

Overlook Academy, Inc.



STUDENT HANDBOOK

2025-2026

MESSAGE TO STUDENTS!

Thank you for choosing the Nursing Assistant/Home Health Aide Training (NAT 101) dual program and (HHA102) Home Health Aide at Overlook Academy, Inc.! We are thrilled to have you join our educational community and embark on your journey towards a rewarding career in the healthcare industry.

This student handbook has been carefully crafted to provide you with essential information about our program, policies, and resources that will support your success throughout your time here. The 2024-2025 Student Handbook describes the programs and admissions procedures for Overlook Academy, Inc. In this handbook, you will find useful information about the school including programs and courses offered, admission procedures, rules and regulations.

The staff at Overlook Academy, Inc. are committed to providing you with the most comprehensive Training to prepare you for your professional development. Should you have any questions or need further assistance, please do not hesitate to contact us.

Tel/Fax:1-781-473-3662 / 1-800-985-5354

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www.overlookacademy.com

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SECTION 1: GENERAL INFORMATION

Location

Overlook Academy, Inc. campus is conveniently located at 842 Washington Street, Norwood MA 02062 walking distance to the MBTA Train and Bus line. The goal of our school is to prepare aspiring Health care professionals to succeed in their career development.

Office Hours

Monday through Friday
9:00 a.m. to 5:00 p.m.

Services

Overlook Academy offers Nursing Assistant Training and Home Health Aide Programs to meet the increased demand for health care professionals. We are committed on providing students with the best quality career training. students will receive hands on training from some of our experienced educators that will prepare student to become professionals on the health care field and nurse aide student to excel on the State exam.

Mission

Overlook Academy is committed to help students achieve their career and educational goals through the provision of accessible, comprehensive, and cost-effective primary health care education, each component of our courses is rooted in six principles of care: dignity, independence, communication, safety, and infection control.

Parking

The school provides parking for students and students are encouraged to park at designated students parking area to avoid being towed.

School/Program Calendar

Day Classes are available: Monday, Tuesday, Thursday 10:00 AM – 3:30 PM. For Six Weeks. Classes are projected to be held on this date for the year 2025-2026: 06/15/2025, 08/10/2025, 10/05/2025, 12/07/2025, 02/03/2026, 04/03/2026. The school is closed on the following holiday: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Courses begin every two month and last for six weeks. If a class falls on a Monday that is a Holiday that class will be held on Tuesday

SECTION 2: COURSES

Nursing Assistant Training (NAT/HHA 101) and (HHA102)

The Nursing Assistant course prepares students to work in various health care settings such as long-term care facilities and hospitals under the direction and supervision of a Registered Nurse (RN), a Licensed Practical Nurses (LPN) or other designated medical staff, to successfully complete the program, Nursing Assistant (NAT/HHA101) students are required to complete 112 clock hours 75 Classroom lecture 16 Practice Hours, and 21 hours in clinical. Home Health Aide (HHA102) teaches students how to provide personal care to patients such as bathing, feeding and dressing. Students will learn how to perform support functions such as transporting patients, taking vital signs and helping patients with special needs. To successfully complete the Home Health Aide program students are required 75 Classroom Lecture 16 Practice Hours. Our Home Health Aide classes provide students with invaluable training as they begin their journey on an amazing career path. Our classes are taught by educators with many years of teaching experience. Students will learn the latest procedures and methods that are taught in the medical field.

Program Objectives for NAT/HHA101 AND HHA102

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

- Build relationships, communicate and interact competently with patients
- Demonstrate sensitivity to reach patients emotional, social, and mental health needs through skillful interactions
- Assist patients in attaining and maintaining functional independence
- Exhibit professional behavior while supporting and promoting resident's rights
- Recognize the importance of the Nurse Assistant's role in improving the quality of life for patients
- Perform support functions such as transporting patients
- Taking vital signs and helping patients with special needs
- provide personal care to patients such as bathing, dressing.
- Encourage patients to be independent
- Be sensitive to the physical and psychosocial needs of those in the health care field
- Communicate effectively with staff, residents, clients, patients and their family and friends
- Help reduce the potentially negative effects of the health care system
- Observe and document a person's physical condition and overall, well being
- Understanding the importance of recording significant information regarding patients
- Demonstrate sound decision-making abilities and provide safe practices based on direction from a RN or LPN

