

HealthCare Office Support Training

(formerly MediClerk Training Program)

Fall 2023 – Spring 2024

Student Handbook

Full-time and part-time programs



"Helping people build confidence and gain the skills and resources necessary for successful administrative careers in health care."

Updated March 2023

Introduction

The HealthCare Office Support Training is a program of Wellspring Community Education (WCE) in partnership with Mass General Brigham Salem Hospital. Wellspring Community Education has been training adults to become successful medical administrative assistants within the healthcare field for 20 years, most recently under the name MediClerk Training Program (2002-Spring 2022). WCE is committed to a policy of providing opportunities to people regardless of economic or social status and will not discriminate on the basis of race, color, religion, national origin, gender, gender identity, age, marital status, familial status, ancestry, sexual orientation, veteran history/military status, genetic information or disability.

Our Vision

Wellspring Community Education is guided by the vision of a just society where every member of our community thrives. We are an innovative and welcoming learning environment where people push beyond the limits of their lives to realize success and fulfillment.

Mission

Wellspring Community Education inspires families and adults on the North Shore to achieve employment and financial security through stable housing, education, job training and career readiness. Find out more at www.wellspringhouse.org.

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Additional Resources: Students are assigned a Google Classroom account and Gmail address in the wcemediclerk.org domain. Accessible through the account is WCE's safety plan, operation and maintenance plan, and the media services plan. If needed, students are also assigned/loaned a laptop to support the online components of the hybrid program. These laptops must be returned upon completion or withdrawal from the program, and a signed materials contract is maintained in the secure student file.

*The Wellspring Community Education Alcohol and Drug, Acceptable Computer Use, and Photo Release Policies will be signed by all students and kept with secure student files.

WELLSPRING COMMUNITY EDUCATION: Personnel Policy and Procedures

Statement of Admissions Policy

In the provision of our services, we do not discriminate on the basis of race, color, national origin, gender, gender identity, age, religion, marital status, sexual orientation, ancestry, public assistance, veteran history/military status, genetic information or disability.

Criteria for Seeking Admission: The WCE HealthCare Office Support Training is open to candidates who:

- attend an Informational Open House.
- hold a high school diploma or its legislated equivalent (GED/HiSET)
- are available for the entire program, for a total of 450 instructional hours.
- have basic computer and typing skills [minimum of 25 words per minute].
- elect to take and pass a Criminal Offender Record Investigation (CORI).
- possess proof of Citizenship/Resident Status, a Social Security Card or Work Authorization Permit.
- Possess access to reliable internet for participation in online program components, including video-conferencing.

Criteria for Acceptance:

1. All required application materials must be submitted by the established and published deadlines.
2. Applicant must be able to work part-time or full time upon graduation (Full time required for Individual Training Account (ITA) which is granted and administered through the MassHire North Shore Workforce Board and the MassHire North Shore Career Center. The ITA will pay for an applicant's training under certain circumstances. Those who utilize ITA funding are expected to be in full time employment six months after graduation.
3. Applicant must have stable child care and backup child care for when minor children are sick.
4. Applicant must be informed of and acknowledge the range of wages available through the jobs for which s/he is being trained.
5. Applicant must have a High School Diploma or its legislated equivalent (preferred over fully employable college degree.)
6. Applicant must demonstrate professional interview demeanor.
7. Applicant must demonstrate basic computer aptitude. If applicant does not pass computer use assessments, staff refers applicant to a preparatory computer training class
8. Applicant has reliable means of transportation to in-person program components.

Preferred Criteria for Acceptance:

1. Previous work experience and work history demonstrating continued employability.
2. Some college-level experience or other training relating to the medical or clerical fields.
3. Some online learning or training experience.

Additional services:

1. Applicants who do not have access to their own computer to participate in online components can borrow a Chromebook device from the school while enrolled in the program.
2. Applicants not immediately accepted in the current program may request to have an application carried forward to the next session.
3. In the event that an applicant does not qualify for the program, staff will refer the applicant to training/career counseling resources at Wellspring House and/or other agencies as needed.

