

**Dental Hygiene Student Handbook
2015-16 Academic Year**



FLORIDA
STATE COLLEGE

at Jacksonville™

Florida State College at Jacksonville
Dental Hygiene Program
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Welcome

The Dental Hygiene Program faculty and staff welcome you to Florida State College at Jacksonville (FSCJ). If you are a returning sophomore student, we congratulate you on completing your first year of the dental hygiene program. This handbook has been designed specifically for dental hygiene students to provide some important information about the Dental Hygiene Program. We hope that you find the content informative and helpful. This handbook is intended to supplement the FSCJ College Catalogue and the Handbook for Students, which contains material related to student rights, academic policies, registration, financial aid, campus facilities, and course offerings. We urge you to take time to familiarize yourself with all these documents.

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Although your studies will be rigorous and demanding at times, please know that the faculty and staff are here to support and mentor you, answer your questions, and facilitate the achievement of your goal to become a Registered Dental Hygienist (RDH). The material contained in this handbook will provide answers to many of your questions about the Dental Hygiene Program; however, you should also communicate with your course instructors on a regular basis about your progress in the program and any concerns that might develop. We encourage you to seek our assistance. The Dental Hygiene Program faculty and staff are committed to supporting your accomplishments as you prepare to become a licensed dental hygienist. We wish you well as you pursue your education here at Florida State College at Jacksonville.

Introduction

Welcome to Dentistry. The Dental Hygiene Program provides the student with the specialized knowledge and skills required for a career in dental hygiene. The curriculum includes courses in general education, dental sciences and clinical skills. The graduate will be able to practice as a dental hygienist in Florida upon successful completion of the National Dental Hygiene Board Examination and the Florida State licensure examinations (now administered by NERB)*. The Dental Hygiene Program at FSCJ is accredited by the Commission on Dental Accreditation.

The program offers students one degree option; the Associate in Science (A.S.) degree. The A.S. degree prepares the graduate for employment or transfer to select state colleges or universities.

Standards for appearance and behavior during the educational process must be maintained. Violation of any of the following guidelines and regulations will be handled at the discretion of the supervising faculty and/or Instructional Program Manager (IPM). Violation could result in dismissal from a classroom or clinical experience with a subsequent loss of credit, or dismissal from the program in the event of critical or repeat infractions. Please remember that these guidelines and regulations are not arbitrary and have a function in your academic and clinical experiences. Your cooperation and compliance with these policies are considered essential to the completion of your program of study. Students unable to comply with these guidelines and regulations will be dismissed from the program, as they will be unable to succeed in a professional employment setting. If you have any questions regarding these regulations, please consult any faculty member or the IPM.

* Students seeking credentials to practice outside the state of Florida may have to complete additional educational preparation to be eligible for licensing.

Florida State College Mission & Goals

Mission Statement



FLORIDA
STATE COLLEGE

at Jacksonville™

Florida State College at Jacksonville provides high value, relevant life-long education that enhances the intellectual, social, cultural and economic development of our diverse community.

Vision Statement

Florida State College at Jacksonville ... Growing minds today, leading tomorrow's world.

Dental Hygiene Program Mission & Goals

Mission Statement

The mission of the Associate of Science (AS) Degree Dental Hygiene Program is to create competent, ethical, confident entry-level dental hygienists who are prepared to immediately seek employment in dental offices in Northeast Florida and beyond. The curriculum meets the requirements of the Commission on Dental Accreditation. This is accomplished with a combination of classroom and laboratory instruction at the College and clinical instruction in the College's Dental Hygiene Clinic and affiliated dental clinics in the community. A primary goal of the program is to instill in our graduates a commitment to professional development through life-long learning and service to the community. Students who successfully complete the Dental Hygiene Program will be prepared to take both the National Board Dental Hygiene Examination and the state licensing examination.

Goals

To provide the student with current **theoretical and scientific knowledge** for successful completion of the dental hygiene curriculum, National Dental Hygiene Board and state licensing examinations.

To provide comprehensive preparation of competent individuals in the laboratory, pre-clinical and clinical experiences that are necessary to develop skill in rendering evidence-based professional dental hygiene **patient care** to the public.

To provide the student with a thorough understanding of the cause of dental diseases and the appropriate strategies for educating the community in **primary and secondary prevention** of oral diseases.

