



NORTHWEST FLORIDA  
STATE COLLEGE

**DENTAL ASSISTING  
CERTIFICATE PROGRAM**

STUDENT  
HANDBOOK

**2019 - 2020**



NORTHWEST FLORIDA STATE COLLEGE  
**Dental Assisting Certificate Program**  
**Student Handbook**  
**2019 - 2020**

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## I. INTRODUCTION

It is my pleasure to provide this information to you regarding the NWFSC Dental Assisting Certificate Program. We have made every effort to provide the most up-to-date and comprehensive details regarding the program goals and standards.

Our handbook gives you the policies, guidelines, helpful resources and requirements to encourage success and confidence as you enter the field of dentistry. We also reference the NWFSC College Catalog and NWFSC Student Handbook, which are an important co-resource to this handbook and can be found on the college's website. The standards and requirements are updated regularly and are subject to change. Amendments to this handbook will be reflected in the most current edition provided at [www.nwfsc.edu/dental](http://www.nwfsc.edu/dental).

It is our goal to support you in your educational journey!

*Kristeen K. Walley*

Director of Dental Assisting

## II. ACCREDITATION

The program in dental assisting is accredited by the Commission on Dental Accreditation [and has been granted the accreditation status of “approval with reporting requirements, with intent to withdraw August 2020”]. The Commission is a specialized accrediting body recognized by the United States Department of Education. The Commission on Dental Accreditation can be contacted at (312) 440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611. The Commission’s web address is: <http://www.ada.org/en/coda>.

## III. BLOOD BORNE PATHOGENS INFECTION CONTROL POLICY

### Our Commitment

The Northwest Florida State College (NWFSC) Dental Assisting program is committed to addressing the prevention of the spread of blood borne pathogens that may cause infectious diseases. The program faculty and staff recognize that a key element of infection control and prevention is the use of Standard Precautions. Teaching students to protect themselves and others is vital to the prevention of disease transmission.

### Scope

- All patients must be regarded as potentially infectious.
- Standard Precautions are taught to each student and used in both simulated and human situations.
- The rights of individuals who may have a blood borne infectious disease will be protected.

### Reference

Kohn, W. G., Collins, A. S., Cleveland, J. L., Harte, J. A., Eklund, K. J., & Malvitz, D. M. (2003). Guidelines for Infection Control in Dental Health-Care Settings --- 2003 Retrieved from: <http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5217a1.htm>

### Definitions

#### Pathogens

Viruses and bacteria that cause disease or illness.

#### Standard Precautions

The protocols apply to contact with 1) blood; 2) all body fluids, secretions, and excretions (except sweat), regardless of whether they contain blood; 3) non-intact skin; and 4) mucous membranes. Saliva has always been considered a potentially infectious material in dental infection control. *Standard Precautions* expand the elements of *Universal Precautions* into a standard of care designed to protect health Care Providers and patients from pathogens that can be spread by blood or any other body fluid, excretion, or secretion.

### **Personal Protective Equipment (PPE)**

Items such as gloves, masks, protective eyewear and protective attire (lab coats) intended to prevent exposure to blood and body fluids.

### **Admission and Employment**

NWFSC Dental Assisting Program does not discriminate against employees, students, patients, or applicants for admission based solely on infectious disease status. Those who test positive for infectious disease or who are carriers of an infectious disease should seek counsel from their health care provider.

### **Dental Assisting Services**

Patient infected with blood borne pathogens can be safely treated in the Dental Assisting laboratory or clinic setting. Although the primary method of instruction in the laboratory is simulation, selected skills are performed on actual patients (fellow students or during Summer Semester Radiology Laboratory II (DES 0206L)). Current evidence indicates that there is no significant risk of contracting blood borne diseases through the provision of dental treatment when *Standard Precautions* are routinely followed.

### **Immunizations**

The risk for exposure to Hepatitis B is higher for Dental Health Care Providers than the general population. It is recommended that students start the vaccination process for Hepatitis B as soon as they receive acceptance into the program. A comprehensive medical history, physical examination, dental examination, Tuberculin Skin Test and additional immunizations are required prior to enrollment in the Dental Assisting Program.

### **HIV Testing**

Testing of NWFSC students for HIV is not required by the Dental Assisting Program. However, health care workers and students who perform exposure-prone procedures on patients are encouraged to be tested voluntarily in order to know their HIV status.

### **Obligation to Report**

Students are obligated to report any illnesses or conditions that may affect their ability to complete the program requirements. Students are allowed to continue their education as long as their medical condition permits patient care and their health or another individual's health is not at risk as determined by a student's health care provider. In the event that an individual poses a risk to others, the Dental Assisting Program Coordinator will assist the student.

### **Confidentiality**

All information regarding the health status of an individual is confidential and protected by the Family Education Rights and Privacy Act of 1994 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

## **Standard Precautions**

Standard precautions involve the use of protective barriers such as gloves, gowns, masks, and protective eyewear, which can reduce the risk of exposure of the individual's skin or mucous membranes to potentially infectious materials. Personal protective equipment (PPE) for faculty and students is removed before leaving the clinic and disposed of properly. All students and faculty are to take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices. In the event of injury, the *Dental Assisting Occupational Safety Manual* is located in the Dental Assisting Laboratory.

## **Blood Borne Pathogen Infection Control Training**

The Dental Assisting program complies with all local, state, and federal infection control policies including the application of Standard Precautions as stipulated by the Centers for Disease Control. Written policies and instruction on infection control protocols are used to minimize the risk of disease transmission. Students are taught Blood Borne Pathogen and Infection Control subject matter during a mandatory orientation prior to any potential for exposure. The program curriculum incorporates required infection control and prevention methods into new skill development and subject matter.

## **Enforcement of Practice Limitations or Modifications**

Any student or faculty member who engages in unsafe or careless clinical practices, which create risks to the health of patients, employees, or students, will be subject to disciplinary action that may include dismissal from the program.

## **Fingernails**

Keeping nails short is key to infection prevention because the majority of flora on the hands are found under and around the fingernails. Fingernails should be short enough to allow for thorough cleaning underneath them and to prevent glove tears. Sharp nail edges or broken nails are also likely to increase glove failure. Long artificial or natural nails can make donning gloves more difficult and can cause gloves to tear more readily. Students and faculty will abide by the program's Dress Code/Uniform Policy as outlined in the Dental Assisting Student Handbook.

## **Exposure to Blood Borne Pathogens**

Faculty or students who are exposed to blood borne pathogens in the course of their clinical care are expected to follow the procedures set forth in the Dental Assisting Occupational Safety Manual. If a student is exposed to a patient's body fluid in a manner that may transmit a blood borne or infectious disease, the student should follow Post-exposure Control protocol in accordance with the Blood borne Pathogen Standard and consult his or her health care provider for health care.

## **Engineering and Workpractice Controls**

Engineering controls reduce exposure to blood and other potentially infectious materials (OPIM) from needles and other sharps. Students and faculty will utilize Work Practice controls consistent with the Occupational Safety and Health Administration (OSHA) Blood borne Pathogens Standard for safe handling of sharps. Puncture resistant disposal receptacles are located near the area where sharps

are used. Only a single handed needle recapping technique and use of needle recapping device are approved practices in the program.

### **Environmental Hazards**

Environmental hazards of Dental Assisting include: disorders associated with repetitive activities, exposure to high decibel sounds, exposure to hazardous chemicals or substances, exposure to blood or body fluids, accidental injury, exposure to radiation and allergic reactions to latex or other chemical agents.

### **Uniform Laundering**

Uniforms consist of a scrub top, pants and a long sleeved lab jacket with ribbed cuffs. Dental Assisting students must wear the lab jacket over the scrubs when participating in procedures generating splash, spatter or aerosols. Uniforms and lab jackets that become contaminated with blood or OPIM should be removed and placed in a fluid impervious bag to be laundered separately from general laundry at home to avoid transmission of potentially infectious materials.

### **Communication of Blood Borne Pathogens Policy to Patients**

The Dental Assisting Program policy on Blood borne Infection Prevention is available upon request to all patients. Patients are asked to read and sign the Authorization and consent for Treatment, HIPPA Notice of Privacy Practices, and Authorization for Release of Identifying Health Information forms for Dental Assisting Summer Dental Radiology Laboratory II participation.

## **IV. PHILOSOPHY**

This Philosophy Statement of the Northwest Florida State College (NWFSC) Dental Assisting represents an evolving theory of instruction. We use this philosophy to develop and improve curriculum within our program.

### **Dental Assistants**

Today's dental assistant is a multi-focused dental care practitioner. It is imperative that the practitioner use technology, body mechanics, cognitive skills, compassion and inclusion to address the ever-changing needs of dental patients in the United States and abroad. The dental assistant uses critical thinking, effective communication and appropriate work ethics to work as a team member in implementing, planning and delivering quality dental care. Being cognizant of cultural diversity, socioeconomic factors and patient needs is a key factor in delivering care which is the most desirable and effective for the patient needs.

