SFSC
Dental Assisting

Student Handbook
2026-2027

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Welcome to the Dental Assisting Program at South Florida State College!

The faculty and staff wish you success in the pursuit of your educational and professional goals.

The **purpose of this handbook** is to detail policies and procedures relevant to health science students and those specific to this program. The handbook is constructed to be used in combination with the South Florida State College Catalog, the South Florida State College Student Handbook, and serves to bridge the overriding policies of the College with the policies of the Dental Education Department.

The Dental Assisting Program is just one of the programs within the Health Sciences Division. Health Science is comprised of the following programs/areas: Dental Assisting, Dental Hygiene, Health Care Management, Phlebotomy Technician, Nursing, Radiology Technology, and Surgical Services. The Health Sciences Division is committed to providing quality educational programs for the purpose of developing successful health care professionals. Developing caring, competent health care professionals prepared for diverse contemporary practice requires interactions with patients and patient services, thereby resulting in an educational environment with unique characteristics and requirements.

Health Science programs prohibit discrimination. Access to its programs or activities shall not be limited on the basis of race, color, religion, national origin, age, gender, sexual orientation, political affiliation, or disability.

Organization of this handbook
This handbook is presented in components or sections. Each component will first detail any applicable policies and procedures of the SFSC Health Science programs, followed by items specific to the Dental Education Department.

This Handbook, along with the SFSC College Catalog, SFSC Student Handbook, Dental Assisting Orientation, and Dental Assisting Clinical Manual provide the policies and guidelines for students in the Dental Assisting program.

South Florida State College Mission Statement

South Florida State College is an open-access, higher education institution dedicated to providing a learning-centered environment through quality programs, training, and services. Working in partnership with organizations and communities, the college provides leadership, and a comprehensive range of opportunities, for the educational, cultural, and economic development of the service district.

South Florida State College Regional Accreditation

South Florida State College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate and associate degrees. South Florida State College also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of South Florida State College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, by calling 404-679-4500, or by using information available on SACSCOC's website (sacscoc.org).

Dental Assisting Program Accreditation

Specialized accrediting agencies exist to assess and verify educational quality in particular professions or occupations to ensure that individuals will be qualified to enter those disciplines. The American Dental Association (ADA) is the accrediting agency that developed the standards by which all Dental Assisting programs, wishing to be accredited, must follow.

SFSC Dental Education Programs are accredited by the American Dental Association (ADA). Accreditation for the Dental Assisting Program was received in August of 2019.

The Commission can be contacted by writing to the following address:
Commission on Dental Accreditation
211 East Chicago Avenue
Chicago, IL 60611

Notice of Opportunity to File Complaints with the Commission on Dental Accreditation Policy

The South Florida State College Dental Assisting Program received accreditation from the American Dental Association (ADA) in August 2018. In February 2018, the Dental Assisting program was up for reaccreditation and was subjected to a rigorous self-study and site-visit from the ADA. As part of the accreditation process, the program proved rigorous adherence to the ADA Dental Assisting Program Standards of Education. Standards are periodically reviewed and policies changed to maintain continuous compliance.

If any student should feel SFSC's program is not providing the quality of education and training required by the ADA, program administrators are very willing to conduct an open discussion to address legitimate concerns. Should the concerns not be addressed satisfactorily where both program administrators and students are in agreement, a formal complaint can be filed with the ADA on behalf of the student.

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in materials of admission, appointment, promotion or dismissal of faculty, staff or students.

Dental Assisting Program Standards are posted on the American Dental Association website: ada.org/en/coda/policies-and-guidelines/file-a-complaint. A hard copy of the appropriate accreditation standards and/or the Commission's policy and procedures for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611 or by calling I-800-621-8099 Ext. 2719.

Health Science Division Mission Statement

To prepare compassionate and ethical health care professions who continually strive for excellence through interprofessional collaboration, in a dynamic learning environment.

Dental Assisting Program Mission

SFSC Dental Assisting Program is dedicated to educating and training Dental Assisting Students through core values in order for graduates to accept their roles in the professional and general communities.
Six Core Values:

1. Demonstrating excellence in teaching
2. Empowering students to think critically
3. Guiding students in the development of professional and ethical behavior
4. Teaching methods for achieving excellent technical skills
5. Imbuing the desire for continued professional excellence
6. Giving back to the community that which they give to us

Dental Assisting Program Philosophy

South Florida State College's Dental Assisting Program and faculty are here to help students gain new knowledge and acquire professional skills in order to attain a meaningful position in a highly regarded field. The Dental Assisting curriculum creates an environment in which students are stimulated to learn, to grow personally, to develop decision-making and problem-solving skills, and to stimulate creative and independent thinking.

Along with understanding procedures and mastering manipulative skills, the dental assistant must be in excellent health, maintain a professional appearance, and demonstrate positive and good communication skills.

The program must meet the demands of both profession and community by graduating competent and committed students willing and able to deliver high quality patient care.

Dental Assisting Program Goals

- To maintain a comprehensive curriculum to prepare competent individuals as dental assistants
- To provide stimulating clinical settings and experiences as an integral part of the educational program.
- To foster respect for the Professional Code of Ethics and provide guidance in developing appropriate interpersonal skills and communication.
- Maintain successful Dental Assisting National Board (DANB) results
- Assist students in securing gainful employment following completion of the program
- Organize and maintain an advisory committee, which consists of persons actively engaged in or supports the practice of Dental Assisting

General Information about Dental Assisting Program

The Dental Assisting Program at SFSC leads to a career certificate in Dental Assisting. This program is designed to provide students with the basic dental knowledge, procedures, and clinical skills required to practice Dental Assisting in a variety of healthcare settings.

The career certificate is awarded to those students who successfully complete all of the requirements of the program and score a minimum required on all TABE exams, or other exams required for entry.

The Dental Assisting Program will prepare students for employment as competent, entry-level dental auxiliaries whose knowledge and skills satisfy current standards for the dental assistant. Graduates receive an Expanded Functions Certificate and a Career Certificate in Dental Assisting upon completion of all program requirements and are eligible to sit for the Dental Assisting National Board examination. The student who successfully completes the Dental Assisting National Board examinations (three exams in total) and the Career Certificate will become a “Certified Dental Assistant” (CDA), a highly sought after dental team member.

During the Dental Assisting program, students may be exposed to hazardous materials, bloodborne pathogens (infectious diseases) and ionizing radiation. Program policies are in place to protect the student and patient from harm. The curriculum provides specific instruction on taking standard precautions; wearing gloves, masks, goggles and protective clothing to protect from infectious diseases. Students also follow safety procedures to minimize the risk associated with the use of radiography machines.

Students accepted into the Program are regarded as mature, responsible individuals seeking a formal education in the field of Dental Assisting. They are not considered employees of the program’s designated clinical education sites or facilities. This handbook has been prepared to inform the student of the policies and requirements of this educational endeavor. However, the policies and requirements contained herein are subject to revision at any time and may be modified at the discretion of the Dental Assisting Program Faculty and/or South Florida State College administration as deemed necessary.

South Florida State College
Dental Assisting Curriculum Map
2015-2016
Total Contact Hours: 1,230

Fall	**Course**	**Lecture Contact hours**	**Lab Contact hours**	**Clinic Contact hours**
DES 0844	Preventive Dentistry	36	0	0
DES 0830L	Expanded Functions I Lab	0	16	0
DES 0830	Expanded Functions I	20	0	0
DEA 0025L	Preclinical Orientation I Lab	0	30	0
DEA 0025	Preclinical Orientation I	40	0	0
DES 0804L	Intro to Clinic Procedures Lab	0	48	0
DES 0804	Intro to Clinic Procedures	32	0	0
DES 0021	Orofacial Dental Anatomy & Lab	48	16	0
DES 0205L	Dental Radiographic Techniques Lab	0	48	0
DES 0205	Dental Radiographic Techniques I	32	0	0
DES 0602	Medical Emergencies	32	0	0
	Total			**382**
Spring	**Course**	**Lecture**	**Lab**	**Clinic**
DEA 0130	Allied Dental Theory	48	0	0
DEA 0800 L	Clinical Practice I Lab	0	0	216
DEA 0800	Clinical Practice I	32	0	0
DES 0053	Nitrous Oxide Monitoring	32	Included	0
DES 0206	Dental Radiographic Techniques II	32		
DES 0831L	Expanded Functions II Lab	0	24	0
DES 0103L	Elements of Dental Materials Lab	0	30	0
DES 0103	Elements of Dental Materials	30	0	0
DEA 0026 L	Preclinical Orientation II Lab	0	30	0
DEA 0026	Preclinical Orientation II	40	0	0
	Total			**514**

Summer	Course	Lecture	Lab	Clinic
DEA 0801L	Clinical Practice II Lab	0	0	246
DEA 0801	Clinical Practice II	24	0	0
DES 0501	Dental Office Management	48	0	0
DEH 0931	Orthodontics for Dental Auxiliary	16	Included	0
	Total			**334**
Total for All Terms	**All Courses**			**1230**

Instructor	Email	Office phone #
Dr. Kathleen Cappo, Dean, Health Sciences	Kathleen.Cappo@southflorida.edu	784-7227
Mrs. Sheryl McGrath, Director	sheryl.mcgrath@southflorida.edu	784-7026
Mrs. Kristi Krell, Office Manager	krellk@southflorida.edu	784-7020 (reception)
Ms. Terra Tippie, Instructor	tippiet@southflorida.edu	784-7022
Mrs. Carole Pierre-Francois, Instructor	pierrec@southflorida.edu	784-7024
Mrs. Tiffany Hernandez, Instructor	hernandt@southflorida.edu	784-7025
Mrs. Rosa Cendejas, Instructor	rosa.cendejas@southflorida.edu	784-7028
Mrs. Jenny Luckenbill, Instructor	Jenny.Luckenbill@southflorida.edu	784-7028
Mrs. Susan Rexroat, Instructor	rexroats@southflorida.edu	784-7028

Online Learning (Brightspace)

All Dental Assisting courses have instructional content posted on SFSC's online learning web portal called Brightspace. Students will learn how to access and navigate courses through our Educational Technology Office. Computers are available for student use in T-108, the SFSC Library, Health and Science Education Center Resource Center and Building I. **Problems logging into or accessing Brightspace should be reported to an instructor.** Wireless access is available in the classrooms and labs; students are encouraged to bring in personal laptops, tablets, and other electronic learning devices with web access to use during class. **However, use of these electronic devices during class for non-academic purposes is prohibited**.

