



SANTA ROSA JUNIOR COLLEGE DENTAL ASSISTING PROGRAM

POLICY MANUAL 2020-21

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Welcome and Congratulations

Welcome to the Santa Rosa Junior College Dental Assisting Program. In the next two semesters you will be learning all the necessary skills to be a competent and successful dental assistant.

The faculty is committed to helping you succeed in your program. We want you to be proud to be an SRJC dental assisting graduate and to know that you have met the standard of excellence that the community has come to expect of this program.

This policy manual is not meant to replace the SRJC District Policy Manual, or the individual course syllabus, but rather to serve as a supplemental source of information. You will find that it contains a general overview of the procedures and policies of the Allied Dental Programs. It is your responsibility to become familiar with and abide by the policies and regulations as stated within this policy manual. The District Policy Manual www.santarosa.edu/polman is the official document, which delineates SRJC policies and procedures and will rule in the event of contradictions between the two documents. The District may revise the policies and procedures at any time without prior notice.

Please read this policy manual carefully before the New Student Orientation and keep it available for future reference. The Dental Programs Policy Manual Signature pages are on the Dental Assisting orientation page for you to print, sign and turn in on the first day of classes.

Beyond the information found in this policy manual and my personal best wishes for your success, I offer the following advice.

Everything you need to succeed is within you!

Jennifer Poovey, CDA, RDA, RDHAP, MA Ed.
Director, Dental Assisting Program

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Dental Programs Accreditation

College Accreditation

Santa Rosa Junior College is accredited by the Western Association of Colleges, and approved by the California State Department of Education and the California Board of Dental Examiners.

Program Accreditation

The Dental Board of California (DBC) accredits the Dental Assisting Program.

Dental Assisting Mission Statement

The Santa Rosa Junior College Dental Assisting Program will educate a group of diverse students by providing a curriculum which reflects the core values of the profession, instills life-long learning appreciation, and educates the students as caring, clinically proficient and ethical entry-level dental health care professionals prepared to serve the community in both private and public settings.

PHILOSOPHY OF DENTAL ASSISTING PROGRAM

Society is made up of individuals interacting in complex groups with differing cultural, social, educational and spiritual values. The nature of society is one of constant change. As such, individuals must adapt to societal change to fulfill needs and make existence meaningful.

We believe that human beings have human needs related to health, which are biological, psychological and socio-cultural in nature. Society responds to these needs by promoting the advancement of health. The concept of health contains a continuum from maximum illness to maximum wellness. Individual goals for wellness may be different from those of society. Oral health care providers should be responsive to the needs of both the individual and the society. Oral health sciences are composed of disciplines of study, which provide skill, knowledge and services to society.

The Santa Rosa Junior College Dental Assisting Program is designed to produce individuals capable of meeting professional and societal needs. The role of the program is to provide an intellectual atmosphere producing oral health-care providers who are literate, knowledgeable, motivated to be life-long learners, capable of solving problems and making decisions. Faculty members foster the development of caring, curious, competent and ethical practitioners. Furthermore, the SRJC faculty is committed to serving as role models to inspire personal and professional growth and advancement.

The educational process should be student-centered, relevant, goal-directed, competency-based and conducted in a facilitative environment. The process encourages active student participation and the application of research principles resulting in meaningful learning, the

stimulation of intellectual curiosity, and the development of critical thinking. An environment conducive to learning is structured to include mutual helpfulness, freedom of expression, mutual trust and respect and physical comfort while recognizing similarities and accepting differences.

Licensure in California

The licensing agencies may deny licensure to dental assistants for crimes substantially related to the practice of dental assisting. This includes convictions involving sex crimes, drug crimes (including DUI), and crimes of violence. It is the responsibility of the applicant to present sufficient evidence of rehabilitation to the Dental Board of California prior to licensure application.

Introduction of the Faculty

Full Time Faculty The Dental Programs have highly qualified faculty who have had a wide variety of professional, academic, and personal experiences in the field of dentistry, dental assisting, and dental hygiene. The offices for the full-time faculty are on the third floor, room 4075 and 4070. A schedule of faculty office hours is posted outside of the office. Part-time faculty are also available to students during posted office hours or by appointment. Part-time faculty office hours and location are posted in room 4024 and on the student bulletin boards.

Jennifer Poovey, RDA, CDA, RDHAP, MA – Full Time Faculty

Jennifer is the Director of Dental Assisting and Dental Radiography at Santa Rosa Junior College. Jennifer graduated with an Associate of Science Degree and received a Certificate of Completion in Dental Assisting from Santa Rosa Junior College. Jennifer also received an Associate of Science Degree in Dental Hygiene from Santa Rosa Junior College. She earned a Bachelor of Science Degree in Organizational Behavior from the University of San Francisco. She received a Master of Arts Degree in Education, Curriculum, Teaching and Learning with Educational Technology from Sonoma State University and her Dental Hygiene in Alternate Practice (RDHAP) from the Arthur A. Dugoni School of Dentistry, University of the Pacific. Additionally Jennifer has taught in both the dental assisting and dental hygiene programs since 2004.

Lucinda (Cindy) Fleckner, RDH, RDHAP, MS. - Full-Time Faculty

Cindy is the Director of Dental Hygiene and the first-year clinical coordinator at Santa Rosa Junior College. She earned a Bachelor of Science degree in Dental Hygiene from Loma Linda University, CA. She received a Master of Science in Dental Hygiene from University of California San Francisco. Cindy received her Dental Hygiene in Alternate Practice (RDHAP) from the Arthur A. Dugoni School of Dentistry, University of the Pacific. Additionally, Cindy has taught in both first and second year dental hygiene since 2000.

Jennifer Apocotos-Kirk, RDHAP, MA - Full-Time Faculty

Jennifer is the second year clinical coordinator. She earned her Bachelor of Science in Dental Hygiene from the University of California San Francisco. She received a Master of Arts Degree in Education, Curriculum, Teaching and Learning from Sonoma State University and her Dental Hygiene in Alternate Practice (RDHAP) from the Arthur A. Dugoni School of Dentistry, University of the Pacific. Additionally, Jennifer instructs Local Anesthesia/Nitrous-Oxide Sedation, Community Dental Health and is a clinical faculty with first-year dental hygiene students.

Susan Hellums, CDA, RDA, RDH, RDHAP, MS-Full Time Faculty

Susan graduated with an Associates of Science Degree in Dental Hygiene from Santa Rosa Junior College. She earned a Bachelor's of Science in Health Management from the University of San Francisco. She received a Master's in Dental Hygiene from the University of Tennessee Health Science Center and her Dental Hygiene in Alternative Practice from Arthur A. Dugoni

School of Dentistry, University of Pacific. With over thirty years of clinical dental experience, Susan has been teaching with both first and second year dental hygiene students since 2009.

Adjunct Faculty

The adjunct faculty enrich clinical, laboratory and classroom instruction with their special expertise as practitioners currently working in the dental profession. Adjunct faculty are assigned to classes and clinics based upon their subject expertise. You will be introduced to each of the adjunct faculty throughout your educational experience at SRJC.

Rebecca (Becky) Allen, RDA, MS, DA Instructor Dental Assisting

Trale Broudy, RDH, BA, Instructor Dental Radiology

Andrea Emerson RDA, RDH, BA, Instructor Dental Assisting

Terri Fitzpatrick, RDH, BA, Instructor Dental Radiology

Pamela Rosell, RDA, CDA, BS, Instructor Dental Assisting

Dawn Talkington RDH, BS, Instructor Dental Radiology

Deanna Diaz, RDA, CDA, BA, Coordinador Dental Business Office & DA Instructor

DID NOT THINK APPROPRIATE TO LIST ALL DH FACULTY HERE OR SHOULD WE?

Dental Programs Faculty Goals

1. Faculty will mentor students by accompanying them through the learning process and by making a commitment in a caring way. This involves taking the path with the student.
2. Faculty will encourage students and share the passion we have for the profession.
3. Faculty will provide access and guidance to helpful information.
4. Through faculty consultation hours, faculty will provide an opportunity for student to establish a relationship of trust.
5. Faculty will encourage students to ask questions and voice concerns in an open forum without risk of reprisal.
6. Faculty will provide effective and appropriate assessment with prompt qualitative and quantitative feedback.

Faculty Obligation to the Students - District Policy 3.9

1. Uses and maintains a District email account to receive official communication from the District and students.
2. Checks and responds to student emails in a timely basis.
3. Notifies District of absences.
4. Submits rosters, grades and other documents according to contractual or District-published deadlines.
5. Adheres to District policies and procedures, the California State Education Code, CODA accreditation standards, and state and federal laws with special regard to educational matters.
6. Respects student's educational rights and privacy according to District Policy 8.2.9/P

7. Adheres to the District policy and procedures related to providing a safe learning environment.
8. Maintains standards of professional conduct and ethics appropriate to the positions.

Dental Assisting Curriculum

The Dental Assisting curriculum is academically, physically and psychologically demanding as well as rewarding.

The dental assisting students are enrolled on a full-time basis only.

Dental assisting students are often in classes and clinics up to and occasionally exceeding eight hours a day, five days a week. In addition, all students are expected to study/practice 3-4 hours each day outside of class time. Dental assisting students may need to contact patients in the evening hours.

The courses must be taken in succession, and a minimum grade of “C” (75%) is required in ALL courses. Because of the rigorous program and class schedule, outside work is strongly discouraged.

Upon completion of the Dental Assisting Program, students earn a Certificate of Completion in Dental Assisting.

Teaching Methods and Learning Environment

The Dental faculty at SRJC Dental programs employs an active and participatory teaching methodology. Teaching facilitates learning by incorporating a variety of methods and strategies to accommodate and enhance diverse learning styles. Learning strategies include group exercises and projects, discussion, writing, lecture, demonstration, clinical observation, role-playing, problem solving, self-evaluation and self-learning with instructor guidance. Group learning projects and exercises are frequently used to teach critical thinking skills, effective communication, collaboration and team work which are skills most valued in the job market.

The student is ultimately responsible for his/her own learning.

Preparation for classes, group exercises and projects are crucial. Learning activities in the classroom are designed with the assumption that the student has come to class well prepared and that he/she has sufficient background knowledge to gain maximum benefit from class time. Students are expected to spend sufficient time in preparation/study time outside class to prepare.

Learning complex psychomotor skills is an important component of the curriculum. Practice on models and lab experience with students achieving minimal competence is utilized prior to attempting procedures on student partners and then on dental patients. Students will qualify as “safe beginners” before being expected to perform skills on patients. Instructors assist students by providing constructive feedback designed to facilitate learning. Didactic and clinical faculty assesses both the process of performing procedures and the final result of those

processes. Individual students learn psychomotor skills in different ways and at different rates. It is important that students recognize individual differences and work progressively toward the accomplishment of individual goals. Sufficient time is allowed for practice and many learning experiences are evaluated as satisfactory or unsatisfactory. Minimal competency levels and process evaluation will be part of all preclinical/lab and clinical courses. The goal of evaluation is to provide instruction and feedback to assist the student in utilizing problem solving and decision-making skills and in working independently with skill and confidence. As the curriculum progresses students are expected to perform with increased proficiency and efficiency and to acquire more complex skills.

Students will experience diverse teaching styles in clinic and lab. Instructional diversity provides a rich environment for learning. In order to obtain maximum learning in the clinical/lab environment, it is important to learn to appreciate the knowledge, background and experience of each didactic and clinical faculty. Initially psychomotor skills are taught with one basic approach describing specific task components. This encourages consistency of teaching and evaluation, minimizing student confusion and frustration. As the student skill level improves, appropriate advanced techniques will be introduced. The programs expect that all students will achieve career entry-level skills by the time of graduation.