To enable the student to develop appropriate behaviors and interpersonal skills which will foster a respect for the **Professional Code of Ethics and Conduct**, and assure recognition and acceptance of the responsibilities of the profession of dental hygiene.

To provide students with the knowledge to conduct critical reviews of current literature as a means of **research and life long learning**.

The Dental Hygiene Profession

Dental hygienists are licensed preventive oral health professionals who provide educational, clinical and therapeutic services. They support total health through the promotion of optimal dental health. A dental hygienist clinician works with the licensed dentist and other dental auxiliaries as a member of an oral health care team. A dental hygienist must obtain a license by completing both a written and a clinical examination before practicing.

Program Competencies

Professionalism

1. The new graduate of FSCJ's Dental Hygiene Program must be able to discern and manage ethical issues of dental hygiene practice in a rapidly changing environment.

Specifically, the new graduate must be able to:

- 1.1 demonstrate honesty and integrity in relationships with patients, colleagues and other professionals.
- 1.2 comply with all state and federal laws governing the practice of dental hygiene.
- 1.3 recognize patient record as legal document and maintain its accuracy and confidentiality.
- 1.4 identify and report signs of abuse and neglect as required by law.
- 1.5 take action against the incompetent and unethical colleague.

2. The new graduate of FSCJ's Dental Hygiene Program must be able to contribute to improving the knowledge, skills and values of the profession.

Specifically, the new graduate must be able to:

- 2.1 advance the profession of dental hygiene through service activities and affiliations with professional organizations
- 2.2 utilize, expand, and contribute to knowledge base of dental hygiene.
- 2.3 promote the values of the dental hygiene profession to the public and other organizations both within and outside of the dental profession.
- 2.4 apply self-assessment skills as preparation for lifelong learning & professional growth.
- 2.5 present themselves professionally in their actions, attitudes, dress, written and verbal communications.

3. The new graduate of FSCJ's Dental Hygiene Program must be able to acquire and synthesize information in a critical and scientific manner.

Specifically, the new graduate must be able to:

- 3.1 access, analyze, and share professional data using written material, the internet and computer technology.
- 3.2 use sound judgment in processing information, professional decision making and application of new information to assure evidence-based patient care.

Health Promotion/ Disease Prevention

4. The new graduate of FSCJ's Dental Hygiene Program must be able to provide planned educational services using appropriate interpersonal communication skills and educational strategies to promote the optimal health of the individual.

Specifically, the new graduate must be able to:

- 4.1 identify the oral health needs of individuals and assist them in the development and maintenance of appropriate and individualized self-care regimes.
- 4.2 provide health education counseling using current and effective methods of instruction and motivation.
- 4.3 promote preventive health behaviors by personally striving to maintain optimal oral and general health.

5. The new graduate of FSCJ's Dental Hygiene Program must be able to initiate and assume responsibility for health promotive and disease preventative activities for the community.

Specifically, the new graduate must be able to:

- 5.1 participate in the assessment, planning, implementation and evaluation phases of community-based oral health programs
- 5.2 identify populations in need of oral health services in a variety of settings.
- 5.3 identify services that promote oral health and prevent oral diseases

Patient Care

6. *Assessment:* The new graduate of FSCJ's Dental Hygiene Program must be able to systematically collect, analyze and accurately record baseline data on the general, oral and psychosocial health status of patients using methods consistent with medico-legal principles.

Specifically, the new graduate must be able to:

- 6.1 obtain, review and update a comprehensive medical, dental, nutritional, health behavior history including assessment of vital signs
- 6.2 recognize conditions that require special precautions prior to or during dental hygiene treatment.
- 6.3 perform extraoral, intraoral, periodontal, and dental examinations and accurately record findings.
- 6.4 obtain radiographs of diagnostic quality.
- 6.5 distinguish normal from abnormal radiographic findings and correlate those findings with clinical exam data

7. Planning: The new graduate of FSCJ's Dental Hygiene Program must be able to use critical decision making skills to identify existing problems, potential problems, etiologic factors, contributing factors, as well as establish realistic goals and treatment strategies to facilitate optimal oral health.

Specifically, the new graduate must be able to

- 7.1 analyze patient data to identify significant findings impacting the delivery of dental hygiene services.
- 7.2 identify need for referral to appropriate health care professionals.
- 7.3 establish a planned sequence of educational and clinical dental hygiene services based on patient's identified needs.
- 7.4 establish oral health goals with the patient or guardian as an active participant.
- 7.5 identify patient at risk for medical emergency, take steps to prevent an emergency and be prepared to manage an emergency should it occur during the appointment.
- 7.6 obtain informed consent from patient or guardian prior to implementing services.