To ensure the highest level of learning, retention of information, preparation of exams, and competence in patient treatment, it is required that each student will use their private password and login to access the online learning platform. Students are expected to protect their login information (assigned by IT Office) and to use online learning tools with the highest integrity by doing their own online work.

SFSC and the Dental Assisting program protects student privacy and will notify students of any projected additional student charges associated with the verification of student identity at the time of registration or enrollment.

To assure security of content of Brightspace courses, access to the previous terms' courses is limited. Generally, a previous term's course will close within two weeks of the next term start-up so that students cannot access the old course. In addition, most projects and assignments in a current course will have a deadline for which the student has access to that material.

Becoming a Certified Dental Assistant

Upon completion of the SFSC Dental Assisting program, the student will earn a Career Certificate which qualifies the graduate for entry level employment in the field of Dental Assisting. In addition, the student will be able to take the exams required to earn the Certified Dental Assistant designation, which is a nationally recognized Dental Assisting qualification.

Dental Assisting National Board (DANB)

Dental Assisting students are required to take the DANB certifying examinations for Infection Control, Radiation Health and Safety, and General Chairside. Certified Dental Assistants seeking employment are recognized to have the necessary knowledge and skills to be a valuable member of the dental team. CDAs enjoy higher hourly wages and are trusted to provide more treatment procedures in the clinical setting. Throughout the program, guidance is given to apply for and take each of the three parts of the DANB: Radiation Health and Safety (RHS), Infection Control Exam (ICE), and General Chairside. Visit the website at www.danb.org for updated information. Cost for the exams is included in lab fees.

Florida Orthodontic Expanded Function Dental Assistant Certifying Exam

SFSC Dental Assisting students participate in an intense summer orthodontic assisting course. A portion of instruction/training may be given by a local orthodontist, and upon successful completion of the required exam, students receive certifying credentials. Cost for the exam is included in lab fees.

Dental Assisting Office Training and Experience

Dental Assisting students will rotate through local offices during the Spring and Summer terms of the program. Offices are selected to provide the student with the best possible learning opportunities in our communities. Students are required to attend the offices selected for them by the instructors in order to complete the program requirements. Some office assignments require travel to adjacent communities.

Over the course of the rotations, students will rotate through at least three different offices, two of which are typically general dental practices.

Assignments to offices will vary from year to year.

Affiliation Agreements

The following dental offices and clinical facilities have entered into an affiliation agreement with SFSC Dental Assisting program to allow students the opportunity to rotate through their clinical site for hands-on training:

General Dentists

Dr. James (Ed) Oxer
408 W Interlake Blvd
Lake Placid, FL 33852

Dr. David Willey
2660 US Hwy 27 S
Sebring, FL 33870

Central Florida Health Care
Dental Department
950 CR 17A W
Avon Park, FL 33825

Dr. Nicole Klein
200 Ave K, SE, Suite 1
Winter Haven, FL 33880

Dr. Steven Reddick
440 S Buck Moore Rd
Lake Wales, FL 33853

Dr. Asharie Campbell
261 US 27 S
Sebring, FL 33870

Dr. Maykel Sierra
330 E Broadway Street
Fort Meade, FL 33841

Chen Dental
2190 US Hwy 27 N
Sebring, FL 33870

Central Florida Health Care
Dental Department
807 Cobb Ct.
Wauchula, FL 33873

Dr. Barb Platte
108 S Main St
Lake Placid, FL 33852

Citrus Dental
5935 US Hwy 27 N #103
Sebring, FL 33870

Dr. Yania Carralero
511 S. Eucalyptus St.
Sebring, FL 33870

Specialty Practices:

ENDODONTIST
Dr. Gayle Obermayr
4660 Lakeview Dr
Sebring, FL 33870

ORTHODONTIST
Dr. Steven Guelff
607 US 27 S
Sebring FL 33870

PEDIATRIC DENTIST
Dr. Tranchau Hoang
1550 First St S
Winter Haven, FL 33880

PROSTHODONTIST
Dr. Philip Duke
Affordable Dentures
1036 US 27, Highlands Plaza
Avon Park, FL 33825

DENTAL HYGIENE/PERIODONTICS
Dr. Michael Kirsch
4660 Lakeview Dr
Sebring, FL 33870

SFSC Dental Hygiene Clinic
600 West College Dr, Building T-1
Avon Park, FL 33825

ORAL SURGERY
Dr. Rigo Cornejo
400 Ave K SE #10
Winter Haven FL 33880

GENERAL COLLEGE INFORMATION

Equity/Equal Access/Equal Opportunity
South Florida State College pledges to provide equal access and equal opportunity to education and employment for all regardless of race, color, gender, religion, age, national origin, marital status, or disability. The College adheres to federal and state laws controlling equal access and equal opportunity. This pledge covers all aspects of the educational and employment relationship with our students and employees. Concerns regarding this pledge are to be addressed to the EA/EO student coordinator, 863-784-7107.

Americans With Disabilities ACT (ADA)
South Florida State College seeks to ensure that programs, services, and facilities are accessible to and usable by persons with disabilities. Persons with disabilities who are otherwise eligible for services must help the College accommodate their individual needs by notifying College staff of specific equipment or resource needs. The College will make every effort to reasonably accommodate student disabilities.

Individuals have been assigned to assist in ensuring that students have access to the College's programs, services, and facilities. These persons are the ADA student coordinator and the ADA employment and facilities coordinator. Their names and numbers are listed in the current College Catalog. Please contact these individuals if you require assistance.

Dental Assisting Program Competencies

Competent healthcare delivery is defined as the consistent delivery of care without critical errors. The list that follows outlines the entry level skills the Dental Assisting student is required to demonstrate/know.

Competency in the knowledge and skill required to systematically collect diagnostic data:

- medical and dental history
- vital signs
- extra/intra oral examinations
- dental charting
- radiographs
- preliminary impressions
- study casts
- occlusal registration

Competency in the knowledge and preclinical/lab skill required to perform a variety of clinical supportive treatment:

- manage infection control and hazard control protocol consistent with published professional guidelines
- prepare tray set-ups
- seat, prepare, and dismiss patients
- operate high volume and low volume evacuation equipment
- operate air/water syringe
- apply current concepts of four-handed chairside assisting
- assist with and/or apply topical anesthetics and desensitizing agents
- assist with and/or place and remove rubber dam and other isolation techniques to maintain a clear field of vision and operation
- perform effective instrument transfer and adapt to dentist's needs
- utilize effective chairside assistant ergonomics
- assist with and/or apply fluoride agents
- provide patient preventive education and oral assisting instructions
- provide pre- and post-operative instructions prescribed by the dentist
- maintain accurate patient treatment records
- maintain treatment area
- assist with direct permanent restorations
- assist in the management of medical and dental emergencies
- administer cardiopulmonary resuscitation when indicated
- fabricate custom trays
- clean and polish removable appliances and prostheses
- fabricate provisional restorations
- take preliminary impressions
- manipulate dental materials

Competency in the knowledge and skill required for business office procedures:

- dental software
- business ethics and jurisprudence

- business oral and written communications
- maintain supply inventory and ordering supplies
- maintain business records
- HIPAA and patient information management
- manage recall systems

Competency in the knowledge and preclinical/lab level skill required for expanded procedures as per Florida Statute:

- pit and fissure sealants
- coronal polish
- suture removal
- placement/removal of temporary fillings
- placement of a base, liner, varnish, and bonding agents
- placement/removal of non-racemic retraction cord
- placement/removal of periodontal dressing
- cementing temporaries
- removal of excess cement
- placement/removal of matrices, retainers, and wedges
- orthodontics procedures
- monitor nitrous oxide/oxygen administration

General knowledge of the following:

- general anatomy and physiology
- microbiology
- oral pathology
- nutrition
- pharmacology
- dental radiography (first on manikins, then on humans)
    - safety techniques
    - landmarks
    - pathology
    - mounting
    - exposure techniques
- patients with special needs which requires modification of normal dental routines

In depth knowledge of the following:

- oral anatomy and histology
- dental materials
    - dental stones
    - restorative materials
    - cements
    - impression materials
    - acrylic and thermoplastics
    - waxes
    - casts, temporary crowns
    - abrasives
    - study models/occlusal bite registration materials

In depth knowledge of the following:

- general dentistry
- specialty procedures
- chairside assisting
- dental related environmental hazards
- oral health education and preventive procedures
- management of dental and medical emergencies

In depth knowledge of dental radiography:

- radiation health protection techniques
- processing procedures
- anatomical landmarks and pathologies
- mounting survey of dental images
- placing and exposing dental images on manikins and patients

Patient Care Services:

- psychology of patient management and interpersonal communication
- legal and ethical aspects of dentistry
- comprehensive care of patients
- quality assurance program
- patient rights
- treatment needs

General Classroom Guidelines

- **Take responsibility for your education.** There is a common myth among students that because they pay tuition, they deserve to receive credit for the class. This is not true. In fact, students pay approximately 25% of the cost of their education; taxpayers pay the rest. Instructors are here to create a learning environment. Whether you learn depends on your willingness to listen, ask appropriate questions, and do the work necessary to pass the course. If your academic preparation from high school is weak or if you have been out of school for a period of time, you may have to work harder and seek more help in order to succeed.
- **Attend every class.** Research shows that students who attend every class, listen to the instructor and take good notes will be more likely to pass with a higher grade. If you have an emergency or illness, contact your instructor ahead of time to let her/him know that you will be absent. A local study showed that students who missed the first class meeting were more likely later to withdraw or fail. Important note: if you miss a class, it is your responsibility to meet with the instructor, outside of regular class time, to determine a plan to make up the missed work.
  <u>If you are receiving financial aid, federal and state requirements for your eligibility include 100% attendance at each class. You cannot miss class and continue to receive financial aid.</u>
- **Get to class on time.** Students who walk into the classroom late distract the instructor and other students in the learning environment.
- **Practice common courtesy.** Do not have private conversations, and turn cellphones off. The noise is distracting to instructors and other students. Your instructor and classmates deserve your respect and support. Others may have different ideas and opinions from yours, they may ask questions you perceive to be “stupid,” but they deserve the same level of respect from you as you wish from them.