Dental Assisting Course Sequence

Fall Semester

DE 50	Introduction to the Dental Profession	2 units
DE 51	Occupational Health & Safety	2 units
DE 55A	Introduction to Dental Radiology I	2 units
DA 60	Applied Dental Science	2 units
DA 62	Introduction to Dental Procedures	3 units

Spring Semester

DE 55B	Dental Radiology II	1 unit
DA 63	Dental Specialties	3 units
DA 64	Advanced Dental Assisting	2 units
DA 65	Dental Sciences	3 units
DA 66.2L	Clinical Practice	4.5 units
DA 66.2	Clinical Practice Seminar	1 unit
DA 67	Dental Office Management	2 units

Requirements for Completion of the Dental Assisting Program:

- Successful completion of all dental assisting courses with a grade of "C" or better in both the clinical and written aspects of each class.
- All courses must be passed in sequential order (see course sequence). Failure of any course in the sequence will prevent the student from enrolling in the subsequent semester.
- Satisfactory completion of all clinical hours and requirements.

DENTAL ASSISTING PROGRAM GOALS

The Dental Assisting Program curriculum creates an environment in which students are stimulated to learn, to grow personally, to develop decision making, ethical, and problem solving skills, and to stimulate creative and independent thinking. Students will achieve professional and personal growth through application of classroom knowledge in clinical, laboratory and community settings.

Program Goals:

To provide an education that reflects academic excellence and which serves the variety of needs and abilities of our students.

- Graduates will apply evidence based knowledge and skills as they assume the responsibilities of a registered/certified dental assistant.
- Assist students to succeed in meeting their educational goals by providing comprehensive instructional and student support services.

- Prepare graduates to assume responsibility for continued professional growth, high professional standards and to meet the challenges of oral health care delivery
- To prepare students for the California Registered Dental Assistant licensure examination and National licensure through the Certified Dental Assistant examination

Program Student Learning Outcomes – Program Competencies

Competencies/outcomes for Dental Assisting graduates, describe the knowledge, skills and attitudes our graduates must attain for entry into dental assisting profession.

The value of these competencies/outcomes is related to two areas. First, the competencies define the core content of the curriculum. By stating publicly what graduates must know and be able to do after completing our program, we establish a basis for the content of all courses. The competencies/outcomes provide guidance for identifying relevant content when making decisions related to our educational program.

Second, these competencies/outcomes are useful for outcomes assessment. The quality of any curriculum must be judged by its results. By setting forth competencies/outcomes that a student must demonstrate to qualify for graduation and entry into the profession, this list provides a basis for establishing outcome measures to evaluate the degree to which a student has acquired and can demonstrate the competencies/outcomes needed to be a successful dental assistant.

Competencies/outcomes for Dental Assisting graduates should be viewed as dynamic standards that are responsive to any clear need for change. The competencies/outcomes are intended to serve as a framework for the dental assisting curriculum and require regular review and revision.

Competency – Program Outcomes as an Educational Concept

The term competent is defined as the level of special skill, knowledge and attitudes derived from training and experience.

Competencies/outcomes are a combination of knowledge, attitude, psychomotor skill, and/or communication skill; and performed at or above an acceptable level of defined standards.

Evaluation Methods

Evaluation Methods are measured throughout didactic, laboratory and clinical instruction that provide the information and experience needed for satisfactory mastery of the competencies. Evaluation methods evaluate the student's knowledge, psychomotor skill and attitudes. Evaluation methods evaluate the student's ability to use information and correctly answer specific questions when asked. Psychomotor skills are evaluated to follow specific rules to

produce acceptable results in standardized situations. Attitudes are evaluated in positive intellectual and behavioral actions.

Program Student Learning Outcomes – Dental Assisting Competencies

Upon successful completion of this certificate, the student will be able to:

- Graduates of the dental assisting program will be able to make ethical decisions, and demonstrate problem-solving abilities through independent and critical thinking.
- Graduates will be able to assist a dentist in all phases of diagnosis and treatment of patients, including restorative and cosmetic procedures, endodontic procedures, orthodontic, pediatric, and surgical procedures.

DENTAL ASSISTING PROGRAM OVERVIEW

The Dental Assisting Program at Santa Rosa Junior College is an intensive program offering a variety of well-organized classrooms, pre-clinical, and clinical learning experiences. The program is completed in 2 semesters – Fall/Spring. Upon completion of the program, graduates are eligible to take the Dental Assisting National Board Examination and the California Registered Dental Assistant Examination.

All courses in the dental assisting program must be taken in sequence.

Fall Semester:

The first semester is very intense as you must learn the foundation of knowledge you will apply throughout your career. You should plan to devote at least 3 to 4 hours each day of study outside of the classroom. During this semester, the basic sciences relative to dental treatment are presented. You will learn dental terminology, basic head and neck anatomy, oral landmarks, and the basics of infection control in the dental environment, sterilization procedures, and OSHA requirements as they apply to dentistry. You will develop basic dental assisting skills and be introduced to concepts of restorative dentistry. You will learn the principals of radiation production and radiation safety. You will develop competency in exposing radiographs during laboratory sessions through the use of a special x-ray manikin named "Dextr".

Spring Semester:

Your clinical office experiences will begin in the second semester of the program. You will be assigned to dental offices 2 days a week. For the first part of the semester in a general dentistry office and then you will go into a specialty office. You will develop proficiency in the RDA (Registered Dental Assistant tasks) during laboratory sessions, and learn the role of the registered dental assistant in each of the specialty areas in dentistry. You will learn the basics of dental practice management, filing insurance claims and recordkeeping. You will learn signs and symptoms of oral diseases and study various types of oral pathology. As part of the radiography course, you will take x-rays on patients. Students are responsible to provide their own patients for x-ray, sealant and polishing procedures. You will practice coronal polishing and sealants first on classmates, then on dental patients. The criteria for patient selection will be explained to you in class. Students are responsible to provide their own patients for sealants.

SECTION 2

General Policies

It is the responsibility of all students enrolled in the dental assisting program to read and comply with these policies. Failure to do so may result in dismissal from the program. Specific requirements are provided in each individual course syllabus.

Policies of The Dental Assisting Program Santa Rosa Junior College - Policies and Procedures

ALL POLICIES/PROCEDURES ARE FOUND IN THE DISTRICT POLICY MANUAL

www.santarosa.edu/polman

The District Policy Manual www.santarosa.edu/polman is the official document, which delineates SRJC policies and procedures and will rule in the event of contradictions between this Department Handbook and the District Policy Manual. The District may revise the policies and procedures at any time without prior notice.

The SRJC policies affecting student issues include but are not limited to the following:

Student Conduct and Discipline Due Process – www.santarosa.edu/polman 8.2.8 and 8.2.8P

The Sonoma County Junior College District supports a safe, productive learning environment to foster intellectual curiosity, integrity and accomplishment as defined in the District Mission and Goals.

The District holds that students shall conduct themselves in a manner, which reflects their awareness of common standards of decency and the rights of others. Interference with the District's mission, objectives, or community life shall be cause for disciplinary action.

Student Conduct Standards and Due Process: found under the Student link on the main SRJC webpage – Rights and Responsibilities

Students who register in Santa Rosa Junior College classes are required to abide by the Santa Rosa Junior College Student Conduct Standards. Violation of the Standards is basis for disciplinary sanction, including dismissal from class or from the College.

1. Conduct yourself in a manner that encourages mutual respect, honorable behavior, and learning, thereby promoting student success and discouraging academic dishonesty.
2. Learn and understand the course requirements, grading procedures, and rules and expectations for acceptable conduct and behavior in each of your classes, including definitions of plagiarism and the ethical use of technology.
3. Learn and understand SRJC policy (3.11) on Academic Integrity and the Student Conduct Code, which is in the SRJC catalog and part of Policy 8.2.8, Student Discipline and how these policies will be applied in your classes.
4. Learn and understand your rights to due process should you wish to contest an allegation or penalty made by an instructor or other representative of the college.

Access for Student with Disabilities – www.santarosa.edu/polman 8.1.1 and 8.1.1P

In addition to the SRJC policy and procedure on students with disabilities, the dental programs policy includes the following

Disability Resource Department

If you need disability related accommodations for this class, such as a note taker, test-taking services, special furniture, attendance etc., please provide the Authorization for Academic Accommodations (AAA letter) from the Disability Resources Department (DRD) to the instructor as soon as possible. You may speak with the instructor privately during office hours about your accommodations. If you have not received authorization from DRD, it is recommended that you contact them directly. DRD is located in the Bertolini Student Center on the Santa Rosa campus.

If you are not registered with DRD, you must register prior to any accommodation. After you register, DRD will provide you with written documentation of your verified disability and the recommended accommodation, which you must present to your instructor.

(Refer to the Appendix for the Policy on Disability Resource Department Testing Accommodations)

**Discrimination and Sexual Harassment Policy – www.santarosa.edu/polman
2.7 and 2.7P and 7.18/P**

The Sonoma County Junior College District is committed to an environment in which all employees and students are treated with respect and dignity. Each employee and student has the right to work/learn in a professional atmosphere that promotes equal opportunity and is free of unlawful discriminatory practices.

The policy of the Sonoma County Junior College District is to provide an educational and employment environment free from unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communications constituting sexual harassment. Employees, students, or other persons acting on behalf of the District who engage in sexual harassment as defined in this policy or by state or federal law shall be subject to discipline up to and including discharge, expulsion or termination of contract.

Procedure for Santa Rosa Junior College Dental Clinic

Students, faculty, and staff in the Dental Programs are responsible to ensure that the environment remains safe and conducive for learning. These policies also apply to the students and faculty in the provision of care for patients.

- All incidents of sexual harassment whether the victim is a student, faculty, staff, or patients are to be reported immediately to the District Compliance Officer.
- The victim may ask for help and guidance from the faculty or director of the program.
- The victim is advised to put into writing the description of the incident, date, time, place, and any witnesses.
- The victim may choose to confront the harasser and handle the incident without reporting it.

Every complaint will result in a prompt investigation and corrective and preventative actions will be taken where necessary.

Patient Treatment Policies

Statement of Cultural Diversity

The SRJC Dental Programs are committed to maintaining an educational environment that fosters respect for and sensitivity to individual differences: promotes personal and professional development and gives all students the opportunity to succeed, regardless of ethnicity, gender or socioeconomic status.

Culture is defined as the totality of socially transmitted behavior patterns, arts, beliefs, and all other products of human work and thought typical of a population or community. Knowledge of culture is essential in understanding how tradition affects health related beliefs and behaviors and approaches to oral health care.

Use of Human Subjects

The policy regarding the use of human subjects recognizes the responsibility to protect the rights, well being and personal privacy of individuals, to assure a favorable climate for the acquisition of practical skills and the conduct of academically oriented inquiry, and to protect the interest of the District. It addresses classroom, laboratory and clinical activities in the health professions where learning by students requires the use of human subjects as a part of training procedures or demonstrations. The following privacy practices and policies have been established for curriculum activities involving human subjects.

HIPAA

All students must comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations provided through program training and materials. Violations will be reported to the proper authorities and could become a part of your permanent record.

- To help maintain confidentiality, no records (hardcopy or electronic) are permitted to be taken out of the clinic area.
- The reception room is kept locked except when the clinic is in session.
- Students are informed of the importance of confidentiality in classroom and outside discussion at the beginning of the first term. Each student signs a Statement of Confidentiality prior to beginning each semester.
- Patient files are returned to the reception office at the end of each clinic session
- Whenever copying and printing materials from the patient's record, you must document in detail on the verification form kept in the reception office and have the reception faculty initials the document.