8. Implementation: The new graduate of FSCJ's Dental Hygiene Program must provide treatment that includes preventive and therapeutic services designed to achieve and maintain oral health and assist the patient in achieving oral health goals.

Specifically, the new graduate must be able to:

- 8.1 apply principles of dental hygiene instrumentation to remove deposits without trauma to hard or soft tissue.
- 8.2 control pain and anxiety during treatment through use of legally accepted clinical techniques and appropriate behavioral management strategies.
- 8.3 select and administer appropriate chemotherapeutic agents within the scope of dental hygiene practice in the state of Florida.
- 8.4 provide all needed dental hygiene services that may be performed legally in the state of Florida.
- 8.5 provide pre- and post-treatment instructions when appropriate.
- 8.6 use measures to minimize occupational hazards in the work place.

9. *Evaluation:* The new graduate of FSCJ's Dental Hygiene Program must be able to evaluate the effectiveness of planned clinical and educational services and modify services as necessary for optimal oral health.

Specifically, the new graduate must be able to:

- 9.1 determine the clinical outcomes of dental hygiene clinical and educational interventions using indices, instruments and examination methods.
- 9.2 determine patient's satisfaction with the dental hygiene care received and the oral health status achieved.
- 9.3 develop and maintain a continuing care system appropriate to patient needs.
- 9.4 recommend referral for additional patient treatment as needed.

Program Demands

It is suggested that, due to the heavy demand on the student's time required by the dental hygiene course work, students refrain from outside employment while enrolled in the program. If you must work, a maximum work commitment of 12 hours per week should be maintained. Having a job is not an acceptable excuse for leaving class early or being absent.

Transfer Students

Students transferring from another dental hygiene program must meet the same standards as other students accepted into the program. The Florida State College Enrollment Services office will evaluate non-dental courses to determine which credits will be accepted. Dental Hygiene courses (DEA, DES, and DEH) will be evaluated by the Instructional Program Manager and those completed more than two years prior to enrollment may not be accepted for transfer credit and may need to be repeated. Transfer students may be required to take a competency review course, and sit for challenge examinations, as determined by individual course directors.

Services for Students with Disabilities

Educational support services are provided through the Auxiliary Aids Program within the Office of Services for Students With Disabilities.

As appropriate, the following services can be provided upon receipt of documentation of a student's disability.

- Notetaker
 - Tutor
 - Reader
 - Scribe
 - Interpreter
 - Testing
 - Adaptive Equipment/Software
 - Enlarged or Brailled Instruction Material
 - CLAST Waivers or Special Accommodations
 - Course Substitutions
 - Voter Registration
- Accommodations

Any student with a disability requesting assistance may contact the North Campus Office of Services for Students With Disabilities at 904.766.6784

Dental Hygiene Curriculum

Course Sequence

<u>Prerequisites</u>		<u>Credit Hours</u>
BSC 2085C	Human Anatomy & Physiology I	4
CHM 1032C	Principles of General Chemistry	4
MCB 2010C	Microbiology	4
MAC 1105	College Algebra OR	3
MGF 1106	Topics in College Mathematics	<u>3</u>
		15

Dental Hygiene Curriculum

<u>First Year</u>	<u>Term I</u>	
DES 1000	Oral and Dental Anatomy Lecture	1
DES 1000L	Oral and Dental Anatomy Lab	1
DES 1030	Oral Histology and Embryology	1
DES 1010	Head and Neck Anatomy	1
DES 1600	Dental Office Emergencies Lecture	1
DES 1600L	Dental Office Emergencies Lab	1
DEH 1001C	Introduction to Clinical Procedures	4
DEH 1003C	Instrumentation	3
DEH 1720	Preventive Dentistry	2
<i>ENC 1101</i>	<i>English Composition I</i>	<u>3</u>
		18
	<u>Term II</u>	
DEH 1800	Clinical Dental Hygiene I Lecture	2
DEH 1800L	Clinical Dental Hygiene I Lab	3
DES 1200	Dental Radiology Lecture	3
DES 1200L	Dental Radiology Lab	1
DEH 2400	General and Oral Pathology	3
<i>BSC 2086C</i>	<i>Human Anatomy & Physiology II</i>	<u>4</u>
		16
	<u>Term III</u>	
DEH 1802	Clinical Dental Hygiene II Lecture	1
DEH 1802L	Clinical Dental Hygiene II Lab	4
DEH 2602	Periodontics	3
DEH 2530	Dental Hygienists Expanded Duties Lect	1
DEH 2530L	Dental Hygienists Expanded Duties Lab	1
DES 1100	Dental Materials Lecture	1
DES 1101L	Dental Materials Lab	1
<i>INP 1390</i>	<i>Human Relations</i>	<u>3</u>
		15