- **Ask appropriate questions.** It's good to ask questions and make comments, but keep them related to the discussion at hand. If you dominate the class time with too many questions and/or comments, the instructor and other students cannot participate in class discussions.
- **Respect your instructor.** Openly challenging the instructor's knowledge or authority in the classroom is not proper. If you take issue with the instructor's information or instructional methods, make sure that your comments are made without confrontation or antagonism. You may want to discuss your issues with them privately.
- **Instructors' classroom policies, procedures and teaching styles vary.** Each instructor has the freedom and authority to set the guidelines and policies for their classroom (within the overall policies of the college).
- **Come to class prepared.** Students who forget common classroom supplies such as a pencil, paper, books, test materials, etc. usually waste class time. Students who have not completed their assigned homework many times ask questions that could have been answered through their assignments.
- **Turn in your work on time.** It is important to plan ahead. Students who wait until the last minute to do their work usually make lower grades and are more likely to miss deadlines.
- **Do not bring children to class.** Children in classrooms are distracting to the instructor, other students, and you. Plan ahead for child care.
- **If you are struggling with your coursework, seek assistance.** Your instructors are willing to assist you; however, there are other ways to get help. The Teaching and Learning Center has tutorial assistance available for many courses, Students Services can assist with course scheduling and career development, and specific courses, such as SLS1501 Master Student/College Success, are offered to help you succeed. If you have questions or need assistance, please make an appointment to see an academic advisor. They are willing to assist you so that you can be successful.

Class Attendance Policy

Regular and punctual class attendance is expected of all students in order to achieve maximum potential in class and to develop desirable personal traits necessary to succeed in employment. Instructional time missed is a serious deterrent to learning. Students are responsible for fulfilling the requirements of the course by attending and completing course assignments. An accurate record of class attendance will be kept.

If you are receiving financial aid, federal and state requirements for your eligibility include 100% attendance at each class. You cannot miss class and continue to receive financial aid.

Class Attendance/Tardy Policy for Dental Education Department:

Attendance for this core DA course is mandatory and only excused absences will not count against your grade. If instructional time is missed for excusable reasons, the student will be permitted to make up work to the extent possible.

Attendance and being **ON TIME** are required at all scheduled course sessions. If you are absent due to serious illness or an emergency situation, you are responsible for calling your instructor at their office number as published in this handbook on page 7 and leave a message. Calling prior to class does not result in an "excused" absence but does assist faculty in evaluating professionalism.

EXCUSED ABSENCE - Only with a physician's note or other documentation as required by the instructor

1. Serious illness – pneumonia, surgery, hospital confinement, or valid medical reason; a physician's note verifying illness shall be presented by the student as required by the instructor
2. Immediate family funeral – mother, father, spouse, child, sibling, grandparents, or significant other; documentation must be provided, all others are unexcused
3. Personal illness – requires a doctor's note for excused absence
4. Family illness – parent, spouse, or child; requires a doctor's note for excused absence
5. Statutory governmental responsibilities – jury duty, court subpoena; documentation must be provided

*****Students should schedule routine dental and doctor appointments before or after classes. On rare occasions when this is not possible, students must consult with the instructor before scheduling.

Regular and punctual class attendance is expected of all students in order to achieve maximum potential in class and to develop desirable personal traits necessary to succeed in employment. Instructional time missed is a serious deterrent to learning. Students are responsible for fulfilling the requirements of the course by attending and completing course assignments. An accurate record of class attendance will be kept.

Unexcused absences: **five**-point penalty on final grade for **each** unexcused absence
The maximum number of unexcused absences is **three.**
Two unexcused absences: Mandatory counseling with instructor, advisor, and Dental Education chair
Three unexcused absences: Dismissal from the program

TARDINESS IS A MAJOR DISRUPTION TO A CLASS IN SESSION. A TARDY IS DEFINED AS ARRIVING LATE FOR CLASS, LEAVING EARLY, OR BEING AWAY FROM CLASS WITHOUT PERMISSION DURING CLASS HOURS. THE CLOCK IN THE CLASSROOM WILL MEASURE THE OFFICIAL TIME.

TARDY:
Student must be in the desk chair at the time class begins. For example, if class begins at 9 a.m., a student who arrives at 9:01 a.m. is tardy and will not be admitted to into the classroom. **One point** will be deducted from the final grade for **each** tardy, including **leaving early or being away from class without permission.**
Three tardies = One unexcused absence
Sleeping during classroom lecture/activities: As a consequence, the student will be dismissed from class and will receive a tardy penalty (**one point deduction from the final grade).**

It is the joint responsibility of the student and instructor to discuss attendance patterns that will endanger the success of the student in the course. If it appears that a student will not be able to complete a course successfully, the instructor may advise the student to withdraw. The student is responsible for knowing when the withdrawal date is.

Weather Events and Cancelled Classes
The College may cancel classes due to weather conditions that make it dangerous or unadvisable to travel to the campus. If the determination is made to cancel classes, South Florida State College notifies the public through its website, southflorida.edu and text message. SFSC also posts announcements on the College Facebook, Instagram, and X accounts. Since you will not have access to the patient contact information when off campus and neither will the front office manager or faculty, it is advisable that patients be informed to check the College website for information on College closure. Whenever managing patient information, ***remember*** that you are required to comply with the HIPAA regulations and privacy policies.

CODE FOR PROFESSIONAL CONDUCT
A code of professional conduct is an essential premise of any profession in which society places its trust. The student aspiring to membership in a profession inherits, along with the public trust, an obligation to adhere to the profession's established standards of conduct.

Students of South Florida State College Dental Assisting program are expected to conduct themselves professionally during interactions with peers, faculty, staff, patients, and the public. **Failure to abide by any facet of the Code for Professional Conduct will result in disciplinary action.**

Expected Professional Characteristics
The following professional characteristics are among those encouraged, observed, and evaluated throughout the Dental Assisting curriculum. Students are expected to demonstrate these characteristics, both in their academic and clinical pursuits.

Integrity:
Integrity refers to a sense of honesty, truthfulness, and adherence to a code of values. It is expected that students enrolled in the Dental Assisting program will display honesty and trustworthiness in all situations and interactions to include admitting mistakes. Further, Dental Assisting students will comply with confidentiality principles, procedures, and policies. (HIPAA Compliance Training)

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

Initiative:
The Dental Assisting student must develop into an independent healthcare professional who is able to: identify tasks to be performed, complete tasks satisfactorily and efficiently, and self-

assess outcomes. Initiative in the sense of professional development also includes a willingness to assume new responsibilities and the ability to recognize when to ask for guidance.

Dependability:
Dependability is closely related to the traits of integrity and initiative. It is expected that the Dental Assisting student arrives on time and is prepared for and actively participates in clinical and didactic activities. When assigned a responsibility it is expected that the Dental Assisting student is reliable.

Attitudes:
The attitudes of a healthcare professional are communicated through both verbal and nonverbal means. A Dental Assisting student is expected to demonstrate the following attitudes using positive communication skills: concern for others, willingness to accept and incorporate constructive feedback, and an appreciation for life-long learning.

Tolerance:
It is expected that the Dental Assisting student acknowledges his/her biases and even in doing so, does not allow them to affect the quality of patient care or contribute to threatening, harassing, or distressing environment.

Composure:
The Dental Assisting student is to maintain professional poise and exhibit sound clinical judgment in stressful situations.

Appearance:
It is expected that the appearance and grooming of the Dental Assisting student communicates a sense of professionalism.

Guidelines for Professional Conduct

Examples of professional behavior are given below, but not limited to these examples.
The student will be expected to:

- Abide by the regulations and policies of the school, program and training sites
- Exhibit an attitude of respect, concern and cooperation toward peers, faculty, patients, and staff
- Practice personal grooming and professional appearance
- Accept responsibility for one's own work and results; demonstrate willingness to accept instruction and recommendations for improvement
- Recognize and respect the role and competencies of other professionals and cooperate with them for the benefit of the person served
- Participate in clinical rotation at the assigned office
- Refuse to participate in concealing, any unlawful, incompetent or unethical practice

- Demonstrate sound judgment commensurate with his or her level of training and experience.
- Provide services without regard to race, creed, national origin, sex, age, handicap, disease entity, social status, financial status, or religious affiliation
- Exhibit concern primarily for the welfare of the individual served above all other considerations
- Protect the confidential nature of information gained from educational, practice, and investigation activities unless sharing such information could be deemed necessary to protect the well-being of the person served. Make yourself aware of HIPAA regulations and practice within the parameters of the regulations at all times.
- Maintain physical, mental, and emotional composure in difficult situations
- Refrain from lying, cheating, stealing, or intentionally misleading or deceiving anyone as to the known facts

Definitions associated with unprofessional conduct

- *LIE –*
  To deliberately make an untrue written or oral statement or to deliberately create a false impression through words or actions.
- *CHEAT –*
  To intentionally mislead or defraud, or to endeavor to mislead or defraud another. To use unauthorized assistance on submitted work or examinations designed to represent one's own effort.
- *COLLUSION*
  To agree to cooperate for an unethical or deceitful purpose.
- *STEAL*
  To take, obtain or withhold property from the possession of the true owner without permission.
- *DECEIVE*
  To misrepresent, omit or distort information in such a way as to create an erroneous impression.
- *PLAGIARISM*
  To steal and present the ideas or words of another as one's own without crediting the source.
- *INTENT*
  To have in mind as a purpose or goal. An assessment of intent is essential to consideration of the ethical violations previously defined. However, denial of intent does not provide exoneration from the charge, since the intent can be inferred from the circumstances in which an unethical act was performed.

Examples of <u>conduct</u> that will be considered as grounds for dismissal from the program:

- Stealing any property of the Dental Education Center, dental clinic, clinic patients, dental faculty (full time and/or adjunct), dental staff, dental program students, visitors, patients, SFSC personnel, or other SFSC property.
- Willfully damaging (to the extent that the damaged property CAN be repaired) or destroying (to the extent that the damaged property CANNOT be repaired) any property of the Dental Education Center, dental clinic, clinic patients, dental faculty (full time and/or adjunct), dental staff, dental program students, visitors, SFSC personnel, or other SFSC property.
- Reporting for or attempting to work while under the influence of alcohol, prescription or illegal drugs or narcotics, or other chemical, or in a physical condition making it unsafe to practice clinically as a Dental Assisting student (such as infectious disease).
- Patient neglect: Physical, mental, and/or verbal patient abuse; knowingly and willfully failing to observe Standard Precautions.
- Altering, falsifying, or making a willful misstatement of facts on any patient record chart or any student record chart.
- Forging the signature of a clinical instructor or lecture instructor or laboratory instructor or supervising dentist or off-campus supervisor.
- Submitting work that is not your own work, or submitting work that was previously submitted for another course requirement.
- Violating client rights as defined by law (i.e.: Confidentiality)
- **<u>Violating HIPAA</u>**
- Failure to report any activity or incident that adversely affects the patient.
- Any act that is deemed sufficient in the clinical instructor's view, which hinders the quality of the patient care, rendered by a Dental Assisting student.
- Administering treatments and procedures WITHOUT the approval of the clinical instructor or supervising dentist.
- Smoking or using tobacco products on SFSC campus, including the car.
- Disobedience or insubordination to a dental program faculty (full time and/or adjunct), a dental program staff member, or any other SFSC personnel.
- Disorderly, unethical, or indecent conduct in the classroom or in the laboratory or in the clinical setting when participating in an off campus event.
- Failure to critically think through stressful situations.