Social Media Policy

The Dental Programs recognize that the use of technology is a valuable tool for the dental programs students, faculty and staff. The use of these media resources has brought ethical dilemmas and potential liability not only for the program but also for the District.

Statement of expectations for the use of technology resources, any violation of these guidelines may be considered unprofessional behavior

- Posting obscene language or photographs

- Posting material that disparages any individual or group on the basis of race, gender, color, religion, sexual orientation, national origin or other prohibited grounds.
- Posting defamatory material regarding a fellow student, faculty member, staff, administrator or individual associated with the dental programs
- Using social media in an unsecured manner such as – communication with patients

Confidentiality

Every individual involved with the SRJC Dental Programs has the responsibility to protect the confidentiality of patient, student, faculty and staff medical and other information as required by law and the code of ethics. The SRJC patient confidentiality policy prohibits any unauthorized access, discussion, review, disclosure, transmission, alteration or destruction of patient, student, faculty or staff information except as required to fulfill SRJC educational responsibilities. This policy includes all patients seen in the SRJC Dental Programs Clinics and any outside agency, clinic, school or private office used for teaching purposes.

- No portion of the patient's file may leave the clinical area.
- All information including but not limited to paper, verbal or electronic data, contained in the patient record or stored in a computerized data system is confidential and shall not be discussed with individuals not directly involved with the care of the patient.
- Patient-specific information and medical records including information on computer screens shall not be left unattended in public areas or areas visible to the public
- Student shall not access records of any patient, students, faculty or staff without written or verbal authorizations.
- Individuals are responsible for confidential information collected from FAX machines.
- Passwords must not be shared and workstations must be logged off when leaving the work area to protect computerized information
- Conversations about dental patients in restaurants, locker rooms, restroom, lounges, elevators, hallways, etc. are direct violation of the dental patient's right to privacy and confidentiality.

(Refer to Appendix for the Confidentiality Statement)

Violation of the SRJC confidentiality policy will result in disciplinary action up to and including loss of clinical privileges and/or removal of access to patient records at SRJC and dismissal from the program.

Patient's Bill of Rights

As a patient in the Santa Rosa Junior College Dental Clinics, you can expect:

Professional Care

Respectful Care

Treatment Without
Discrimination

Treatment in a Safe
Environment

Confidentiality of All
Communications

Quality Treatment

To Have Your Concerns
Heard

To Participate in All Decisions
About Your Treatment

To Understand Your
Treatment Needs

To Have Access to Your
Dental Records

General Department Guidelines

Student Security Policies

- For reasons of personal security, student's nametags will have only the student's first name and the students and initial of their last name. All posted documentation will include the student's first name only (if there are students with the same first name, they will use their first name and last initial).
- For personal security, students will not give their personal phone numbers or addresses to patients.
- For all contact with patients all dental programs students must only use secure phones and voicemail that prevent the patient from accessing student contact information.
- If requested by the student the students will be provided with a voice mail system to receive messages from patients however not usually necessary for the dental assisting students. Dental Program lead faculty will be the first contact for students on questions or concerns about their provided voice mail. The mailboxes must have the designated Generic Greeting and only the first name of the student identified.
- Dental assisting students are not allowed to transport patients to or from the campus.

Student Education Rights and Privacy – www.santarosa.edu/polman 8.2.9 and 8.2.9P

Sonoma County Junior College District shall maintain educational records of students who enroll in accordance with the Family Educational Rights and Privacy Act of 1974 and all subsequent federal amendments. The District shall maintain both online and printed policy and procedures regarding privacy, access, review, and directory information regarding all student records received and used after November 19, 1974

In addition to the SRJC policy and procedure on student's educational rights and privacy, the dental programs policy includes the following

Confidentiality of Student Records

The Dental Programs protects the confidentiality of the student's records (academic and health). Information will be released only to an authorized member of the College community. A student may authorize the Program to release information regarding their academic record to outside sources upon written request. (Refer to Authorization to Release Reference Information)

Written consent is required for persons (students, patients, etc.) to participate in case studies, videotaping, etc. either on campus or at a clinical site.

Communication Policies

Telephones and Paging Devices

Cell phones / other electronic communication devices are not to be used in classrooms, labs, or clinical areas. All such devices **MUST** have the tone turned off while in any of these areas. The

telephones in the clinical and reception areas are not for personal use. The FAX machine in the clinic reception area is not for personal use.

Emergency Messages

You may give the Health Sciences telephone number (527-4271) as an emergency contact number for yourself. **Please remember that this is for emergencies, not routine messages.**

Portal System

A change in your **name, address, telephone number, and email address** must be Reported promptly to Admission & Records Office for the Portal System and to the Director of Dental Assisting.

Students are required to check their Portal email daily for messages. Not having checked your portal is not an acceptable excuse for not being informed of current information.

Email using the SRJC Portal System is the best method of communication between faculty and students. It is the student's responsibility to ensure the contact information is always accurate and up to date.

Faculty Communication

All full-time faculty have office hours posted on the bulletin board adjacent to the faculty offices, Race Health Science Building Room 4075 and 4070. Adjunct faculty have office hours posted in their syllabus and/or on the student bulletin boards located in the hallway between the dental hygiene clinic and the radiology clinic or in room 4024. Arrangements for meetings must be made directly with the individual faculty.

The privacy of instructor's offices is to be respected at all times (including lunchtime). Instructors are readily available to assist students; however, there are times that they are inaccessible in order to prepare for classes etc.

Release of Information

Santa Rosa Junior College adheres to the federal government regulation entitled, "The Family Educational Rights and Privacy Act (FERPA). FERPA provides individuals and agencies the right to inspect and review records, regulates the release of records, and regulates the amending of the records. Students are protected from unauthorized disclosure and release of educational records under this regulation.

Educational records such as grades, class schedules, test scores, etc. (i.e. to parents, spouse, relatives, and guardians) *normally* cannot be released nor disclosed with the written permission of the student involved. One category of disclosing information without student consent is if the requesting party has a legitimate educational interest and is associated with the college.

How to Request a Letter of Recommendation

Please follow the guidelines below if you need to have a faculty member write you a letter of recommendation for a scholarship.

1. Request the letter at least 2 weeks in advance of the deadline.

2. Furnish all the information the faculty will need to write a well thought out letter. Information required is:
 - a. The name of the person organization furnishing the scholarship.
 - b. The particular personal traits the scholarship desires.
 - c. Your personal attributes that fit those traits. Include your academic goal and career goals. Describe your work experiences, volunteer positions or activities, and research.
3. Let the faculty know how the letter is to be delivered, i.e. returned to you, or sent to the organization. If you want the faculty send it, please provide a neatly addressed and stamped envelope.

Posting of Notices, Fundraising and Advertisement for Services

1. Permission of the Director must be obtained before soliciting funds or conducting any type of campaign on the college properties or if using the name of the program or school outside of the campus.
2. The Director and the Student Activities Office must approve all notices before they are posted on bulletin boards on the campus.

Food & Drink Policies

Food and drink, other than capped water bottles, are **NOT** allowed in the preclinical classroom, laboratory, or **any** clinical area including reception area. Students may be asked to leave classrooms/labs if they bring in food or beverages.

Lockers

The appearance of the locker room depends on the cooperation of each student. Personal belongings and other property, for which a student is responsible, must be kept in the locker assigned to him/her during clinic or labs sessions. **Please do not leave valuables in your locker.**

Lockers are assigned to all students each fall semester and vacated by dental assisting students at the end of the spring semester. Due to the limited number of lockers, some students will share lockers. Students must provide a **combination type** lock and register the combination with the department. Students who drop from a program are expected to remove their locks and locker contents within 5 days of exiting the program. After this time, the locks will be cut and contents discarded.

All student items must be stored within the lockers; no items may be stored in the locker room in any other manner. Items left in the locker room outside lockers may be discarded.

The student locker room is equipped with a keypad lock system. Only students, faculty and staff are allowed in the locker room. Friends, family, or visitors are not permitted in the locker room at any time.

The appearance of the locker room (also the clinic and the classrooms) depends on the cooperation of each student.

Children and Visitors In The Classroom and Work Areas www.santarosa.edu/polman

7.16

SRJC wishes to foster a positive relationship with children and other visitors to the campus, especially on those occasions when special events and programs are planned and supervised for them. However, it must be understood that visitors to classrooms and other work areas must not detract from the educational environment of the classroom, the efficiency of the work environment, and the safety of all.

Building Maintenance

The condition of the dental facilities is vital to the success of the program. It is everyone's responsibility to help maintain the cleanliness and good condition of the facility and the equipment. The clinic, lab/classroom needs to be kept clean on a continual basis. Equipment and supplies must be returned to the appropriate storage place immediately upon finishing with them or at the end of the clinic/lab. Custodians do not move personal items or equipment in order to clean. Only approved signs are permitted on clinic walls.

Section 3

Student Conduct Policies

It is the responsibility of all students enrolled in the dental assisting and dental hygiene programs to read and comply with these policies. Failure to do so may result in dismissal from the program. Specific requirements are provided in each individual course syllabus.

District Professionalism & Ethical Conduct

The Sonoma County Junior College District has established Student Conduct Standards. Student shall conduct himself or herself in a manner, which reflects their awareness of common standards of decency and the rights of others. The Allied Dental Programs adhere to these standards as well as standards of Professional and Ethical Conduct.

Student Conduct Standards and Due Process is found under the Student link on the main SRJC web page – Rights and Responsibilities

Department Professionalism & Ethical Conduct

Professionalism is the conduct, qualities, and character that mark a professional person. Members of a profession are committed to maintaining high standards of achievement and conduct, continuing study, to place service above personal gain, and to provide practical services to promote human and social welfare.

When students are observed behaving in an unprofessional manner in any setting, points will be deducted from that student's grade. Any instructor may deduct professionalism points for unprofessional or unethical behavior, in any class, lab, or clinical setting. In addition, a student may be asked to leave the clinical/laboratory/classroom setting if his/her conduct does not meet professional standards.

Serious or repeated unprofessional behavior may be grounds for dismissal from the program.

Professionalism

Adapted from the ADEA Statement on Professionalism in Dental Education

Fairness	Demonstrating consistency and even-handedness in dealing with others
Integrity	Being honest and demonstrating congruence between one's values, words, and actions. Acting for the benefit of the patients and the public we serve and approaching those served with compassion
Responsibility Self-Motivation	Being accountable for one's actions and recognizing and acting upon the special obligations to others that one assumes in joining a profession.
Respect	Honoring the worth of others

PROFESSIONALISM CRITERIA:

- Maintains honesty in actions and relationships involving colleagues and members of the faculty and staff
- Demonstrates attitude of concern, respect and cooperation toward classmates, patients and staff.
- Assumes responsibility for own learning
- Maintains confidentiality of all patient, student and external rotation information
- Proactive in seeking help to improve didactic and clinical skills.
- Manages time well: each student is expected to be present and prepared for clinic/lecture and submit completed assignments by specified due dates.
- Be alert and listen attentively at all times in class, labs and clinics.
- Uses electronics in the classroom only for course materials and **not** for personal email, text mail or web sites.
- Concerned with excellence in learning rather than just meeting minimal criteria.
- Applies lecture material in the clinical setting.
- Maintains his/her composure, dealing with conflict in a constructive way.