<u>Second Year</u>	<u>Term IV</u>	
DEH 2804	Clinical Dental Hygiene III Lecture	1
DEH 2804L	Clinical Dental Hygiene III Lab	4
DEH 2701	Community Oral Health	3
DEH 2300	Pharmacology and Oral Medicine	3
DEH 2821	Medically Compromised Patient	<u>1</u>
		12
	<u>Term V</u>	
DEH 2930	Clinical Seminar	1
DEH 2806L	Clinical Dental Hygiene IV Lab	4
DES 2710	General and Oral Nutrition	2
DEH 2701L	Community Oral Health	1
DEH 2811	Ethics and Jurisprudence	1
<i>HUMANITIES*</i>	<i>See General Education Requirements</i>	<u>3</u>
		12
	Total Credit Hours	88

* Please refer to the College Catalog for acceptable Humanities courses.

A minimum grade of "C" is required in *all* dental hygiene as well as in all general education and natural science courses.

General education courses appear in *italics*. It is strongly recommended that they be successfully completed prior to starting the formal program.

Academic Guidelines – Grading Policies

A minimum college cumulative grade point average of 2.0 is to be maintained throughout enrollment and is necessary to progress in the dental hygiene program.

The following percent-to-letter grade conversion is applied in all courses in the Dental Hygiene Program...

93-100%	=	A
85-92.5%	=	B
77-84.5%	=	C
70-76.5%	=	D
< 69.5%	=	F

A minimum grade of “C” (77%) or better must be earned in each dental hygiene course for progression and completion of program.

Students must satisfy all course requirements by the end of a given term to receive a passing grade, whether they are required attendance in class, laboratory projects, or patient-completion and/or other clinical activities. In rare situations, an “I” (Incomplete) grade may be given for incomplete work due to acceptable extenuating circumstances (as determined by the instructor and IPM). Any “I” grade will require a student contract detailing the schedule for completion of course requirements and consequences of noncompliance and may impact a student’s ability to receive financial aid. A failing grade (“D” or “F”) will be recorded for the course if all requirements are not met by the deadline stated in the student contract, except in the case of acceptable extenuating circumstances (as determined by the instructor and IPM).

Clinical requirements for dental hygiene students will include completion of a specified numbers of patients and clinical procedures per term. Failure to complete the required number of patients and specified clinical procedures in the prescribed timeframe may result in a failing grade.

Decisions on student progression will be made by the responsible faculty person and all of the previous and following stipulations will apply:

- If the student feels she or he is having difficulty in any class, clinic, or lab, discussion with the instructor or faculty advisor is strongly encouraged. Seeking help is nothing to be embarrassed about and may be the difference between passing and failing a course.
- “I” grades are only given in extreme circumstances. They are not routinely given for failure to accomplish the criteria set for clinic/seminar/lab. Reasonable requirements are set for clinic/lab and are based upon the total number of available clinical/lab sessions.
- Students must assume responsibility to meet the clinic/lab requirements through appropriate time management and active involvement in sequencing and scheduling

activities. For dental hygiene students, it is advisable to make sure that a patient is/has been scheduled and that all patient appointments are confirmed.

- The circumstances appropriate for an “I” grade are determined by the responsible faculty and the Instructional Program Manager.
- An “I” grade may jeopardize a student’s ability to obtain student loans for subsequent courses and, in some cases, result in the student being required to reimburse financial aid awards already disbursed.
- Students are expected to maintain a “C” in all classes. A grade of less than a “C” will result in the student being dismissed from the program and may, in some cases, result in the student being required to reimburse financial aid awards already disbursed.
- Subjective evaluations, as to whether a student is progressing at the rate expected, are made on a continuing basis during clinic by clinical instructors. These evaluations are independent of the clinical grade awarded, but may be used to require a student to remediate, or be dismissed from clinic when progress at a satisfactory rate has not been achieved or when patient safety is affected adversely, based on the clinical judgment and expertise of more than one clinical faculty member.