HIPAA Violations

<u>Examples of Sources of HIPAA Violations</u> (this is not an exhaustive list, but examples):

1. Electronically stored patient PHI is exposed to potential hacking or theft through negligence (password protection is not used)
2. Hardcopy stored patient PHI is exposed to potential theft through negligence (file room is not locked/secured)
3. Patient PHI is left in an unsupervised area for an extended period of time (on a printer, on a shelf in an open area, open on a computer monitor)

4. Patient PHI is incorrectly stored in a patient record (one person's info is placed in another person's chart)
5. Patient PHI is removed from a secure clinical area (taking files home)
6. Patient PHI which is to be destroyed is not handled with care, exposing PHI to theft
7. Contract personnel, such as housekeeping/security/maintenance/equipment installers who are not employees of the college are not trained in HIPAA, but are allowed access to areas where PHI is stored
8. Institutional employees who are not HIPAA trained are allowed unsupervised access to areas where PHI is stored
9. Conversations involving PHI are held in public areas where PHI may be heard/seen by others
10. Department personnel remove patient PHI/demographic information from clinical areas by any duplication means (writing it down, photographing it, photocopying it, etc.)

PROFESSIONAL BEHAVIOR AND STUDENT SUCCESS

Faculty of South Florida State College and the Health Science programs have an academic, legal, and ethical responsibility to protect members of the public and the health care community from unsafe or unprofessional practices. Dental Education students, while representing South Florida State College at any clinical facility, must conduct themselves in an ethical, professional, and safe manner. Students are expected to assume responsibility for their actions and will be held accountable. Students will abide by SFSC and clinical facility policies during each clinical experience.

Failure to adhere to program specific policies related to professional behavior or safe clinical practice may result in the use of the Progressive Discipline Policy outlined in the Dental Assisting Student Handbook.

Dental Assisting healthcare delivery requires not only the mastery of a body of knowledge and the acquisition of clinical skills, but also high standards of behavior and professional conduct. In addition to fulfilling all academic requirements, students are required to display attitudes and behaviors consistent with accepted standards of professional conduct. Therefore, evaluation of professional behavior occurs continuously throughout the curriculum. If accepted standards are not met, at minimum along the continuum of consequences, a student may fail a skill assessment. For egregious and/or repetitive breaches of professional standards, the Progressive Discipline Policy will apply. A student who is deemed to be unsafe may be dismissed from the program without opportunity to reapply.

Examples of <u>behavior</u> that will be considered grounds for disciplinary action as determined by instructor and Chair:

- Discussing personal problems with a patient.
- Excessive tardiness: 3 tardies equal one **<u>unexcused absence.</u>** (Refer to Attendance Policies)

- Consuming food or beverages, chewing gum or eating candy in the dental materials laboratory classroom (without instructor permission), **eating or drinking is never permitted in the dental laboratory, or the clinic.**
- Failure to abide by the Code of Conduct.
- Failure to abide by the policies/procedures of the clinical facility.
- Family members and/or friends are allowed to visit the Dental Assisting student during the student's **lunch break only**. If necessary, family members and/or friends may contact SFSC and the student will be contacted through the instructor for any messages.
- Taking more time than the specified time for meals or breaks.
- The omission or commission of any act deemed clinically unsafe, unethical, or unprofessional by the clinical instructor.
- Fraternization with employees or representatives of the clinical facilities is prohibited during clinical hours.
- Using any telephone in the Dental Education Center without prior permission of dental faculty or dental staff or other SFSC personnel.
- Using any computer in the Dental Education Center without prior permission of dental faculty or dental staff or other SFSC personnel.
- Leaving a laboratory or lecture without informing AND receiving acknowledgement from the class instructor.
- **HIPAA violations:** which may include disclosure of PHI within or outside of the dental facility or rotation clinic in which the student is practicing

PROFESSIONAL ETHICS AND CONFIDENTIALITY

Students must remember that the information concerning patients is confidential. Students are required to adhere to legal and ethical standards as established by regulatory agencies and professional standards. Failure to comply with the above is cause for immediate dismissal from the Program. (HIPAA Compliance Training)

SAFE/UNSAFE CLINICAL/PRACTICUM PRACTICES

The Dental Education programs identify safety as a basic human need. A safety need can be identified as physical, biological, and/or emotional in nature. Safe practices are a requirement of each program.

Unsafe clinical/practicum practice shall be deemed to be behavior demonstrated by the student which threatens or violates the physical, biological, or emotional safety of the patient, caregiver, students, staff, or self. Unsafe or unprofessional clinical/practicum practice may result in implementation of the Progressive Discipline Policy outlined in the Dental Assisting Student Handbook, up to and including dismissal from the program.

The following examples serve as guides to these unsafe behaviors, but are not to be considered all-inclusive.

Physical Safety: Unsafe behaviors include but are not limited to:

- Inappropriate use of dental and medical equipment

- Lack of proper protection of the patient which potentiates falls, lacerations, burns, new or further injury
- Failure to correctly identify patient(s) prior to initiating care
- Failure to perform pre-procedure safety checks of equipment, invasive devices or patient status

Biological Safety: Unsafe behaviors include but are not limited to:

- Failure to recognize violations in aseptic technique
- Performing actions without appropriate supervision
- Failure to seek help when needed
- Attending clinical while ill
- Failure to properly identify patient(s) prior to treatments

Emotional Safety: Unsafe behaviors include but are not limited to:

- Threatening or making a patient, caregiver, or bystander fearful
- Providing inappropriate or incorrect information
- Performing actions without appropriate supervision
- Failure to seek help when needed
- Unstable emotional behaviors of the caregiver (student)
- Failure to critically think through stressful situations

Unprofessional Practice: Failure to conduct yourself as a professional Dental Assistant may result in disciplinary action or dismissal.

Unprofessional behaviors include but are not limited to:

- Verbal or non-verbal language, actions, or voice inflections which compromise rapport and working relations with patients, family members, staff, or physicians/dentists
- Verbal or non-verbal language, actions, or voice inflections which potentially compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal/ethical standards
- Behavior which interferes with or disrupts teaching/learning experiences
- Using or being under the influence of any drug or alcohol that may alter judgment and interfere with safe performance in the clinical or classroom setting
- Breach of confidentiality in any form
- Falsifying data in a patient health record
- Misrepresenting care given, clinical errors, or any action related to the clinical experience
- Recording, taping, taking pictures in the clinical setting without expressed consent of patient, faculty, or supervisor
- Disclosing PHI about a patient (HIPAA violation)
- Leaving the clinical area without notification of faculty and clinical staff or supervisor

PROFESSIONALISM: CLINICAL POLICIES (Applies for any patient treatment – in SFSC clinic or in rotation)

A student in the SFSC Dental Assisting Program is expected to abide by the moral and ethical standards set forth by the College, Health Sciences Division, and the Dental Assisting program. Educational growth toward professional entry-level competence includes the continued development of three key domains: knowledge, skills, and attitudes. Didactic information and professionalism are linked with clinical skills to deliver comprehensive quality Dental Assisting care.
The comprehensive patient care philosophy includes these three (3) treatment principles:

- treatment is planned and delivered to best meet the needs of the patient;
- treatment is delivered in a way that considers the well-being of the student/clinician and patient;
- treatment is delivered considering the interests of the College.

Skill assessments (also referred to as Processes), professional evaluations, and didactic examinations assess the student's ability to deliver competent comprehensive Dental Assisting care.
Based on the above three (3) treatment principles, whenever any of the following occur, a critical treatment error has been committed:

- a patient's welfare (or privacy) has been jeopardized
- the student has been placed at risk
- the College or affiliate office has been placed at risk

Professionalism in the patient-care environment reflects the principles described above and is further defined by expectations in the following areas: protocol, laboratory skill maintenance, Chairside assisting skills, documentation, time management, infection control, equipment maintenance, decision making, ethics, and conduct and communication. The following reflects the attempt of faculty and students to detail the expectations for each area with representative examples. No attempt has been made to create an all- inclusive listing, rather to show how the principles apply for each area. The items designated by an asterisk (*) denote the areas where critical treatment errors are most likely to occur.

Demonstration of good critical thinking skills in the clinical setting is imperative for wise, safe, and appropriate patient treatment. If a student is unable to consistently demonstrate knowledgeable problem solving skills, instructors/advisors will counsel as to what constitutes good critical thinking skills and create an advising/remediation contract to assist the student in understanding what is required for successful critical thinking. If the student is unable to

demonstrate good critical thinking skills after remediation, an additional infraction may result in dismissal from the program.

PROGRESSIVE DISCIPLINE

Faculty is committed to assisting students to be successful in the program. Therefore, Dental Education students who are not meeting course objectives in class, clinical/practicum or lab, will be apprised of their performance status. Faculty may choose to address the problem in an informal setting or on the evaluation of performance form (such as the Process form used in preclinical/lab/clinic). Remediation forms are used when student performance falls below expected standard and additional instruction is required. Infractions which are repeated or are in violation of the **Guidelines for Professional Behavior and for Safe Practices** and other policies in the College Student Handbook, and/or the Dental Assisting Student Handbook will be addressed using the progressive discipline process.

Step 1: Warning
The instructor provides the student with a verbal warning or written feedback as to their status. The instructor counsels the student regarding criteria for successful completion of the course and makes recommendations for improvement. Recommendations may include, but are not limited to: utilization of tutors, computer-assisted instruction, and seeking assistance from SFSC Advising counselors or other remediation as identified.

At the discretion of the instructor and depending on the situation, this step may be skipped and a conference scheduled (Step 2).

