Requirements

Before clinical placement, students must demonstrate competency in the following:

- **Cognitive competencies (knowledge)**: Understanding healthcare concepts such as infection control, patient rights, and vital signs. *Examples:* understanding infection control measures, knowing steps for taking vital signs, recognizing patient rights, and understanding safety protocols.
- **Psychomotor competencies (skills):** Hands-on abilities such as bathing patients, taking vital signs, and assisting with mobility. *Examples:* bathing a patient, measuring vital signs, assisting with mobility, and using medical equipment properly.
- **Affective competencies (behavior):** Professional attitudes such as respect, empathy, communication, and reliability. *Examples:* demonstrating respect and empathy, maintaining patient dignity, being reliable and punctual, communicating effectively, and demonstrating ethical behavior.
-

Clinical Experience

- Students are placed in approved healthcare facilities
- Training is supervised by experienced clinical instructor
- Clinical hours are unpaid

© MEJ Healthcare Services, Inc. All Rights Reserved.

Purpose of Clinical Training

This experience builds confidence, reinforces learning, and prepares students for employment in healthcare.

Program Outcomes

Upon completion of the program, students will be able to:

- Provide safe, high-quality patient care
- Follow laws, regulations, and patient rights
- Communicate effectively in healthcare settings
- Document patient care accurately
- Demonstrate professionalism
- Apply safety and emergency procedures

Entrance Requirements

1.Students must be 16 years old or older to enroll.

2. Entrance Assessment: Must be able to pass an assessment demonstrating the ability to read at a minimum fifth-grade level, as required for eligibility to take the Massachusetts Nurse Aide Competency Exam.
3. Identification: Provide a valid photo ID (Driver's License/State ID/Passport/Permanent Resident Card).
4. Required and optional supplies: Students must obtain required supplies prior to the start of training (for example: a watch with a second hand, blood pressure cuff, stethoscope, CPR, and Gai belt are optional).
To begin the clinical (NAT only): Students must meet all requirements that may be required by the assigned clinical facility. For example, to begin the nursing home clinical, students may need to meet the following requirements:

1. **CORI** $25, if required by the clinical site
2. **CPR/American Red Cross Card,** must be current
3. **Physical Examination Form** completed by MD or NP within one year of enrollment. Students with any acute condition, including pregnancy, or chronic medical problems, must inform the instructor concerning their current health status, medications, and medical needs.
4. **Verification of Immunizations,** if required by the clinical site**:**
   - PPD Skin Test (TB): Must be completed annually.
   - Chest X-ray: Required if the PPD test is positive or if there is a known history of a positive PPD test.
   -Covid-19 vaccine
   -Seasonal flu vaccine

© MEJ Healthcare Services, Inc. All Rights Reserved.

Enrollment Policy

Late Registration

MEJ Healthcare Services does not accept late registrations. All students must be fully enrolled on or before the program start date.

Tuition, Financial Aid, and Scholarships

MEJ Healthcare Services does not participate in state or federal assistance programs, nor does it offer any loans or scholarships.

Tuition Payment and Fees Policy

MEJ Healthcare Services accepts full payment at the time of enrollment or offers an optional payment plan. Students who choose the payment plan must make an initial deposit upon enrollment. The remaining balance is paid while the student attends classes and must be paid in full by the end of the second week of the program.

Program Tuition & Required Fees

- Nursing Assistant /Home Health Aide Classroom and Clinical Training (Tuition) : **$1,545.00** (Includes **$50** Administrative Fee)
- Supplies: **$75**
- Books: **$110**
- Uniforms**: $45**

Total Tuition + Supplies + Books + Uniforms : $1,775.00

Additional Required or Optional Costs

- CPR certification training (separate fee): **$100.00**
- Textbooks and learning materials (separate fee): **$110.00**
- Uniforms required for clinical participation (separate fee): **$45.00**
- Gait belt (optional): **$16.00**
- Stethoscope (separate fee): **$25.00**
- Blood pressure cuff (optional): **$65.00**
- Massachusetts Nurse Aide Testing Fee (separate fee): **$110.00**

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Mantoux/PPD Test (may be obtained through personal physician) (separate fee): **$80.00**
- **CORI $25, if required by the clinical site**

Payment Summary

- Total Program Cost (Tuition + Administrative+ supplies Fee): **$1,775.00**

Payment Schedule

- **$50.00 administrative fee (non-refundable) due at registration**
- **$600.00 due on the day of registration**
- **Remaining $1,175.00 due no later than the end of the second week of class**

Financial Aid:

Per 230 CMR 15.04 (5) and (6), 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.

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) p80 hours or less in duration and
$2,000 in total cost.

Withdrawal Policy

(Per 230 CMR 15.04(7) and (8)) If a student withdraws from a program in accordance with the school's withdrawal policy, the school shall:

- Treat the withdrawal as a termination of the enrollment contract, effective immediately

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the Division
- Provide the calculation and any refund to the student within 45 days of the effective date of termination

If a student stops attending school but does not withdraw in accordance with the school's withdrawal policy, the school shall:

- Treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or participation in an instructional activity
- Determine the effective date of termination within 30 days after the end of the period of enrollment, term, or Program, whichever occurs first
- Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division
- 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**)**

Nursing Assistant and Home Health Aide Withdrawal and Termination Policy

This policy establishes procedures for students who wish to withdraw from the Nursing Assistant Training Program (NAT) or Home Health Aide Training Program (HHATP).

Voluntary Withdrawal

A voluntary withdrawal occurs when a student chooses to leave the program for personal reasons.

Students are encouraged to meet with an instructor or school advisor prior to withdrawing.

Involuntary Withdrawal

Involuntary withdrawal may occur due to the following:

- Violation of the school's code of conduct or academic integrity policies
- Failure to meet academic or attendance requirements
- Failure to meet financial obligations
- Violation of patient confidentiality, privacy, or rights
- Intentional harm to staff or students
- Failure to comply with school policies

Withdrawal Procedures

© MEJ Healthcare Services, Inc. All Rights Reserved.