Dismissal Policy

Those applicants accepted into the program must maintain a minimum grade of “C” in each dental hygiene (DEH and DES) course to continue in the program. The dental programs will dismiss any student that does not fulfill this requirement. In addition, a student who does not exhibit the knowledge, behavior, attitude, ethics or skills deemed necessary for health, safety and welfare of patients will be dismissed. Any academic dishonesty will cause the student to be subject to automatic dismissal. Any student that does not meet the class, laboratory and clinical requirements will also be subject to dismissal, at the discretion of the Instructional Program Manager in consultation with the faculty.

Reinstatement Policy

Reinstatement is not guaranteed for a student that is dismissed from the Dental Hygiene Program for academic reasons. A student that has been academically dismissed may apply for reinstatement with the approval of the Instructional Program Manager (IPM). A reinstatement contract will be developed outlining the steps necessary to be considered for reinstatement. The IPM will consult with the program’s Admission Committee, faculty, and others prior to making a decision about reinstatement. The applicant may be asked to report to the Committee, at its discretion and, if re-admitted, may be required to sign a contract detailing the conditions of their re-admittance.

Course Withdrawal Policy

If a student officially withdraws from the college prior to the published withdrawal deadline for that session, a grade of “W” will be recorded on their permanent record for

each course in which they were enrolled at the time of withdrawal. Any student who wishes to withdraw from the college must complete the College Withdrawal Form through Enrollment Services.

An unofficial withdrawal is one in which a student stops attending classes without filing official withdrawal forms within the guidelines established for official withdrawal. A student will receive a grade of "F" in each course from which he unofficially withdraws. See the College Catalogue for additional information.

Program Withdrawal Policy

When a student voluntarily withdraws from the Dental Hygiene Program, a program termination form must be filled out, which will be filed in the student's file in the program office. This form requires the signature of both the Instructional Program Manager and the withdrawing student. It explains the conditions for future acceptance into the program, if a student wishes to return. A copy of the form is reproduced below.

Florida State College at Jacksonville Dental Hygiene Program Termination

I _____ have officially terminated my
enrollment in the Florida State College Dental Hygiene Program, on

Date

I understand that continuing my dental hygiene education at FSCJ will require a new application to the Dental Hygiene Program, and that future acceptance into the Program will be based on a reexamination of my entire academic record (including dental hygiene school) by the Admission Committee. No future guarantee of reinstatement to the Dental Hygiene Program is offered or implied by the College.

I also understand that if I am permitted to return to the Dental Hygiene Program in the future, I may be required to repeat some or all dental hygiene courses that were taken more than one year prior to my reinstatement (at the discretion of the Admission Committee). Other conditions for reinstatement may be required as deemed necessary by the Admission Committee.

Student Signature

Date

Instructional Program Manager Signature

Date

Florida State College at Jacksonville
Dental Hygiene Program Dismissal and Reinstatement Rules

Students will be dismissed from the program if they fail to do the following:

- Complete each core course in the curriculum in the proper sequence as published in the program brochure with a grade of “C” or better.
- Maintain a minimum GPA of 2.0 every semester.
- Meet the attendance requirements.

Students who are dismissed from the program are not guaranteed reinstatement. They must reapply to the program and will only be accepted if they meet the following:

1. They are recommended for acceptance by the Admissions Committee.
 - Students who have demonstrated difficulty in achieving and maintaining mastery of hand skills and critical thinking skills necessary for dental hygiene patient care, as evidenced by their inability to pass DEH 1003C Instrumentation, DEH 1001C Introduction to Clinical Procedures or any of the clinic courses: DEH 1800L, DEH 1802L, DEH 2804L and DEH 2806L, will not be recommended for reinstatement into future dental hygiene classes, except in rare cases at the discretion of the Instructional Program Manager after consultation with the program faculty.
 - Students who have demonstrated a lack of professionalism, which includes excessive unexcused absenteeism, will not be recommended for reinstatement to the program.
2. Anyone who has been dismissed from the program for any reason must have a written or verbal recommendation for consideration from the Instructional Program Manager accompanying their application for reinstatement into the program. A Reinstatement Contract will be drafted describing the necessary tasks required for reinstatement.
3. Additional requirements may be imposed by the Admissions Committee as a condition for reinstatement. These requirements will be based on a comprehensive examination of the student’s educational history, including the Dental Hygiene Program, and are non-negotiable.