Statement of Tuition Policy

The tuition and full cost of the program for the 2023-2024 academic year is \$5,000 for both full and part-time offerings. Students are loaned books and may request a loaned Chromebook device while enrolled in the program. Determination of individual student tuition is made and communicated at the time of program admittance and will be documented in the Enrollment Agreement. A deposit of \$50 towards tuition obligation is required at the signing of the Enrollment Agreement. Any remaining tuition owed is expected by the first day of the program. For students for whom payment is unexpectedly problematic, a mutually agreed upon payment schedule between the student and Wellspring Community Education must be arranged by the end of week two. All tuition payments must be paid in full no later than the end of week seven. Failure to comply with the tuition requirements will result in dismissal from the program.

Statement of Refund Policy

Overview: Within the Commonwealth of Massachusetts, student withdrawal and refund policies within licensed occupational education programs are by legislated directive.

Refund Law: 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 percent 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 percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five (5) day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less.
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.

Administrative costs equal: \$50.00

In addition, refunds granted to students who do not comply with withdrawal policy procedures are released within 45 days of a student's effective date of termination. Refunds are granted in full if a scheduled session does not open.

This school is licensed by the MA Division of Occupational Licensure's Office of Private Occupational Schools. Any comments, questions, or concerns about this school's license should be directed to occupational.schools@mass.gov or 617-701-8719. The fax number is 617-701-8612.

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

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

Financial Aid: Per 230 CMR 15.04(5) and (6)

(5) After April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student is subsequently denied some of 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.

Withdrawals: 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;
- c) Complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
- d) Provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

In addition, it is legislatively required that the refund policy be clearly evident within student enrollment agreements, be signed by both student and program administrator and retained in a secure file.

Transfer of Students/Earned Credit Policy

Wellspring Community Education (WCE) hosts two (2) self-contained, 15-week sessions and one (1) self-contained, 32-week session of the HealthCare Office Support Training. Each offers 450 hours of instruction and job training. The sessions are considered stand-alone sessions with dedicated admissions and completion procedures. To earn the HealthCare Office Support Training certificate, all students must begin and conclude all academic requirements within one scheduled session. As a 'stand-alone' model, there are no credits transferable to the program from another program nor may students transfer into a session from another similar program.

Statement of Attendance/Absenteeism Policy

Statement of Policy

1. Wellspring Community Education expects excellent attendance from participants.
2. Absentee policies and procedures apply both to the time spent within the in-person and virtual classroom, online, job shadowing and on the internship. A student not following attendance policies, may be terminated from the program.

In the event of class cancellation due to inclement weather and other emergencies, information on attendance that day will be communicated to students by text and on Google Classroom by 7AM in the morning. The WCE HealthCare Office Support Training follows the same snow days as Salem Public Schools. If Salem Public Schools close, there will be no onsite programming. Online or work-site-based programming may still be offered at the discretion of the program.

Absentee Policy

1. Students are expected to attend class every day of the program. However, students are allowed the equivalent of three, full-day, unexcused absences during the program.
2. There are very few reasons WCE allows for an excused absence from class: They include: SNAP, DTA or housing assistance appointments, mandatory court dates or pre-existing legal appointments, death in the family, or pre-existing medical appointments. Whenever possible, excused absences should be communicated with staff prior to the date of the absence.
3. **COVID-19 Policy:** If you have a household exposure, have tested positive for Covid-19, or are exhibiting COVID-19 symptoms, you must contact the WCE office *before* coming to in-person classes. You will be given details testing and/or quarantine instructions per current MGB Salem Hospital and Wellspring policies.

Contact Requirements

1. All students arriving to in-person classes must complete the required sign-in process.
2. Students who are going to be late to class or are unable to report to a job internship site are expected to notify their assigned Coordinator **at least 30 minutes prior to the start of class**. If a student has a job internship assignment and expects to report to work late, or is unable to report to work at all, it is expected the student will notify the Coordinator and the internship site supervisor. It is a student's responsibility to have the Coordinator's contact information on-hand.
3. If a student does not report to class or an internship position on time, or at all, **and** does not call in, the student will face possible immediate termination from the program.