To withdraw, students must:

- Complete and submit a Student Withdrawal Form

The effective withdrawal date is the later of:

- The date the school receives written notice, or
- The date the withdrawal form is completed

If students withdraw according to policy:

- Enrollment is considered terminated immediately
- Refunds are calculated according to Massachusetts refund law and issued within 30 days

If students stop attending without formal withdrawal:

- The last date of attendance will be considered the termination date
- Refund calculations will comply with 230 CMR 15.04(8)(b)

Academic Expectations

Attendance Policy

Regular attendance is essential for success in the Nursing Assistant and Home Health Aide Dual Program. Students are expected to maintain 100% attendance throughout the duration of the program.

If a student anticipates an absence, they must notify the instructor in advance. Instructors will take attendance during each class session. Attendance records may be shared with the school for administrative purposes and to ensure compliance with program requirements.

Attendance Requirements

Classroom and Skills Lab Attendance

Students are expected to maintain 100% attendance in all classroom and skills lab sessions. Attendance is taken at the start of each session.

Early Departure

© MEJ Healthcare Services, Inc. All Rights Reserved.

Early departure from classroom or lab is treated as missed time and must be made up. Early departure from clinical is a serious matter because it affects patient safety and facility expectations.

Make-Up

If make-up time is permitted, it must be completed within the timeframe set by the program director. A maximum of two (2) make-up days is permitted per program. Make-up sessions will be scheduled by the program director.

TESTING AND MAKE-UP EXAM POLICY (BOTH PROGRAMS)

Examinations

MEJ Healthcare Services uses quizzes, midterm and final exams, and skills evaluations to measure student progress, competency development, and readiness for program completion and, when applicable, state testing eligibility.

Scheduled Exams

Students are expected to take all exams on the scheduled date and time. Attendance and punctuality are required to maintain academic progress.

Make-Up Exams (Missed Scheduled Exams Only)

A student who misses a scheduled exam may be permitted to take a make-up exam **only if all of the following conditions are met**:

1. **Timely notice:** The student notifies the instructor *before* the scheduled exam time. If a sudden emergency prevents timely notice, the student must contact the instructor as soon as reasonably possible.
2. **Rescheduling deadline:** The student must schedule the make-up exam with the instructor **within five (5) calendar days** of returning to class.
3. **Acceptable reasons:** The absence must be due to one of the following documented circumstances:
    - Personal illness
    - Urgent medical appointment
    - Death in the immediate family
    - Required court appearance or jury duty
    - Other serious, documented emergency situations

The instructor may require documentation to verify the reason for the missed exam.

Failure to Meet Requirements

© MEJ Healthcare Services, Inc. All Rights Reserved.

Failure to reschedule the make-up exam within the required timeframe, or failure to provide acceptable documentation when requested, will result in a **grade of zero (0)** for the missed exam.

Clinical Attendance (DPH Requirement)

The Massachusetts Department of Public Health (DPH) requires 100% attendance for all clinical hours. Any missed clinical time must be made up to meet program completion requirements.

Leave of Absence (LOA)

Leave of Absence (LOA) is not permitted in this program. The Massachusetts Department of Public Health (DPH) does not allow LOAs for Nurse Aide Training programs.

Tardiness and Early Departure

To maintain a professional learning environment, the following policies apply:

Classroom and Skills Lab

- Students arriving more than 10 minutes late will be marked tardy.
- Three (3) tardies = one (1) absence.
- Leaving class more than 10 minutes early will be recorded as an early departure.
- Two (2) early departures = one (1) absence.

Clinical

- Students must arrive on time and be fully prepared.
- Any tardiness or early departure during clinical may result in:
    - Removal from the clinical site for the day
    - A required make-up shift
    - Disciplinary action
- Clinical partners may refuse participation to students who arrive late or leave early.

Excessive Absences

Because DPH requires 100% attendance for clinical and the program requires full participation:

- Excessive absences are defined as more than four (4) total days (excused or unexcused) in classroom or lab.

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Excessive absences will result in dismissal from the program.
- Students dismissed for attendance reasons must re-enroll and repay tuition for a future cohort.

Excused vs. Unexcused Absences

Excused absences include:

- Documented medical illness
- Court appearances
- Death of an immediate family member
- Religious observances
- Pre-approved emergencies

Documentation must be submitted within 48 hours of absence.

Unexcused absences include:

- Failure to notify the instructor
- Oversleeping
- Transportation issues
- Personal appointments not approved in advance
- Any absence without documentation

Unexcused absences may result in academic penalties or dismissal.

Fees for Make-Up Hours or Tutoring

MEJ Healthcare Services, Inc. provides additional instructional hours, tutoring, or make-up sessions beyond the scheduled program hours. The following fees may apply:

- **Make-up classroom/lab hours:** Calculated as tuition ÷ total program hours
- **Make-up clinical hours:** Calculated as tuition ÷ total program hours
- **Optional tutoring:** $60.00 per hour

*Students will be notified of any applicable fees before scheduling make-up sessions or tutoring services.

Religious Observance Policy (M.G.L. c. 151C, §2B)

© MEJ Healthcare Services, Inc. All Rights Reserved.

In accordance with Massachusetts General Laws Chapter 151C, Section 2B, any student who is unable to attend class or participate in an examination, study, or work requirement because of religious beliefs shall be excused from that requirement on that day.

Students will be provided with an opportunity to make up the missed examination, study, or work requirement without any additional fees or penalties, provided that the make-up work does not create an unreasonable burden on the school.

No adverse or prejudicial effects shall result to any student who exercises their rights under this section.

A copy of M.G.L. c. 151C, §2B is included below as required:

> "Any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of his religious beliefs, to attend classes or to participate in any examination, study, or work requirement on a particular day shall be excused from any such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study, or work requirement which he may have missed because of such absence on any particular day; provided, however, that such makeup examination or work shall not create an unreasonable burden upon such school. No fees of any kind shall be charged by the institution for making available to the said student such opportunity. No adverse or prejudicial effects shall result to any student because of his availing himself of the provisions of this section."

Inclement Weather Policy

- Clinicals will continue during inclement weather unless the school is officially closed.
- If a student feels commuting is unsafe, they should use their best judgment regarding personal safety.
- Any clinical time missed due to weather conditions must be made up at a later date.
- Students who choose not to report must still notify their instructor by email or phone.
- Students should call **(781) 661-2057** or (**781)-264-3689** for updates regarding cancellations.