Florida State College at Jacksonville Dental Hygiene Program Returning Student Contract

Strict requirements accompany the reinstatement of dental hygiene students who have previously withdrawn or were dismissed from the program. The student must retake any courses that they have failed and re-enroll in (or audit) all clinic and theory courses as directed by the Admission Committee. It is highly recommended that all dental hygiene core courses be completed within three years of taking the National Board Dental Hygiene Examination (NBDHE); therefore, students who have been out of the program for one year or more should consider auditing dental hygiene core course completed more than three years from the time they will take the NBDHE. Courses that are audited have already been assigned a grade that cannot be changed after the course has been completed, even if the course audit has resulted in a higher evaluation and performance by the student. As a repeating dental hygiene student, the student's performance in the course is still evaluated in the same manner as every student who is taking the course for the first time. To remain enrolled in the dental hygiene program, students auditing or re-enrolling in courses must:

1. abide by all attendance policies.
2. obtain current edition textbooks, manuals, etc. required for the course(s) of study.
3. purchase any instrument or armamentarium added to, or included in, the current year instrument issue required for each clinical course or lab.
4. take every examination, competency, and performance evaluation, and demonstrate a passing grade of "C" or higher for each course.
5. incorporate updated information and techniques that have been added to the FSCJ Dental Programs' clinical and laboratory methods of practice policies.
6. pay any tuition and/or fees as required.
7. abide by all program requirements and policies as stated in the current year "Dental Hygiene Program Student Handbook", and affirm by signing the "Compliance Declaration".

The student who is auditing and/or repeating courses must sign this document in order to remain enrolled in the program. The courses being audited or repeated must be listed on the second page of this document. The student must sign in the designated place after each course listed, and, in so doing, does attest that they are aware of each and every course being audited and or retaken. The course(s) being audited will not be assigned a grade change on their transcript, whether or not they are able to complete each course, or the dental hygiene program.

In signing this contract I acknowledge that I have read the information on this contract and fully understand what is expected of me as a returning dental hygiene student auditing or re-enrolling in courses.

Student Signature

Date

Instructional Program Manager

Date

Florida State College at Jacksonville
Dental Hygiene Program Returning Student Contract

Courses Retaken: Enrollment or Audit

Course Number	Course Name	Indicate: A-audit E-enrolled	Instructor Signature	Student Signature
D ___ #				

All course instructors who sign this document are indicating that they have read and understand the entire contract. Please duplicate this entire contract and provide the student with a copy. Place original document in student file.

**Florida State College at Jacksonville
Dental Assisting/Dental Hygiene Program**

Infectious Disease Policy

Students enrolled in the Dental Assisting/Dental Hygiene Program at FSCJ, in the performance of assigned treatments and or procedures, may be exposed to bloodborne pathogens which may progress to an infectious disease. Students seeking admission to the FSCJ Dental Programs may, through previous exposure, be infected with an infectious disease. To protect the health and safety of students, as well as faculty, staff, and patients, the FSCJ Dental Assisting/Dental Hygiene Program has established the following Infectious Disease Policy.

1. All students enrolled in the Dental Assisting or Dental Hygiene Program will be required to submit information regarding their health status including, but not limited to infectious diseases and immunizations against infectious diseases such as the hepatitis B virus, measles, mumps, rubella, polio, chicken pox, and tetanus. Proof of testing for tuberculosis will also be required. A student diagnosed with an infectious disease should discuss with their personal physician and the Dental Programs' Instructional Program Manager (IPM) any restrictions regarding coursework and/or technical skills.
2. Standard precautions including, but not limited to gloves, face masks, and protective eyewear will be required when warranted by a specific treatment and/or procedure. Hand washing hygiene will be enforced.
3. Training in the OSHA (Occupational Safety and Health Administration) Bloodborne Pathogens Standard will be provided and documented. This instruction includes, but is not limited to handling of sharps, biohazardous waste management, bloodborne pathogens exposure and post-exposure protocol.
4. A student who is HIV positive and is providing patient care may be at risk for additional infectious diseases. The Dental Programs IPM and/or supervising faculty will provide counseling regarding the potential risk. A student who is HIV positive and symptomatic will consult with their personal physician, dental program administrators, and the IPM to determine if patient care can be safely performed.
5. The Dental Programs' IPM and supervising faculty will provide instruction regarding updates and/or changes in local, state, and federal guidelines involving management of infectious diseases.