Step 2: Conference
The student meets with the instructor or other faculty member/s in a formal conference to review the performance deficit. A written Student Conference Report will identify specific course/program objectives not met and a remediation plan/contract. The plan/contract, with deadlines for completion, is designed to assist the student to correct the deficit, remain in the program, and be successful.

If at any time the student does not comply with all terms outlined in the conference report, the student may be placed on probation or dismissed from the program dependent on the nature of the deficit.

Step 3: Probation
Probation action is implemented for:

- Unsatisfactory or unsafety preclinical/lab/clinical performance
- Unsatisfactory compliance with patient PHI confidentiality (HIPAA)
- Unsatisfactory demonstration of critical thinking
- Unsatisfactory clinical attendance and punctuality

- Inability to maintain physical, emotional, and mental health necessary to function in the program
- Unethical, unprofessional behavior, and/or unsafe clinical practice
- Refusal to participate with a procedure
- Unsafe or unprofessional preclinical/lab/clinical practice that compromises patient, student, or staff safety
- Behavior which compromises clinical affiliations
- Failure to comply with all terms outlined in the student conference report
- Repeated errors despite prior remediation and advising

Probation is a trial period in which the student must improve. If improvement is not observed then the student will be dismissed from the program.

The student meets with the instructor and department chair. An SFSC Advising counselor may be asked to assist in counseling the student. The student and faculty will review and sign a Student Conference/ Probation Report explicitly stating expectations that must be followed during the probationary period.

Step 4: Dismissal
If at any time during the probation period, the student fails to meet any of the conditions of the probation contract, the student may be dismissed from the program. Accordingly, if at the end of the probation period the student has not met the criteria for satisfactory performance outlined in the probation contract, the student may be dismissed from the program.

A student who is placed on probation for unsafe or unprofessional conduct will be dismissed from the program for subsequent safety or professional conduct violations at any time during the program.

A student who is dismissed from the program will earn the grade of "F" for the course in which the infraction resulting in the dismissal occurred.

Some situations do not allow for the progressive discipline process due to the severity of the nature or the timing of their occurrence. Incidents of this nature may require the student to be immediately placed on probation or dismissed from the program. Examples of these include, but are not limited to:

- **Violations of patient confidentially (HIPAA)**
- **Academic dishonesty**
- **Falsification of documentation**
- **Unprofessional behavior or safety practices that seriously jeopardize patient, student, staff, or preceptor safety**
- **Unprofessional behavior that seriously jeopardizes clinical affiliations**

Dismissal due to lack of ability to develop effective Dental Assisting or chairside skills: While it is the goal of Dental Assisting instruction to teach the eye/hand skills needed for successful Dental Assisting practice, not every individual is able to develop the skills needed. This is not necessarily a reflection of the student's efforts, but an indication that not everyone is comfortable with manipulation of small instruments in close environments such as the oral cavity. Multiple opportunities for remediation will be offered the student when these difficulties are identified by faculty. A student in this situation will be given the opportunity to withdraw from the program without penalty.

NOTE: If the occurrence is past the official college date for withdrawal from a course, the student will receive a performance grade of "F" or "U" as applicable.

See section on Uniforms for Progressive Discipline regarding minor uniform infractions.

Dismissal Policy

If the student must be absent from class or clinic, he/she must contact the instructor directly or leave a message by text, voice mail or email before the start of class. Failure to do so may result in dismissal from the program.

Dismissal from the program necessitates the student to withdraw from all program courses or receive grades of "F" in them.

Clinic (rotation, lab, or preclinical) hours lost will be subject to rules of grade assignment, which could be detrimental to the student's grade, and result in dismissal from the program.

Students will be assigned to offices and clinics in the community for clinical assignments. In the event that an affiliated office cancels clinic or office hours, the student must contact the instructor for reassignment. **The office in which the student is rotating does not have the authority to dismiss for the entire day. Failure to contact the instructor may result in dismissal from the program.**

Student must attend the affiliated office to which they have been assigned for their clinical rotation. Problems with rotation must be reported to the Director, Dental Education. Failure to complete a clinical rotation at the assigned office will result in dismissal from the program or grade reduction.

Grade Policy and Remediation

Students MUST earn a grade of 75% or better in all Dental Assisting curriculum courses in order to proceed to the next semester.

A grade less than 75% in any dental program course results in dismissal from the program. The department chair and faculty may recommend that the student repeat the course the next time it is offered and then continue on in the program. All Dental courses are offered once per year, which means a student would have to wait a year to

retake the course to continue. Decisions regarding retaking of a course are dependent upon space in the next year's class.

A grade of "I" may be given at the discretion of faculty, however, once all course requirements are met, the highest grade the student can earn will be a "C" for the course. A student will be given a specific time frame for the completion of assignments required to remediate an "I" grade. The time frame is generally 2 weeks in the next term. In any event, the maximum time permitted for conversion of an "I" grade is 6 weeks.

For students on certain forms of financial aid, an "I" grade is not permitted and the student keep the financial aid.

Students receiving an "I" grade in any rotation may be asked to participate in a Remediation Clinic held during the next term. For example, a student with an "I" grade in Clinical Practice I may be required to attend Clinical Practice I in the summer term, instead of Clinical Practice II. Additional costs will be incurred in such a case. All standards established for Remediation Clinic MUST be met to change the grade to 75%.

A grade of "F" in any dental lecture, laboratory, preclinical, or clinic rotation course constitutes dismissal from the program. The grade of "F" is earned for the course in which a student is dismissed because of violations of the Guidelines for Professional Behaviors and Safety Procedures.

Clinical Practice (rotation) grades are not "rounded" to the next letter grade. For example, a clinical practice average equal to 69.99% **is not rounded** to 70%. The final grade for the clinic is a "D".

Students must complete all assignments in the course to have completely covered all required material for the course. Even if a final point total yields a passing grade, an "Incomplete" grade will be given until all required assignments are completed.

Academic Remediation Policy

Students will be advised of their academic progress through the course instructor and receive academic counseling as needed in the event:

1. At least a 75% average is not being maintained on major examinations
2. At least a 75% average is not being maintained on a series of 3 quizzes or more
3. Absences approaching or in excess of course policies outlined on the syllabus
4. A pattern of unprofessional behavior is recognized (professional behavior criteria is outlined in the course syllabus and/or the Dental Assisting Student Handbook)

The Dental Education Program Director and course instructors have recognized the above criteria for academic counseling as indicators that the student may be at risk for successfully completing the course and subsequently the Dental Assisting Program. The goal of academic

remediation is to identify barriers to the student's success and offer guidance, assistance and/or refer as appropriate. The offer of remediation for the purpose of developing content mastery will be determined in terms of the deficiency recognized. The course instructor will discuss deficiencies with the Dental Assisting Program Director and the student and proceed with a remediation plan.

REMEDIATION COMPONENTS

A remediation/teaching contract is created with the student that includes:

1. A description of the deficiency
2. A description of the remediation
3. A calendar of the remediation/teaching sessions
4. A scheduled re-evaluation method

The course instructor will determine how many remediation/teaching sessions will be necessary and formulate either a written and/or oral re-evaluation session that will determine content mastery.

Voluntary Withdrawal (with or without remediation):

- A student wishing to withdraw from the Dental Assisting Program must:
    - Notify the respective instructor/course director and the Department Chair;
    - Meet with the assigned Clinic Coordinator to return leased items, mailbox and clinic keys
    - Attend an exit meeting/interview with the Department Chair

- A student offered admission to the Program and does not enroll, thus leaving a vacant position in the entering class, will be considered as voluntarily withdrawing from the Program.

Enforced Withdrawal

An enforced withdrawal process will be initiated when it is determined that a student has not successfully completed the prerequisite courses for the subsequent semester/ course. A student will be administratively withdrawn from the Program for any of the following reasons:

- Unsuccessful completion of a didactic course
- Unsuccessful completion of a preclinical/lab/clinical course
- Unsuccessful remediation
- Unsuccessful repetition of a course
- Unprofessional behavior
- Academic dishonesty
- Violation of College policies

Readmission

Admission to the Dental Assisting Program is selective and competitive. It is understood that:

- the positions in a class are highly sought after

- there is a need to provide an avenue for readmission for students that experienced barriers to program success
- applications for readmission must be submitted in the spring term by the deadline. All applicants are considered in the selection process

Counseling and Guidance

The primary Dental Assisting instructor is assigned to serve as their advisor over the eleven month period. The goals of advising are to:

- Follow clinical requirement completions
- Focus students on areas of performance that need improving
- Serve as a sounding board for educational concerns
- Assist with finding good counsel when personal issues impede educational success
- Provide students with structure for airing grievances – all forms: student-student, student-faculty, faculty-student
- Faculty will notify Director when action is necessary

Students are encouraged to take initiative to make appointments with their instructors or department chair as the need arises.

Academic Remediation Contract

I, _____have agreed to participate in remedial/teaching sessions at my course instructor's recommendation. This remediation will have a one-on-one instruction and review on course content.

Description of the academic deficiency and/or topic for remedial/teaching sessions:

Description of remedial/teaching methods and suggestions:

Date of Session
1.
2.
3.
4.
5.
6.

1. I understand that I will be evaluated at each session, and the course instructor will assess my progress and the necessity for additional sessions.

2. I agree to fully prepare prior to each session by reviewing and studying content determined by the course instructor. I understand that I am the only person who can assure my success in learning and mastery of the course content. At a time determined by the course instructor, the final remediation/teaching session will consist of a written and/or oral examination to evaluate mastery of course content.

_____ _____

Student Date Course Instructor Date

_____

Director Date

SOUTH FLORIDA STATE COLLEGE
PRECLINICAL/LAB/CLINICAL REMEDIATION

I,_____have agreed to participate in a competency review at my pre-clinic/clinic instructor's recommendation. This review will have one-on-one instruction on instrumentation and other clinical skills.

Date of Session
1.
2.
3.
4.
5.
6.

1. I understand that I will be evaluated during this remediation session, and the Dental Assisting faculty member will assess my progress.

2. I agree to fully prepare prior to each practice session by reviewing and studying the Modern Dental Assisting textbook. I understand that I am the only person who can assure mu success in learning and retaining the skill level necessary for competent care delivery in the next level of the Dental Assisting clinics.

_____ _ _____
Student Date Remediation Instructor Date

_____
Director, Dental Education Date

SOUTH FLORIDA STATE COLLEGE
RADIOLOGY REMEDIATION

I,_____have agreed to participate in a competency review at my pre-clinic/clinic instructor's recommendation. This review will have one-on-one or small group instruction on radiographic technique or pathology interpretation.