Rescheduling Policy

- MEJ Healthcare Services will make every effort to maintain scheduled classes.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Emergency Procedures

In the event of an emergency (e.g., fire, broken water pipe, or any situation threatening the safety and well-being of individuals), students must follow these procedures:

- Evacuate the building immediately and quietly using designated exits
- Walk quickly, but do not run
- Close all windows and doors when exiting, if safe to do so
- Proceed to the designated assembly area and remain with your class
- Follow all instructions provided by the director or staff

Guidance and Counseling

MEJ Healthcare Services strives to foster a supportive learning environment; however, formal guidance and counseling services are not provided.

Employment Assistance

MEJ Healthcare Services does not guarantee employment or provide direct job placement services.

However, the Nursing Assistant Training (NAT) Program includes a job fair where local healthcare employers meet with students prior to graduation.

To prepare for employment, students also participate in:

- Résumé workshops
- Interview preparation
- Life skills training

These activities are designed to enhance employment readiness and professional development.

Disability Support Services

Students requesting academic accommodations due to a documented disability must self-identify and meet with the program coordinator at the beginning of the program.

Appropriate and current documentation is required before accommodations can be considered.

Consumer Protection Statement

© MEJ Healthcare Services, Inc. All Rights Reserved.

MEJ Healthcare Services respects and protects student privacy.

The school does not sell or share personal student information.

Student information may be shared with prospective employers upon request. Students who wish to opt out must notify MEJ Healthcare Services in writing.

NAT Theory Grading Policy

The following grading policies apply to all students enrolled in the Nursing Assistant and Home Health Aide Dual Program. These policies outline the grading scale, academic progress expectations, satisfactory progress requirements, and program completion standards.

Passing Requirements

- A **Satisfactory/Pass** requires an average of **75% or higher** on classwork.
- Students must maintain a **minimum 75% average on all exams** to pass the program.
- The **Final Exam** also requires a score of **75% or better**.

Assessments

- Grading is based on:
  - Individual presentations
  - Tests and exams
  - Lab skills demonstrations
- Skills are graded **Pass/Fail**.
- Competency is evaluated in both **lab** and **clinical** settings.

Exams

- All exams must be taken on the **scheduled date and time**.
- If a student misses an exam, they must arrange a **make-up exam** with the RN/LPN instructor.
- Students may:
  - Retake **quizzes up to two times**
  - Retake the **final exam once**
  - There is **no fee** for retakes.
- Failure to pass a quiz or final exam on the **last allowed attempt** results in **dismissal** from the program.

Program Hours

- NAT students must complete:
  - **69 hours** of theory/lab skills
  - **21 hours** of clinical practice

© MEJ Healthcare Services, Inc. All Rights Reserved.

    - **Total: 90 hours**
    - **Clinical Expectations**

- Students must demonstrate:
    - Respect
    - Truthfulness
    - Reliability
    - Timeliness
    - Good judgment
    - Safe care practices
- One clinical evaluation is completed per student and marked **Pass/Fail**.

Grading Scale

MEJ Healthcare Services uses the following standard grading scale for all classroom (theory) :

- A = 93–100
- A- = 90–92
- B+ = 86–89
- B = 82–85
- C+ = 77–81
- C = 73–75 (Minimum Passing Grade)
- D = 69–72
- F = Below 69

A final grade of **75% (C) or higher** is required to pass the classroom portion of the program.

Evaluation and Grading Policy

To successfully complete the Nursing Assistant/Home Health Aide Dual program, students must achieve:

- A final weighted program grade of **75% or higher**
- A passing grade on the clinical competency assessment

** A weighted program grade is a final score calculated by multiplying each assignment or assessment's earned grade by its assigned percentage of the total program grade and then summing the results.**

Only the final program grade may be rounded; individual assessments may not be rounded.

If a student scores below 75% on any exam, quiz, or skills assessment:

© MEJ Healthcare Services, Inc. All Rights Reserved.

- The student must meet with the instructor to review performance and develop a remediation plan.
- The student must retake the assessment and achieve a minimum score of 75%.
- A maximum of **three attempts** is allowed for any graded assessment.

Students who withdraw from the program or fail to achieve a final grade of 75% or higher, but wish to continue in the program, must repeat the program.

CLINICAL GRADING

Clinical is graded on a Pass/Fail basis. A passing or failing grade for clinical is determined by the evaluation criteria outlined in the Clinical Evaluation Tool. The Clinical Evaluation Tool is used in the clinical setting to assess student performance and competency. Students must achieve a passing clinical evaluation to successfully complete the program. Failure to pass the clinical component will result in failure of the entire program, regardless of the student's overall program grade.

GRADE DETERMINATION

All work will be graded within five (5) days of submission, at the instructor's discretion.

Graduation Requirements

To graduate from the program, students must:

- Earn a grade of **C or better in all required program**
- Successfully complete all program requirements with a final grade of **C (75%) or higher**

Classroom Exams

Assessment Policy

The Nursing Assistant and Home Health Aide Program at MEJ Healthcare Services includes two major examinations:

© MEJ Healthcare Services, Inc. All Rights Reserved.

- A midterm exam
- A final exam

These examinations assess students' understanding of the material covered throughout the program and consist exclusively of multiple-choice questions.

In addition to the major examinations, instructors may administer supplementary assessments, including quizzes or short evaluations, to monitor student progress throughout the program.

All examinations are administered through the school's Student Management System, which automatically grades assessments and provides students with immediate results upon submission.

Assessment Expectations

Students are required to complete all quizzes and examinations on the scheduled dates and times.

If a student misses a quiz or examination, it is the student's responsibility to make arrangements to complete the assessment within five (5) days of the original test date.

If:

- A student fails to communicate with staff prior to the absence, and
- No alternate arrangements are made and approved, the missed assessment will be recorded as a non-passing grade.

Satisfactory Academic Progress Policy

Students must maintain satisfactory academic progress throughout the program.

Students will receive:

- A midterm evaluation
- A final evaluation

Evaluations will be completed by the instructor and signed by the president/director.

Additionally, if a student is placed on academic probation, the instructor will evaluate and remediate with the student (if applicable) after each examination to ensure satisfactory progress.