I have read and understand this policy.

Student Signature

Date

Immunization Policy

The FSCJ Dental Hygiene Program tries to minimize the risk of exposure by following the FSCJ Exposure Control Plan and the Dental Hygiene Exposure Control Plan which complies with OSHA Standards. These standards include universal precautions which students are taught prior to beginning patient care. Even though the college exerts extensive efforts to protect students enrolled in the healthcare programs from various hazards involved in working with patients, including exposure to body fluids contaminated with blood borne pathogens such as HIV and hepatitis, total protection from all potential hazards is not always possible. As health professionals, dental hygienists and other team members are exposed to contagious diseases and are, therefore, at risk of becoming infected. The National Institute of Health, the Centers for Disease Control and the Department of Health and Human Services all strongly recommend that health professionals at high risk utilize vaccinations. Dentists, dental assistants and dental hygienists, are near the top of the list of those persons more likely to contract certain diseases than some others of the health professions. The guidelines for immunizations are established in compliance with the Centers for Disease Control (CDC) and Occupational Safety and Health Act (OSHA). Therefore, dental program students are urged to be vaccinated against the following diseases: measles, mumps, tetanus and hepatitis B. A copy of the Infection Control Manual will be provided to the student.

Students are required to provide documentation of Tine or IPPD tests and must present evidence of seroconversion, or sign a disclaimer in order to attend clinics and before working with patients in the clinic.

The College cannot be held responsible for health problems resulting from exposure to occupational hazards should a student get a percutaneous injury (instrument stick) or exposure to body fluids contaminated with bloodborne pathogens. This policy is enforced in the on-campus dental hygiene clinic at FSCJ, as well as, off-campus rotation sites.

CPR Policy

The Dental Program's policy states that all students, faculty and staff involved in the provision of patient care must be certified in life support procedures at intervals not to exceed two years. These procedures include cardiopulmonary resuscitation for the adult, child and infant, one-rescuer/two-rescuers, airway obstruction, unconscious victim, and use of a defibrillator. The faculty and appropriate staff must maintain current certification and this information will be filed with the program administrative specialist. Please note that certification must be maintained by a hands-on course, not online.

The student is required to obtain certification as a prerequisite for clinical courses. This certification will be copied and maintained in the student's file. The card must remain valid throughout the program and for licensure eligibility. It is the student's responsibility to schedule a re-certification course as needed, and in advance of the expiration date. If at anytime the certification lapses, the student will be dismissed from direct patient care

until they become re-certified. The student's absences as a result of this dismissal will be considered unexcused.

Incident Insurance

The college carries a professional liability insurance policy to cover each student in allied health programs while participating in clinical activities performed in the State of Florida. This insurance is required for all allied health students. The cost is automatically collected with tuition before clinical courses and rotations.

Additionally, the College shall reimburse the student or pay the provider for injuries caused by and directly arising out of educational activities during certain courses of instruction involving clinical activities. Coverage includes expenses for tests needed as a result exposures due to needlesticks or other exposures to bodily fluid. All coverage is on a secondary basis. The student, if insured, must utilize their insurance first as primary coverage. Each incident must be reported to the FSCJ campus public safety office, and a form must be filled out and sent to the Risk Management Office. Forms are available in the campus public safety office and Dental Programs office.

Health Insurance

The college does not offer individual or group health insurance plans for students. Therefore, students are urged to secure their own health insurance from individual insurance plans, for health care expenses that may occur during the time you are enrolled in the program.

Standard of Conduct



Student conduct policies for the Dental Hygiene Program exists under the umbrella of the FSCJ Student Conduct Code found at:

<http://bit.ly/1gKhLA8>

Students in the Dental Programs are required to sign an Honor Statement promising to observe College and Dental Program guidelines regarding academic honesty and avoidance of all forms of harassment and discrimination. Failure to comply with this commitment to the highest professional standards may result in disciplinary action within the Program and/or the

College. Students and other members of the College community have the right to file allegations against any student for misconduct. An incident report must be filed with the FSCJ Security Department.