Date of Session
1.
2.
3.
4.
5.
6.

1. I understand that I will be evaluated during this remediation session, and the dental hygiene faculty member will assess my progress.

2. I agree to fully prepare prior to each practice session by reviewing and studying the Radiology textbook and work book. I understand that I am the only person who can assure mu success in learning and retaining the skill level necessary for competent care delivery in the next level of the dental hygiene clinics.

_____ _____
Student Date Remediation Instructor Date

_____
Director, Dental Education Date

STUDENT COMPLAINT/GRIEVANCE PROCEDURE (from the College Catalog) –
To provide, at the lowest possible level, equitable resolution for student complaints and grievances.

I. **Definitions:**

A. Complaint - An informal allegation by a student(s) that there has been:

1. A breach, misinterpretation, or improper application of College policies and procedures.
2. Violation or misapplication of any law, statute, or constitutional guarantee, an arbitrary or capricious application of, or a failure to act pursuant to the written policies and procedures of the College.
3. An arbitrary, improper, or capricious practice which results in unjust or inequitable treatment of the student.
4. Violation of policy as stated by the District Board of Trustees (DBOT).

B. Grievance - An formal written allegation by a student(s) that there has been:

1. A breach, misinterpretation, or improper application of College policies and procedures.
2. Violation or misapplication of any law, statute, or constitutional guarantee, an arbitrary or capricious application of, or a failure to act pursuant to the written policies of the College.
3. An arbitrary, improper, or capricious practice which results in unjust or inequitable treatment of the student.
4. Violation of policy as stated by the DBOT.

C. Complainant or Aggrieved - the person(s) against whom mistreatment has been allegedly practiced.

D. Respondent - the person(s) who allegedly practiced or whose actions allegedly resulted in mistreatment against the complainant.

II. **Informal Procedure:**

The informal procedure, outlined below, shall be utilized first by the student(s) to address a complaint. The procedure shall be conducted without the use of any recording device. In the event that a student or students believe there is a basis for a complaint, they shall:

A. Make an appointment and informally discuss the complaint with the respondent concerned within 14 College workdays of the date of the alleged mistreatment.

B. If the complainant is dissatisfied with the decision, or is unwilling to discuss the matter with the respondent, the student shall, within seven College workdays,
informally discuss the complaint with the appropriate department chair, director, or division dean.

C. If the complainant is dissatisfied with the decision, he/she shall, within seven College workdays, informally discuss the complaint with the dean of student services, if they have not done so already.

D. If the complainant is still dissatisfied, they shall begin the formal procedure within seven College workdays of the discussion with the dean of student services.

III. **Formal Procedure:**
A. If, as a result of the informal procedure, the complainant is still dissatisfied with the decision, the student(s) may invoke a formal grievance procedure by outlining the complaint in writing. Two copies of the grievance, signed by the student(s) concerned and dated, shall be filed with the dean of student services.

B. Within seven College workdays of the receipt of the formal written grievance, the dean of student services shall transmit the written grievance to the appropriate division dean. The dean, within seven College workdays of receipt of the written grievance, shall hold a formal meeting with all parties, to review the written grievance and to hear the grievance in person. The meeting(s) shall be audio recorded.

C. Within seven College workdays of the end of the formal hearing, the dean shall indicate his/her decision in writing with regard to the disposition of the grievance to the complainant and respondent with copies to the dean of student services and to the vice president of academic affairs/student services (VPAA/SS).

D. Within seven College workdays of the decision of the division dean, the complainant or respondent may appeal the dean's decision in writing to the VPAA/SS.

E. The VPAA/SS will meet with complainant and respondent within 14 College workdays to review the written appeal and to hear the appeal in person.

F. The VPAA/SS shall indicate his/her decision in writing within seven College workdays of the appeal hearing. The decision of the VPAA/SS is final.

G. No reprisals or retaliation of any kind shall be taken against any student or any others for participating in any complaint/grievance process.

H. Nothing contained in this procedure shall be construed to deny any student any rights or benefits guaranteed by law.

I. The number of days indicated at each level of discussion shall be considered as maximum and every effort shall be made to expedite the process. However, the time limit may be extended if circumstances warrant.

J. The student(s) filing the complaint/grievance may withdraw a complaint/grievance at any level at any time during the grievance procedure.

K. All documents, forms, communications, and records dealing with a complaint shall be filed separately from the permanent record files of the participants, and shall be kept confidential

under Family Educational Rights and Privacy Act (FERPA) regulations. A copy of the complaint, all documents, forms, communications, records as well as the final disposition shall be filed in the Office of the Dean of Student Services in a locked
file cabinet located in a locked room.

L. Complainants and/or respondents may have legal counsel present for consultation during any or all parts of the formal grievance process; however, legal counsel may not speak for or represent their client in any of the meetings or hearings. Complainants
and respondents shall be responsible for all fees connected with legal counsel.

CPR Policy

Dental Assisting students must be certified in Healthcare Provider CPR, which includes AED training, prior to the academic year by a qualified American Heart Association Instructor. A nominal fee will be charged for the certificate. The certification is valid for two years.

Prior certification or current certification does not meet the requirement of the SFSC Dental Assisting Program.

Students who are unable to successfully complete the course due to illness or incompetence are required to retake the course at the local American Heart Association at the earliest opportunity. (There are generally two or three opportunities for students to complete the course on campus). **Students cannot see patients or conduct preclinical activities on classmates without current CPR certification.**

Students or personnel who demonstrate mental or physical limitations and request exemption from the policy must provide the following:

- Written documentation on official letterhead with an original signature from a licensed physician stating the specific nature of the limitation and how it impacts the student's ability to perform CPR and basic life support measures.

All documentation regarding Healthcare Provider CPR Certification or exemption is maintained in the office of the Director, Dental Education. Documentation is reviewed annually by faculty.

PREGNANCY POLICY

A number of studies suggest that during the first three months of gestation, the embryo/fetus may be more sensitive to ionizing radiation than an adult is. The National Council on Radiation Protection and Measurements (NCRP) recommends that the maximum permissible dose due to the fetus from occupational exposure of the expectant mother should not exceed 100 millirems. This is approximately one-tenth of the maximum permissible occupational dose limit.

Based on past experience, no pre-clinical or clinical assignments have been identified which would be considered likely to result in a dose to the fetus exceeding 100 millirems, provided that established radiation safety procedures are followed.

Pregnant students are, therefore, allowed to work in and frequent radiation areas. Pregnant students may also operate radiography equipment.

Pregnant students must be mindful that some dental materials pose minimal risks to the developing fetus, particularly if handled improperly or without protective equipment (PPEs). Based on past experience, no pre-clinical or clinical assignments have been identified which would be considered likely to result in exposure to the fetus when handled properly.
Procedures:

In the event that a Dental Hygiene/Assisting student becomes pregnant or is pregnant upon enrollment, the following procedures related to Radiography shall apply:

1. The student shall submit to the Dental Education Program Director written notification of the pregnancy. Failure to inform the course instructors and program chair in writing as soon as the pregnancy is confirmed may result in potential harm to the fetus; therefore, it is the responsibility of the student to inform the department and the department will assume no liability. Failure to notify the department in a timely manner may also result in administrative dismissal from the program.

2. The student may choose to:
    a. withdraw from the radiography or clinical course due to the pregnancy.
    b. remain in the course regardless of the pregnancy with the following parameters.
        i. wear a fetal radiation badge – required
        ii. wear an operator lead apron while taking X-rays – optional
        iii. wear PPEs as required for the handling of dental materials

3. Withdrawal during a semester results in:
    a. no credit being awarded for work completed during the course.
    b. consideration for re-admission to the course being given based on the department's reentry/restart policy.
    c. the student not being allowed to register for further professional courses that are not normally open to part-time, non-curriculum students.
    d. a requirement that the student must submit written notification of a decision to withdraw due to pregnancy to the program director prior to the student's exit from the course.

4. Remaining in the program results in:
    a. a requirement that the student submits a signed Informed Consent to the program Director no later than ten academic days following notification of the pregnancy.
    b. a requirement that the student must demonstrate all competencies necessary for graduation the same as is expected of every student.
    c. a requirement that the student must meet regular attendance requirements for all courses. Exceeding the absence policy or excessive tardiness cannot be excused due to a pregnancy.
    d. a requirement that the student acknowledge in writing an awareness of the increased risk of embryological effects due to potential exposure to ionizing radiation and dental materials. The student accepts personal responsibility for protection of the embryo/fetus during the pregnancy. An operator's lead apron is available for the student to wear during radiographic exposures should she so choose to do so. A fetal monitor will also be requested for the student.

e. a requirement that liability is waived thereby releasing South Florida State College, its Board of Trustees, faculty, staff, administration, clinical affiliates and all other individuals involved with the Dental Hygiene/Assisting Program from all liability related to the use of ionizing radiation and dental materials while the student is enrolled in the Dental Hygiene/Assisting Program.
f. acknowledgement that Dental Hygienists/Assistants are classified as occupationally exposed dental health care workers to ionizing radiation, dental materials, and bloodborne pathogens.
g. an agreement that the student will not physically hold a patient for radiographic procedure which in any case is not allowed by a Dental Hygiene/Assisting student.
h. a requirement that the student will not be able to operate mobile radiographic equipment at any affiliation site and at any time.
i. not being allowed to remain in the treatment room during the exposure of a patient to ionizing radiation which in any case is not allowed by a Dental Hygiene/Assisting student.
j. the student being required to participate in the safe exposure of radiographs, handling of dental materials, and take precautions with blood related materials.

Summary of Required Written Informed Consent

1. Submit to the program chair written notification of the pregnancy as soon as it is confirmed.
2. Complete an Informed Consent form no later than 10 academic days following notification.
3. If a decision to withdraw has been made, then written notification of the decision and the reason why must be submitted before exiting, and the appropriate South Florida Community College paperwork completed.
4. Submit a physician's statement which includes
   a. permission for continuance in the program
   b. verification of counseling concerning potential risks of ionizing radiation
   c. verification of physical fitness to participate in all aspects of the program
   d. due date for when the pregnancy will come to term
5. Request a fetal monitor to wear during clinic hours

DENTAL RADIOLOGY and CLINICAL/PRE-CLINICAL RELEASE AND WAIVER OF LIABILITY – FETAL HARM

I, _____
understand that ionizing radiation, dental materials, and bloodborne pathogens pose a potential risk to a developing embryo or fetus during pregnancy.