A written progress report will be provided to students by the time 50% of the program has been completed, either:

© MEJ Healthcare Services, Inc. All Rights Reserved.

- In person, or
- Through the online student portal

Satisfactory Progress Requirements

To maintain satisfactory progress throughout the program, students must:

- Earn 75% or higher on all major exams and quizzes
- Successfully complete all required skills check-offs
- Meet professional behavior expectations
- Complete all required make-up work within the designated timeframe.
- Maintain required attendance (100% for clinical; near perfect for classroom/lab)

If a student scores below 75% on any exam, quiz, or skills assessment:

- The student must meet with the instructor for remediation.
- The student must retake the assessment and earn at least 75%.
- A maximum of three (3) attempts is allowed for any graded assessment.

Failure to meet satisfactory progress requirements may result in dismissal from the program.

Minimum Passing Score

To successfully pass any quiz or examination, students must achieve a minimum score of 75% or higher, in alignment with program academic standards.

Questions, Concerns, and Grade Review

If students have questions, concerns, or wish to discuss any quiz, examination, assignment, clinical grade, or feedback, they must notify the instructor within one (1) week of:

- Completing the assessment, or
- Receiving the grade or feedback

Timely communication ensures concerns can be addressed promptly and students receive appropriate guidance or clarification**.**

Assignments

© MEJ Healthcare Services, Inc. All Rights Reserved.

Includes reading weekly chapters and workbook exercises. Please refer to the syllabus provided for specific details regarding assignments in each program.

Technical Skills Attainment (TSA)

Students must successfully complete a technical skills attainment (SA) cumulative check-off during the final week of nursing assistant clinical procedures as part of clinical readiness.

Clinical Experience

The clinical experience is an essential component of the Nursing Assistant and Home Health Aide Dual Program at MEJ Healthcare Services. This supervised experience provides students with meaningful hands-on opportunities to apply the knowledge and skills learned in the classroom and skills lab within real healthcare environments.

During the 21-hour unpaid clinical rotation, students are assigned to approved ambulatory healthcare sites. Under the supervision of licensed and experienced clinical instructors, students will:

- Participate in direct patient care activities
- Perform assigned skills and procedures appropriate to their training level
- Observe and support daily clinical operations
- Strengthen communication and teamwork skills
- Apply safety, infection control, and professional standards in real-world settings

This clinical experience bridges the gap between classroom instruction and professional practice, helping students build competence, confidence, and readiness for entry-level employment as compassionate and skilled nursing assistants.

Clinical Requirements Policy (Based on Facility Policies)

Participation in clinical training is contingent upon meeting all requirements established by MEJ Healthcare Services and the partnering clinical facility. Because clinical sites operate under strict healthcare regulations, students must comply fully with all facility-specific health, safety, and conduct standards. Failure to meet these requirements may result in removal from the clinical rotation and may prevent successful completion of the program.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Facility-Based Health Requirements

All students must meet the health and immunization standards required by the clinical facility. These may include, but are not limited to:

Physical Examination: A current physical examination (within the last 12 months) confirming the student is free from communicable disease and physically able to perform nursing assistant duties.

Tuberculosis (TB) Testing: As part of MEJ Healthcare Services' commitment to maintaining a safe and healthy learning environment, all students enrolled in the Nursing Assistant and Home Health Aide Dual Program are required to undergo tuberculosis (TB) testing.

Students must provide documentation of a negative TB test completed within 12 months prior to the start of clinical placement or undergo testing if they have not been tested within that timeframe.

Vaccinations and Immunizations

Students must provide documentation required by the clinical facility, which may include the following:

- Tuberculosis (TB) screening
- MMR (measles, mumps, rubella)
- Varicella (chickenpox)
- Hepatitis B (or signed declination if allowed by the facility)
- Tdap (tetanus, diphtheria, pertussis)
- Influenza vaccine (seasonal requirement)
- COVID-19 vaccination (if required by the facility)

Clinical Policies and Procedures

Clinical training at MEJ Healthcare Services is an essential component of the Nursing Assistant and Home Health Aide Dual Program. This supervised experience allows students to apply the knowledge and skills learned in the classroom and skills lab within real healthcare environments.

During clinical training, students are assigned to approved healthcare facilities where they work under the guidance of licensed and experienced professionals. Students actively participate in patient care activities, observe clinical procedures, and perform hands-on tasks appropriate to their level of training.

© MEJ Healthcare Services, Inc. All Rights Reserved.

This immersive experience enables students to:

- Develop clinical competence and confidence
- Strengthen communication and interpersonal skills
- Practice safe and effective patient care
- Adapt to the routines and expectations of a multidisciplinary healthcare team
- Prepare for successful employment as skilled and compassionate nursing assistants

The clinical experience is designed to ensure students meet all state-required competencies and are fully prepared for entry-level practice in a variety of healthcare settings.

Placement Procedures

Clinical placement is coordinated by the training center's placement coordinator.

Students are assigned to healthcare facilities based on the following factors:

- Clinical site availability
- Program learning objectives
- Individual educational requirements

Every effort is made to provide students with exposure to a variety of healthcare environments, including hospitals, clinics, and outpatient facilities.

Prior to beginning clinical rotations, students must complete all required background checks, immunization documentation, and health screenings as required by both the training center and the clinical site.

These requirements ensure the safety and well-being of students and patients.

Patient Confidentiality Standards

MEJ Healthcare Services recognizes the importance of patient confidentiality in maintaining trust and delivering high-quality healthcare.

Students are expected to adhere strictly to the patient confidentiality standards outlined in this handbook.

Respecting patient privacy is a fundamental ethical responsibility. Any breach of patient confidentiality may result in serious legal, ethical, and programmatic consequences.

Students receive education on confidentiality requirements, including:

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Legal and ethical obligations
- Privacy standards
- Consequences of non-compliance

All patient information must be treated as highly sensitive and confidential.

Students must:

- Refrain from discussing patient information in public or shared spaces
- Protect electronic and written health records
- Obtain proper consent before releasing patient information to individuals not directly involved in care or education

Health Career Hazards and Risks

It is important for Nursing Assistant students at MEJ Healthcare Services to understand the potential hazards associated with a healthcare career.