Warning and Termination Process

- *First Absence* – Verbal or written warning (First Warning)
- *Second Absence* – Written Warning (Second Warning)
- *Third Absence* – Written warning and meeting with the Coordinator of Job Training Initiatives (Third and final warning)
- *Fourth Absence* – Student will have a termination review proceeding.

Statement of Alcohol and Drug Use Policy

Statement of Policy

The Wellspring Community Education HealthCare Office Support Training is an intensive program requiring students to fully participate and be ready for transition into a job. Wellspring Community Education staff recognize that such a commitment can interfere with early recovery efforts of participants with a history of alcohol and/or drug dependency. The WCE HealthCare Office Support Training requires that student applicants are free of controlled substances for a period of one year prior to initiating an application. Further, being under the influence or in the possession of alcohol and/or controlled substances by any students while in a medical facility is prohibited.

Procedure

When there is reason to suspect a student may be under the influence of alcohol and/or drugs, (s) he may be required to meet with a counselor. This will be conducted in the following manner:

1. The staff of Wellspring Community Education must have reasonable suspicion based on specific, objective facts to believe that the student's faculties are impaired because of the consumption of alcohol or of drugs, concerning which the student has provided no reasonable explanation.
2. The student is then required to meet with a counselor. If necessary, a counselor will be provided by Wellspring. If the findings of the counselor support the suspicions of the Wellspring Community Education staff, the student will be dismissed from the program.

To avoid the necessity for such procedures, Wellspring Community Education asks all applicants to assess their own recovery status. Students will be asked to attest to the following:

- ❑ I certify to Wellspring Community Education that I have no drug or alcohol dependency.
- ❑ I certify to Wellspring Community Education that I have been in recovery without relapse for one year.
- ❑ I promise to continue to actively work on recovery and intend to remain clean and sober throughout the program. I understand that failing to do so will result in termination.
- ❑ I have not yet completed one year of recovery without relapse. I will concentrate on recovery and reapply to the Wellspring Community Education HealthCare Office Support Training in the future.

Statement of Smoking Policy

Scope

Mass General Brigham Policy VII-14 applies to all staff, students and visitors at the WCE Health Care Office Support Training. This policy applies to the entire hospital complex including: Highland Hall and the Medical Office Building, all parking lots, as well as off-site locations.

Procedure

Smoking is prohibited throughout the institution. This includes, but is not limited to, all patient care areas, waiting area, office conference rooms, corridors, cafeteria, canteen, parking lots, restrooms and all entrances/exits. Please comply with the Mass General Brigham Smoking Policy VII-14 at all times. Smoking at any time may result in termination from the program.

Mass General Brigham Salem Hospital Policy Statement Policy Number: VII-14

Mass General Brigham Salem Hospital and North Shore Physicians' Group (NSPG) bans the use of tobacco products in all buildings owned, or premises occupied by MGB and NSPG, and on any property owned or under the control of MGB. This ban applies to all people on Salem Hospital and NSPG premises including, but not limited to, Salem Hospital and NSPG employees and professional staff members, patients, visitors, vendors, volunteers, non-employees, contractors, and guests. In addition, no Salem Hospital or NSPG employee, volunteer or student is allowed to use tobacco products of any kind during his/her scheduled day at an MGB facility.

Statement of Patient Confidentiality Policy

In accordance with the **Health Insurance Portability and Accountability Act (HIPAA) of 1996 (P.L.104-191) [HIPAA]**, the WCE HealthCare Office Support Training respects the rights of all patients to their privacy. As such, we have an obligation to protect the confidentiality of patient records, communications and other information about patients.