Expected Outcomes of NAT/HHA 101 AND HHA 102 Students

Training will be conducted in an environment that fosters growth and where students are given the opportunity to succeed. The classroom preparation will include theory as well as varied clinical experiences. During clinical and theory, student outcomes will include the following:

- Demonstrate comprehension of training and provide care through a holistic approach
- Demonstrate strong interpersonal skills with both patients and the healthcare team to ensure optimum care is provided
- Students should be able Taking vital signs and helping patients with special needs
- Be able Perform support functions such as transporting patients
- Demonstrate capacity to provide personal care to patients such as bathing, dressing
- Demonstrate sound decision-making abilities and provide safe practices based on direction from a Registered or Licensed Practical Nurse
- Demonstrate understanding of the importance of reporting significant information regarding their clients
- Demonstrate understanding of the importance of the role of the caregiver and maintain professionalism at all times

- Demonstrate safety at all times
- Demonstrate the six principles of care (dignity, independence, safety, communication, infection control, and privacy.)

SECTION 3: ENROLLMENT PROCEDURES

Entrance Requirements

Applicant must be 16 years old or older able to score 75% at the entrance exam, provide high school diploma or its equivalent, be able to read and write English, provide a negative T.B Test, PPD within 12 months, COVID 19 Vaccine, seasonal flu vaccine.

A copy of the Student Handbook will be provided to each student to review and sign during enrollment. Once we have received and review all the necessary documents needed for enrollment, payment must be received to secure a seat. Payment plan is available for those students who qualify. The school accepts cash, checks, credit card, bank transfer and money orders. To enroll applicants may call 1-781-473-3662 to make an appointment or stop by our office during office hours.

Application will not be accepted once class begun, late application will be considered for next scheduled course.

DATE PROGRAM BEGINS: ___/___/___ DATE PROGRAM ENDS: ___/___/___, WHICH IS THE EARLIEST DATE OF COMPLETION

Please Check program:	Entrance Requirement(s)	Tuition	Non-Refundable Administrative Fees	Badge	Books	Total Cost
<input type="checkbox"/> NURSING Assistant and Home Health Aide Dual Training NAT/HHA101 112 Clock Hours	16 years old or older Able to pass the entrance exam, T.B. Test, read write English	\$681.00	\$34.00	\$15.00	\$40.00	\$770.00
<input type="checkbox"/> Home Health Aide Training HHA102 91 Clock Hours	16 years old or older Able to pass the entrance exam, T.B. Test, read write English	\$475.00	\$24.00	N/A	\$26.00	\$525.00

CHARGES PAID TO SCHOOL		STUDENT'S METHOD OF PAYMENT:	
TUITION FEE:	\$ _____	CREDIT CARD <input type="checkbox"/>	
BOOKS:	\$ _____	BANK TRANSFER <input type="checkbox"/>	
SUPPLIES:	\$ _____	CASH <input type="checkbox"/>	
OTHER CHARGES:	\$ _____	MONEY ORDER <input type="checkbox"/>	
TOTAL CHARGES:	\$ _____	CHECK <input type="checkbox"/>	
DISCOUNTS, IF ANY:	\$ _____		
ADJUSTED TOTAL CHARGES:	\$ _____		

Additional Expenses to Be Incurred by Student:

- Watch with second hand \$20 (estimate), (Uniform, blue scrubs \$40 (estimate)
- Students will be responsible for the TMU CNA State Exam fee of \$110. Beginning July 1, 2024, first-time nurse aide certification exams, whether in English, Spanish, or Chinese, will be free of charge. The charge for subsequent test attempts will remain as follows: \$40 (Written), \$50(Oral), \$70 (Skills)

Materials

Students need to supply their own uniform, watch with second hand, black ink pen and a notebook. In addition, students are required to wear uniform while in the clinical setting. These items are NOT included in the course fee.

Grade requirements

Final grades will be determined as follows:

GRADE BREAKDOWN		GRADE SCALE	
Quizzes	20%	90-100	A
Exam 1	40%	80-89	B
Final Exam	40%	75-79	C
	100%	74 & below	F

Students must successfully pass the three evaluation exams with a minimum score of 75% and 100% competence in the clinical practical skills in order to complete the course. The course instructor provides a written evaluation for each student and a copy is maintained in the student's file. In addition, all outstanding financial obligations must be met and missed classes must be made up prior to clinical practice. If a student does not meet the grade requirements they will be withdrawn from the program and must start over from the beginning the next time it is offered free of charge.