Dental assistants represent key members of the dental care team, often managing and directing other team members in many work environments. By providing the best care services and abilities, our students will work as leaders in the area practices and care environments.

## **Dental Assisting**

Dental Assisting is an artistic, caring, technical, and academic profession. Dental Assisting focuses on using a broad range of skills and knowledge through the Dental Assisting process to assist diverse individuals, families, and groups within a community to achieve optimal health. Dental Assisting actively advocates wellness promotion, prevention of oral disease, and compassionate, affordable, effective dental care.

## **Patient**

Patients should be treated with the utmost respect, keeping in mind that dentistry often represents an area of healthcare they view as intimidating. Patients are having physiological, psychosocial, intellectual, developmental, spiritual, cultural, and environmental needs. Patients have a right to choose and participate in their healthcare decisions. Patients include individuals, families, significant others, and support systems.

## **Teaching Methodologies**

The Dental Assisting faculty arranges a variety of methods and experiences to accommodate learners from diverse cultural backgrounds with different learning styles. The Dental Assisting faculty believes that a professional, caring, and open learning environment optimizes the teaching/learning process. Mutual respect is imperative for an effective teaching/learning atmosphere. The faculty uses various interactive learning methods to promote active participation in the learning process. Sequential learning allows for knowledge and skill retention by building upon skills and concepts over time. Members of the Dental Assisting faculty serve students as key resources and professional role models. The DENTAL ASSISTING Program Outcomes and Program Learning Outcomes provide the structure for the Dental Assisting Curriculum. The mastery of concepts of each course guides students toward the successful achievement of the DENTAL ASSISTING Program Outcomes and entry into professional Dental Assisting practice.

Learners are individuals who bring personal learning styles, socio-economic and cultural influences, beliefs, attitudes and personal life experiences to the learning environment. Learners discover their potential for self-actualization through the learning process. Learning, a creative process that occurs independently and collaboratively, progresses through levels of complexity.

## **Dental Assisting Learning Outcomes**

Dental Assisting education enables students to acquire the attitudes, knowledge, skills, and behaviors necessary for implementing safe Dental Assisting care. Graduates are prepared to pass the national licensure examination and to practice as generalist members of an interdisciplinary dental care team. As members of the discipline of Dental Assisting, graduates practice within the ethical, legal, and regulatory frameworks of Dental Assisting and standards of professional Dental Assisting practice. Graduates express positive comments about the quality of their education, are highly sought for employment, and receive excellent entry-level evaluations. The DENTAL ASSISTING Program at NWFSC provides a solid foundation for further personal and professional development leading to opportunities for continued growth and advancement in the Dental Assisting profession.



## V. PROGRAM GOALS & OUTCOMES

The Northwest Florida State College Dental Assisting Program will demonstrate its ability to meet expressed program outcomes as evidenced by the following accomplishments:

- To provide a program of study through which students acquire knowledge, competencies and skills necessary for proficiency in the Dental Assisting field.
- To deliver a comprehensive program of study which will prepare the student to sit for and successfully pass the Dental Assisting National Board.
- To provide a foundation in Dental Assisting that will facilitate students' placement in the job market or lead to continuation of education through a program career ladder.
- To instill critical thinking skills which will enable the student to become a more focused team member and motivate them to practice lifelong learning.
- To develop legal and ethical behavior while exhibiting tolerance and inclusionary professionalism
- To formulate skilled communicative abilities for use in interaction with patients and fellow team members

### *Comparison of NWFSC Mission and Values and Dental Assisting Program Outcomes*

COLLEGE MISSION and VALUE STATEMENTS	DENTAL ASSISTING PROGRAM OUTCOMES
<p>Northwest Florida State College improves lives. We deliver outstanding educational programs that are relevant, accessible, and engaging for students of all ages and provide exceptional cultural, athletic, and economic development activities for the communities served. We commit to excellence, creativity, integrity, and service.</p> <ul style="list-style-type: none"> <li>■ <i>Opportunity</i> - meeting each student's educational need at his or her level of ability</li> <li>■ <i>Excellence</i> - achieving the highest standards</li> <li>■ <i>Learning</i> - acquiring new skills, insights, and ideas</li> <li>■ Success - preparing students for the future</li> <li>■ <i>Creativity</i> - finding innovative ways to accomplish our objectives</li> <li>■ <i>Community</i> - listening and responding to community needs</li> <li>■ <i>Teamwork</i> - supporting and respecting each other and those we serve</li> </ul>	<ul style="list-style-type: none"> <li>■ At least 80% of students admitted to the Dental Assisting program will complete the program of study within three semesters.</li> <li>■ Pass rates on the <i>DENTAL ASSISTING NATIONAL BOARD (DANB)</i> for Northwest Florida State College Dental Assisting graduates will meet or exceed the state and national rate.</li> <li>■ Employment rates of graduates will meet or exceed the required state employment rate.</li> <li>■ Within one year of graduation, at least 80% of graduates will report satisfaction with the Northwest Florida State College <i>CERTIFICATE</i> Program.</li> <li>■ At least 80% of employer respondents will express satisfaction with the performance of Northwest Florida State College Dental Assisting program graduates.</li> </ul>

## VI. STUDENT LEARNING OUTCOMES AND COURSE OBJECTIVES

### Dental Assisting Course Objectives

Upon completion of the Northwest Florida State College Dental Assisting Program, graduates will:

1. Demonstrate knowledge of the dental health care delivery system and dental health occupations.
2. Use oral and written communication skills in creating, expressing and interpreting information and ideas.
3. Describe the legal and ethical responsibilities of the dental health care worker.
4. Demonstrate an understanding of general anatomy and physiology and apply wellness and disease concepts.
5. Demonstrate the importance of health, safety, and environmental management systems in dental organizations and their importance to organizational performance and regulatory compliance.
6. Recognize and respond to emergency situations.
7. Use information technology tools.
8. Explain the importance of employability skills.
9. Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
10. Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
11. Use dental terminology.
12. Identify structures and explain functions and pathologies of dental and general head and neck anatomy.
13. Identify principles of microbiology and disease prevention and perform infection control procedures.
14. Identify, describe, maintain and utilize dental instruments and equipment.
15. Record patient assessment and treatment data.
16. Identify the functions of pharmacology and anesthesia as they relate to dentistry
17. Identify and perform dental and carpal radiographic procedures.
18. Identify properties and uses, and manipulate dental materials.
19. Perform chairside assisting for general dentistry and specialty procedures.
20. Describe principles and perform techniques of preventive dentistry.

21. Perform general dental business office procedures.
22. Demonstrate professionalism as a dental team member in the clinical setting.

\*FLDOE: [www.fldoe.org/core/fileparse.php/5655/urlt/0104039-h170106.rtf](http://www.fldoe.org/core/fileparse.php/5655/urlt/0104039-h170106.rtf)

## Student Learning Outcomes

The following table shows how the student learning outcomes (SLO) and the Dental Assisting courses are related through linking each SLO to a series of related course objectives that get progressively more complex as the Dental Assisting student progresses through the program.

<b>1. Students will recognize facts of the profession of the dental health care system.</b>		<b>2. Students will dramatize specific dental procedures and relate knowledge of dental topics.</b>	
<b>DEA 0324</b>	<b>DEA 0324</b>	<b>DES 0844</b>	<b>DES 0844</b>
The student will identify the roles and responsibilities of individual members of the dental health care team at levels.	The student will correctly identify important eras of the history of dentistry.	The student will compose a research paper on a specified dental topic.	The student will demonstrate clinical competency of oral care instruction, Comp 15-3.
<b>3. Students will recognize anatomy and physiology of the body as well as disease processes that affect them.</b>		<b>4. Students will apply knowledge to predict and respond to emergency situations.</b>	
<b>DES 0844</b>	<b>DES 0844</b>	<b>DEA 0020L</b>	<b>DEA 0020L</b>
The student will identify structure and function of body systems, earning 75% or higher on selected test questions.	The student will detail a disease of each body system using a fill-in-the-blank assessment.	The student will accurately assess and record vital signs	The student will demonstrate competency in responding to an emergency situation.
<b>5. Students will identify properties, uses, and manipulation of dental materials.</b>		<b>6. Students will demonstrate dental radiographic procedure to obtain diagnostic radiographs.</b>	
<b>DES 0103L</b>	<b>DES 0103L</b>	<b>DES 0205L</b>	<b>DES 0205L</b>
The student will fabricate and cement provisional/temporary crowns.	The student will acquire preliminary impressions.	The student will mount dental radiographs.	The student will select and assemble radiographic holding devices.
<b>7. Students will demonstrate professionalism as a dental assistant and a dental team member.</b>			
<b>DES 0501</b>	<b>DES 0205L</b>		
The student will display appropriate job interview and resume techniques in a mock interview.	The student will demonstrate achievement in basic professional standards as evaluated by the Professionalism Evaluation Competency.		