During job shadows and internships, a student may become aware of patient information that will help the student gain a better understanding of the job being performed or the system being used. Any discussion of this information for any other purpose with any other individual breaches the patient's right to privacy and is a violation of this policy. If a student discusses any patient information outside of the job shadow or internship setting, it is a violation of patient confidentiality and is considered serious. It will result in action by the program staff, including dismissal from the program.

Every student will receive, sign and abide by the Mass General Brigham System Confidentiality Agreement at the beginning of the WCE HealthCare Office Support Training.

Statement of Student Confidentiality Policy

Statement of Policy

At the basis of the WCE HealthCare Office Support Training code of behavior is the mission of Wellspring; a commitment to social justice expressed in the practice of hospitality, respect and consideration for others. This practice is particularly important when dealing with an individual's right to confidentiality.

General Work Concepts

This policy applies to students participating in the WCE HealthCare Office Support Training.

- Every student of the WCE HealthCare Office Support Training shall show respect for other students, face to face, online and in front of other people.
- Students should not share personal information about another student unless expressly requested to do so by the student him/herself.
- Any information shared with a student by another student should be regarded as confidential and there should be no group discussions or gossiping.
- Only general information about what happens in the program and that does not identify specific individuals is allowed to be shared outside the program.

Statement of Respectful Behavior Policy

1. It is expected that students will maintain a respectful attitude at all times.
2. If a student is verbally or physically abusive to anyone, the student will be terminated from the program immediately. There are **no** 1st, 2nd, or 3rd warnings for abusive behavior.

Statement of Harassment Policy

The school has no tolerance for harassment of any type. All employees, visitors, guests, and participants have the right to be treated with respect and dignity. WCE supports each person's right to work and participate in an environment free from unlawful discrimination, including freedom from sexual and other forms of harassment. No employee, visitor, guest, and/or participant may harass or discriminate against another employee, visitor, guest, and/or participant. In addition to sexual harassment, harassment is also illegal when it is based on age, color, disability, gender, gender identity, national origin, race, religion, ancestry, or sexual orientation.

Sexual harassment is defined as: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions, or (b) such requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

While it is not possible to list all those circumstances that constitute sexual harassment, the following are examples of conduct which, if unwelcome, may constitute harassment depending on the circumstances:

1. Sexual advances - whether they involve physical touching or not;
2. Requests for sexual favors in exchange for actual or promised job benefits, such as favorable reviews, salary increases, promotions, increased benefits or continued employment;
3. Sexual jokes;
4. Use of sexual epithets, written or oral references to sexual conduct, gossip regarding one's sex life, comments on an individual's body, comments about an individual's sexual activity, deficiencies or prowess;
5. Displaying sexually suggestive objects, pictures or cartoons;
6. Leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
7. Inquiries into one's sexual experiences;
8. Discussion of one's sexual activities;
9. Assault or coerced sexual acts.

Similarly, harassment other than sexual harassment is defined as: Conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected status, or that of his or her relatives, friends, or associates, and that (1) has the purpose or effect of creating an intimidating, hostile, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Employees and students are encouraged to promptly report any behavior perceived as harassment to the Director of Job Training Initiatives at 978-281-3558 x345 or to the Executive Director at 978-281-3558 ext. 309 (located at 302 Essex Avenue, Gloucester, MA 01930) so that the incident can be investigated. Voice mail is available for after-hours calls. All complaints will be investigated in a timely manner as thoroughly as the circumstances permit, including private interviews with concerned parties and witnesses.

It is unlawful to retaliate against an employee or student for filing a harassment complaint or for cooperating in an investigation of such a complaint. WCE will not tolerate any retaliation against anyone who in good faith reports an incident of alleged harassment or who cooperates in an investigation.

If an employee is found to have violated this Policy, the employee or student will be subject to disciplinary action, including suspension, and/or action up to and including termination. All instances will be reported to the appropriate law enforcement authorities.

Statement of Academic Dishonesty Policy

Wellspring Community Education is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement.