This information highlights common risks and provides guidance for minimizing risk and maintaining personal safety.

Biological Hazards

Exposure to bloodborne pathogens, infectious diseases, and bodily fluids is common in healthcare.

Students must follow strict infection control practices, including:

- Proper hand hygiene
- Use of personal protective equipment (PPE)
- Adherence to standard precautions

Chemical Hazards

Healthcare environments often involve exposure to disinfectants, medications, and hazardous substances.

Students must:

- Follow proper handling, storage, and disposal procedures
- Wear appropriate PPE
- Ensure proper ventilation

© MEJ Healthcare Services, Inc. All Rights Reserved.

Ergonomic Hazards

Nursing assistants may perform repetitive tasks, lift or transfer patients, and stand for extended periods, which may lead to musculoskeletal injuries.

Proper body mechanics, use of assistive devices, and regular breaks are essential.

Emotional and Psychological Hazards

Healthcare work can be emotionally demanding. Thus, students are encouraged to employ the following strategies:

- Practice self-care
- Seek support
- Manage stress effectively
- Recognize personal limits

Environmental Hazards

Potential hazards include:

- Exposure to radiation
- Excessive noise
- Risks of slips, trips, or falls

Students must remain alert, follow safety protocols, and report unsafe conditions.

Code of Conduct – Nursing Assistant and Home Health Aide Dual Program (NA/HHADP)

Classroom and Clinical Facility Behavior

All students must behave in a respectful and professional manner while on MEJ Healthcare Services premises or at any clinical facility site.

Fighting or threatening, rude, unsafe, or illegal behavior will not be tolerated and may result in termination from the program.

English must be the only language spoken in the classroom. Conversations between peers and/or staff in any other language are prohibited.

© MEJ Healthcare Services, Inc. All Rights Reserved.

At MEJ Healthcare Services, all students are expected to adhere to a code of conduct that reflects the highest standards of professionalism and ethical behavior. By following these principles, students contribute to a positive learning environment and uphold the values integral to the nursing assistant profession.

School Rules, Conduct Standards

1. School Rules and Expectations

All students are required to follow the rules below to maintain a safe, professional, and respectful learning environment. Failure to comply may result in disciplinary action as outlined in the Disciplinary Policy.

Professional Conduct

- Students must demonstrate professionalism at all times, including respect, honesty, reliability, and appropriate communication.
- Disruptive, disrespectful, or inappropriate behavior is prohibited.
- Strict confidentiality must be maintained in all classroom, lab, and clinical settings.
- Cheating, plagiarism, or falsification of documents results in immediate dismissal.

Dress Code

- Professional and appropriate dress is required.
- Uniforms are mandatory for classroom, lab, and clinical activities.
- Identification badges must be worn during clinical assignments.
- No perfume or cologne is permitted.
- Clinical appearance requirements:
    - Hair must be secured
    - No acrylic nails or nail polish
    - Only limited jewelry is allowed

Official School Uniform

The official school uniform for MEJ Healthcare Services consists of the following:

- Teal blue scrub top
- Teal blue scrub pants

Uniforms are to be purchased from the school.

The uniform promotes a professional appearance and ensures consistency among students. Uniforms must be clean, wrinkle-free, properly fitted, and in good condition throughout training.

© MEJ Healthcare Services, Inc. All Rights Reserved.

MEJ Healthcare Services will provide all students with identification name badges, which must be worn during all classroom, lab, and clinical training sessions.

- Students are required to wear black or white sneakers or closed-toe Crocs. These shoes meet clinical safety standards and support comfort and infection control requirements.

Attendance & Participation

- Students must notify instructors in advance of absences.
- Satisfactory performance in classroom, lab, and clinical activities is required.
- Students must complete all assigned work and participate fully in skills demonstrations.

Classroom and Facility Rules

- Cell phones must be turned off. Unauthorized phone use may result in removal from class for the day.
- Visitors are not permitted in the classroom.
- Transportation providers must remain in their vehicles due to limited lobby space.
- Smoking is prohibited on school property.
- Students may use the kitchen but must clean up after themselves.
- School equipment must be handled with care.
- Parking is limited to designated areas.

Drug, Alcohol, and Safety Policies

- Possession, use, or being under the influence of alcohol or drugs results in immediate dismissal.
- Students may not consume alcohol or drugs before or during class or clinical assignments.
- Forgery or misrepresentation of identification results in dismissal.
- Any violent behavior, threats, fighting, or possession of weapons may result in immediate dismissal and notification of local law enforcement.
- MEJ 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.

2. Patient Care Standards

Students must uphold the highest standards of safety and ethics when caring for residents or patients.

Patient Rights and Safety

- Students must provide safe, respectful, and ethical care at all times.
- Violations of patient rights, including neglect, abuse, unsafe care, or breach of confidentiality, may result in immediate dismissal.

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Any action that harms or places a patient at risk may result in:
    - Immediate removal from the clinical site
    - Mandatory retraining or remediation
    - Probation, or dismissal depending on severity
    - Reporting to appropriate authorities if required

Professional Behavior

Maintaining professional behavior during clinical rotations is essential for all Nursing Assistant students at MEJ Healthcare Services.

Professionalism ensures:

- High-quality patient care
- A positive learning environment
- Adherence to healthcare profession standards

Students are expected to demonstrate professionalism in all aspects of clinical practice.

1**. *Respectful and Ethical Conduct***

- Treat patients, families, healthcare staff, and fellow students with respect, courtesy, and empathy.
- Maintain a calm, cooperative, and professional demeanor at all times.
- Follow all facility rules, instructor directions, and established protocols.

2. ***Confidentiality and Privacy***

- Patient confidentiality must be strictly maintained at all times.
- Students must comply with all privacy standards and may not discuss patient information outside the clinical setting.
- Any breach of confidentiality may result in immediate removal from clinical and disciplinary action.

3. ***Adherence to Clinical Procedures***

- Follow all established clinical protocols and procedures.
- Adhere to infection control guidelines, including proper hand hygiene and appropriate use of PPE.
- Report safety concerns, errors, or unusual observations to the clinical instructor immediately.

© MEJ Healthcare Services, Inc. All Rights Reserved.