## VII. CERTIFICATE IN DENTAL ASSISTING PROGRAM PERFORMANCE STANDARDS

The following standards reflect expected competencies of healthcare professionals in the work place to ensure patients' dignity and safety. Students in our programs must have the basic aptitude to meet these standards in order to develop professional skills and behaviors. *Please review standards with the student candidate, discussing his/her ability to meet ALL standards while enrolled in the program. Please initial each one and sign attestation at the bottom of the page.*

Issue	Standard	Examples in Healthcare Facilities
Critical, Logical & Analytical Thinking	Critical Thinking sufficient for clinical judgment.	<ul style="list-style-type: none"> <li>■ Interpret assessment data &amp; respond with appropriate interventions</li> <li>■ Work alone and to make independent decisions that meet the standard of care</li> <li>■ Identify &amp; prevent potential medication errors</li> </ul>
Interpersonal	Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds.	<p style="text-align: center;"><b>Emotionally stable in order to:</b></p> <ul style="list-style-type: none"> <li>■ Perceive &amp; effectively manage stressors in the work environment</li> <li>■ Work with families stressed by the condition of a loved one</li> <li>■ Work with other healthcare providers in stressful situations</li> </ul>
Communication	Communication abilities sufficient for interaction with others in verbal and or written form.	<ul style="list-style-type: none"> <li>■ Follow verbal &amp;/or written instructions</li> <li>■ Communicate with others patient responses to therapy</li> <li>■ Document patient responses to care</li> <li>■ Consult with other healthcare providers in a professional, timely manner</li> </ul>
Mobility	Physical abilities, including strength & stamina, sufficient to move from room to room and walk in hallways, maneuver in small spaces.	<ul style="list-style-type: none"> <li>■ Able to walk to and from departments to patient rooms</li> <li>■ Assist in patient transport</li> <li>■ Perform patient care for 8-12 hours; stand for prolonged periods of time</li> <li>■ Push/pull equipment requiring force on linoleum &amp;/or carpeted floor</li> <li>■ Stoop, bend, squat, reach overhead while maintaining balance</li> <li>■ Safely evacuate patients as needed in emergency situations</li> </ul>
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective dental care.	<ul style="list-style-type: none"> <li>■ Perform vital signs (manually and using automatic devices)</li> <li>■ Perform physical assessment, safely manipulate equipment</li> <li>■ Pick up, grasp &amp; manipulate small objects with control</li> <li>■ Perform electronic documentation &amp; keyboarding</li> </ul>
Physical Strength & Stamina	Ability to lift, carry, push or pull up to 50 pounds occasionally, 20 pounds frequently, and 10 pounds constantly.	<ul style="list-style-type: none"> <li>■ Lift, turn, transfer &amp; move patients via wheelchair</li> <li>■ Stoop, kneel, crouch, climb, balance, stand, walk</li> <li>■ Reach with hands/arms, push, pull, carry, lift and sit</li> <li>■ Lift, move or manipulate heavy equipment</li> </ul>

Hearing	Auditory ability sufficient to monitor and assess health needs.	<ul style="list-style-type: none"> <li>■ Hear alarms &amp; telephones</li> <li>■ Hear conversations with/between patients, family and staff</li> <li>■ Hear &amp; correctly interpret verbal communication from others</li> <li>■ Distinguish sounds with background noise</li> </ul>
Visual	Visual ability sufficient for observation and assessment necessary in dental care.	<ul style="list-style-type: none"> <li>■ Read patient charts, computer monitors</li> <li>■ Read small print on medications &amp; syringes</li> <li>■ Assess patient skin color/changes</li> <li>■ Observe subtle changes in patients' conditions</li> </ul>
Tactile	Tactile ability sufficient for physical assessment and to provide dental care intervention.	<ul style="list-style-type: none"> <li>■ Perform assessment by palpation</li> <li>■ Handle sharps accurately and safely</li> <li>■ Pick up small implements</li> </ul>

The Dental Assisting program has identified the performance standards necessary for a student in the clinical or laboratory arena to be able to meet. The student enrolled in the program must demonstrate the ability to perform the components comprising each of these areas. Because providing direct patient care is physically and mentally demanding, students need to meet the physical and mental requirements of the position in the same setting in which they are completing a clinical rotation. A change or deviation from the initial healthcare screening which makes the student unable to meet the listed performance standards requires a release from a healthcare provider. This healthcare provider must be associated with the area of injury/concern\*.

\*Example: An orthopedic concern must be signed by a healthcare professional related to the care of the orthopedic injury.

## VIII. STUDENT RIGHTS AND RESPONSIBILITIES

As a Dental Assisting student, you are afforded the same rights, privileges, and responsibilities as all other college students (see current Northwest Florida State College Catalog). You must also abide by College policies and regulations as published in policy statements, in the current College catalog, official manuals, and publications. Additional rules and responsibilities are included in this handbook and in other Dental Assisting program publications, such as course syllabi. Further, all experiences in this program are educational in nature. Performance in the clinical area, for example, is for educational purposes only; your assignments in the clinical laboratory cannot be substituted for staff assignment in that area nor do you receive any type of compensation for your assigned work.

### A. Study Obligations

You need to study for a minimum of two hours for every one hour in class. Balancing school, work and home life can be extremely stressful. You should work no more than 20 hours per week while enrolled in the Dental Assisting program. The Academic Success Center, Financial Aid Office, the Women's Resource Center, and the Career Resource Center may assist you in identifying support and resources. Many student organizations at Northwest Florida State College also have scholarship opportunities as well as other enrichment and support.

## B. Attendance

### Class Attendance:

There are no excused absences in the NWFSC Dental Assisting Program. Regular and prompt attendance in all classes is expected. It is the student's responsibility to notify the instructor and arrange to complete any missed work. (Make-up work is offered solely at the discretion of the instructor.)

If you are tardy, please do not disturb the class.

<b>Tardy 1 to 30 minutes on 3 different days</b>	½ absence
<b>Tardy more than 30 minutes on 1 day</b>	½ absence
<b>Tardy more than ½ the class time</b>	1 absence

Students are expected to attend all of their scheduled classes, as attendance is one of the strongest predictors of success. Therefore, please see the following chart for reductions in final course grade based on penalties for tardiness or absence.

<b>Number of classes missed</b>	<b>Reduction in Final Course Grade</b>
2.5 classes missed	5 point deduction from overall grade
3.0 classes missed	Additional 5 point deduction from overall grade
3.5 classes missed	Additional 5 point deduction from overall grade
4.0 classes missed	Additional 5 point deduction from overall grade
5.0 classes missed	Additional 5 point deduction from overall grade
>5 classes missed	A failing grade is earned in the course based on attendance

If an absence is due to medical illness or treatment, an official signed note from the treating physician or dentist excusing your absence must be submitted to the instructor no later than 72 hours after treatment is received. Failure to turn in this documentation, if accepted, will result in a grade of "0" for the attendance day involved.

### Late Policy and Make-ups:

1. Late submission of assignments (quizzes, homework, and classwork) is not accepted. If prior arrangements have been made it is at the discretion of the lead instructor to determine if they will allow late submissions.
2. Missed tests, exams, and/or evaluations can only be made up when arrangements are made. It is the student's responsibility to make arrangements with the instructor to make-up a missed assessment before the next class meeting, before graded test results are released, and/or before a scheduled test review. Students may also be given a deadline to complete the missed assessments. Failure to communicate with the instructor or complete the missed assessment will result in a grade of "0" for that tests, exam and/or evaluation.

3. It is your responsibility to make arrangements before the class with the instructor (if the instructor will allow).
4. All make-up tests/exams must be made up the next time a student is on campus for courses. The test/exam cannot interfere with class time or another instructor's class. Failure to make-up the test/exam will result in a "0" grade for that test/exam.
5. All course assignments/tests/exams/quizzes/evaluations/presentations must be completed by date and time of the Final Exam. Any assignments handed in after this deadline will automatically receive a "0".
6. All (approved) late submissions of or missed work will receive an automatic 5 point deduction off the overall grade (-5).

Attendance is critical for all classes, skills laboratory, and clinical sessions. Each course syllabus outlines in detail the attendance policy for the course. Generally, not more than 10% of the scheduled classes can be missed without being asked to withdraw or receiving an "F" for excessive absences. Withdrawal from a course after the published voluntary withdrawal date set by the College will result in a failing grade ("F") for each course. If you withdraw or fail a Dental Assisting course that has a co-requisite you will be required to also withdraw from that course also.

If you participate in the National Student Dental Assistants' Association (SADAA) - Northwest Florida State College chapter, you are also bound by the attendance policies of the courses in which you are enrolled; the policies will be followed regarding your travel involved in club activities. Although the program encourages active participation by all students in the SADAA chapter, you must adhere to all established attendance and assignments in your courses. Your course instructors will work with you to help you meet course obligations if you wish to attend a regional or national SADAA meeting.