Cheating on papers, tests or other academic works is a violation of WCE and the HealthCare Office Support Training rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to: plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

Statement of Dress Code Policy

This policy applies to students attending classes and participating in job shadowing and/or internships in any area of Mass General Brigham facilities as part of the Wellspring Community Education HealthCare Office Support Training.

Wellspring Community Education has implemented this policy because of the importance of appropriate professional attire both when representing the HealthCare Office Support Training with potential employers and presenting oneself as a qualified job candidate. This policy also supports the Mass General Brigham Salem Hospital Dress Code. Through this dress code, a student acknowledges responsibility for the following:

1. Each of us affects the public image of ourselves and the WCE HealthCare Office Support Training and must share the responsibility for making our "personal" public image one of confidence and of high professional standards.
2. Emphasis is on cleanliness, neatness, and appropriateness of attire as defined by these standards.

Appearance

1. Fingernails should be clean, manicured and of reasonable length. Clear polish is acceptable. Artificial and color painted nails are not allowed in the hospital.
2. Earrings should be of reasonable size, design, and number. No large hoop earrings.
3. Necklaces and bracelets of appropriate size, length and number may be worn.
4. Body adornments (such as tattoos or body piercing) which may be perceived to be distasteful to hospital staff or customers are not allowed or must be covered during program hours.
5. Refrain from use of perfumes, heavy scents, and scented hair products due to Wellspring Community Education students and staff and/or MGB staff and patients who are sensitive to odors and multiple chemicals compounds.
6. The torso must be covered with no bare midriffs showing.

Apparel

1. Street clothing (dresses, skirts, pants, sweaters, blouses, etc.), appropriate for an office, or tasteful scrubs, may be worn during program training sessions, job shadows and internships. Scrubs are not allowed at some job shadows and internships. When in doubt, ask!
2. Leather or other office appropriate shoes should be worn.
3. Pants and skirt lengths must be tasteful and appropriate for the environment.

Unacceptable apparel for the students in the WCE HealthCare Office Support Training includes the following:

- Jeans and jean-style clothing
- Tops that do not cover your cleavage
- Leotards, lycra leggings, or tight-fitting clothing
- Revealing, see-through, low-cut or unbuttoned clothing
- Any open-toed shoes
- Sweatshirts of any design, including hoodies

Statement of Computer Acceptable Use Policy

Statement of Policy

A computer network and laptop is provided to staff and students while in the WCE HealthCare Office Support Training to promote educational excellence by facilitating information sharing and creativity. Wellspring Community Education invests in hardware, technical support, and software licenses for educational and work-related purposes. We prohibit any illegal duplication of software and abide by all copyright laws and regulations.

This Computer Acceptable Use Policy is a written agreement signed by all WCE HealthCare Office Support Training computer users, outlining terms and conditions for using computers in the classroom and/or for using Wellspring Community Education loaned laptops at home or off-site.

By signing this form, I agree to the following:

- **Not** to eat or drink anything at the computer workstations or while using a WCE laptop at home.
- **Not** to use cell phones at any time during class. (Cell phones must be silenced and stored.)
- **To** turn the computers on and off properly using the standard procedures. To conserve electricity, both the monitor and the CPU should be turned off whenever it is not needed for several hours.
- **To** use the computers for educational purposes and assigned work only.
- **To** notify a staff person immediately if any of the equipment is not functioning properly.
- **To** leave all program settings, desktop and screens in the designated standard Center format.
- **To** use only software that is loaded in each computer without modifying it in any way.
- **To** abide by all copyright laws.
- **Not** to display, copy or transmit any threatening or obscene materials.
- **Not** to check any personal accounts other than the one that I create in the HealthCare Office Support Training or use the Internet for anything besides school related work. (i.e. no social media unless required for assignment)
- **Not** to disrupt the network files of other users.
- **Not** to post anonymous messages or use **any** chat rooms, blogs or email other than for school assignments.
- **Not** to engage in activities which are prohibited under state or federal law.
- **Not** to touch or use the teacher's computer for any reason.