Program Completion Requirements

To successfully complete the nursing assistant training program (NAT101) students are required to meet the 112 hours requirement, (including 75 hours written, 16 hours practical skills, and the 21 hours of clinical practice in a long-Term Care Facility, be able to pass the State exams.

To successfully complete the Home Health Training Program (HHA102) students are required to meet the 91 hours requirement, (including 75 hours written, 16 hours practical skills,

Progress Report

Per 230 CMR 15.01(10) we provide students with appropriate **written** reports of progress at least once during each Course with durations of 15 hours or more. Every student will receive a written progress report during the mid-point of the program, which will indicate his or her progress.

Students Requirements for Clinical

Participation in clinical experiences is a vital component of the educational journey for students at Overlook Academy. In order to ensure a safe and successful clinical experience, Nursing Assistant (NA) students are required to fulfill certain requirements. Upon successful completion of classroom instruction, students will attend 21 hours of clinical instruction given at a long-term facility and under the supervision of Overlook Academy's instructor. During the clinical rotation, students will gain hands-on, practical experience working with patients in a nursing facility. In order to attend clinical, students must:

- Not wear earrings that hang below the ear lobe)
- Students are requiring wearing Uniform.
- Students are requiring wearing name tag (provided by instructor)
- Report to the nursing home and be prepared to stay for the time scheduled.
- Students must pass the didactic portion of the training in order to participate in the clinical practice.
- Must pass a Cori check in order to be eligible for clinical

Criminal Offender Record Information (CORI)

Certain laws and accreditation standards require health care facilities to request criminal offender record information (CORI) about candidates for employment, volunteer, or training positions to determine if the candidate is eligible to be hired or on rotation in the facility. The majority of the clinical training sites at which the school places students for educational experiences must comply with these laws. In order to be eligible for clinical placements, to ensure a safe clinical rotation, and the safety and integrity of our Nursing Assistant Program, all students are required to undergo a comprehensive background check. This background check serves as an important step in maintaining a secure learning environment for both students and patients. Students must consent to the background check process, which may include criminal history checks, sex offender registry checks, and verification of educational and professional credentials. Any discrepancies or findings during the background check process may impact a student's eligibility to participate in clinical rotations.

Tuberculosis (TB) Test Requirement:

As part of the course enrollment, students are required to provide documentation of a negative Tuberculosis (TB) test. A licensed healthcare provider, such as a doctor, must conduct this test and the results should indicate the absence of TB infection. The documentation should be submitted at the beginning of the course or within the specified timeframe communicated by the instructor. Please note that only TB tests conducted by medical professionals will be accepted. Students are responsible for any costs associated with obtaining the TB test and providing the necessary documentation, Overlook Academy do not conduct or provide TB Test Testing at our facility.

Withdrawal

Please include the following language: Per 230 CMR 15.04(7) and (8) (7) If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall: (a) treat the withdrawal as a termination of the enrollment contract, effective immediately.

(b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and (c) provide the calculation and any refund to the student within 45 days of the effective date of the termination (8) If a student 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) 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).

Financial Aid

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.

SECTION 4: POLICIES AND PROCEDURES

MASSACHUSETTS REFUND LAW (AS PER M.G.L. Chapter 255. SECTION 13K):

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five-day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five per cent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Attendance Policy

Students are required to have a 75% attendance rate, if a student is not in class when the class begins, they will be marked absent and be withdrawn from the class and will not receive credit for the day. Make-up work is not allowed unless the student missed class for an emergency and can document the emergency. This only applies to one (1) missed class and does not apply to clinical. Clinical classes require a 100% attendance, there are absolutely no make-ups. If a student missed a clinical class, they will be withdrawn from the program and must start over from the beginning the next time it is offered Attendance is a mandatory requirement as it plays a crucial role in the interactive nature of lectures.

Leave of Absence

The purpose of this Leave of Absence (LOA) Program is to provide guidelines for students who need to temporarily interrupt their enrollment in the program due to unforeseen circumstances or personal reasons. This policy outlines the procedures for requesting and granting a leave of absence, as well as the responsibilities of the school and the student during the LOA period.