I agree that I have had sufficient opportunity to read and understand the SFSC Dental Education Pregnancy Policy.

I agree to wear protective equipment during patient treatment, radiograph exposure, and manipulation of dental materials. This includes a radiation safety badge in the case of pregnancy. (See Department Chair to acquire badge)

I agree to practice competent infection control at all times.

I agree to report any deviations or incidents from accepted protocol to an instructor immediately.

I agree to submit written documentation from a physician regarding my pregnancy according to the requirement in the Pregnancy Policy.

I agree to submit written documentation in a timely manner to the program Chair according to the requirements in the Pregnancy Policy.

I agree that I have read and received a copy of the Pregnancy Policy Informed Consent.

It is only necessary to complete this form if you are pregnant.

_____
Student Printed Name

_____
Student Signature Date

Communicable Disease Policy

It is the policy of South Florida State College to place a high priority on the need to prevent the spread of communicable diseases. Communicable Disease means those diseases included in the Florida law and regulations as being communicable: including, but not limited to Human Immunodeficiency Virus infection (HIV+), chicken pox, hepatitis, measles, tuberculosis, H1N1, COVID-19, meningitis, mononucleosis, and whooping cough, and for the purpose of this policy only, those communicable diseases which constitute a disability pursuant to the Americans with Disabilities Act.

SFSC Dental Program shall not discriminate against applicants, employees, students, or persons utilizing SFSC services, who have or are suspected of having a communicable disease. As long as employees are able to satisfactorily perform the essential functions of the job, and there is no medical evidence indicating that the employee's condition is a threat to the health or safety of the individual, coworker, students, or the public, an employee shall not be denied continued employment. Applicants shall not be denied employment nor shall a student be denied admission into the program, nor shall persons utilizing SFSC Dental Assisting services be denied services based on whether he/she is suspected of having a communicable disease so long as there is no threat to the health and safety of students, staff, or others involved. SFSC Dental Program will consider the educational or employment status of individuals with a communicable disease or suspected of a communicable disease on a case-by-case basis.

Please refer to "Employees/Students With Life-Threatening Illnesses #1080 (Policy 1.08) in the SFSC Manual of Procedures.

Substance Abuse Policy

The Drug-Free Workplace Act of 1988 and the subsequent Drug-Free Schools and Communities Amendment of 1989 were developed to promote awareness of the hazards of drug use and to utilize the forces of the federal government to penalize any employer who does not actively work to develop and maintain a drug-free campus and/or workplace. South Florida State College strongly endorses the federal government's efforts to eliminate illegal drug activities on school campuses and in workplaces. Drugs cause physical and emotional dependence. Drug and alcohol abuse increase the chances of violent, personal injuries, automobile accidents, heart disease, strokes, cancer, emphysema, liver disease, AIDS, brain cell destruction, and a long list of other diseases and symptoms of physical deterioration to the user. Even low to moderate doses of drugs and/or alcohol increase the incidence of a variety of aggressive acts, including spouse and child abuse. Also, the safety of employees abusing drugs and alcohol, and that of their co-workers, can be greatly jeopardized. The US Department of Labor has proven that illegal drug users cause at least four times as many workplace accidents as nonusers. Thousands of these "accidents" have resulted in death or permanent disability to innocent coworkers and the general public.

Under federal and state laws, illegal drug activities can bring prison sentences ranging from probation to life imprisonment. For example, any person who sells, purchases, manufactures, delivers, or possesses with the intent to sell, purchase, manufacture, or deliver a controlled substance in possession of open containers of alcoholic beverages in vehicles under the Florida State Traffic Law Statute (310.1936) is prohibited.

South Florida Dental Education Programs complies with the college's Substance Abuse Policy.

No alcoholic beverages nor illegal drugs shall be in your possession nor consumed prior to or during a class session.

The odor of alcoholic beverage on one's person shall constitute the same as consumption of prohibited items.
The smell of an alcoholic beverage will result in the student being dismissed from class/lab/or clinic which will constitute an unexcused absence and may result in dismissal from the program.

South Florida State College is a Tobacco Free institution and tobacco products may not be used at any location on campus. For the purpose of Dental Education, clinical sites are considered extensions of the SFSC campus and tobacco products may not be used by SFSC Dental Education students at clinic sites.

HEALTH INSURANCE
The College does not provide personal health insurance coverage for students. All Health Sciences students are encouraged to carry some type of personal health insurance. Should medical care be required, it will be the responsibility of the student to assume responsibility for all costs of treatment/medical care unless it is an accident covered under the accident insurance policy described below.

ACCIDENTS/EXPOSURE
Medical Professional Liability Insurance--Medical professional liability insurance is required for each Health Science student enrolled in a clinical course with patient contact. This insurance is purchased automatically through South Florida State College registration fees collected each semester.

The student accident policy provides insurance coverage only while participating in specified laboratory/clinical classes. It does not extend to accidents involving automobiles and incidents outside the laboratory/clinical/classroom.

The accident insurance policy is secondary insurance which applies after the student's personal coverage has been used. The insurance reimburses the student for covered expenses.

Exposure to Bloodborne Pathogens
In the event of an exposure to bloodborne pathogens through clinical practice while in the Dental Assisting program, the student must report the exposure to the supervisor immediately. This is normally the instructor for the course; however, if the student is on rotation at an affiliated site, report to the person supervising the student at the moment and ask for the instructor to be notified immediately. The instructor will assist the student in seeking care and completing the required forms for risk management. In any event, the student should seek care immediately.

CRIMINAL BACKGROUND

Successful completion of a criminal background check is required for admission and continuation in all Dental Education programs. Background checks are conducted through Castle Branch.
Once accepted into the Dental Education program, it is the student's responsibility to immediately notify the Department Chair, in writing, of any subsequent changes in criminal history that occur after the admission background check has been completed. Failure to do so may result in immediate withdrawal from the Dental Education program.

Family Education Rights and Privacy Act (FERPA)

The following statement concerning student records maintained by the South Florida State College is published in compliance with the Family Education Rights and Privacy Act of 1974. The release of information to the public without the consent of the student will be limited to that designated as directory information. Directory information includes name, address, telephone number, date and place of birth, major field of study, participation in activities, dates of attendance, degrees, certificates and awards, name of the previous educational institution attended, student classification and enrollment status. Any student objecting to the release of all or any portion of such information must notify Admissions and Records within the first 12 class days of the semester. The restriction will remain in effect until revoked by the student.

Electronic Devices

Using the clinic phone

- Patients are to be contacted ONLY from the clinic phone. No personal phones may be used to contact patients for the student's safety.
- No personal phone calls may be made from clinic phones
- Clinic phone number is (863) 784-7020
- Clinic Fax number is (863) 784-7026
- Departmental staff will manage messages by delivering them to your mailbox. Urgent messages will be delivered to your classroom/clinic.

Out of respect for your classmates and faculty member, cell phones, I-pads add tablets must be turned off during class sessions (NOT VIBRATE). ALL ELECTRONIC DEVICES MUST BE KEPT IN THE CLASSROOM DURING CLINIC (NO EXCEPTIONS).

It is important to understand that cell phone or other electronic device use during an examination may be considered cheating just like it would if you had your notebook on the desk and open. Therefore, provide the main phone number for the department in order to funnel important phone calls to you during a class/examination.
Further, it is imperative that your patient is your number one priority during clinical sessions. It is considered unprofessional to receive and answer a phone call during patient care. Provide the department's main number, and you will be immediately informed if there is an issue of an urgent nature that you need to manage.

<u>Do not call patients from your home or cellular phone.</u> Disciplinary Action will be taken.

Cell phone use is prohibited in the clinic because of HIPAA regulations. Calling patients from a personal phone is prohibited for security reasons. Protect your personal information from patients at all times.

Dental Fax	(863) 784-7026
Campus Security	(863) 453-0806
Emergency from any campus ph.	911

Instructors may allow the use of electronic devices in the classroom for classroom activities and note taking. Discuss that option with the instructor prior to use.

Dress Code Policy

<u>Purpose</u>

Good grooming habits and personal assisting must be a constant practice in a professional atmosphere.

Each dental education student represents the entire profession. The patient whom she/he serves is very apt to judge all other dental professionals by her/his appearance, health and attitude toward her/his profession. No line of endeavor demands as much cleanliness of the body and personal assisting as does the dental health care provider. This is not only because we work so close to patients, but also because we are teachers of health and appearance.

The reason for the existence of any regulation on attire is that patients judge students by their behavior and appearance. Whether or not they <u>should</u> judge students' competence by their behavior and appearance in or out of the clinic is immaterial, because studies prove that this is the basis of their judgment. Patients should feel comfortable with the health care provider, not put off by initial appearance. Therefore, we choose to present a fairly traditional appearance rather than cutting-edge or unusual style.

The purpose of the student dress code is to provide students with guidelines for appropriate dress in school and professional environments. Student roles vary depending on scheduled activities (i.e. clinic, laboratory, classroom). Therefore, separate guidelines for each setting are required. The purpose of these guidelines is to set standards which will be uniformly interpreted by students and instructors and which lend themselves to professionalism.

In all situations, each student should exhibit and be a model of optimum oral and personal assisting. Thorough oral and personal assisting must be practiced every day, and use of dependable deodorants is essential.

Classroom Appearance

Prohibited attire

- halter tops, strapless dresses
- bare feet
- exposed midriffs
- shirts/blouses that show cleavage
- short- shorts
- pants that show underwear
- no lingerie may be worn as an article of outer clothing
- No caps (see Department Chair for religious exceptions)

Shoes and appropriate undergarments must be worn.

Laboratory and Clinic Appearance

PPE must include side shielding for all glasses worn in clinic

If you wear regular glasses you may:

1. purchase prescription safety glasses with the side shields built into the glasses

2. purchase side shields that fit on your regular glasses (least effective without safety lenses)

3. Wear contact lenses and nonprescription safety glasses

Selected or approved **laboratory coats** must be worn to laboratory sessions. **No shorts** will be allowed during laboratory sessions as they often do not show below the lab coat and give a less than professional appearance.

Hair in laboratory or clinic:
Hair must be kept clean and neat at all times. If hair is between collar and shoulder length, it must be styled off the face or pulled back. If hair is longer than shoulder length, it must be worn up or braided down the back so that **hair does not fall forward over the shoulder**. Bangs or waves across the forehead must not fall below the eyebrows. Hair must be styled in a neat manner so that it **will not fall in the operator's face** or the patient's face, or block the unit light.