### **C. Conduct**

As a Dental Assisting student, you are obligated to abide by College policies and regulations published in policy statements, the current Northwest Florida State College Catalog, official manuals/publications as well as all clinical agencies. Examples include, but are not limited to, cheating, hazing, harassment, or other college infractions.

1. General Rules
  - a. Follow the "Golden Rule." Be courteous and respectful to peers, instructors, preceptors, and others.
  - b. Avoid disruptions such as talking while the instructor is lecturing, distractive mannerisms, or frequent entering/exiting the classroom or laboratory during class.
  - c. Make an appointment with the instructor to discuss specific concerns or personal issues.
  - d. Per College policy, refrain from cell phone use while in class or clinical; cell phones will NOT be used in the clinical setting and must be turned off while in class. Cell phones are not allowed in the clinic or laboratory. Professionalism points will be deducted when they are observed by faculty.

- e. Act in a professional manner, particularly in the clinical setting. Abide by all rules and regulations of the clinical facility.
  - f. Students who interrupt the instructor while lecturing or “take over” lectures by giving their own viewpoints will receive a “0” for professionalism and will be asked to leave the classroom.
  - g. Students who have fallen asleep during a class session will be asked to leave the classroom and will be appropriately deducted points on professionalism. Upon the instructor waking the student, it is not acceptable for the student to stay in the classroom. A sleeping student is a distraction from the professional atmosphere of the class and will not be allowed to continue.
  - h. Students who are argumentative with a staff or faculty member will be dismissed for the day and will be appropriately marked off on professionalism. They will also be required to meet with the Director before being allowed to re-enter the classroom or clinic.
  - i. Students may only make up exams with the approval of the instructor. They may be monitored by the instructional specialist, but not during the lunch hour for the instructor or the instructional specialist (generally between 12:00 and 1:00).
  - j. Students cannot ask the instructional specialist or faculty for copies to be made. Copying services are available at the LRC (Library) by adding funds to your student account through Raidernet.
  - k. We respect the diversity and cultural differences of students in our program, but students must only speak in English during class sessions and clinical sessions. This will eliminate the appearance of cheating or unprofessional behavior.
2. Obtaining assignments in clinical facilities (pre-clinical experiences)
- a. You are permitted to be in clinical areas only as specifically assigned by your Dental Assisting instructor.
  - b. You must be dressed appropriately in the program scrubs, white leather shoes with laces, no logos, colors or perforations, and a buttoned lab coat (see Dress Code) with name pin clearly readable on the top left area.
  - c. You are responsible for obtaining information for your own assignment. It is required for you to contact the location you will be attending the week prior to beginning your assignment.
  - d. You can provide direct Dental Assisting care to patients or assist others in providing Dental Assisting care ONLY during your clinical laboratory hours.



## D. TABE Testing

Students must take the Test of Adult Basic Education (TABE) within 6 weeks of beginning the Dental Assisting Program. The student must achieve a 10th grade level on all sections of the exam, Math, Reading and Language by the day of graduation in August. If the student is unable to achieve a 10th grade level before graduation, the student must successfully pass the DANB Examination to achieve graduation within 6 months of completing the NWFSC Dental Assisting program.

### Exemptions:

- Students who have an Associate’s Degree or higher
- Students who have started high school in 9th grade and graduated from a Florida High School
- If the student has attained the following scores on approved testing they are exempt from taking the TABE.

Exam	Score
<b>PERT (Fl. Education Readiness Test)</b>	
Reading	106
Writing	103
Mathematics	114
<b>Accuplacer, The College Board</b>	
Reading Comprehension	83
Sentence Skills	83
Elementary Algebra	72
<b>SAT, The College Board, prior to March 1, 2016</b>	
Critical Reading	440
Mathematics	440
<b>SAT, The College Board, since March 1, 2016</b>	
Reading Test	24
Writing and Language Test	25
Math Test	24
<b>ACT with Writing or ACT</b>	
Reading	19
English	17
Mathematics	19
<b>FCAT 2.0 through March 2017</b>	
Demonstrates readiness for college-level coursework in reading and writing	262

## E. Children on Campus

Children are not allowed in class or at the clinical site.

## F. Religious Holidays Considerations

If you have religious considerations regarding class or clinical instruction, you should discuss such concerns with the Program Director in advance.

# IX. CLINICAL EDUCATION

## A. Professional Conduct

1. General rules of conduct in the classroom extend to the clinical laboratory as stated above.
2. While engaged in clinical performance or observational activities you MUST:
  - a. act in a professional manner while in the clinical area, abiding by all rules and regulations of the clinical facility.
  - b. adhere to the confidentiality policies of the clinical facility at all times (see Confidentiality Attestation Form).

3. You must NOT:
  - a. under any circumstances, photocopy any portion of the patients' charts or remove any documents containing patient identification information.
  - b. disrupt the normal workflow in the clinical area.
  - c. accept or give gifts (monetary or other) to/from patients or agency staff.
  - d. perform any skills in the clinical laboratory setting without the direct supervision of the dentist or staff CDA.

## **B. Clinical Hours**

1. Assigned clinical hours will vary with semester and rotation requirements.
2. Some rotations may begin as early as 7:00 am. Other rotations may end as late as 7:00 pm. However, it is not legal for you to work more than 10 hrs a day.
3. The final clinical rotation course, Clinical Practice II (DEA 0851L) It will require 150 hours of clinical time over a 6 week period, in the Summer.

# **X. STUDENT HEALTH**

## **A. Personal Assumption of Responsibility for Disease and/or Injury**

As a Dental Assisting student, you must comply with OSHA standards for hazardous materials control, infection control and exposure to harmful substances, including, but not limited to, blood or other body fluids.

1. Exposure to Communicable Disease. You are responsible for your own dental care. Should you contract a communicable disease or be exposed to same via body fluids or other means, you must report such exposure or condition to your clinical instructor or preceptor immediately. Should immediate assessment and treatment be deemed necessary (including emergency care), you must comply with all agency and college policies regarding the occurrence, which includes payment for any treatment or other required exposure procedures. Further, you must complete all documents regarding the occurrence via agency/site incident as well as appropriate college incident reporting.
2. Accident. Should you become injured in a clinical facility or traveling to/from a clinical facility, you must assume the costs and responsibility for diagnosis, treatments (including emergency care), and/or appropriate interventions as a result of the accident. Further, you must complete all documents regarding the occurrence via agency/site incident as well as appropriate college incident reporting.
3. Illness. You are responsible for informing your instructor(s) of any health condition which increases potential risk to you. You must also report any health condition (including prescription medications or other treatment) which may potentially harm a patient (for example, a febrile illness, infectious skin lesion, or medication that causes drowsiness) or otherwise render you unfit for providing Dental Assisting care.

*Note: You must notify the Program Director when using any prescription drugs which may affect your behavior, cognitive abilities, sleepiness or ability to operate machinery, with the exception of antibiotics and contraceptives, many medications may affect behavior. Notification is required as soon as the prescription is taken by the student.*

*If your health status (physical or mental) is, in the opinion of the faculty/preceptor, impaired in the delivery of care, you will be required to leave the clinical rotation site and must arrange for someone to pick you up and take you home or to see a healthcare provider. You may be required to submit proof of medical assessment and/or interventions as determined by the Program Director. Should you be unable to meet the program standards, you may be dismissed from the program. You may appeal the dismissal through the appropriate channels within 24 hours.*

*Applicants for the Dental Assisting Program will be selected according to the established admission criteria and selection procedure. Once selected, admission to the Program will be provisional, with enrollment and progression in Dental Assisting courses contingent upon completing all pre-enrollment requirements. These requirements include, but are not limited to, a criminal background check and a drug screen. A positive result in either requirement may result in the student's need to withdraw from the program because clinical agencies prohibit students with certain criminal offenses and positive drug screens from receiving clinical instruction in their facility. If withdrawn from the program, students must re-apply and are not guaranteed selection.*

### **B. Substance Use and/or Abuse**

- Substance abuse is inconsistent with the ethics of health technology, Dental Assisting Program, and Northwest Florida State College.
- Substance use/abuse adversely affects cognitive, sensory, affective and psychomotor behaviors which can be life threatening to self and others.
- You may be asked by the Dental Assisting Program, Northwest Florida State College, or the affiliating dental office or clinic to submit to individual, group, and/or random drug screening at any time. The College reserves the right to determine the agency to conduct the drug screening.
- You will be asked to submit to drug screening as a component of the admission or readmission procedure, and as required for clinical rotations at various dental care facilities or community agencies.
- You are responsible for drug screening costs for individual screening, initial admission, clinical assignments, or readmission.
- Refusal to comply with requested screening within the time frame directed will result in dismissal from the Dental Assisting Program.