- Complies with stated safety regulations and dress code.
- Places the patient needs before clinical requirements
- Maintains responsibility for assigned clinical/lab duties

Ethical Conduct

You are expected to:

1. Maintain a professional attitude at all times.
2. Recognize procedures that are illegal and refrain from performing them at any time.
3. Treat all patients, classmates and faculty and staff with respect.
4. Treat all patient; you do not have the right to refuse treatment of discriminate against any patient.
5. Channel any criticism of an agency, or clinical site to an instructor, or the program director.
6. Channel any criticism of an instructor to that instructor. Do not complain about one instructor to another. If the problem cannot be resolved, see the program director.
7. Do not discuss patients or patient related issues with anyone outside the approved parties – adhere to the patient privacy policies at all times.
8. Use appropriate language at all times.
9. Demonstrate honesty and integrity in all educational and clinical activities.

ICARE Pledge

Integrity,	I conduct myself in a fair, trustworthy manner and uphold professional and ethical standards
Compassion,	I act with empathy, understanding and attentiveness toward all others.
Accountability,	I take responsibility for my actions and join with my colleagues to deliver 'Dentistry of the Highest Order'
Respect	I always treat patients, families and colleagues with dignity and sensitivity, valuing their diversity.
Empathy	I provide dental health care using sound judgment with recognizing and appreciating the unique circumstances of others.

Dress Code/Professional Image

Clinic/Lab Attire – All Clinics, Externships*, Rotations, and Labs

- Scrubs and disposable gown- all wrinkle free. Make sure scrubs cover midsection while standing, sitting or bending over (no skin showing). Scrub pant legs should not touch the floor. Hem pant legs if they are too long.
- Shoes - *health professional* shoes – clean, leather type, solid one-piece top without laces and closed toe and heel
- Socks – all exposed skin at the ankle area and lower portion of the legs must be covered
- Small earrings – not to exceed ½ inch from bottom of ear lobe
- Photo ID badge-SRJC will take the photo and produce the badge-small fee
- Bracelets or necklaces are not to be worn outside the clinic gown or lab coat
- Clear, non-reflective safety glasses
- Mask** and gloves whenever working on patients or with contaminated items
- Fingernails must be kept short, clean and well manicured, if polish is worn, it must be natural color, free of chips. Students who have chipped nail polish will be asked to remove the polish before they are allowed to continue with clinical procedures
 - Nail length is based on the student's ability to perform instrumentation and patient care, and concerns for glove integrity.
- Hair secured from falling forward while working
 - Hair must be neatly secured and off the shoulders and/or arranged so that it does not fall forward of the shoulder seam when working
 - Bangs must be secured to prevent blocking vision
 - Male students with facial hair must keep it short (no more than ½" long) trimmed and groomed.

* During Externships students will follow these guidelines on attire unless they have special permission from the director to comply with the office dress code (on a case-by-case basis).

**Students purchase clinical masks as part of their student kit. If a student runs out of these masks, they must replace with same color as received in their student kit at beginning of semester.

Section 4

Academic & Attendance Policies

It is the responsibility of all students enrolled in the dental assisting program to read and comply with these policies. Failure to do so may result in dismissal from the program. Specific requirements are provided in each individual course syllabus.

Academic & Attendance Policies

Overview

As a student in the Dental Assisting Program, you are expected to make a commitment to the program. You are to be responsible for your own learning; the dental faculty members will serve as your resource persons. You will need to use the library and the Health Learning Resource Center (HLRC) participate in group discussions, practice in preclinical labs, and have clinical experiences in the SRJC Dental Clinics and other community locations in order to meet the objectives of the program. The demands of the program and clinical commitments must take precedence over outside employment requirements. Therefore, you will need to plan accordingly to devote the time and energy required to succeed in the program.

The instructors and program director are available to you for academic advising and counseling. Conversations with faculty or the program director are considered confidential except when the student has agreed to the sharing of information in advance, or when the instructor or program director feels that withholding information would constitute a danger to the student and/or others related to the program. In such cases, the student is advised of the intent to share specific information.

Attendance Policies

Attendance Policy -www.santarosa.edu/polman 8.1.5 and 8.1.5P

It shall be the policy of the Sonoma County Junior College District to maintain an attendance policy and procedures consistent with state and local requirements.

- a. Students are expected to attend, and in the case of online classes, participate in, all sessions of the course in which they are enrolled.
- b. A student may be dropped from any class when that student's absences exceed ten percent (10%) of the total hours of class time.
- c. Specific courses may have stricter requirements based on professional certification mandates or curricular situations in which absences will severely compromise the learning for other students (such as team or performance ensemble courses). *These stricter requirements shall be stated in the course syllabus.*
- d. Unless state or federal law requires that the absence be deemed excused, no instructor shall be required to make a distinction between excused and unexcused absences.

In addition to the SRJC policy and procedure on attendance, the dental programs attendance policy includes the following

Absences

1. Attendance is mandatory. If you absent from class/lab/clinic/rotations you **must contact the faculty directly**. A message left with a fellow student is not acceptable. All absences/tardiness will be documented and could negatively affect your grade or graduation. Each course syllabus clearly outlines the number of absence allowed before the student will be dropped from the class.

Please follow the directions within the course syllabus on how to contact your faculty if you cannot attend class/rotation for any reason.

- If you are absent from a patient clinic (radiology or dental hygiene) you must notify your patient before the appointment. There are no make-up clinics
 - If you leave prior to the end of a class/lab/clinic it is considered an early dismissal and counts in the same way as a tardiness
2. Instructors have the right to dismiss you from a class/lab/clinic due to your inability to perform services in a safe manner.
 3. Personal appointments must be scheduled at times other than class/lab/clinic

Tardiness:

Students are expected to be present in the class/clinic/lab at the scheduled beginning time and remain until the end of class/clinic/lab. Quizzes and tests are given at the beginning of class/clinic/lab. If you are tardy to a class/clinic/lab you will have less time to take the scheduled quiz or test.

The total amount of time tardy or early leaving cannot exceed the 10% attendance maximum. Arriving late for lecture or lab disrupts the instructor and your fellow classmates. Students will not be allowed to enter the class late if it interrupts class instruction, if the door is closed please wait until the instructor opens it at a natural break in the instruction

Missed materials due to absence

If you are absent from either a lecture or a clinic/lab, it is your responsibility to obtain the notes and any handout material from the missed session. You should arrange in advance with a classmate in advance to pick up material and take notes for you. It is not the responsibility of the faculty to provide material from previous class sessions.

Makeup of missed assignments policy

The student through his/her own initiative must make up all assignments. The student is responsible for obtaining information on the subject area or technique presented during the absence. The faculty member will NOT seek out the student to inform him or her of what has been covered in class or work that was missed by the student during the absence. Each instructor has the discretion to establish make up policies for their class, or to not allow make-up. Students missing class/clinic/lab may be required to write a paper on the material missed, a case study and/or come to practice clinic to review materials. There are no make-up clinics.

Academic Policies

Grading Policy – www.santarosa.edu/polman 3.10 and 3.10P

In addition to the SRJC policy and procedure on grading, the dental programs grading policy includes the following

The dental hygiene and assisting courses are sequential and the successful completion of each course is a prerequisite for admission to the next level. Students in the programs must satisfy

the requirements of scholarship, academic integrity, health, ethical and professional behaviors outlined by the District and contained within this Student Handbook

Demonstration of Competency vs. Demonstration of Knowledge

The dental hygiene and dental assisting student is expected to progress from a knowledge base to a competent level in skills and applications. A knowledgeable student may be able to pass an examination or recite information. The competent student is able to perform skills and respond to a range of variations in preventing problems and managing patient centered care. Demonstration of competency occurs over time and with consistency. The student must always demonstrate competency to the supervising faculty. This is done through ongoing activities and not always measured in concrete terms (i.e. passing a written examination). For a dental program student to progress from one semester to the next, **ALL** competencies must be successfully met.

Progression Through Program

Progress from one course to another during the entire dental hygiene and dental assisting programs are contingent upon **satisfactory completion of both clinical and didactic components**. For courses that consist of both lecture and clinical/lab components, students must achieve a minimum of 75% in **each** of the components. Failure to do so will result in a grade of "D" or lower in that course. Students who receive a final grade of "D" or "F" in any course required by the program will be dismissed from the program. The student may apply for readmission to the program as a beginning student.

Instructor Assistance

All students are encouraged to seek assistance from the course instructor. If you have any questions concerning assignments, content, etc., or if a problem arises that warrants instructor help, please do not hesitate to see your instructor during their scheduled office hours or schedule an appointment at your earliest convenience. In addition, students are encouraged to take advantage of the College Skills and Tutorial programs available on this campus.

Remediation

When deficiencies are identified, the student will receive a written counseling note describing the deficiency and plans and a timetable for improvement. (ICARE note) The ICARE note will outline the concerns as well as the suggested course of action s expressed by both the student and faculty. Students are encouraged to take advantage of the College Skills and Tutorial programs available on this campus.

Additional Lab Time

If a student finds that they cannot meet the laboratory standards required for a course in the time provided, it is suggested that they request permission from the instructor to attend an additional lab session. The student may attend another lab session *only* with the approval of the instructor. The option of extra lab time may be provided for students having difficulty, NOT for students who have not used their own lab time efficiently.

SEEKING THE HELP THAT YOU NEED IS YOUR RESPONSIBILITY

Participation as a Student Partner

The dental health care provider is expected to demonstrate empathy in all interactions whether considering peers, patients, faculty or staff. Further the dental hygiene and assisting student must demonstrate respect for and complement the roles of other professionals. Understanding that dentistry is a collaborative effort, the dental health care student must be able to effectively work as a member of a healthcare delivery team.

Gaining clinical proficiency requires preclinical as well as clinical practice. Preclinical practice is usually accomplished by using manikins and any student partner.

ALL students are expected to cooperate and participate fully by working with any student in the programs as both a patient and an operator during preclinical and clinical practice.

Gaining clinical proficiency requires preclinical as well as clinical practice. **The District does not allow discrimination (District Policy and Procedure 2.7).**

Assignments

Students are required to perform specific skills at a pre-stated level of competency as part of the learning experience. The criteria of acceptability as well as the level of required performance are stated on the evaluation sheet for each task. Students are required to complete these tasks by a specific date. **Failure to complete the task by the specified date results in a loss of points for the assignment. Failure to complete the task during the semester results in failure of the course.**

ALL requirements for each course must be met, failing to meet any requirement will result in a failing grade for the course. All requirements must be demonstrated in the SRJC clinic/lab. NO clinical/laboratory requirements may be performed outside of the clinic/lab or at a time other than when clinic/lab is scheduled. Student participation is critical. All students must participate in every course. If a medical reason prevents a student from participating the student must provide a signed medical consultation to the course instructor stating any special circumstances that need to be followed. This must be given to the course instructor on the first day of class or as soon as the medical necessity is determined.

Process and Product Evaluations

The method of evaluation in the dental hygiene and dental assisting programs include process and end product assessments of student performance, in addition to a variety of written evaluations such as papers, reports, quizzes, midterms and final examination.

Performance Tests for Grades

Instructors will administer performance tests, which are included in the total grade calculation. Such tests will be announced and are separate from laboratory performance assignments.

Because clinical testing conditions cannot be duplicated, students failing to take scheduled practical/clinical examinations will **NOT** be given the opportunity to retest.

Quizzes and/or Readiness Assessment Evaluations (RAE)

Each instructor will administer quizzes/RAE on a regular basis and will inform the student at the beginning of the semester, through the course syllabus, regarding the value of performance on such quizzes/RAE in the overall grade determination.

Final Examinations – www.santarosa.edu/polman Policy 3.15

In addition to the SRJC policy and procedure on final examinations, the dental programs policy includes the following:

Each instructor responsible for lecture content will administer midterm examinations (as announced) and a final examination for the semester. Midterm and final examinations will cover content included in the objectives of the course, from the textbook, and from each syllabus.