Shoes in laboratory or clinic
Flat, comfortable full coverage shoes will be worn in lab, clinic shoes required for clinic.

Fingernails and hands in lab or clinic

- Fingernails are to be trimmed short enough to be flush with the top of the finger pad. **Fingernail polish is NEVER acceptable**. Cuticle should be kept healthy and intact
- Artificial nails are prohibited
- Colored nail polish and French manicure are prohibited

Jewelry in lab or clinic

- Wristwatch
- Small (dime sized or smaller) pierced earrings for students with pierced ears
- Only 1 pair of earrings may be worn. If a student chooses to wear jewelry in a nose, cheek, or lip piercing, that is the only jewelry that is permitted. (Then no earrings may be worn in addition).
- All jewelry must be of material that can be disinfected
- We **STRONGLY discourage** tongue piercing due to high incidence of potential oral health problems (infection, chipped teeth, etc.).
- Plain wedding band may be worn

Miscellaneous

- Safety glasses and face shields must be worn to protect the eyes in lab and clinic.
- Face shields will be provided for certain procedures
- Prescription glasses may be worn with solid side panels if the fit is good. **Prescription safety glasses are strongly recommended**
- **Masks are worn in the Dental Education Building at all times. N95 masks or level 3 surgical masks are to be worn when appropriate (patient treatment)**
- **Classroom desks are disinfected before and after use**
- Perfume and other scented preparations should not be used in clinic since they may be offensive to some people
- All make-up is to be unobtrusive and natural (false eyelashes must look natural and be washable). If your faculty deem, they are not of natural appearance, you will be given a warning.
- Gum cannot be chewed during lab or clinic

Clinical Appearance

Uniforms

- Students must wear selected clinic uniforms during all clinic sessions. **Uniforms worn during patient treatment are laundered in the Sterilization Room and are not worn out of the building.**
- All uniforms should be clean and neatly pressed
- Shirts worn underneath must be either black or white
- Uniform cover-ups must be worn over uniforms anytime aerosol or splatter might be encountered, as learned during infection control practice sessions
- Tobacco, alcohol, and food odors on hands or breath may be offensive to patients. These odors may be removed from hands by rubbing your hands with a small amount of lemon concentrate or hand sanitizer. Breath odors may be minimized by effective oral hygiene, avoiding smoking and certain foods, and using mouthwash as needed
- Tattoos that show outside the uniform must be covered
- Shoes: White or black leather (not suede), low-heeled, full-coverage shoes are required. Athletics shoes may be worn if totally white or totally black. They should be cleaned,

polished and buffed at all times and have clean laces. **Shoes worn during patient treatment must be disinfected and left in the locker room.**

- Mid-calf or knee high socks of any pattern may be worn. They should be neat, clean, and free from runs or excessive picking. No low anklets will be allowed as OSHA requires that no skin be showing.

Disciplinary Actions for Uniform/Clinic Attire Infractions

- First infraction: Dismissed from class, lab/preclinic, or clinic until uniform is in order. Student may return when uniform is in compliance.
- Second infraction: Student is dismissed from class, lab/preclinic or clinic for the remainder of that class, lab or clinic session.
- Third infraction: Student is dismissed from class, lab/preclinic, or clinic for the remainder of that session and 2 additional sessions
- Grade penalties apply as if student was absent from clinic

USE OF FACILITIES

Mailboxes

- Students will be assigned a mailbox located in the clinic outside the sterilization room.
- Other uses of the mailbox include:
    - Tests, class work, etc., returned by instructors
    - Messages from instructors, Front Office Manager and fellow students
    - Departmental memos
- Mailboxes should be checked at the beginning of each day by students
- Since the mailboxes are located in the clinic area, it is imperative that students do not disturb patients or linger in this area.

Clinic Operatory

- During the time of use, the student becomes temporarily responsible for maintenance of the area.
- Students are expected to keep their assigned clinic operatory neat, clean and well stocked, according to the diagram in the clinic manual.
- Clinic operatory supplies must be kept in the standardized locations to facilitate access to all users.
- Report any broken or damaged equipment, fixtures to an instructor, the Front Office Manager, or the Department Chair
- Students are expected "to maintain clean, orderly and well-stocked cabinets." This is part of MAINTENANCE CRITERIA FOR EVALUATION. Instructors may make a random check of cabinet drawers at any time and deduct from clinic/lab grade any violations.

Classrooms

- Food and beverage are not allowed in any classroom (except by instructor permission).
- Care for furniture appropriately, as if it were your own.
- Report any broken or damaged furniture and equipment to the Front Office Manager.
- Classrooms should be neat and in order at the end of instruction.

- Conduct regular disinfection of classroom (desks, chairs, light switches)

SCHOLARSHIPS
Students are strongly encouraged to file a FAFSA with the Financial Aid Department for grant and loan assistance. Other options for scholarships and grants are the American Dental Association, Farmworkers Program, Heartland Workforce Board, and Technical Education Tuition Vouchers. Contact information below:

American Dental Association Scholarships
http://www.ada.org

SFSC Farmworkers Program
http://www.southflorida.edu/academic/apsci/farmworker/
On Highlands Campus –

WIA – Heartland Workforce Board
http://heartland-workforce.org/contact-us

REQUIREMENTS FOR GRADUATION
Students who expect to graduate at the end of summer term are strongly encouraged to participate in SFSC College Graduation ceremonies around the first week in May. Students must apply for Graduation and pay the fee whether or not they decide to participate in Commencement in order to receive their Career Certificate from the college. A fee is charged for the cap and gown, graduation audit, and diploma.

Last day to apply for graduation will be around Mid-January - check the current "SFSC Student Handbook".

All students are required to meet with the Limited Enrollment Admissions Specialist in the Advising/Counseling Center (bldg. B) to determine that all requirements have been met for graduation.

A Career Certificate will be awarded to students after:

- Minimum scores have been attained on the TABE or other entrance requirement verification as listed in the SFSC catalog.
- Successful completion of all courses listed in the SFSC catalog for the Dental Assisting Program.
- Completion of 462 hours of clinical rotation as assigned
- Completion of all clinical and lab/preclinical procedure requirements

Dental Assisting Program Technical Standards and Graduation Requirements for Dental Assisting Program

Successful participation and completion of a Dental Assisting Program requires that a candidate be able to meet the demands of the program. Dental Assisting students must be able to perform academically in a safe, reliable, and efficient manner in classrooms, laboratory and clinical situations as identified in the "Technical Standard". The student must also demonstrate behaviors, skills, and abilities to be in compliance with legal and ethical standards as set forth by the American Dental Assistants Association Code of Ethics.

All Florida Dental Assisting Programs are committed to the principle of diversity. This program is open to all qualified individuals who apply and complies with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. Throughout the program, students will be acquiring the fundamental knowledge, attitudes, skills, and behaviors that will allow them to successfully complete the program of study and to function as a Certified Dental Assistant. Those attitudes, behaviors, and skills that a person working as a Certified Dental Assistant must possess to practice safely on the job are reflected in the standards that follow.

Students working toward Certification in Dental Assisting must be able to meet these minimum Essential Functions, with or without reasonable accommodation, for successful completion of their formal training.

You were required to acknowledge that you were aware of the Technical Standards for Dental Assisting when you applied for the Dental Assisting Program. If you need to review the Standards, you can find them on the Dental Assisting webpage on the College website.

SOUTH FLORIDA STATE COLLEGE
DENTAL ASSISTING PROGRAM

ACKNOWLEDGMENT OF IMPORTANCE OF Performance Standards

If a student cannot demonstrate the skills and abilities identified above, **it is the responsibility of the student to request an appropriate accommodation**. The Program will provide reasonable accommodation as long as it does not fundamentally alter the nature of the program offered and does not impose an undue hardship such as those that cause a significant expense, difficulty or are unduly disruptive to the educational process.

I, _____ have read and understand the
(Print Name)
Essential Functions outlined above as performance standards necessary for being a

student in the program in order to participate fully in the educational process and

achieve success in the Dental Assisting work force.

SIGNATURE:_____DATE: _____

South Florida State College
Dental Education Program

Acknowledgment of Student Handbook Information

I have read all information in the **Dental Assisting Program Student Handbook** and have been given the opportunity to ask questions concerning any information not understood. I agree to adhere to the stated policies and procedures.

Student Signature _____

Date _____

South Florida State College
Dental Education Program

Permission to Distribute Personal Information

I _____give South Florida State College Dental Education Program permission to print the following –(circled and initialed)- on a list to be circulated among Dental Assisting faculty and Dental Assisting classmates:

Name

Address

Phone number

Cell phone number

Email address

All of the above

Sign_____

Date_____

South Florida State College
Dental Education Program

Structure of Clinical Education Agreement

The faculty in the Dental Education Programs at South Florida State College utilize a team teaching approach to impart clinical skills to Dental Assisting and Dental Assisting students. In each preclinical and clinical session, individual and collaborative instruction and observations provide students with the greatest opportunity for clinical skill development. Verbal and written feedback is provided at each session to insure that students are informed of their progress in the development of such skills. The instructors are required to read on another's written documentation and consult with one another regarding student progress in skill development. This team teaching and clinical education structure enables the faculty to focus on individual student needs.

Students may be asked to write papers or make journal entries for some of the classes in the curriculum. This documentation may be read by all instructors who teach in the program. When students meet with an instructor to discuss grades or behavior, documentation on counseling forms may be read by all instructors who teach in the program.

As part of the program outcomes assessment plan and the quality assurance in patient care plan, student evaluation forms are read at successive patient appointments and clinic sessions to gather information pertinent to the aforementioned plans. Off campus rotation evaluations are completed on a weekly basis and will be read to evaluate the student's progress of clinical skills. Instructors are required to question students, patients, clinical staff, and other faculty members about documentation on evaluation forms to ascertain that patients have been, and will be receiving the *Standard of Care* described in the *Patient Bill of Rights* document.

By signing this agreement you are indicating that you have read and understand the method and structure utilized by the faculty and that you hereby grant permission to the faculty to read your performance evaluations and consult with one another about your progress in clinical skill development and the delivery of patient care.

_____ _____
Print Name *Indicate DA or DH*

_____ _____
Date Entering Program *Month/Year Scheduled to Graduate*

_____ _____
Signature *Date*