4***. Professional Communication***

- Communicate clearly, respectfully, and professionally with patients, instructors, and healthcare team members.
- Use appropriate verbal and nonverbal communication techniques.
- Ask questions when unsure and seek clarification to ensure safe patient care.

5. ***Time Management and Preparedness***

- Arrive on time, in full uniform, and fully prepared for clinical activities.
- Complete assigned tasks efficiently, accurately, and within the expected timeframe.
- Bring required materials (e.g., notebook, pen, watch with a second hand) to every clinical session.

6***. Accountability and Responsibility***

- Take responsibility for learning, performance, and behavior.
- Accept feedback professionally and use it to improve skills and performance.
- Notify the instructor promptly of any issues that may affect participation.

Failure to meet clinical professionalism expectations may result in the following measures:

- Removal from the clinical site for the day
- Remediation requirements
- Dismissal from the program, depending on the severity of the behavior

Disciplinary Policy

MEJ Healthcare Services expects all students to uphold the highest standards of professionalism, safety, and ethical conduct.

The following disciplinary policy outlines the actions the school may take when students fail to meet academic, attendance, behavioral, or clinical expectations.

The purpose of this policy is to:

- Ensure a safe learning environment
- Protect patient rights
- Maintain the integrity of the Nursing Assistant and Home Health Aide Dual Program

© MEJ Healthcare Services, Inc. All Rights Reserved.

1. Grounds for Disciplinary Action

Students may be subject to disciplinary action for violations including, but not limited to:

Academic Violations

- Failure to maintain the minimum passing grade of 75%
- Cheating, plagiarism, or falsifying documentation
- Failure to complete required remediation or make-up work

Attendance Violations

- Excessive absences
- Repeated tardiness or early departures
- Failure to notify instructors of absences
- Missing clinical without proper notification

Behavioral and Conduct Violations

- Disruptive or unprofessional behavior
- Disrespect toward staff, students, patients, or instructors
- Insubordination or refusal to follow instructions
- Violation of school rules or clinical site policies

Patient Care and Safety Violations

- Breach of patient confidentiality
- Unsafe or negligent patient care
- Failure to follow infection control procedures
- Any action that harms or places a patient at risk

Zero-Tolerance Violations (Immediate Action Required)

The following violations may result in immediate dismissal and may require notification of local law enforcement:

- Physical violence or fighting
- Bringing weapons, firearms, or dangerous items to school or clinical
- Theft, vandalism, or destruction of property
- Possession, use, or being under the influence of drugs or alcohol
- Intentional harm to a patient, staff member, or student

© MEJ Healthcare Services, Inc. All Rights Reserved.

2. Levels of Disciplinary Action

Depending on the severity of the violation, the school may impose one or more of the following disciplinary actions:

2.1. Verbal Warning

Issued for minor or first-time violations.

2.2. Written Warning

Issued for repeated violations or more serious concerns

2.3. Academic or Behavioral Probation

A formal notice indicating the student must improve academic performance or behavior within a specified timeframe.

2.4. Dismissal from the Program

Permanent removal from the program for major violations or failure to meet minimum program standards.

> **Note:** Certain violations may warrant immediate probation, or dismissal without prior warnings.

3. Patient Care and Patient Rights Policy

Students must uphold the rights, dignity, privacy, and safety of all patients.

Violations include, but are not limited to:

- Breach of patient confidentiality
- Rough handling or unsafe care
- Disrespectful or abusive language
- Failure to follow safety or infection control procedures
- Neglect of assigned patient care responsibilities

Consequences of Patient Care Violations

Any violation involving patient harm, risk of harm, or breach of confidentiality may result in:

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Immediate removal from the clinical site
- Mandatory remediation
- Academic or behavioral probation
- Dismissal from the program
- Reporting to appropriate authorities when required

4. Completion of Corrective Actions

If corrective actions are assigned, students must:

- Complete all required remediation, assignments, or training
- Make up missed hours within the designated timeframe
- Demonstrate improved behavior or academic performance
- Meet with the instructor or program director as required

Failure to complete corrective actions may result in escalation to:

- Probation
- Dismissal from the program

Disciplinary Measures

Disciplinary measures are established to maintain a safe, respectful, and professional learning environment.

Violations of school policies, professional conduct standards, safety requirements, or clinical site regulations may result in disciplinary action.

- **Verbal warning:** For minor, first-time concerns, such as minor tardiness, minor dress code violations, missing supplies, low-level unprofessional behavior, or failure to follow instructions after a reminder.

- **Written warning:** For repeated or more serious concerns: repeated tardiness/absences, failure to comply with prior verbal warning, disrespectful communication, repeated dress code violations, failure to complete required work, minor safety violations.

- **Academic probation:** When a student is at risk of not meeting academic, skills, conduct, or attendance standards: falling below minimum passing grade, repeated failed skills check-offs, inability to safely perform required skills, unsatisfactory evaluations. To return to good standing, the student must meet written probation terms by the stated deadline.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Behaviors Resulting in Immediate Termination

A student may be dismissed/expelled when behavior, performance, or attendance prevents meeting program requirements or presents a safety or integrity risk. Dismissal/expulsion may occur for reasons including, but not limited to:

- Inability to meet minimum academic or skills standards after remediation opportunities
- Failure to meet attendance/clock-hour requirements within the program schedule
- Serious misconduct, including threats, harassment, violence, theft, or repeated disruptive behavior
- Serious safety violations in lab or clinical
- Violation of patient confidentiality
- Breach of confidentiality (including HIPAA-related violations)
- Unsafe practice that could harm a client/resident
- Repeated violations after prior disciplinary action
- Unauthorized use of equipment or facilities
- Substance abuse affecting performance
- Insubordination
- Sleeping during class or clinicals
- Failure to notify instructors of absences
- Intentional harm to others
- Criminal conduct
- Fighting or weapons possession
- Abusive or threatening language
- Theft or property damage
- Posing a safety risk to patients or others

Neglect, abuse, inappropriate actions towards a client, classmate, instructor, or staff, or disrespectful or inappropriate language towards the same will result in immediate dismissal. Should a clinical site refuse a student from returning, this will be grounds for dismissal.