*"NWFSC is alcohol and drug free in accordance with Public Law 100-690, The Anti- Drug Abuse Act of 1988. The unlawful manufacture, distribution, dispensation, possession, or use of alcohol or a controlled substance is prohibited in and on NWFSC owned and controlled property. This policy applies to employees, students, and visitors. Any violation of this policy the individual may be subject to disciplinary action" (NWFSC Catalog, Student Handbook section, Substance Abuse section).*

### **C. Arrest Records and Drug Use/Abuse**

1. For continued progression in the Dental Assisting Program, you must not have been found guilty, regardless of adjudication, of any offense, that would disqualify students according to the Dental Assisting National Board (DANB) application package. After acceptance and continuing enrollment in this program, you are also responsible for notifying the Program Director of any arrest, regardless of adjudication, that occurs after acceptance and continuing through enrollment/graduation. Failure to promptly notify the Program Director shall be grounds for dismissal from the program.
2. Once admitted, you must also remain drug-free throughout your tenure in this program. Failure to do so shall be grounds for dismissal from the program. You are required to be drug and/or alcohol free when reporting to school and while at affiliating agencies (including parking lots and grounds). For all affiliating agencies which require you to be subject to the agency's drug testing policies, including but not limited to reasonable suspicion that you may be impaired or are using or have used illegal drugs and/or alcohol, you may be tested in accordance with the affiliating agency's policies. Prior to being assigned to an affiliating agency, you will sign consent to allow the affiliating agency to release any drug testing results to the College. If tested by an affiliating agency, you will provide the Program Director with a copy of any test results. Failure to promptly do so shall be grounds for your dismissal from the program. A positive drug or alcohol test result shall be grounds for your dismissal from the program.

### **D. Immunization Status**

In order to participate in clinical laboratory experiences, you must submit all required forms and proof of immunity to infectious diseases through Castle Branch. All forms, which you will download from Castle Branch, must be completed thoroughly, as they will be reviewed by Castle Branch personnel.

1. Health Form includes a health history, which is completed by you and a physical examination, which must be completed by your healthcare provider. Be sure to review the entire form PRIOR to your appointment. You may need to have immunization titers ordered during this appointment, so PLAN AHEAD! You must include all current medications you are taking and all of your allergies, especially latex allergy. You must also review the Performance Standards and have your healthcare provider acknowledge that page as indicated. It is YOUR responsibility to have the form completed appropriately!
2. Laboratory results of a TB Skin Test (2-step) or, if you have a history of a positive skin test or this test comes back positive, you must submit chest x-ray results.
3. A copy of your immunization record or laboratory results of titers for all required immunizations as listed in Castle Branch.

*Castle Branch will send email reminders. However, failure to comply with submission deadlines or to maintain health records as required will result in a withdrawal from the course.*

## E. Pregnancy Policy

If you wish to remain in the program after voluntarily disclosing pregnancy, a current letter from your physician or other dental care professional must be on file and updated as your pregnancy progresses. The letter must indicate any restrictions and recommendations of the healthcare professional regarding your participation in class or clinical. A “return to clinical bedside care and class” is required for “fitness to return to duty” following delivery.

If you do not voluntarily disclose the pregnancy, you are considered to be not pregnant. You may recant admission of pregnancy at any time in writing and will be considered not pregnant.

## F. Safety

The Dental Assisting Program at Northwest Florida State College complies with OSHA standards for hazardous materials control, infection control and exposure as well as with clinical facility policies and procedures regarding OSHA, HIPPA and other safety issues.

Personal Injury/Exposure to Blood or Body Fluids

### 1. Fire Safety

You must comply with facility policies regarding fire safety.

### 2. Safety Goggles or Glasses

The policy for use of safety glasses by students during clinical hours is as follows: Safety glasses are encouraged to be worn when assisting or performing procedures that may compromise your protection. When in doubt, put glasses on.

### 3. Gloves

You are to wear gloves in accordance with the facilities’ infection control policies and when:

- a. caring for patients when treatment requires you to be in the oral cavity or who have open lesions on the face while working extra orally.
- b. handling body fluids, i.e. disposing of urine, vomitus, lab samples, etc.

*Note: Our clinic maintains a “latex free standard” which means all supplies, equipment and materials are free of latex or latex byproducts.*

## G. Health Services

See the College catalog for information on:

- available first aid and emergency services.
- AIDS and Alcohol/Drug Abuse information and counseling. Confidential counseling is available through Student Services on the Niceville (729-6079) and Fort Walton Beach (863-6508) campuses.

## H. Legal Responsibilities

You pay a fee for malpractice insurance. You should carry illness or injury accident insurance while in the program, as you are responsible for costs incurred, through no fault of the facility, for an injury or illness contracted while on duty.

## I. Inclement Weather and Emergency Closures

The College will announce closing or other weather or emergency precautions. You will be advised of such procedures as published in each Dental Assisting course syllabus.

# XI. DRESS CODE AND CLINICAL SUPPLIES

## A. Class

You must conform to the dress code found in the College catalog which states: "Students are expected to dress safely and comfortably in attire which is non-distractive and appropriate to the educational environment. Except where safety or other program/course restrictions mandate special attire, students, faculty and staff are expected to dress in a manner that is suitable to and that will enhance the educational experience." Any violation may result in being dismissed from class for the day. Students are specifically required to wear clothing which is professional in nature and not distracting. Torn clothing, slippers, sleepwear, excessively short shorts, not wearing undergarments, and provocative clothing are not allowed.

## B. Clinical

You are responsible for purchasing and wearing all parts of the required Dental Assisting uniform. As a Dental Assisting student, you are not only representing Northwest Florida State College during clinical rotations, but you are also a guest at the affiliated clinical sites. You represent that clinical facility to which you are assigned during your clinical hours. Therefore, it is the policy of the Dental Assisting Program that you present a professional image at all times during your clinical rotations. This is accomplished by the following:

1. Clinical Attire:
  - a. A uniform designed for the Dental Assisting Program.
  - b. Black or white leather clinic-type shoes or black or white all-leather athletic shoes (black or white laces only; no cloth athletic shoes, sling-backs, clogs/open-back shoes, or open-toed shoes, no perforations or ornamentations).
  - c. Black or white crew socks or hose.
  - d. Name pin worn on the left upper side of the uniform. Pins are available from the bookstore, each student must have two.
  - e. Black lab coat, with name pin on the left side, worn at all times in the clinical area, during observation experiences, or other student duties as directed by the Dental Assisting instructor.

- f. Long sleeve white undershirts may be worn to cover tattoos as some clinical locations find tattoos offensive.
2. Skills Lab Attire:
    - a. Scheduled Sessions with Instructors: The uniform designed for the Dental Assisting program will be worn in all scheduled sessions that take place in the on-campus skills lab, including skills lab class sessions, Skills Proficiency Day, and simulation days.
    - b. Theory/Lectures: Uniforms are NOT required during lecture/theory course session. If a student chooses to wear the uniform during theory class, the whole uniform must be worn (top, pants, shoes, long socks and accompanying lab coat) with the appropriate grooming standards.
  3. Jewelry:

The only acceptable items of jewelry permitted while in uniform are as follows: wedding band only (no mounted gemstones); one pair of post earrings (less than 6 mm in overall width) in earlobes only; one watch with second hand. Students may wear a Fitbit or Apple Watch in place of the watch.
  4. Tattoos:

Tattoos must not be visible when wearing student uniform. See clinical instructor for assistance in how to cover exposed areas. If you are not able to cover tattoos, clinical facility and/or patient may refuse to have you attend them.
  5. Personal Hygiene:

You must at all times:

    - a. Practice good body and oral hygiene, using effective deodorant. Bathing daily is highly recommended.
    - b. For both male and female students: clean hair, neat and conservatively styled, no wild colored hairstyles off the face, shoulders and back; it must be arranged so it does not fall forward (plain band or barrette that matches hair color only – no clips or bows). Hair bands may be worn, these should match the hair color only. Beards and/or sideburns should be well groomed and short (less than 1" in length). Hair bands may be worn, these should match the UNIFORM color.
    - c. Nails clean, cuticles healthy, length to tip of finger only and unpolished; NO acrylic/gel nails/ polish allowed
    - d. No perfume, scented hand or body lotion, or other scents.
    - e. If using tobacco products:

Take precautions to guard against transmission of tobacco smells.

Adhere to school and/or facility smoking policy.
    - f. Flossing and brushing are an integral part of our daily regimens due to our obligation to our profession. Please make sure you floss and brush at least once daily and preferably after

each meal. This process should be done in private, in the rest room. Flossing and brushing should only be done in public areas when working on a competency with another student (specifically in the practice of learning oral hygiene instruction).

6. Uniforms in Non-Clinical Public Places: If in a public place after clinical, such as restaurants, the mall, or grocery store, change into street clothes and remove nametag.