Student Signature

Date

Statement of Student Complaint Resolution Process

A student with a complaint should address it with the following procedure:

1. If the student is comfortable doing so, the student should first ask to discuss the issue with the staff person involved at a mutually agreeable time (outside of classroom time.) A student can request a formal meeting with the staff person within a reasonable period of time that the circumstance of the issue occurred.
2. Once the student has requested a formal meeting, the staff person has seven (7) working days to respond to the student and work with the student to resolve the issue. If the issue is not resolved, or the staff person has not responded, the student can file a written complaint with the Coordinator of Job Training Initiatives. This written complaint should be received by the Coordinator of Job Training Initiatives within 10 working days of the date of the response, or from the date in which the response was due (if no response was given by the staff person). The written complaint must include a complete description of the complaint that provides specifics as to date, time, materials, circumstance, etc.
3. Upon receipt of a written complaint, the Coordinator of Job Training Initiatives and the Director of Job Training Initiatives will work with the parties in an attempt to resolve the conflict. The Coordinator will formally respond to the student within seven (7) working days. The Coordinator of Job Training Initiatives will notify the staff person of the written complaint, and a notice of at least three (3) working days will be given to all parties before any official meetings are convened. The written complaint will be made available to the staff person involved.

Wellspring Community Education staff will not be required to respond to a complaint that is not in writing and does not have specific documentation including dates, times, materials, etc. Wellspring Community Education staff will also not be required to respond to a complaint that has not been received by the Coordinator of Job Training Initiatives within 10 days of the date of the staff response, or from the date in which the response was due if no response was given by the staff person.

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

The student has the right to contact the Commonwealth of MA Office of Private Occupational Schools, Division of Occupational Licensure regarding any complaint at any time.

Massachusetts Office of Private Occupational Schools
Division of Occupational Licensure
Phone: 617-701-8719
Email: occupational.schools@mass.gov

Policy on Accommodations for Work-Based Activities

The structured work-based learning activities within the WCE HealthCare Office Support Training are conducted within supervised work settings external to the HealthCare Office Support Training for the purpose of providing students with exposure to experiences aimed at supporting job placement outcomes in healthcare administration and related occupations. Work-based activities are outlined in the Course Catalogue.

Accommodations for Work-Based Activities: On a case-by-case basis, accommodations may be granted for students who are unable to complete the internship component of the onsite work-based activities within the enrollment period. All requests for accommodations must be submitted in writing for approval by the WCE Director of Job Training Initiatives.

Sector-based employment in lieu of Internship

If an enrolled HealthCare Office Support student secures and begins employment in a target health care occupation or related position *before* the completion of a work-based internship the student may request to have the first 65 hours of said employment count towards the fulfillment of the HealthCare Office Support Training's 65-hour internship requirement (Course ID #205). The student must have completed all coursework in good academic standing (2.0 average or higher) and be otherwise eligible for graduation from the program. The request for accommodation must include:

- A signed Request to accept sector-based employment in lieu of internship form. The form must include the student/employee's signature, title and date of hire. The form must also include the signature, job title and contact information for the student/employee's immediate supervisor.
- A copy of the student/employee's job description

If the request is approved, the student/employee must provide the following in order to receive a Certificate of Completion from the WCE HealthCare Office Support Training.

- Pay stubs verifying completion of two-weeks of full-time employment (30 hours or more.) Student/employees hired on a part-time basis must provide verification of 65 hours worked.

Extension of Internship Requirement

If, for unforeseen circumstances related to health or personal matters, an enrolled HealthCare Office Support Training student is unable to participate in or complete an internship during the designated weeks of the program, but does not seek to withdraw from the program, the student may request an extension to fulfill the internship requirement. The request must be submitted in writing for approval by the WCE Director of Job Training Initiatives and must be received by the student at least one business day in advance of the internship placement. (For internships slated to begin on Monday morning, a request for accommodation must be received by 12 p.m. the Friday before.) In the case of a medical or other emergency, the request for accommodation may be submitted in writing within 5 business days of the incident.