Students dismissed for disciplinary reasons, including unsafe practice, will not be eligible for readmission. Students dismissed for academic reasons may be considered for readmission under certain circumstances.

Law Enforcement Notification

The school may contact local police for violations such as:

- Fighting
- Threats of violence
- Possession of firearms or weapons
- Illegal drug activity
- Any behavior that endangers others

© MEJ Healthcare Services, Inc. All Rights Reserved.

4. Completing Disciplinary Requirements

If a student is assigned corrective actions, remediation, or makeup hours, they must:

- Complete all requirements within the timeframe specified by the program.
- Attend all scheduled remediation sessions
- Demonstrate improvement in the identified areas
- Provide documentation if required

5. Appeals Process

Students have the right to appeal disciplinary actions.

Appeal Procedure

1. The student must submit a **written appeal** to the Program Director within **5 business days** of receiving the disciplinary notice.
2. The appeal must include:
    - The reason for the appeal
    - Any supporting documentation
    - A description of why the decision should be reconsidered
3. The program director will review the appeal and may:
    - Uphold the original decision
    - Modify the disciplinary action
    - Overturn the decision
4. Students will receive a written response within **10 business days**.
5. All decisions made after the appeal review are **final**.

Termination Policy

Students may be subject to disciplinary action, up to and including immediate dismissal from the program, for violations of school policies, professional standards, clinical requirements, or codes of conduct.

Notice: Except for urgent safety situations, MEJ Healthcare Services will provide written notice of the disciplinary action and the reasons(s). A student may submit a written appeal of a dismissal to the School Appeals Board within five (5) business days.

MEJ Healthcare Services reserves the right to determine and escalate disciplinary actions based on the severity of the violation.

© MEJ Healthcare Services, Inc. All Rights Reserved.

5. Documentation of Disciplinary Actions

All disciplinary actions, including verbal warnings, written warnings, probation, and dismissal, will be fully documented and maintained in the student's official file.

Student Responsibility

Students are responsible for:

- Attending all scheduled classes, laboratory sessions, and clinical experiences
- Arriving on time and remaining for the full duration of each session
- Communicating promptly with instructors regarding attendance issues
- Submitting documentation for excused absences
- Completing all required make-up hours

Failure to meet attendance requirements may result in dismissal from the program.

Expectations of the Nursing Assistant/Home Health Aide Dual Program (NA/HHADP)

Students are expected to:

- Use appropriate communication skills when interacting with others
- Maintain confidentiality of any information related to clinical agencies or patients encountered during training
- Attend all classes and actively participate in discussions
- Respect all members of the healthcare team and maintain professionalism at all times
- Refrain from bullying in any form, including making fun of, criticizing, or ridiculing fellow students or staff
- Turn off all electronic devices during class, lab, and clinical sessions unless specifically approved in advance by a staff member
- Maintain appropriate personal and professional boundaries and demonstrate consideration for the comfort and privacy of others

Alcohol and Other Drugs

© MEJ Healthcare Services, Inc. All Rights Reserved.

MEJ Healthcare Services maintains a zero-tolerance policy regarding the use, possession, or distribution of alcohol or illegal drugs on school premises or during any program-related activities.

Failure to comply with this policy will result in immediate removal from the program.

Test-Taking Etiquette

Maintaining proper test-taking etiquette is essential for creating a fair and distraction-free environment that supports academic integrity.

Students are expected to adhere to the following guidelines:

- **Arrive on time:** Late arrival may result in denial of extra time and disruption to other students.
- **Come prepared:** Bring all required materials as specified by the instructor.
- **Follow instructions:** Read and understand all test directions before beginning.
- **Maintain integrity:** Cheating, use of unauthorized materials, or communication with others during exams is prohibited.
- **Respect silence:** Avoid talking, whispering, or disruptive behavior during exams.
- **Use time wisely:** Manage exam time effectively.
- **Stay seated:** Remain seated until dismissed.
- **Submit the exam:** Review answers if time permits and submit the exam according to instructor instructions.

Cell Phone Usage Policy

Cell phone use is not permitted in the classroom or during instruction at clinical facilities.

All phones must be turned off or set to silent mode.

This policy helps maintain a distraction-free learning environment.

No Bullying and Respectful Conduct Policy

MEJ Healthcare is committed to maintaining a safe, respectful, and professional learning and clinical environment for all students, faculty, staff, patients, and visitors.

Bullying, harassment, intimidation, discrimination, retaliation, or disruptive behavior of any kind will not be tolerated in classrooms, clinical settings, laboratories, online communication, or school-sponsored activities.

© MEJ Healthcare Services, Inc. All Rights Reserved.

Examples of prohibited behavior include:

- Verbal abuse, threats, or intimidation
- Humiliation, ridicule, or disrespectful conduct
- Cyberbullying or inappropriate electronic communication
- Discrimination or harassment
- Retaliation against individuals who report concerns

All students, staff, faculty, patients, and visitors are expected to communicate and behave professionally and respectfully at all times.

Any individual who experiences or witnesses bullying or harassment should report the incident to faculty, administration, Human Resources, or the program director. Reports will be reviewed promptly and confidentially to the extent possible.

Violations of this policy may result in disciplinary action up to and including removal from clinical placement, dismissal, termination, or removal from campus facilities.

PROGRAM COMPLETION AND GRADUATION REQUIREMENTS (NAT AND HHA)

To successfully complete a program and graduate from MEJ, a student must meet all of the following:

1. **Attendance / clock hours:** Complete all required clock hours (classroom, lab, and any required clinical/externship hours).

2. **Minimum academic grade:** Maintain at least 75% on written exams and score 75% or higher on the Final Exam.

3. **Skills competency:** Demonstrate 100% competency on all required skills check-offs.

4. **Professional standards:** Meet professional standards throughout, including conduct, safety, and compliance with school and clinical site rules.

5. **Clinical / externship (NAT only):** Complete all required clinical hours and meet clinical performance expectations.

CERTIFICATES

Students who successfully meet all program completion and graduation requirements will be awarded the certificate for the program in which they are enrolled:

- NAT: Certificate of Completion (Nurse Aide Training Program)
- HHA: Certificate of Completion (Home Health Aide Program)

© MEJ Healthcare Services, Inc. All Rights Reserved.