### **C. Laboratory Supplies**

1. Supplies needed for all lab experiences (on-campus lab and clinical rotations):
  - a. Watch with second hand
  - b. Permanent black ink pen
2. Articles banned or restricted during clinical rotations:
  - a. Cell phones should not be on your person, they should either be in a purse or locker area provided to you by the rotational site. If you have a possible need (emergency) to be available to someone please let the lead instructor know about the necessity to keep your phone with you, on vibrate.
  - b. Other articles as directed by the clinical instructor and/or the dental office or clinic

### **D. CPR Certification**

You will be required to take the BLS for Healthcare Provider CPR and First Aid during the Fall semester. This course is part of the NWFSC Dental Assisting curriculum. You must maintain BLS competencies (CPR Provider status) while enrolled in the Dental Assisting Program. Failure to meet this requirement will result in program dismissal.

## **XII. GRADING**

### **A. General Outline**

The general policy is outlined in the current Northwest Florida State College catalog. You are subject to all policies published in the "GRADING POLICY" section and to the grading and examination policies as published in each Dental Assisting course syllabus.

### **B. GPA**

Your overall GPA will be computed following the 0 – 4-point scale for grade quality points as published in the current college catalog.



## C. Grading Policies

- Final course grades. The grading policy for the Dental Assisting program is as follows:

<b>A</b>	93-100	
<b>B</b>	86-92	
<b>C</b>	75-85	
<b>D</b>	69-74	Failing (applies to both theory and clinical courses)
<b>F</b>	below 69	Failing (applies to both theory and clinical courses)

- Withdrawal or Failing Grade in Dental Assisting Co-Requisite Courses (see chart on next page)
  - Withdrawal from Dental Assisting courses: If you withdraw from a co-requisite Dental Assisting course during the term of enrollment and by the withdrawal date as published by the College, you will receive a "W" for the companion, co-requisite Dental Assisting course.
  - Failing grade in one co-requisite Dental Assisting theory course: If you earn a final course grade of 75 or less, you will receive a D or F (determined by grade computation) in the theory course and a "NG" designation for the companion clinical course IF you were passing the companion course.
  - Failing grade in one co-requisite Dental Assisting clinical course: If you earn a final course grade of "U"/ Unsatisfactory, you will receive a final grade of F-failing (determined by faculty evaluation of clinical performance) and a "NG" designation for the companion theory course IF you were passing the companion theory course.
  - Failing grades in both co-requisite Dental Assisting courses: If you earn a failing grade in a co-requisite Dental Assisting theory course (D or F) as well as a failing grade in the companion clinical, co-requisite course (F), the final course grade for theory will be D or F and the final grade for clinical will be F.

## D. Clinical and Theory Grades

You must earn a passing grade in each Dental Assisting course clinical component AND a minimum average grade of 75, or "C" in the theory component of each Dental Assisting course in order to progress in the Dental Assisting program. You must also successfully complete all assignments in each Dental Assisting course as part of the course requirements. Failure to comply with submission of all course assignments may prohibit you from writing the final course examination or the standardized achievement test. Standardized achievement test scores and assignments may or may not be computed as part of the final course grade. See each course syllabus for specifics.

## E. Testing for Readmission

If you fail a course or leave the program and are readmitted, you must demonstrate competency to level in order to enroll in the required Dental Assisting course. This may be accomplished via a written and/or psychomotor random skills examination/ proficiency demonstration determined by the course faculty. Only one testing opportunity is allowed.

An unsatisfactory score on the exam will prohibit enrollment in the course. Consult with the Program Director for details.

## **F. Examinations**

1. Alternate examinations may be used for make-up testing experiences.
2. Test grading and test review policies are published in each course syllabus.
3. You should make every effort to avoid receiving “I” grades in Dental Assisting courses. The problems associated with this are numerous, but the major factors are:
  - a. possible interruption of financial aid.
  - b. forfeiting continuance in the Dental Assisting course sequence (you may lose your slot into the next class and will be admitted only after all other returning students in good standing are admitted).
4. You must earn at least a 75% average on written examinations in each Dental Assisting course in order to successfully pass the course.

## **G. Evaluation of Written Assignments**

All written assignments must be submitted on time. It is extremely disruptive to the evaluation process when assignments are submitted late. All written assignments (theory and clinical) must be submitted before you are permitted to take the final exam. All late submissions are only accepted within 1 week of their due date, they will automatically receive -5 points.

## **H. Clinical Performance Evaluation**

You are evaluated in the clinical laboratory component of each clinical Dental Assisting course in conjunction with the theory component. To pass each clinical component you **MUST**:

1. Validate competency via skills performance evaluation by the end of the designated time (see course syllabi policies).
2. Achieve at least a final average grade of 75% on theory (classroom) work.
3. Achieve “satisfactory” ratings on the Clinical Performance Professional Evaluation Tool.

The clinical evaluation, which will be recorded on the Clinical Performance Evaluation Tool for each course will be divided into two (2) parts:

- a. **Formative Evaluation:** This is your learning time. The length of the formative evaluation time will be established by each Dental Assisting course; it occurs during the first part of the subject matter. Your clinical instructor will meet with you regularly to advise you of your progress in meeting clinical performance criteria.
- b. **Summative Evaluation:** This is your clinical testing time, which will be established for each Dental Assisting course; it will occur during the last part of the semester.

## I. Probation

At any time during the clinical course, you may be placed on probation if your clinical instructor determines that you are not meeting the clinical objectives, i.e. you are in danger of failing the course. You will receive a disciplinary warning outlining the remediation steps you must take to meet the objectives. You must meet all the terms of the probation contract by the end of the course in order to successfully pass the course.

Theory courses and their companion clinical courses are co-requisites that must be completed successfully together. *If you earn a failing grade in either the theory or the clinical co-requisite course, you must repeat both courses before they can progress in the Dental Assisting program curriculum sequence. For a course failure or withdrawal, you may repeat a Dental Assisting course only once.*

## J. Remediation Policy

We are here to help the student succeed. However, we realize that at times there are barriers that prevent the student from reaching required and expected competencies and goals. The following is the NWFSC Dental Assisting Program policy regarding remediating the student.

### Academic:

- All Dental Assisting courses must be passed with a grade of "C" or better; grades of "D" and "F" are not passing grades in this department.

### Behavioral:

- Violations of stated department policies will result in a Critical Incident Report.
- Receipt of three (3) Critical Incident Reports during the program will result in the student's termination from the Dental Assisting program.

### Clinical/Lab:

- Each clinical semester grade must be a "C" or better; a "D" or "F" will result in termination from the Dental Assisting program.
- In addition, lab competencies must be passed at the stated competency level for that particular lab.
- If the lab competency exam or competency is not met, the student will receive a grade of "Incomplete".
- Clinical competencies that are not passed require a remediation process of "re-instruct"\* and passage of indicated process evaluations, and "re-evaluate\*\*" and passage of the clinical competency. The re-instruct / re-evaluate process can be attempted twice beyond the initial summative evaluation which is failed.
- Remediation will involve the use of ample practice sessions and process evaluations to give feedback and allow the student to succeed.

In addition to the preceding conditions, competency must be continuously demonstrated by the student as stated in the preceding performance standards.

\*\*Re-instruct” sessions would involve reviewing, with a clinical instructor, the clinical or lab competency/competencies that the student failed.

\*\*\*Re-evaluate” sessions are a complete re-evaluation of the failed lab competency. The re-evaluate would take place after re-instruct session had occurred. The student will have two (2) opportunities to attempt the re-evaluation to achieve a 75% minimum grade.

## K. Grounds for Termination Critical Incidents

1. Definition: A critical incident is defined by the clinical instructor, based on the expertise and knowledge of the instructor, and supported by established standards of Dental Assisting practice, as any incident in which the health or well-being of a patient is threatened or jeopardized due to your actions. If your clinical instructor prevents a critical error, you are still at fault.
2. Examples of “Critical Incident” behaviors include, but are not limited to, the following:
  - Functioning outside the scope of practice allowed in the “professional Dental Assisting student role” as published by the Florida Board of Dental Assisting Rules and Regulations.
  - Failure to observe Dental Assisting ethics and legalities, e.g., performing in the clinical laboratory area while chemically impaired or ill with a communicable disease; breach of confidentiality; falsifying information, stealing or cheating in any form.
  - Committing acts that harm or threaten patients (threats to physical, biological or emotional safety):
    - a. **Physical Safety:** unsafe behaviors: inappropriate use of equipment, dental instruments, sterilization of instruments and which could result in potential injury to patients, and/or leaving patients unattended during potentially unsafe situations.
    - b. **Biological Safety:** unsafe behaviors: failing to recognize errors in aseptic technique, attending clinical site while ill; performing technical actions without appropriate supervision; failing to seek help when needed.
    - c. **Emotional Safety:** unsafe behaviors: threatening patient, making patient fearful, providing patient inappropriate or incorrect information; failing to seek help when needed; demonstrating unstable emotional behaviors.
    - d. **Unprofessional Practice:** behaviors which are inappropriate to the student-instructor, student-student, student-personnel, or student-patient interactions which may be taken to be unsafe practice or to reflect negatively upon the Dental Assisting Program or Northwest Florida State College. Examples include, but are not limited to, verbal or non-verbal language, actions or voice inflection which compromise rapport or working relations with patients, family members of patients, staff, physicians, or instructors or which may compromise contractual agreements and/or working relations with clinical affiliates, or constitute violations of legal or ethical standards.
3. Procedure: Your clinical Dental Assisting instructor will document a critical incident on a Critical Incident Form. The form will include all pertinent information stated concisely, and the

behavior(s) will be precisely and specifically identified. Your instructor will meet with you to review the behavior(s), make recommendations, and obtain your comments and signature. You will receive a written notice of actions taken as a result of the incident, including a recommendation for academic dismissal from the course, if applicable.