Eligibility for Leave of Absence

Students enrolled in our Program are eligible to request a leave of absence, provided they meet the following criteria:

- a) The student has completed at least 50% of the program.
- b) The student is in good standing and has no pending disciplinary actions.
- c) The student completes and submits the *Leave of Absence Request Form* a week prior to the date requested.

The school administration will review the request, leave of absences are not allowed while in clinical on any circumstances. If the leave of absence is approved will notify the student in writing of the approved LOA period and any conditions associated with the leave. Once a leave of absence is approved the following procedures will be followed:

- d) The school will consider the approved LOA as a temporary suspension of the enrollment contract. During this period, the student will not be considered actively enrolled in the program.
- e) Tuition fees and financial obligations will be adjusted accordingly

Return from Leave of Absence

Students on LOA are required to return to the program on the specified date agreed upon in the LOA approval letter. Failure to return on the agreed-upon date may result in termination of enrollment. Students must notify the school administration in writing at least two weeks before the end of their approved LOA if they intend to return to the program.

Rescheduled Classes

A class may be rescheduled in case of insufficient enrollment or inclement weather. If a class is rescheduled due to insufficient enrollment and students cannot attend at the newly scheduled time, the school will issue a full refund of all monies paid. If it is the cause of weather, students will be informed of rescheduled date and time.

Breaks

Students will have a 30 minutes lunch break in the classroom and during clinical they will have two 15 minutes breaks and a 30 minutes lunch break. No eating, drinking, chewing of gum or smoking is permitted in the classrooms. The lunchroom has a refrigerator, and a microwave for students as needed.

Students Records

Overlook Academy is committed to safeguarding the privacy and confidentiality of student records. All records will be preserved in accordance with the DOL's Student Records Retention Schedule and Methods Policies. We adhere to strict policies and procedures to ensure the security and proper handling of student information. Student records, including personal and academic data, are treated as confidential and are accessible only to authorized personnel on a need-to-know basis. These records include but are not limited to enrollment forms, academic transcripts, attendance records, and disciplinary actions. We utilize secure storage systems and employ measures to protect student records from unauthorized access, loss, or misuse. Access to student records is granted to students themselves, as well as to designated staff members who require access for legitimate educational or administrative purposes. Students may review their personal file during office hours in the presence of a staff member. No student will be allowed to access any student file other than their own. The school does not have the authority to prevent the Department of Public Health's Nurse Aide Registry, and the Division of Occupational Licensure/Office of Private Occupational Schools from accessing the student records if needed.

Student Records Retention Schedule and Methods Policies

student records must be retained in accordance with a schedule set by [M.G.L. c. 112, § 263](#). The schedule begins immediately after the student's graduation or separation from the school.

At least 1 year

- Exam and evaluation results

At least 7 years

- Attendance records, including any leaves of absence and the status of the leave, dates of completion (anticipated and actual), and the date the student received a diploma or certificate
- A signed enrollment contract, as well as any addendums, extensions, or amendments
- Records to support any effective dates of termination of an enrollment contract used in a payment/refund calculation under 15.04(5) or (6);

- A written progress report provided to the student during the program or course (for courses with durations of 30 hours or more, a progress report must be provided by the time 50 percent of the course has been completed)
- Externship records
- Copies of student complaints
- School disciplinary reports
- Student loan documents, including disclosure forms and disbursement schedules

At least 60 years

- Documents of payments made by or on behalf of students including date of payment
- Official grades (signed and authorized by school representative)
- Certificate of Completion (signed and authorized by school representative)

Transcript (signed and authorized by school representative)

Job Placement

Overlook Academy does not offer job placement or guarantee employment upon completion of any of our program.

Guidance Counseling

Overlook Academy does not offer any type of guidance counseling to students

SECTION 4: SCHOOL RULES AND REGULATIONS

Inclement weather

In the event of inclement weather, Overlook Academy campus follows the same schedule as the State of Massachusetts national television such as WFX Boston 25, WBZ CBS Ch 4, WHDH CH7, Radio WBZ 1030, and the Norwood Public Schools. Students will be informed of early dismissals, delays by our office via phone calls and emails, make-up class dates and times will be communicating to the students by the school director.