Make up exams are not routinely given. Any deviation of this policy must be arranged IN ADVANCE with your course instructor. All instructors have the right to refuse to give make-up quizzes or examinations.

Clinical Grading/Externships

Detailed information on clinical policies and procedures, clinical requirements and clinical grading are provided in the Syllabus for your DA 66.2 Seminar & DA 66.2L Clinical Practice. Student will be informed of their progress on a regular basis.

Scan-Tron Examinations

Students provide their own Scan-Tron answer sheets. When using Scan-Tron answer sheets, it is the student's responsibility for the accuracy of the marks. The instructors will not change grades for machine errors resulting from stray marks or wrinkles on the answer sheet or incorrect transfer of answers from the test to the scan-tron testing sheet. In addition it is the students responsibility to ensure that all questions are answered; questions not answered will be marked as incorrect.

Grading Scale

The dental programs use a scoring system that may be higher than in other departments at SRJC. Your percentage in each class is computed by dividing the total number of points possible into the number of points you earned. For courses that consist of both lecture and clinical/lab components, students must achieve a minimum of 75% in **each** of the components. Failure to do so will result in a grade of "D" or lower in that course.

SEE BELOW for Allied Dental Programs Grading Scale

Allied Dental Programs Grading Scale

100% - 93%	=	A	
92% - 85%	=	B	
84% - 75%	=	C	Cutoff score for passing
74% - 65%	=	D	
64 % below	=	F	

Extra Credit

Extra credit may be offered in a class at the instructor's discretion. Faculty are not required or expected to arrange for extra credit for students.

Extra-credit assignments can be used to improve your grade.

However, extra-credit work MAY NOT be used to raise your grade from below 75% (non-passing to passing)

Incomplete Grades

Grade of "Incomplete" Due to Clinical Patient Requirements

A student may apply for a grade of "I" (incomplete) only under EXCEPTIONAL circumstances. The "I" grade signifies that the student has enrolled and has attended classes throughout the school term; and that **only patient completion requirements** have not been met in the prescribed time period due to unforeseen (but fully justified) reasons.

Note: Due to the legal and accreditation mandates regarding patient treatment procedures, this process varies from District Procedure 3.10 – Grading.

An incomplete status will only be considered by the dental programs under the following circumstances:

1. The circumstances that resulted in the "I" grade are due to patient scheduling issues not student absence or time management and that these patient scheduling issues are clearly documented in the patient charts and/or communication sheets.
2. The District is willing to extend the liability insurance for the student to complete requirements in another semester.
3. The next available semester will be used to remove the incomplete status. The next available semester will be evaluated based on student/faculty ratios and the availability of all necessary faculty for supervision. (This may mean that an "I" grade may not be able to be removed in the immediate next semester)
4. The class for which the incomplete is recorded **may** need to be cleared before any continuing classes are taken (classes that are co-requisites of or have a prerequisite of the "incomplete class"). This means that the student may be required to miss class time in

these continuing classes as well as assignments. The class materials are the responsibility of the student; the missed assignments from these continuing classes will not be able to be made up.

5. The dental department will not be able to assist you with any problems associated with financial aid or scholarships lost due to the incomplete grade.

6. The faculty may request that the student submit a plan and/or reflective paper for how to work with their patient in "patient relations" to avoid further problems.

Posting Grades

Students may access their final grades via the SRJC Portal System. Faculty is not allowed to post grades. Students may make an appointment with their instructor to individually discuss grades.

Guidelines for Examinations

In order to assure that ALL students have the best testing environment possible, the dental programs have established the following guidelines:

1. Students must leave books & bags in their locker or in the designated location in the classroom. Please make sure your cell phone is turned off or silent.
2. Students must bring a Scan-Tron and two pencils with erasers. Only the answer identified by the Scan-Tron machine will count; please be careful with your erasures. (See Scan Tron examinations)
3. Students may bring a non-dental book to read after the exam has been turned in.
4. Students will be notified of the dismissal intervals for the exam. You must remain quietly in your seat until the assigned dismissal time.
5. You will not be allowed to return to the exam after you have turned it in. Please make sure you have answered all the questions.
6. After leaving the exam, students are not to stand outside the room and talk.

Please be courteous to your classmates.

Academic Integrity – www.santarosa.edu/polman 3.11 and 3.11P

Sonoma County Junior College District (SCJCD) holds that its primary function is the development of intellectual curiosity, integrity, and accomplishment in an atmosphere that upholds the principles of academic freedom. All members of the academic community - student, faculty, staff, and administrator - must assume responsibility for providing an environment of the highest standards, characterized by a spirit of academic honesty and mutual respect. Because personal accountability is inherent in an academic community of integrity, this institution will not tolerate or ignore any form of academic dishonesty.

Academic dishonesty is regarded as any act of deception, benign or malicious in nature, in the completion of any academic exercise. Examples of academic dishonesty include cheating, plagiarism, collusion, and other academic misconduct.

In addition to the SRJC policy and procedure on Academic Integrity, the dental programs grading policy includes the following:

Academic Honesty: Academic honesty is expected in all dental program and non-dental program classes.

- Plagiarism or any form of cheating will result in a zero for the assigned work and subject the student to probable dismissal from the program. Examples include but are not limited to: use of another person's radiographs or study models, having someone else complete the assigned work, or deception of any kind.
- Unethical conduct or behaviors that endanger another human being are grounds for immediate dismissal without the possibility of readmission.

Plagiarism: All academic work submitted to fulfill a course requirement is expected to be the result of each student's own thought, research, and self-expression. A student will have committed plagiarism if s/he reproduces someone else's work without acknowledging its source. Examples of sources which must be acknowledged include: published articles, chapters of books, computer programs, graphic representations, research papers, and any other kinds of work from a source not so generated as to be part of the public domain.

Academic dishonesty is regarded as any act of deception, benign or malicious in nature, in the completion of any academic exercise. Examples of academic dishonesty include cheating and plagiarism.

Conduct yourself in a manner that encourages mutual respect, honorable behavior, and learning, thereby promoting student success and discouraging academic dishonesty.

Read and understand the course requirements, grading procedures, and rules and expectations for acceptable conduct and behavior in each of your classes, including definitions of plagiarism and the ethical use of technology.

Read and understand SRJC policy/procedure (3.11) on Academic Integrity and the Student Conduct Code and Policy 8.2.8, Student Discipline and how these policies will be applied in your classes.

Read and understand your rights to due process should you wish to contest an allegation or penalty made by an instructor or other representative of the college.

It can be concluded from these statements that cheating and other forms of unethical course conduct are absolutely forbidden by Santa Rosa Junior College policy. To be more specific, in the dental programs, **ANY** unethical conduct is a cause for a final grade of "F" regardless of other grades earned to-date in the course. In summary, a student should not risk his or her final grade in this course and any future enrollment privileges at Santa Rosa Junior College Dental Programs as the result of the unethical conduct. **This policy will be strictly enforced.**

Cheating in any form will be viewed as a most serious violation of professional conduct and is grounds for immediate dismissal from this program. DO NOT EVEN CONSIDER IT!!

Disregard for equipment and its proper use may also be grounds for immediate dismissal

Student Probation & Requested Withdrawal

The Program Director or faculty will counsel and place a student on probation for any of the following reasons:

1. Academic level below that required by the Program.
2. Failure to complete clinical requirements
3. Unprofessional conduct.
4. Health problems.
5. Unsafe clinical practice.
6. Inability to function adequately with members of health and dental teams.
7. Inability to communicate during the delivery of oral health care services, document procedures and consult with other health care providers.
8. Violations of the SRJC Student Code of Conduct

The Program Director may recommend that a student withdraw from the program for reasons stated above if the behavior is not corrected during the probationary period, or, if the offense is of a serious nature, the director may recommend immediate withdrawal.

In the event that the student wishes to withdraw from the program of his or her own volition, this should be discussed with the Program Director. Student self-withdrawal from the program should be in writing and submitted to the Program Director.

Dismissal Policy

A student may be dismissed from the Allied Dental Programs at any time for any of the following reasons:

1. A final grade of "D" or "F" in any course that is included in the Dental Assisting or Dental Hygiene program.
2. Failure to complete class/lab/clinical requirements.
3. Breach of rules or regulations of the student's assigned clinical duties.
4. Conviction, distribution, or possession of illegal drugs or controlled substances. (Refer to SRJC Student Code of Conduct.)
5. Reporting for class or clinic under the influence of alcohol or narcotics or partaking of these substances while in clinic or classroom.
6. Malicious destruction or theft of property.
7. Refusal to comply with the Allied Dental Programs policies and requirements.
8. Excessive absence (see Attendance and Academic Policies).
9. Academic dishonesty (see Attendance and Academic Policies).
10. Unprofessional or unethical conduct.
11. Unsafe practice in lab or clinic.
11. Violations of clinical or facility departmental policies and procedures appropriately documented by the supervising instructor and confirmed by the Program Director.

Student Complaints/Grievances – www.santarosa.edu/polman 8.22 and 8.22P

The Sonoma County Junior College District shall provide a means by which student complaints and grievances may be heard. Students who feel their rights have been violated may take their complaint to the appropriate faculty or staff member, department chair or administrator. The appropriate levels of appeal through which a complaint or grievance can be pursued are described in the procedure (8.2.2.P).

In summary, a student who has a grievance concerning a course in which he or she is enrolled should make an appeal in the following order:

<u>PROCEDURE FOR GRIEVANCE</u>
Step 1 -- Student makes initial contact with instructor/clinical lead instructor
Step 2 -- Student contacts Program Director
Step 3 -- Student contacts Dean of Health Sciences
Referral to the College Ombudsman
Step 4 -- Student contacts Vice President of Student Affairs
Step 5 -- Student contacts the Vice President for Academic Affairs
Step 6 -- File a grievance with the Vice President of Student Affairs

Re-entry Policy & Procedures

Under defined circumstances, a student who has been dismissed from the program may apply for re-entry to the Allied Dental Programs at SRJC at the next application period.

TECHNICAL STANDARDS

The curriculum leading to the Associate Degree in Dental Hygiene and the Certificate of Completion in Dental Assisting requires students to engage in diverse, complex and specific experiences essential to the acquisition and practice of essential dental hygiene/assisting skills and functions. Students in the Dental Programs should possess sufficient physical, motor, intellectual, emotional and social/communication skills to provide for patient care and safety, and the utilization of equipment.

Becoming an RDH/RDA requires the completion of an educational program that is both intellectually and physically challenging. In order to be successful in completing the requirement for these programs, students must be able to fully participate in both the academic and clinical environments. Full participation in the academic and clinical environments requires that students possess certain technical standards. Examples of these are listed below.

Technical Standards for the Dental Programs (dental hygiene and dental assisting)

<u>Issue</u>	<u>Standard</u>	<u>Examples</u>
Critical Thinking	Critical thinking sufficient for clinical judgment.	Take and interpret medical histories and radiographs, develop treatment plans, and react to medical emergencies.
Interpersonal	Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds.	Provide oral hygiene/oral health care instruction to patient/parents. Explain information consent and treatment plans and establish good patient rapport.
Communication	Communication abilities sufficient for interaction with others in verbal and written form.	Communication during the delivery of oral health care services, document procedures and consult with other health care providers.
Action	Ability to move from room to room and retrieve items from small spaces, as well as ability to be present at a workstation for several hours at a time.	Work with a patient for prolonged periods of time and seat and/or assist in the transfer of a patient. Retrieve instruments/equipment to and from sterilization. Accompany patient to X-ray; take x-rays and process and retrieve films.