*Should you wish an academic appeal regarding the incident and possible dismissal from the program, see College Catalog regarding the grievance process. You cannot perform in the clinical laboratory but may attend theory classes until the appeal process has been conducted. Future readmission to the program may be contingent upon completion and documentation of appropriate remediation activities.*

## L. Grievance Procedure

If you believe you have been done an injustice through the action of another student or instructor, you may seek assistance using the procedures cited in the College Catalog. Student grievances fall into two categories: academic and all other. While the grievance process is similar for both different college offices are responsible for each category. NWFSC prohibits any form of retaliation against any student filing a grievance, academic or non-academic.

### **Informal Academic Grievance Process**

The student should first request a meeting with his or her instructor. If the matter is not resolved to the student's satisfaction, the matter can then be discussed with the department chair or program director. If the grievance is not satisfactorily resolved informally, the student may then proceed with the formal process listed below.

### **Formal Academic Grievance Process**

The student should submit the grievance in writing to the appropriate Academic Dean who will conduct an adequate, reliable, and impartial investigation of the complaint and render a decision. The student will be notified of the response to his or her grievance and the basis for that decision within 10 business days. If the grievance is not satisfactorily resolved at this level, the student may appeal the decision to the Vice President.

The Vice President of Academic Affairs will likewise conduct an adequate, reliable, and impartial investigation of the complaint and render a decision. The Vice President may refer the matter to an ad hoc hearing committee to assist in evaluating the complaint. The student will be notified of the response to his or her grievance and the basis for that decision within 10 business days. The student may also appeal the decision of the Vice President by requesting a formal hearing (see Student Due Process) conducted by the Judicial Council.

### **Non-Academic Grievances**

Non-Academic grievances must be initiated within 30 days of the incident being grieved. These procedures apply to all non-academic student grievances, including those alleging discrimination and harassment.

### **Informal Non-Academic Grievance Process**

The student should first request a conference with the Dean of Students. The Dean will attempt to resolve the grievance informally to the satisfaction of the student. If the issue is not resolved the student may proceed to the formal grievance process.

### **Formal Non-Academic Grievance Process**

The Dean will conduct an adequate, reliable, and impartial investigation of the complaint and render a decision. The Dean of Students may refer the matter to an ad hoc hearing committee to assist in evaluating the complaint. The student will be notified of the response to his or her grievance and the basis for that decision within 10 business days. The student may also appeal the decision of the Dean by requesting a formal hearing (see Student Due Process) conducted by the Judicial Council.

## **XIII. READMISSION**

### **A. Readmission Criteria**

If you do not complete the prescribed Dental Assisting courses within the 1-year sequence (if you withdraw from or fail ANY Dental Assisting course), you may be considered for readmission, *SPACE PERMITTING*, according to one of the following criteria:

1. If you were satisfactory in both theory and clinical practice:
  - a. Submit a formal, typed letter with your signature to the Program Director stating a desire for readmission by the published admission deadline (by June 1 for fall admission).
  - b. Validate all Dental Assisting competencies required for previous courses.
  - c. Meet all requirements for returning to Northwest Florida State College.
2. If you earned a failing grade in theory or clinical, you must:
  - a. Meet the above requirements. The letter submitted to the Program Director must include an explanation of why you were unsuccessful in your first attempt in the Dental Assisting course and the measures you have taken to improve your chances of success.
  - b. Meet with the Program Director.
  - c. Priority for consideration and placement will be based on academic record (performance in Dental Assisting courses, minimum GPA 2.0 on a 4.0 scale), available space/resources, and score on the Dental Assisting Program Readmission Rating Scale (see scale on next page).
  - d. Complete remedial activities as prescribed by the Program Director.

## B. Readmission Procedure

If you are selected for readmission, you must:

1. Submit proof of health status (including updated immunizations) via Castle Branch.
2. Maintain current Provider CPR card.
3. Complete a drug screen and background check if there has been a gap in your program of study of 3 months or more (not inclusive of normally scheduled College breaks), or if mandated by the Program Director.

### Dental Assisting Program Readmission Rating Scale

Student \_\_\_\_\_ Date of Request \_\_\_\_\_  
 ID #: \_\_\_\_\_ Course \_\_\_\_\_

Possible Points	Rating Factor	Student Points
2	1. Withdrew from course with passing theory grade ( $\geq 75$ ) or passed all Dental Assisting theory courses prior to leaving program	
-1 or -2	2. Withdrew from course with failing theory grade (D=-1; F=-2)	
2	3. Withdrew from course while passing clinical or passed all Dental Assisting clinical courses prior to leaving program	
-2	4. Withdrew from course while on clinical probation or failed clinical	
-1 <b>OR</b>	5. Failed one Dental Assisting course in curriculum <b>OR</b>	
-2	6. Failed two Dental Assisting courses in curriculum	
-2	7. Failed one or two Dental Assisting courses due to critical incident	
1 <b>OR</b>	8. GPA of 2.5 – 2.99 (Dental Assisting coursework only*) <b>OR</b>	
2	9. GPA $\geq 3.0$ (Dental Assisting coursework only*)	
1	13. Received recommendation for readmission from clinical instructor	
-1	14. Clinical instructor did not recommend readmission	
1	15. Last Dental Assisting course taken <2 years ago	
-1	16. Last Dental Assisting course taken >2 years ago	
<b>10 – -11</b>	<b>TOTAL</b>	

NOTE: Eligible students will be ranked from highest to lowest number of points on the above scale & will be *considered* for readmission pending available resources for the desired course, e.g., space availability in the course/clinical and human resources necessary to meet the academic needs of all students who are enrolled in the course. *The final decision on accepting readmission or transfer students lies with the Program Director.*

### **C. Non-Readmission Policy**

Please note that your attitude and behavior will be taken into consideration as your request for readmission is considered. (See statements below in the Non-Readmission Policy.)

1. If you earn a failing grade (D or F) or withdraw from two Dental Assisting courses in the Northwest Florida State College Dental Assisting Program, you are ineligible for readmission; that is, you may not fail or withdraw from one Dental Assisting course twice OR fail or withdraw from two Dental Assisting courses, one time per course. You may only be readmitted to the Dental Assisting Program one time. Please note that one readmission is not guaranteed. Generally speaking, if it has been longer than TWO years since you were last enrolled in a Dental Assisting course, you will be not be eligible for readmission and must apply as a new student.

Exceptions to all points above: If you are in good standing with the College and the Dental Assisting Program and are forced to withdraw due to illness, accident, pregnancy, family crisis, or military duty.

2. If you have been dismissed from the DENTAL ASSISTING Program for a critical incident, such as a serious breach of ethics, safety violation or endangering the health or welfare of a patient, or any other behavior that jeopardizes the reputation of the DENTAL ASSISTING Program and/or the College, you will not be readmitted.
3. If you have exhibited unprofessional behaviors towards faculty, clinical facility personnel or patients, or other students and do not accept correction; if you display an unteachable, critical attitude towards faculty; if you are rude or disruptive and do not accept correction, you may not be readmitted.

## **XIV. PROGRESSION AND GRADUATION**

- You must maintain good standing according to the Standards of Academic Progress, as published in the Northwest Florida State College Catalog, and a minimum grade of "C" in each Dental Assisting program support course and Dental Assisting course (including satisfactory rating for the clinical component of each course) in order to remain in the Dental Assisting program.
- You may not repeat any Dental Assisting or college course in order to improve your grade if grade is a "C" or better. Repeating a course in the Dental Assisting curriculum to improve your grade point average for progression purposes will be computed according to College policy regarding repeating courses.
- You are expected to attend all classes and clinical sessions as outlined in each Dental Assisting course syllabus. Veterans are subject to the same attendance requirements as all other students (see College catalog).
- You may be required to make up any/all assignments. If time for make-up is not available (such as at the end of a semester), you will be given an Incomplete ("I") for the course until all assignments are completed. You cannot enroll in subsequent Dental Assisting courses until you earn a passing grade for the current course.