Non-Discrimination Policy

Overlook Academy Inc. does not practice or condone discrimination in any form against students, or applicants on the grounds of race, color, national or ethnic origins, religion, sex, age, marital status, veteran status or disability, in its educational activities or employment practices as required by Title IX of the 1972 Federal Education Amendments, Section 504 of the 1973 Rehabilitation Act, and by Chapter 62 of the General Laws for the State of Massachusetts to the extent required by law.

Emergency Procedures

Students are required to provide us with the name and telephone numbers of a family member in the event of an emergency. In case of emergency students should go to the back-parking lot once they have evacuated the building.

Evacuation: Used to move students and staff out of the building, during the evacuation, students and staff leave and move to the back-parking lot location near the dumpster and will return to the school building right after the cause of evacuation is resolved.

Dress Code

Students are required to wear Blue crabs uniform and overalls should be worn at all times over casual clothing during class, and clinical.

Cheating

Students engage in cheating will be dismissed from the exam and may be subjected to disciplinary action. Students may appeal the decision by writing to the school Administrator. The Administrator will respond in writing within three days to schedule a mediation hearing.

Sexual Harassment

Any unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature constitute sexual harassment and will be reported to appropriate government authority and the student will be dismissed from school

Student Conduct Policy

Students are expected to be alert, attentive, and courteous to others while in class, show willingness to respond to questions and participate in class discussions. Overlook Academy, Inc. has “zero tolerance” for disruptive class behavior. Unauthorized use of cell phones, unsanctioned talking, and eating, sleeping, and argumentative discourse during class will be considered rude or disruptive to the learning environment. Students will be asked to leave the classroom if rude or disruptive behavior occurs. Such students must meet with the program director before they will be allowed to return to class. Furthermore, any student receiving a substandard evaluation will be terminated and will not receive a certificate or be eligible to re-enroll. Activities that will result in a substandard rating and immediate dismissal include stealing; abusive language, inappropriate behavior, Patient abuse, Patient rights violation, patient privacy violation, violent or aggressive behavior; inaccurate or false reporting of care provided for or condition of a resident; and/or alcohol or drug use while attending class or clinical, evidence of possession of firearms or other dangerous weapons. Overlook Academy Program Director will review all terminations.

Patient’s Rights and Confidentiality

At Overlook Academy, Inc., we recognize the critical importance of patient right and confidentiality in maintaining trust and ensuring the highest standard of healthcare delivery. As future nursing assistants, students in our program are expected to adhere to rigorous Patient’s rights, and confidentiality Standards outlined in this handbook. Respecting patient privacy and maintaining confidentiality is a fundamental ethical principle. Students must understand that any breach of patient confidentiality can have severe consequences, including legal and ethical implications. Throughout their training, students will receive comprehensive education on patient confidentiality, including the legal and ethical aspects, as well as the consequences of non-compliance. Students are expected to treat all patient information as highly sensitive and confidential. This includes maintaining the privacy of patient records, refraining from discussing patient information in public or shared spaces, and using appropriate measures to ensure the security and confidentiality of electronic health records. Students must also obtain patient consent before disclosing or releasing any patient information to individuals not directly involved in the patient's care or their educational experience. The school has the appropriate Insurance liability coverage and will be associate with the liability of each student while in the clinical settings.

Release of Responsibility

Students are discouraged from bringing money or valuables to class. Overlook Academy will not be responsible for any lost items. It is recommended that students lock their vehicles at all times.

Students Complaint.

All students' complaints will be reported to the instructor in writing who will investigate and take appropriate action within one day. If the student is unsatisfied with the result of this step, or the instructor does not respond within the time period of one day, a formal complaint will be made to the school director in writing. The director may elect to meet with the student and evaluate the complaint. The director will respond to the student within two days in writing.

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

Student has the right to contact DOL at any time to:

Division of Occupational Licensure,
Office of Private Occupational Schools.
One Federal Street, Suite 600
Boston MA 02110-2012
email: occupational.schools@mass.gov
Phone number: 617-701-8719
Fax number: 617-701-8612

I have received a copy of Overlook Academy Inc Student Handbook, and I have read and understand its contents.

Student's Signature: _____ Date: _____

School Administrator's Signature: _____ Date: _____