If the accommodation is granted, *and* the student is in good academic standing (2.0 average or higher), *and* the student is otherwise eligible for graduation from the program, the student may be awarded a provisional certificate of completion. Students will then have up to 180 days to either: a) complete the 65-

hour internship requirement, or b) submit a Request to Accept Sector-Based Employment in Lieu of Internship Accommodation. After successful completion of the requirement, a student will receive a Certificate of Completion from the WCE HealthCare Office Support Training.

Policy on Extenuating Circumstances Impacting Access to Work-Based Activities

Work-Based Activities are a crucial component of the WCE HealthCare Office Support Training and are a key driver of student job placements following graduation. Program administrators rely heavily on a network of healthcare employer partners to identify and secure in-person job shadow and internship locations at area hospitals, medical centers and physicians' practices.

In rare occurrences, extenuating and unforeseen circumstances such as a natural disaster, terrorist attack, epidemic/pandemic or significant communicable disease outbreak may prevent Wellspring Community Education administrators from being able to secure work-based activities for an enrolled group of students. In these instances, Wellspring Community Education administrators will first seek guidance from the Massachusetts Division of Occupational Licensure on acceptable accommodations and/or the need for substantive changes to the program design.

HealthCare Office Support Training Educational Program Information

Classes/Homework

The Wellspring Community Education HealthCare Office Support Training is designed to provide the skills necessary to succeed in an administrative position within the healthcare field. It is comprised of nine different components or classes:

- Introduction to Computers (68 hrs.)**
- Business Communications (36 hrs.)**
- Medical Terminology (50 hrs.)**
- Medical Office Procedures (45 hrs.)**
- Medical Keyboarding (50 hrs.)**
- Professional Success/Job Search (25 hrs.)**
- Goals/Job Search (36 hrs.)**
- Job Shadows (12 hrs.)**
- Internship (65 hrs.)**

Homework will vary according to instructor and class. It is expected that homework will be completed. It will be graded according to the class and instructor and outlined in the course syllabus.

Job Shadows (12 hrs.)

Students will participate in six job shadow/informational interview opportunities (2 hours each) observing employees performing or speaking about their jobs within Mass General Brigham, Salem Hospital or other ancillary or partnered medical facilities. The purpose of Job Shadowing as a component of the HealthCare Office Support Training is to expose students to a range of positions and opportunities for which each are being trained. Students research and analyze aligned job descriptions in advance of each presentation and prepare questions for the scheduled speakers. Following the presentation, students report back personal

observations of work place behaviors and skills needed for each position and they own reflections on whether or not the position aligns with their own career goals. Professional thank you letters are prepared as part of the Business Communications course.

Internship (65 hrs.)

Prerequisite: Full payment of tuition, completion of academic coursework, compliance with all program policies.

Wellspring Community Education in partnership with area healthcare employers provide each student with a 2-week internship offering a total of 65 hours of work experience. The purpose of the internship is to acquaint the students with the various tasks required for a position or department. The internship also gives a potential employer the opportunity to see the skill and participation level of the student. The internship is a requirement of the HealthCare Office Support Training. Students are evaluated on attendance and completion of tasks as assigned by their internship supervisor. Internships are managed by the Coordinator of Job Training Initiatives.

Grading

Numerical grades will be given in all classes. Students are required to be passing (a D or above) all classes and to achieve an average grade of C or above (GPA 2.0) in order to continue the program at mid-term, as well as to graduate. For the Medical Keyboarding class, students are required to type a minimum of 35 words per minute at graduation. All courses must be completed to graduate.

Midterm Progress Evaluations

All students will have at least one written Midterm Progress Evaluation prior to completion of 50% of the program. The written progress report will assess how they are doing, and identify any areas where improvement or assistance may be needed. Midterm Progress Evaluation forms will be completed for each student by each instructor who will rate their participation, class work, tests, and homework in writing and by number grade. A copy of the student's progress report will be maintained by the school in the student file.