<ul style="list-style-type: none"> • Abilities sufficient to provide safe and effective oral health care. 	Perform functions such as; oral debridement, chairside assisting and x-rays.
<ul style="list-style-type: none"> • Abilities sufficient to monitor and assess health needs. 	Assess medically compromised/medical emergencies; detect indicator tones (curing light units and x-ray units); communicate with patient/parent.
<ul style="list-style-type: none"> • Abilities sufficient for observation and assessment necessary in oral health care. 	Read, record in patient charts, evaluate tissue, write tissue descriptions, assess and evaluate the oral health needs of the patient.
<ul style="list-style-type: none"> • Abilities sufficient for physical assessment. 	Palpate tissue, detect restorations, calculus and evaluate debridement.

The Dental Programs are committed to ensuring that otherwise qualified students with disabilities are given reasonable accommodations. Student with disabilities who wish to request these accommodations are encouraged to contact the Disability Resources Department (DRD) to determine eligibility for services prior to the start of the program.

While the process can be initiated at any time, reasonable accommodations cannot be implemented until eligibility has been formally established with DRD.

Degrees of ability vary widely among individuals; the Dental Programs is committed to creating access to qualified individual with a disability using a case-by-case analysis. The program remains flexible with regard to the types of reasonable accommodations that can be made in the classroom and clinical settings. Student with disabilities are invited to offer suggestions for accommodation that have worked in the past. Accommodations made will specifically address the limitations associated with the student's disability.

Our belief is that accommodation should be tailored to individual situations. The process for determining the type of reasonable accommodation in the clinical setting shall be determined by the Disability Resource Department and the Dental Programs Director.

Health & Safety Regulations

It is the responsibility of all students enrolled in the dental assisting program to read and comply with these policies. Failure to do so may result in dismissal from the program. Specific requirements are provided in each individual course syllabus.

Health Requirements

It is important to maintain a high level of personal wellness while you are in the program. Physical or emotional illness and stress can alter your energy level, and central nervous system responses. This can interfere with your effectiveness in meeting the course requirements and can also create a hazard to the health and safety of the patient.

1. All students must provide proof that they are in good physical and mental health PRIOR to clinical assignments.
2. The proof shall be from a licensed physician, or nurse practitioner that conducts a physical examination and reports their findings on the Student Health Evaluation Form. The Health Evaluation Form must be turned into the program director or designee on the first day of fall classes. Failure to do so may result in removal from clinic/lab classes.
3. PRIOR to clinical assignments, students must have:
 - a. Recent annual evidence of a negative tuberculin test.
 - b. Influenza vaccination – by no later than the last day of October.
 - c. Documentation of MMR immunization.
 - d. Documentation for Hepatitis B vaccination or signed declination form
 - e. *You must have 1st vaccine by the first day of class; the 2nd vaccine is administered one month later and the 3rd vaccine five month after the 2nd vaccine.*
 - f. Documentation of Varicella status or 2 immunizations.
 - g. Documentation of Tetanus-Diphtheria booster documented within the last 10 years.
 - h. Recommendations for Technical Standards
4. The medical examination tests and immunizations will be the financial responsibility of the student.
5. The student must provide updates to health record. Changes in medical condition and/or drug regimen that may affect clinical classroom performance or safety should promptly reported in writing to the dental program director. Failure to do so may result in dismissal from the program.
6. It is the responsibility of the student to see that the appropriate documentation is on file with the program director or designee. There are **NO** exceptions.
7. The student must complete the SRJC Dental Programs Health History form to screen for medications and conditions requiring modifications in treatment as a student/patient.
8. It is the student's responsibility to report to the lead instructor of class or clinic if you are aware of any acute illness or infection. Such illness should be reported to the instructor prior to the beginning of class or a clinical assignment. This includes any medical or surgical problem that might interfere your ability to carry out your clinical assignment.

Additional Health Requirements

1. Students must provide evidence of current (meaning within two years) **Basic Life Support (BLS) or Healthcare Provider** certification in Cardiopulmonary Resuscitation

(CPR) and AED from American Heart Association or American Red Cross: Basic Life Support prior to entering the program. You will not be allowed to work in any clinical/externship setting without a current BLS CPR certificate.

2. Training in HIV/AIDS prevention as well as the OSHA Bloodborne Pathogens Standard is obtained in DE 51.
3. TB testing must be completed and the test results provided to the dental programs PRIOR to attending the first clinical assignment. You will not be allowed to work in any clinical/externship setting without a current TB test.
4. Flu vaccinations must be current. You will not be allowed to work in any clinical/externship setting without a current flu vaccination.
5. The Allied Dental Programs have an Infectious Disease Policy. The student must read, understand, and sign this policy.
(Refer to Appendix for the Infectious Disease Policy)
6. The Dental Programs follows the American Association of Dental Schools Policy for Individuals with Bloodborne Infectious Diseases. The student must read and understand this policy.
7. Any student who exhibits symptoms of illness which pose a threat and/or who is under the influence of alcohol or illegal drugs may be immediately removed from the clinical area and will be referred to their private physician.
8. After any significant change in their health status, the student must submit a statement from their physician to the effect that their condition is not detrimental to the safety or health of themselves or patients/clients before returning to the program.
9. In cases where multiple absences caused by a change in health status interfere with the student's progress, the student will be asked to withdraw from the program.
10. Students who become pregnant while enrolled in the program are expected to:
 - a. Notify the Program Director when the diagnosis is confirmed. The student's physician must complete the form Physician's Awareness of Pregnancy. (Refer to Appendix: Physician's Awareness of Pregnancy.)
 - b. Inform the Program Director of the expected delivery date.
 - c. Abide by each course absence policy and make appropriate arrangements for missed classes with each faculty.

Policy on Individuals Who Have Bloodborne Infectious Disease(s)

Santa Rosa Junior College does not discriminate on the basis of race, color, national origin, sex, disability, or age in any of its policies, procedures or practices as noted previously and that includes individuals who have bloodborne infectious disease(s). The Human Immunodeficiency Virus-seropositive student, patient, faculty or staff member has rights as a legally handicapped individual. The Americans with Disabilities Act of 1990 grants specific benefits including the right to access to health care, education, housing, etc. Patients infected with bloodborne pathogens can be safely treated in the dental settings. Current evidence indicates that there is

no significant risk of contracting bloodborne diseases through the provision of dental treatment when precautions are followed. The practice of standard precautions is an effective means of reducing blood contacts that can result in bloodborne pathogen transmission.

A faculty member or student involved in providing patient care who may pose a risk of transmitting bloodborne infectious agents should consult with appropriate health care professionals to determine whether continuing to provide patient care represents any material risk to the patient, and if so should not engage in any professional activity that would create a risk of transmission of the disease to others as recommended by the American Association of Dental Schools (AADS). Until Federal legislation addressing HIV-I testing of health care workers and a decision about disclosure of the healthcare worker's HIV-I status to the patient is enacted we will follow the Centers for Disease Control and Prevention Recommendations regarding the practice of health care workers infected with HIV or Hepatitis B (HBV) as well as American Dental Association's interim policy to request that HIV infected students or faculty refrain from performing **invasive (exposure prone)** procedures or to disclose their seropositive status to patients (gain informed consent) until the uncertainty about transmission is resolved.

(Refer to Appendix for the Policy for Individuals with Bloodborne Infectious Diseases.)

Policy on Latex Allergies/Sensitivity

There has been an increasing incidence of allergic reaction/sensitivity to latex products reported in the scientific literature. Students are advised that the dental facility cannot be rendered latex-free, latex aerosol is probable. Students and faculty will utilize **latex free gloves** for all patient and student exposures.

If you suspect that you have, or are developing a reaction to latex, you must contact a physician for a diagnosis and report that diagnosis to the Program Director.

Student Policy on CPR Certification

All students accepted into any Dental Assisting Program will be required to have a current **Basic Life Support (BLS)** CPR certification for Adult and Child. Current CPR certification must be maintained throughout the programs. Students who do not have a current CPR certificate **will not** be allowed to participate in any clinical activities.

For your Registered Dental Assisting board examination, the Dental Board of California require that this basic life support be obtained from an instructor approved by the American Red Cross or American Heart Association.

Dental Assisting students must provide such evidence to the program director on the 1st day of school at the time of the kit delivery. The department will maintain copies of current CPR license and a list will be posted on the student bulletin board.

It is your responsibility to maintain a current BLS/CPR license.

Policy for Treatment of Dental Patients with Active or Suspected Infection with Tuberculosis

- A. During initial medical history and periodic updates ask patients about a history of TB disease and symptoms suggestive of TB. Symptoms include chronic cough, coughing blood, night sweats, and weight loss. **Note:** positive TB skin test without symptoms does not indicate **active infection** in most cases.
- B. Patients with history and symptoms suggestive of active TB should be promptly referred to a physician for evaluation for possible infectiousness.
- C. Elective dental treatment should be postponed until a physician confirms, using recognized diagnostic evaluations, that the patient does not have active tuberculosis.
- D. DHCWs with persistent cough and other symptoms suggestive of active TB should be evaluated promptly for TB. The individual should not return to work until a diagnosis of TB has been excluded or until the individual is on therapy and a determination has been made that the worker is not infectious.

Substance Abuse Policy

The use of illicit drugs and/or alcohol disrupts classes and the college environment, compromises physical and mental health, subjects an individual to criminal penalties, and compromises the quality of the services we provide. A student in the Allied Dental Programs that is found to be involved with the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance, or being under the influence of a controlled substance will be dismissed from the program and may be referred for prosecution. You may learn more about the health risk from Student Health Services. Services are available to provide information and assistance with alcohol and drug related problems.

Classroom, Lab and Clinic Safety Regulations

Safety regulations regarding the use of all equipment are presented at the start of each semester. It is imperative that these standards be adhered to in order to maintain a safe and clean environment in the classroom, and in the lab areas. Students are to practice only those techniques presented in clinic, lab, or lecture.

Students are instructed to inform the faculty of any hazard such as water on the floor, frayed electrical wires, broken equipment, etc.

Protective gloves, glasses, gowns, and masks are required for all procedures in the SRJC facility and all rotations to externship sites. Appropriate Personal Protective Equipment (P.P.E.) must also be worn in all clinics or labs involving extracted teeth, dental materials, lathes, etc.

First Aid Kit: A first aid kit is located in a clearly marked container in the lab area and on the back counter of the dental hygiene clinic. The kit is fully stocked. If it is necessary to remove the last of a supply (Band-Aids) from the first aid kit, please inform the faculty immediately.

AED: Located on the east end wall of the dental hygiene clinic

Emergency Kit and Oxygen – Located at the east end of the dental hygiene clinic

Safety Data Sheets (SDS): Safety Data Sheets are located in the reception area file cabinets. Chemicals found in the clinic and lab areas, are marked with appropriate colors and symbols. Charts explaining the symbols and colors are posted on the wall at the front of the classroom and in the sterilization area.

Fire Extinguishers: The fire extinguishers are available in the x-ray area, preclinical lab, and clinic areas and hallways. Each location is clearly marked.

Eyewash Station: The eyewash stations are located on the sink faucet in the plaster lab, sterilization area, and sink near the outside x-ray processor.

Emergency Preparedness

EMERGENCY PREPAREDNESS – DENTAL PROGRAMS GUIDELINES

EMERGENCY PROTOCOL FOR DENTAL CLINICS

The Emergency Protocol for students seeing patients in dental clinics includes responsibilities in the following positions:

Operator

- Notify the student operator in the adjacent operatory that you are having a medical emergency
- Positioned the patient properly for the emergency
- Make sure the HH is out
- Calm the patient
- Report the particulars of the incident to the faculty who come to assist in the emergency
- Assist at the directions of the faculty

Operator in the adjacent unit

- Notify the nearest instructor
- Get the Oxygen, AED and Emergency Kit – located at the East end of the dental hygiene clinic

Student asked to initiate the 911 protocol

- Location of the phone
- Dial 1000 on the phones in the clinic/reception
- Remain on the phone with the emergency operator
- Direct another student to go outside to the parking lot area, holding the door open and direct the EMS personnel

All students and faculty

Know location of medical emergency equipment

Know location of phones and how to dial for campus police
Know basic life support procedures and medical emergency protocol.