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. Students are responsible for the Massachusetts CNA State Exam fee of $110. The test vendor is D&S Diversified Technologies: (888) 401-0462 or massachusetts@hdmaster.com. The written portion is available in English, Spanish, Chinese, and Haitian Creole. Retake costs: $30 (Knowledge Exam), $40 (Audio version), $70 (Skills Test).

Student Complaints and Grievance Policy

MEJ Healthcare Services will make every effort to respond to and resolve student complaints in a timely, fair, and professional manner.

When a misunderstanding or conflict arises, students are encouraged to seek resolution as promptly as possible.

Step 1 – Informal Resolution Process (Instructor Level)

Students should first discuss the matter informally with the instructor or staff member directly involved and submit a brief written statement. The instructor will respond within two (2) class days.

If the issue remains unresolved, or if the student is uncomfortable addressing the individual involved, the complaint may be escalated to the program director.

The program director/administrator will:

- Investigate the complaint thoroughly
- Maintain confidentiality whenever possible
- Work toward a fair and satisfactory resolution

Students can expect impartiality throughout the complaint resolution process.

Step 2 – Formal Complaint (Administration Level)

If the issue remains unresolved, the student must complete a complaint form (available in the school office) and submit it to:

Marie Germain, Administrator
11 Salem St
Medford, MA 02155

Email: germainmarie04@gmail.com

© MEJ Healthcare Services, Inc. All Rights Reserved.

A written response will be provided within ten (10) days.

Step 3 – Appeal Process (School Appeals Board)

If the student is not satisfied with the administrator's decision, a written appeal may be submitted within five (5) business days.

The Appeals Board, composed of at least two representatives not involved in the original decision, will:

- Review of the complaint
- Evaluate supporting documentation
- Issue a final written determination

MEJ Healthcare Services maintains records of all student complaints for a minimum of seven (7) years following graduation or withdrawal.

Formal Complaint Procedure

In accordance with **230 CMR 15.07(2)**, the school shall respond in writing to written student complaints within ten (10) days of submission.

Students who believe they have been unjustly terminated, or who have unresolved concerns regarding the school or its staff, are encouraged to submit a written complaint to the president of the school, who is responsible for complaint resolution.

Both written and oral complaints will receive a response within ten (10) days.

State Agency Contact Information

Students may contact DOL at any time:

- **Email:** occupational.schools@mass.gov
- **Phone:** 617-701-8719

State Agency Contact Information

Students may contact DOL at any time:

Massachusetts Division of Occupational Licensure
Office of Private Occupational School Education

© MEJ Healthcare Services, Inc. All Rights Reserved.

One Federal Street, Suite 600
Boston, MA 02110

MEJ Employer Reference Policy

MEJ Healthcare Services recognizes the importance of professional references for securing employment opportunities.

Graduates of the Nursing Assistant and Home Health Aide Dual Program may request employer references from staff members under the following guidelines:

Eligibility

Graduates who have successfully completed all program requirements are eligible to request references.

Request Process

Requests must be submitted formally to program administration and should include the following information:

- Student's full name
- Contact information
- Purpose of the reference request

Timing

Reference requests should be submitted at least two (2) weeks in advance.

Reference Content

References may include objective evaluations of:

- Clinical skills
- Professionalism
- Communication abilities
- Teamwork and reliability

Confidentiality

© MEJ Healthcare Services, Inc. All Rights Reserved.

All references will be handled confidentially and ethically.

Limitations

References provided by MEJ Healthcare Services do not guarantee employment.

Professionalism

Students and graduates are expected to provide accurate information and conduct themselves professionally throughout the reference request process.

Student Records Retention and Confidentiality Policy

MEJ Healthcare Services complies with all student record retention requirements established by the Massachusetts Division of Occupational Licensure, Office of Private Occupational School Education.

The school is committed to safeguarding the privacy, accuracy, and confidentiality of all student records.

Student Records Include, but Are Not Limited To:

- Enrollment applications and admissions documents
- Attendance records
- Grades, evaluations, and academic progress reports
- Clinical evaluations
- Disciplinary records
- Financial records related to enrollment

Confidentiality and Security of Records

Student records are maintained in secure physical and/or electronic storage systems.

Appropriate administrative, technical, and physical safeguards are used to protect records from:

- Unauthorized access
- Loss
- Alteration

© MEJ Healthcare Services, Inc. All Rights Reserved.

- Misuse

Access to Student Records

Access to student records is limited to the following parties:

- Authorized school personnel with legitimate educational or administrative needs
- The student, upon written request
- Regulatory agencies, as permitted or required by law

Students may request to review their records by submitting a written request to the program director.

Records are retained for a minimum of seven (7) years in accordance with state requirements.

© MEJ Healthcare Services, Inc. All Rights Reserved.

STUDENT PHOTO RELEASE CONSENT FORM

I, ____(the **Student/Instructor**,) hereby grant **MEJ Healthcare Services** permission to photograph or record my image and to use such photographs or video recordings for official MEJ Healthcare Services business purposes, including the school website, newsletters, ass slideshows, social media platforms, and other promotional or educational materials. I understand that these photographs or video recordings may also be shared with news organizations for publicity or promotional purposes.

I further waive any right to inspect or approve the final product in which my photographic or video image may appear, including any advertising copy, school website, written content, or other materials associated with its use, and the way such materials may be used.

◯ **Yes**, I agree with the release form.
◯ **No**, I do not agree with the release form.

_____ _____

Student Full Name Student Signature

_____
Date

_____

School Representative Signature Date

© MEJ Healthcare Services, Inc. All Rights Reserved.

STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

By signing below, I acknowledge that I have read, understood, and agreed to comply with all contents of the MEJ Healthcare Services Nursing Assistant and Home Health Aide Dual Program Handbook, including academic expectations, policies, procedures, and the Code of Conduct. I understand that adherence to these standards is required to maintain a respectful, safe, and productive learning environment.

My signature signifies my acceptance of these terms and reflects my commitment to uphold the professionalism, integrity, and values expected by MEJ Healthcare Services.

_____

Student Name (printed)

_____

Student Signature

_____

Date

© MEJ Healthcare Services, Inc. All Rights Reserved.