Job Placement

The WCE HealthCare Office Support Training does not guarantee that program graduates will be placed in jobs. Students learn job search strategies and prepare employment portfolios as part of the program, and the Wellspring Community Education staff support students' and graduates' efforts to find appropriate positions in healthcare.

Lunch/Breaks

There is a lunch break around midday. Lunch is available at the MGB Salem Hospital cafeteria at a discounted price with a student badge. If a student is late coming back from lunch, it will be noted and may count as a partial absence. There is a refrigerator available for student use. Any food left in the refrigerator at the end of the week will be thrown out. Students will receive two to three 10-minute breaks during the day as well. Please make all efforts to return to class within the time allotted.

Session Schedule

Students receive a class schedule for the HealthCare Office Support Training for which they are enrolled. All students are required to read and understand the schedule, and plan outside appointments accordingly. There may be times when the schedule needs to change and students will be made aware of the changes with sufficient time allowed.

Guidance and Counseling

Wellspring Community Education employs Coordinator(s) of Job Training Initiatives whose job it is to support each student in completing the training, and finding and retaining employment. Wellspring does not directly offer substance abuse, domestic violence or mental health counseling. Instead, the program staff refers students in need of any such services to outside providers.

Student Identification Badge

Upon starting the WCE HealthCare Office Support Training, staff will arrange for students to be issued a Student Identification Badge. It is expected that students will wear this badge at all times during in-person program hours, including job shadows and internships for identification purposes.

Parking

Parking at MGB Salem Hospital is very limited. The designated parking for the HealthCare Office Support Training is behind Highland Hall in the designated student spots. Students will receive a sticker for this lot when they are given their Student Identification Badges. Parking is not allowed in the Emergency Room parking area or other lots labeled for patient parking. If a student's car is parked in a spot other than in the area designated by the sticker, the car will be towed. Parking violations may lead to dismissal from the program.

Instructional Staff

Nancy Bouchard, B.S, Education, Northeastern University

Kristina DeRosa, M.A. Education, Salem State University

Gina Frey, M.Ed. Adult and Organizational Learning/Nonprofit Management, Northeastern University

Heather Garoufalis, B.A. Psychology and English Writing, UMASS Lowell

Mary Ellen McNeil, B.S. Education, UMASS Lowell

Matthew Sambito, IT Specialist/Trainer

Mary Beth Tobin, B.A. Education, Northeastern University

Rona Tyndall, M.Div, Andover Newton Theological Seminary

School Calendar Fall 2023 – Spring 2024

Program sessions

Full-time Hybrid Fall 2023	September 5, 2023 – December 15, 2023
Part-time Hybrid Fall 2023 – Spring 2024	September 16, 2023 – May 29, 2024
Full-time Hybrid Spring 2024	February 12, 2024 – May 31, 2024

HealthCare Office Support Fall 2023-Spring 2024 Holidays (No Classes)

Monday, September 4, 2023	Labor Day
Monday, October 9, 2023	Indigenous People’s Day
Thursday, November 23, 2023	Thanksgiving Day
Friday, November 24, 2023	Thanksgiving Break
Monday, December 25, 2023 – Friday, December 29, 2023	Winter Break
Monday, January 1, 2024	New Year’s Day
Monday, January 15, 2024	Martin Luther King Jr. Day
Monday, February 19, 2024	President’s Day
Monday, April 15, 2024	Patriot’s Day
Monday, May 27, 2024	Memorial Day

*See provided program schedules for detail.

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Photo Release Form

Please indicate below whether you grant Wellspring House, Inc., which includes Wellspring Community Education (WCE), permission to use and publish photographs and videos of you and/or use quotes from you to publicize the organization's work and advance its mission.

By granting us authorization you are giving us permission to use these materials in all print, television, radio, web and social media channels including Facebook, Instagram and LinkedIn.

_____ **YES**, I give Wellspring House permission.

_____ **NO**, I do not give Wellspring House permission.

Printed Name: _____

Address: _____

Signature: _____

Date: _____

Witness: _____