Emergency Evacuation Plan District Policy/Procedure 6.12

In the unlikely event of a fire, earthquake or other disaster necessitating Race Building evacuation, students and faculty are encouraged to follow these guidelines:

- Determine the safest way to leave the classroom and the building. Do NOT use the elevator.
- In the Dental Clinic, Student Health Services, Dental Lab or other areas on the first floor, safe egress may be the emergency exit or door on the east and/or west side of the building or out the front door.
- In room 4044, 4035, HLRC, Nursing Skills Lab, X-ray Lab or other areas on the 2nd floor safe egress may be the front stairway or the rear (east stairway). Please proceed in an orderly fashion; panic is not useful in this situation.
- In room 4076, 4077, Health Science Office or other areas on the 3rd floor safe egress may be the rear (east) stairway or the center (west stairway). Please proceed in an orderly fashion; panic is not useful in this situation.
- **Once outside the building, please proceed to the front of the Race Building toward Elliott Ave. And gather in the plaza identified as Evacuation Assembly Area.**

EARTHQUAKE

Indoors

- If you are indoors, stay there, and drop to the floor and take cover under a sturdy desk or table, and hold on to it firmly until the shaking stops. DROP, COVER, and HOLD ON!
- If you are not near a desk or table, drop to the floor against an interior wall and protect your head and neck with your arms.
- Avoid glass, hazardous materials, heavy equipment, exterior walls, windows, hanging objects, mirrors, tall furniture, large appliances, and cabinets filled with heavy objects.
- Do not shelter in doorways!
- Tell others to seek cover and protect their heads.
- Do not use elevators, and do not be surprised if the fire alarm or sprinklers activate.
- Well after the shaking has stopped evacuate the building. The building fire alarm does not need to be activated unless there is a fire, or there is no other way to notify the building occupants.
- Be prepared for aftershocks!

Specific Rooms used by the Dental Programs

- Room 4024
 - Move away from the windows.
 - Take cover in the knee space under the counters
 - Protect your head and neck with your arms.

- Avoid areas under the projector.
- When possible evacuate the building through the side or front door leading out to the front of the building. Gather at the front of the building in the plaza area.
- Radiology Lab
 - If there is a patient in your chair, assist your patient out of chair and drop to the floor near a sidewall away from the overhead light, x-ray machine and chair.
 - Protect your head and neck with your arms.
 - When possible evacuate the building by one of the side doors leading to the parking lot. Gather at the front of the building in the plaza area.
- Restorative Lab
 - Try to move away from the windows.
 - If there is a patient in your chair, assist your patient out of chair and drop to the floor near a sidewall away from the overhead light and chair.
 - Protect your head and neck with your arms.
 - When possible evacuate the building by one of the side doors leading to the parking lot. Gather at the front of the building in the plaza area.
- Dental Hygiene Clinic
 - If there is a patient in your chair, assist your patient out of chair and drop to the floor.
 - Move away from the windows to the inside wall of the clinic
 - Protect your head and neck with your arms.
 - When possible evacuate the building by one of the side doors leading to the parking lot. Gather at the front of the building in the plaza area.

Outdoors

- If you are outdoors, move to a clear area if you can safely do so; avoid buildings, power lines, trees, and other hazards.
- Always assume fallen power lines are live!

Be Prepared for Aftershocks!

Evacuate a Building When:

- The evacuation/fire alarm sounds
- You smell gas
- You smell or see fire or smoke
- District Police or other law enforcement agencies instruct you to do so
- Remember – **DO NOT** use elevators during an earthquake or fire
 - **DO** assist those with disabilities to exit the building

Our Assembly Area – Dental Programs

- **Once outside the building, please proceed to the front of the Race Building toward Elliott Ave. And gather in the plaza identified as Evacuation Assembly Area.**

- Faculty are to take role and determine if all are present or accounted for. Faculty will report to the Campus Building Safety Coordinators (BSC) and Area Safety Coordinators (ASC) personnel identified by wearing yellow vests. These safety coordinators are ready to provide direction in the time of emergency. Anyone missing from the faculty report will prompt an investigation whether someone may be trapped in the building.

You may also refer to the 2008-09 Emergency Preparedness Handbook (Yellow Book). The section is titled “DURING AN EARTHQUAKE” and it appears on page 12. Access the (Yellow Book) online or in one of the classroom.

For more information contact (707) 527-4803

Power Outage.

The only person(s) who can close the school is the District Superintendent/President or the campus police

General Considerations A power outage at a campus or center may be of a temporary nature, or may be more prolonged. In the early stages, the possible duration of the loss will be uncertain. Most times power is restored in a matter of a few minutes, otherwise it is likely that there will be no information for at least 30 minutes, while Facilities Operations and District Police assess the problem.

- If the area you are in is unsafe, or only lit by emergency lights, evacuate to the nearest evacuation assembly area.
- Security alarm systems on each floor will sound during a power outage and will be silenced as soon as possible. In the event of a power outage with the fire alarms sounding, begin evacuation protocol immediately.

Please do not call the District Police unless you have an emergency or need immediate assistance. Be assured District personnel will be assessing the situation and will get information out to the community. District Police will not have specific information about the power outage, how long it will be, or whether a campus is to be closed in the first 30 minutes. It is imperative that the District Police phone lines remain as open as possible so they can receive emergency calls for service and not be inundated with nonemergency calls.

Please refer to the protocol below to determine how to proceed in the event of an outage:

Daytime Considerations Classrooms/labs/clinic, and/or faculty offices that have sufficient natural light may not require evacuation and the class may continue as scheduled. The instructor will determine if there is sufficient light to safely continue to conduct a lab or clinic. If there is insufficient light or the class/lab/clinic is still in session after dark, faculty should evacuate their students to the designated evacuation assembly area.

Classes and/or faculty offices in internal rooms with no natural lighting must be evacuated. If the class is in session prior to 5:00 p.m., Building and Area Safety Coordinators will assist.

Evening Considerations If the class is in session after 5:00 p.m., it will be the sole responsibility of the faculty member to safely evacuate their students to the designated evacuation assembly area. Faculty should carry a flashlight, and encourage their students to also carry one. One way to do this is by placing a short statement in the class syllabus. Even during daylight, some internal spaces can be dark. **Note:** Many cell phones have a flashlight application.

Protocols for community/non-student patients begin treated during a power outage

Radiology Lab – Day Lab: *If patients are in the operatories or waiting in the reception room, reassure the patients that we will wait to see if power resumes. After 10 minutes reevaluate situation.*

Radiology Lab – Night Lab: *Emergency lights will activate, if patients are in the operatories or reception room, reassure the patients that we will wait to see if power resumes. After 10 minutes reevaluate situation.*

Clinic Sessions with Patients: *Use loupe lights/headlamps to continue patient treatment when necessary and determined to be safe. The Lead Instructor will re-evaluate the outage at 10 minute intervals to determine the need to dismiss the patients and if there is a campus-wide dismissal.*

Patients will be dismissed:

- *After scheduled treatment is completed*
- *After completing treatment area when no other treatment can be performed*
- *If instructed to dismiss the patient*

Reception Office: *Patient charts should be filed and all cabinets and cash drawer locked as the rolling gate will not be operational.*

Evacuation Assembly Areas In the event a building or area needs to be evacuated, the evacuation assembly areas will remain the same as outlined in the District's Emergency Preparedness and Response Guide. Dental Programs – in front of the Race building half way between Race and Elliott Avenue in the Plaza area.

When evacuating due to a power outage, faculty should make sure their classroom is empty, lock the classroom door (if possible) and turn off lights and equipment. Faculty, staff and students should remain in the evacuation assembly area until notified about the next steps. Note: This may take at least 30 minutes. Faculty should attempt to contact their supervising administrator to see if the class can be moved to an unaffected location.

Since some evacuation assembly areas are unshaded and exposed to the elements, faculty, staff and students may wish to relocate to a more protected area. The relocation of an evacuation assembly area should be conveyed to the Building/Area Safety Coordinator, and District Police as soon a new location is identified.

Elevators Elevators will not operate in a power outage, unless the lift has been fitted with an alternative power supply, or is located in a building, which is unaffected by the outage. People trapped inside lifts should use the emergency telephone installed inside to contact District Police immediately and inform them that they are trapped inside a lift. Be precise about the building you are in.

Communication Up to date information regarding campus and center status will be made available on the District's main webpage (<https://www.santarosa.edu>), Facebook (<https://www.facebook.com/santarosajc>), Twitter (<https://twitter.com/srjc>), Instagram (<https://www.instagram.com/santarosajc/>), the SRJC Information Line at (707) 527-4011, Nixle, and on local radio stations (English: KZST 100.1 FM, KSRO 1350 AM/103.5 FM, and Spanish: Exitos 98.7 FM and KBBF 89.1 FM).

SRJC GENERAL SAFETY TIPS

- To report an emergency occurring on campus dial (707) 527-1000 to reach the campus Police Department.
- Know your location! If you are calling from a mobile phone you must be able tell us where you are if you need help.
- Get to know the names of buildings, fields, streets, etc. around campus.
- Lock your car doors anytime you leave the car. It takes only seconds and can save you from being victimized.
- Don't leave obvious valuables in plain view in your car. Sometimes, availability is all that is needed to cause someone to break in and rob you.
- Check the back seat of your car before you get in. You may have an uninvited passenger.
- Be extra alert as you approach your vehicle to get in it. Many suspects use this as an opportunity to commit a crime.
- Walk with a friend when out after dark. Walk on designated pathways and well-lit areas. There is truly safety in numbers. Be aware of your surroundings.
- If you are alone and do not feel comfortable walking to your car, call the Police Department for an escort.
- Don't walk while staring at your phone; you may become the victim of an accident or a crime.
- Report any criminal or suspicious activities or other emergencies that occur on campus to the Santa Rosa Junior College Police Department.
- Every time a crime is reported, there is a chance to catch the criminal. When a crime goes unreported, the suspect will become more brazen and strike again.
- In most sexual assaults, the victim and suspect knew each other prior to the assault. Knowing someone does not guarantee a sexual assault will not occur.
- Limit the amount of personal information you share online. Some services archive messages indefinitely, providing key-word search capabilities to find anything that you ever posted on a public site.

“Shelter in Place” When an evacuation is not safe, or conditions are more dangerous outside

If a message is received from campus security that there is “Shelter in Place”:

- Immediately seek refuge inside the nearest building
- Move to rooms without windows if possible
- Close any open windows and doors if you cannot move
- Close window blinds
- Rooms that have little or no ventilation are preferred
- Silence cell-phones
- Only come out when you are told that it is safe by District officials or emergency personnel at the scene

“Active Shooter” Run - Hide - Defend

If a message is received from campus security that there is an “Active Shooter”:

- Run - If there is a shooter and you can safely get away, do so. Get as far away as possible and take cover. You are important, not your stuff.
- Hide - If escape isn't possible, take cover. If possible, lock/blockade doors, turn off lights, and remain quiet. If unable to secure area, hide out-of-sight.
- Defend - If you cannot run or hide, commit to fighting, Disarm the shooter.
- Find out about more tips for surviving an active shooter event through campus security.