- You must follow all requirements as outlined in each course syllabus and planning guide for class and clinical preparation. You are **STRONGLY** encouraged to practice/review all skills in the skills laboratory at least two hours weekly (see Dental Assisting course syllabi for required skills). A Dental Assisting faculty member will be available as needed to assist you.
- You must apply for graduation from Northwest Florida State College. If you are delayed in graduating due to incomplete grades or failing to meet general education requirements, you will be delayed in taking the Dental Assisting National Board (DANB) until you can show proof of your Dental Assisting degree.
- Your official/administrative College student records are maintained in the College record system and can be accessed through RaiderNet on the College's main website at [www.nwfsc.edu](http://www.nwfsc.edu).
- Student Dental Assistant administrative files are held in the custody of the Dental Assisting Program Director. Files are available for review according to the parameters stated in the Northwest Florida State College eCatalog (<http://catalog.nwfsc.edu/index.php?catoid=7>) in the "Student Records" section. Students' contact information and Dental Assisting administrative file contents are not publicized or shared beyond the legitimate necessity of the operation of the program.

Certain directory information as defined by the College is available to Dental Assisting faculty/staff and representatives of clinical agencies as needed for instructional purposes. These entities use the information only within the confines of their relationship with the program.

Additionally, medical and immunization information contained in the Castle Branch file may be made available to representatives of clinical agencies as proof of compliance with the terms of the contracts maintained between the facilities and NWFSC.

Students wishing to share information in their student Dental Assistant administrative file with outside entities must provide a copy from their personal file, their Castle Branch Profile, or obtain a copy from the originating issuer.

As a result of a students' admission process, the Dental Assisting program possesses background report information. Students may obtain a copy of the background report on file for their personal knowledge. Contact Castle Branch ([www.castlebranch.com](http://www.castlebranch.com)) for the procedure.

## XV. STUDENT SERVICES

### A. Academic Advising and Orientation

Once admitted to the Dental Assisting Program, you will follow your prescribed Degree Plan as reviewed during orientation. Your Degree Audit is available via RaiderNet. You are responsible for reviewing the Degree Audit on a regular basis to avoid a delay in graduating due to failure to comply with the plan.

## **B. The Academic Success Center (ASC)**

The ASC is located in the Student Activities Center (Building 410), and is available if you need tutoring or academic assistance. More information about Learning Support Services at NWFSC can be found at [www.nwfsc.edu/LearningSupport/](http://www.nwfsc.edu/LearningSupport/).

## **C. Career Planning Assistance**

You may seek guidance on career planning through the Program Director's office or by contacting Career Services in Building 410.

## **XVI. NEEDLESTICK INJURY PROTOCOL**

If you incur injury from a contaminated needle stick or sharps injury which punctures your skin, follow this first aid advice immediately:

- Encourage the wound to bleed, ideally by holding it under running water.
- Wash the wound using betadine or wound antibacterial wash (do not scrub the wound while washing it).
- Dry the wound and cover it with a waterproof bandage or dressing.
- Report the incident to the supervising DDS or DMD as soon as possible.
- Report the injury to the course instructor and Dental Assisting Program Director, they will generate the college required injury report.
- The supervising dentist may review the patient's medical history to determine if the patient has any communicable disease: HIV, AIDS, HBV, HCV, HPV.
- The patient can/may be asked to provide blood samples to determine if they have any communicable disease (this is to be determined by the treating DDS or DMD).
- Go to the nearest emergency department.

The healthcare professional treating you will assess the risks to your health and blood tests will be conducted to determine your baseline health status.

Your healthcare professional may also arrange to test samples of the other person's blood, if they give their consent.

If there's a high risk of infection with HIV, your healthcare professional may consider treatment called post-exposure prophylaxis (PEP).

## XVII. STUDENT COMPLAINTS/GRIEVANCES

### *American Dental Association Commission on Accreditation*

Students, faculty, constituent dental societies, state boards of dentistry, and other interested parties have the right to file a complaint with the American Dental Association Commission on Dental Accreditation. A complaint is defined by the Commission on Dental Accreditation as one alleging that a Commission-accredited education program, or a program which has an application for initial accreditation pending, may not be in substantial compliance with Commission standards or required accreditation procedures.

To file a complaint, write to the Commission at the address below. A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1.800.621.8099 Ext. 4653.

*Following orientation to the program, please, sign, and submit the "Student Handbook Acknowledgement" and "Confidentiality Statement" forms, copies of which are provided on the following pages. The statements in this Handbook serve as copies for your records.*

*IF YOU HAVE ANY QUESTION OR CONCERNS ABOUT ANY INFORMATION CONTAINED IN THIS HANDBOOK, CONSULT THE DENTAL ASSISTING PROGRAM DIRECTOR BEFORE SIGNING THE STATEMENTS OF UNDERSTANDING AND ACKNOWLEDGEMENT.*



## CERTIFICATE IN DENTAL ASSISTING PROGRAM STUDENT HANDBOOK ACKNOWLEDGEMENT

I have accessed and read the NORTHWEST FLORIDA STATE COLLEGE DENTAL ASSISTING PROGRAM STUDENT HANDBOOK and the course policies. I do clearly understand the policies contained in each and hereby agree to abide by these policies as long as I am a student in this program. I understand the consequences if I do not abide by these policies.

*(Please initial each blank):*

____Philosophy	____Dress Code
____Student Learning Outcomes	____Grading
____Program Outcomes	____Readmission
____Performance Standards	____Needlestick Injury Protocol
____Student Rights and Responsibilities	____Progression and Graduation
____Clinical Education	____Student Records
____Student Health	____Student Services
____Student Complaints/Grievances	____Accreditation
____TABE Testing	____Blood Borne Pathogens Infection Control Policy
____Grooming Standards	____CODA Complaint Policy

The Dental Assisting Program reserves the right to make changes in the curriculum or policies as deemed appropriate. Students will be notified in advance of any changes.

Student Name (Printed) \_\_\_\_\_ College ID# \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_



## CONSENT FOR RELEASE OF INFORMATION

Students' contact information and Dental Assisting administrative file contents are not publicized or shared beyond the legitimate necessity of the operation of the program. Certain directory information as defined by the NWFSC is available to Dental Assisting faculty/staff and representatives of clinical agencies as needed for instructional purposes. These entities use the information only within the confines of their relationship with the program.

Additionally, medical and immunization information contained in the Castle Branch file may be made available to representatives of clinical agencies as proof of compliance with the terms of the contracts maintained between the facilities and NWFSC.

*I authorize the release of information to clinical agencies as needed for instructional purposes as stated above. I further certify that I will not hold liable the Dental Assisting instructors, the Dental Assisting Program, or Northwest Florida State College for sharing this specific information.*

Student Signature \_\_\_\_\_ Date \_\_\_\_\_





## CERTIFICATE IN DENTAL ASSISTING PROGRAM CONFIDENTIALITY STATEMENT

It is imperative that we maintain the confidentiality of our patients. You, as a Northwest Florida State College Dental Assisting student, provide services to patients that are private and confidential, and you are crucial in helping to respect the privacy rights of patients. Patients provide personal information while receiving dental care. That information may exist in a variety of forms, such as electronic, oral, written, or photographic. All of this information is strictly confidential and protected by federal and state laws.

*Northwest Florida State College prohibits gathering any patient information unless it is required to take care of an assigned patient.* Discussions about patients and their conditions, called Protected Health Information (PHI), are limited. Examples of acceptable uses of PHI include exchange of patient information needed for the treatment of the patient and for learning activities within the context of the clinical group conference.

## CONTRACT FOR COMPLIANCE WITH CONFIDENTIALITY STATEMENT

In exchange for the educational opportunities provided to me through the clinical rotations, I agree that I will comply with all local, state, and federal requirements governing the privacy of medical information. If I, at any time, knowingly or inadvertently breach patient confidentiality policies, I agree to notify my clinical instructor immediately. In addition, I understand that any breach of patient confidentiality may require a review by the Program Director and host managers, and may ultimately result in suspension or expulsion from the program. I also understand that a wrongful breach of patient confidentiality could personally subject me to criminal and civil penalties.

I understand that I am bound to comply with all privacy requirements when I am not at the clinical site, including my conversations with family, friends, and peers. I will be held accountable for maintaining the privacy of any information I obtain, see, or am given during my clinical rotations. To uphold the privacy of such information, I agree to not post or discuss any information or photographs regarding my clinical experience, the dental office, its staff, or its patients/patients verbally or on any internet social media (i.e. Facebook, Twitter, email, etc.). If I violate this privacy requirement, I may be prohibited from returning to the clinical site. Such violation may also result in a delay in completing my degree requirements, or in further disciplinary action against me by Northwest Florida State College.

I understand that an electronic copy of this form is available to me in the *Dental Assisting Program Student Handbook*, which will serve as the copy for my records.

Student Name (Printed) \_\_\_\_\_ College ID# \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_





NORTHWEST FLORIDA  
STATE COLLEGE

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