Accident Reporting Procedure

Our goal is to prevent all accidents and disease transmission thus ensuring a safe learning environment for students, faculty and staff. Unfortunately, accidents do regrettably occur. Familiarize yourself with the following procedure so that you will be able to respond quickly and safely to receive assistance and report accidents.

Student and faculty must complete an incident report as soon as possible for any of the following that occur in the lab or in the classroom:

1. Physical injury incurred to them
2. Physical injury incurred to the patient/client
3. Accidents
4. Thefts and/or suspected thefts
5. Damage to patients and/or student property

Accident/Incident Report Instructions

1. Notify the supervising instructor of the incident *immediately* to obtain **assistance** and the proper forms. ("Accident-Incident" and "Accidental Exposure" if indicated.

2. In the event of an accident involving possible exposure to blood borne pathogens, a SRJC **ACCIDENTAL EXPOSURE INFORMATION FORM** is completed and retained by the *Exposure* and *Source* individuals for future reference.
3. An "Accident-Incident" report shall be initiated by the Program Coordinator.
4. The final "Accident-Incident" Report must be signed by the initiator of the report and the student involved in the incident.
5. Resources for counseling regarding potential disease transmission and preventive health measures are available through the Director of Dental Programs or the Dean of Health Science.

STUDENT/FACULTY SHARPS EXPOSURE INCIDENTS

All Students working in clinic/lab classes or in externships and all Faculty

These students/faculty are covered by Worker's Compensation

1. If this is a patient sharps exposure, the faculty will ask the patient if they are willing to be tested.
2. Student/Faculty/Patient should be tested ASAP
3. Fill out all paper work – PAPERWORK WILL BE FURNISHED BY YOUR LEAD FACULTY
 Form A – sent to Health Services
 Form B – for each student/faculty/patient
 Form C and D – sent to SRJC Human Resources
 Form F – in the back of our binder
4. If the student/patient/faculty are going for testing, give each individual a map with directions to Kaiser Occupational Health Department, East Building 2nd floor, Suite 260 or 270, 401 Bicentennial Way, Santa Rosa, CA 95403 Hours of operation are M-F 8:30 am – 5pm
 707 571-3000 After hours call the ER at 707-571-4800
 Please ask the student to direct the patient to Kaiser Occupational Health Department; the student or faculty should not drive the patient. If the patient does not have transportation, we can arrange for a cab and pay for this with clinic funds. The procedure may take as much as 1 hour to complete at Kaiser.

Section 6

QUALITY ASSURANCE PROGRAM

Overview

The purpose of the Quality Assurance Program of the SRJC Dental Programs is to continually improve the quality of care provided to patients and the quality of education provided for the students in the dental assisting and dental hygiene programs

An on-going quality assurance program is used to ensure that the dental programs adhere to the standards of care. These standards have been identified as guiding principles for patient care. The Quality Assurance Program (QAP) encompasses several components; a Patient Bill of Rights, comprehensive patient care, chart audit and review, patient clinical evaluation, faculty calibration, patient satisfaction surveys, infection control, radiology standards, incident reports and hazard management.

The Program Director is responsible for the oversight of the QAP: data is continually collected and analyzed. Pertinent data is brought to faculty or clinical coordinator meetings for discussion and recommendations.

Continued improvement to patient care as identified by the QAP has resulted in several revisions to the medical history and other assessment documents, referral forms and policies on use of electronic record keeping and release of documents.

Components

Patient Bill of Rights

A patient bill of rights is posted in English and Spanish in the reception area of the Dental Clinics along with a list of services and fees. The patient Bill of Rights will be distributed to each patient and the students will receive a copy of this in the Student Handbook.

Patient Satisfaction Surveys

Patient perceptions of their quality of care are assessed by Patient Satisfaction Surveys and through daily interaction in the clinics. This survey is directly related to the criteria listed on the Patient Bill of Rights.

The patients at the end of their final appointment complete the patient surveys. The information received is anonymous. The clinic receptionist, who tabulates and maintains the data in a binder, collects the survey. This binder is kept in the reception office. The information is evaluated by the clinic lead instructors for need of immediate attention and for opportunities for improvement.

Quality Assurance for Faculty

The faculty/Instructors are Dentists, Registered Dental Hygienists, and Registered Dental Assistants whose licenses are renewed every two years with the State of California, requiring 50 - 25 Continuing Education units every cycle. This requirement keeps faculty current in Standards of Care in their assigned courses/clinics: Dental Hygiene and Dental Assisting and Dental Radiology. License information is kept in a binder in the lead radiology faculty's office, along with current CPR Certification, and is monitored for currency and compliance. Compliance

with teaching methodology and course content currency is carefully tracked and a “condition of teaching assignment” for each class/clinic. - Faculty Biosketch and Teaching Assignment Binder. Quality assurance for the clinics/labs that include multiple faculty is accomplished through calibration during clinics in the areas specific to their teaching assignment.

- For clinical dental hygiene faculty this may be in areas such as patient case typing, periodontal charting, and calculus detection. Some clinical forms (test case and calculus classifications 2 and 3) require two faculty signatures; this process assists in establishing and reinforcing faculty calibration.
- For radiology clinic faculty this may be in areas of radiographic evaluation of diagnostic criteria, accounting and computer entry, radiation safety for patients and operators and testing format criteria.
- For dental assisting faculty this may be in areas of clinical board requirement criteria, performance evaluations on laboratory procedures, internship protocols.
- Communication is accomplished through regular meetings, weekly lesson plans emailed to each faculty and a binder of faculty communication available to all faculty for their assigned clinic/lab.

Course Evaluation Surveys

Course Evaluation surveys are completed at the end of each semester to evaluate, communicate, and plan for changes and improvements to the courses. Both the students in the programs and the faculty(s) teaching the classes/clinics complete these surveys. Surveys are compiled and evaluated by the Director, lead instructors and Radiography and dental assisting instructors for immediate action, long term planning and opportunities for improvement. The results are discussed during faculty meetings to determine needed changes or alterations.

Radiography

- Written authorization must be obtained before radiographs are exposed. All radiographs taken in the SRJC clinic must be either ordered by the patient’s dentist of record or by the supervising clinical dentist to facilitate dental hygiene diagnosis and treatment planning.
- Patients must be informed by the student, of the indications, risks and benefits of dental radiographs as well as the fee for this service.
- Radiographs taken at SRJC will not be used to diagnose dental caries. The radiographs are forwarded to the patient’s dentist of record to diagnose dental diseases. A letter explaining the limitations of the radiographic series will be sent to the referring dentist. Radiographs taken on dental hygiene patients will be used to establish the Dental Hygiene Periodontal Diagnosis.
- Qualified experts as specified by government regulations and manufacture’s recommendations at regular intervals as recommended by state regulations inspect radiographic equipment.
- Students must follow ALARA concept for radiographic exposure.
- Students must follow the SRJC Policy for the Control and Use of Ionizing Radiation and the Infection Control Protocol for Imaging Radiographs found in the DE 55B syllabus.

- Abdominal and thyroid shielding. All protective shields are evaluated for damage (e.g. tears, folds, and cracks) monthly using visual and manual inspection.
- The condition of digital sensors and cords is checked before each clinic.
- Retake policy-students will be allowed to retake films that do not meet diagnostically acceptable criteria (3 retakes per FMX and 1 retake per BTW). The supervising faculty makes final retake determinations.
- If a traditional film is needed. Quality Assurance includes:
 - Prior to exposing radiographs on patients, quality assurance procedures are used to maintain processing standards. This procedure includes a test film, processed in each processor/tank to match with a standard check film.
 - Running transport-cleaning films through processors.
 - A maintenance schedule is used by faculty to schedule roller cleaning and changing /replacing chemicals.
- Area dosimeter monitors are placed on the control panel area of each radiology operatory to check for scatter radiation. A control dosimeter is placed in a separate area. The dosimeters are returned to the monitoring company each quarter and records maintained in the clinic reception office.
- Warning signs for radiation are posted at entry doors and into the radiology facility as required by state regulations.

Infection Control

The quality assurance relating to infection control consists of many components including:

- Utilize standard precautions in all practices (SOP)
- Use of personal protection equipment
- Use of integrator strips on each package/cassette
- Monitoring sterilizers on a weekly basis
- Maintaining records of sterilizer monitoring – Spore Tests results
- Scheduled maintenance of sterilizers
- Daily dental unit waterline maintenance – Waterline treatment tablets
- Established hand hygiene protocol – Hand sanitizer vs. Hand wash
- Use of single-use disposables items when possible
- Evaluation of infection control included in clinics – clinical check sheets
- Didactic and clinical evaluation of infection control policies and procedures

Hazard Management

The quality assurance relating to the management of hazardous materials and chemicals include:

- Regulated waste is properly identified, and picked up and disposed of by the SRJC Environmental Health and Safety Office.
- All containers containing chemicals are properly labeled with Chemical Hazard Labels that meet OSHA Communication Standards.
- Sharps are contained in puncture proof containers meeting OSHA Communication Standards.

- Recapping of needles is accomplished by a safe technique
- Binders containing current SDSs are maintained in the clinic office and are updated on a regular basis by the assigned faculty
- Eye wash stations are located in sterilization, the plaster lab and daylight loader processor area. These stations are tested monthly.
- Fire extinguishers are monitored monthly by the department and yearly by the District.

Oxygen and Nitrous Oxide

- Check that the nitrous oxide and oxygen lines are properly installed and identified – each time used
- Check tank regulators – each time used
- Check the scavenging system – each time used
- Check the alarm system – each time used
- Check fail safe system for proper function – each time used
- Inspect for wear, cracks, holes or tears all system components – hose, couplings, reservoir bag, tubing, masks, connectors – monthly

Emergency Procedures, Emergency Kit, Oxygen and AED

- AED is checked 3 times a year by a qualified technician through the District contracted company
- The emergency kit is checked monthly by the clinical dentist to determine completeness of armamentarium, expiration dates on drugs and sugar beverage.
- The oxygen tanks are checked monthly to determine oxygen levels are adequate for 30 minutes of oxygen delivery – lead clinical faculty DH II
- Check the function of and condition of the positive pressure resuscitation bag, hoses and Ambu bag. – Yearly, by lead clinical faculty DH II
- Clinical emergency protocols are reviewed with faculty yearly and signed off by each faculty using the clinic – yearly, faculty binder – Programs Director
- Students are evaluated for competency in emergency protocols during each clinical class.

Student and Faculty - CPR, TB, Flu vaccination and HBV

Students

- Records are reviewed by the Director and assigned Department Faculty upon entrance into the program
- The assigned department faculty updates the records as needed (minimum yearly)

Faculty

- Records are reviewed by the Director and assigned Department Faculty upon hire.
- The assigned department faculty updates the records as needed (minimum yearly) for CPR compliance
- The District Human Resource office updates TB vaccinations as needed – current TB clearance is a condition of employment for the District

Post exposure management protocol

- Exposure incidents should be documented and managed according to clinical guidelines.
- All Students working in clinic/lab classes and all Faculty
- These students/faculty are covered by Worker's Compensation
- District policy and procedure is reviewed yearly by the Human Resource Department

Sharps protocols

- Incidents reports are reviewed yearly to determine needed modifications in policy and procedure on exposure

The SRJC Dental Programs Quality Assurance Program as it relates to patient care is found in the following manuals

Clinical Policy Manual – dental hygiene students

Radiology Syllabus – dental radiology classes (DA and DH)

**AFTER YOU HAVE READ THE DENTAL ASSISTING POLICY
MANUAL SEE AND READ ALL DOCUMENTS POSTED ON THE
ORIENTATION – DENTAL ASSISTING WEBPAGE.**

**Print and sign all required forms to turn in on first day of class
August 17, 2020.**