To facilitate student learning, both students and faculty have joint responsibilities in teaching and evaluation. Some of these are addressed by the policies and procedures listed in other sections of this handbook, but others are of particular importance and are addressed in the following paragraphs.

In the classroom, students and faculty should strive to maintain a learning environment. When students are unable or unwilling to comply with classroom decorum, they will be asked to leave the classroom by the instructor. Disruptive activities such as talking, reading other materials, eating, and ringing cell phones should be avoided as they interfere with the learning of students and the instructor's presentation.

Faculty will provide students with complete, accurate course syllabi, including readings, assignments, and evaluation/testing procedures. Course objectives and handouts are provided on a timely basis. Any updates and changes in the course material, presentation and evaluation/ testing will be provided in writing or orally to students. Short breaks will be scheduled in classes over 60 minutes long to keep students attentive.

Attendance

Due to the unique responsibilities associated with becoming a competent health professional, the progressive nature of the curriculum and its importance to the provision of quality oral health services, attendance and class participation is required at all scheduled clinics, laboratories, seminars, case presentations, scheduled classes and individual faculty appointments.

Should an absence be necessary, the student must contact the course instructor immediately. Failure to communicate in the above manner will result in the absence being considered unexcused.

Only an excused absence (illness with physician documentation, accident, death in the immediate family, jury duty or any deemed excusable by the course instructor) may be made up. A note from a physician or other appropriate individual must be submitted *immediately upon returning to school* to constitute an excused absence.

Attendance policies are described for each course in the syllabus and are subject to some variation. Final decisions related to attendance issues will be determined by the faculty and IPM in accordance with the written policy in the syllabus and Student Handbook.

Electronic Device Policy

Students must set pagers, cell phones and other such devices to silent modes, or turn them off, while class is in session, unless given permission by faculty.

Student Email Policy

Students should check their FSCJ e-mail daily as faculty post course related information via this link. Failure to do so may result in missing key information. Having not read faculty messages is not an acceptable excuse for failure to respond appropriately. Students may elect to configure a link between their FSCJ and personal e-mail addresses to receive messages from the course instructor.

Expected Professional Standards

Professional standards and norms for all health care providers include areas of:

- Professional behavior
- Confidentiality
- Patient's Rights
- Informed Consent
- Privileged Communication

Additionally, federal laws, including HIPPA, 1996 and FERPA, state regulations, licensure requirements, and state dental practice acts detail the use of specific information related to health care settings and professional behavior.

As a student in the FSCJ Dental Hygiene Program, I understand it is my responsibility to adhere to any and all of the above standards and regulations.

The relaying, discussing, transferring, or using of any privileged information, or knowledge of events or actions by any verbal, written, electronic, computer, and/or other technology forms that concern identifying patient information, health care agency information (institution or staff), FSCJ faculty, fellow FSCJ students, or any other like information is strictly prohibited.

Failure to comply with this directive in any way will result in disciplinary action which may include immediate dismissal from the program. If a student has any questions or concerns, or are unclear regarding this issue/topic, they should:

1. Contact the instructor
2. Refer to the syllabus/course materials and referenced materials
3. Review orientation materials of the health care agency
4. Contact the IPM for clarification.

**Florida State College at Jacksonville
Department of Dental Hygiene**

Expected Professional Standards Sign-Off

Name: _____
Please Print

I understand that it is my responsibility as a student to maintain the professional standards and norms presented in the Dental Hygiene Student Handbook. I also acknowledge the legal ramifications of a breach of patient confidentiality, privileged communication, patient's rights and informed consent. Any infraction could result in my dismissal from the program as well as civil or criminal charges.

Although the Program has attempted to ensure that the information presented is accurate and complete at the time of printing, changes do occur throughout the year. When changes to this Student Handbook become necessary, students will be informed of the changes in writing or on the Program's web site.

I acknowledge that I have reviewed and will comply with the Expected Professional Standards.

Signature

Date

Substance Abuse Policy

Students enrolled in the Dental Hygiene Program are prohibited from reporting to a clinical facility or to class under the influence of alcohol, unauthorized narcotics, or controlled drugs. Observed impairment of a student may be evidenced and identified by many factors including, but not limited to, reasonable suspicion and/or bizarre and unusual behavior. Reasonable suspicion is defined as a belief drawn from specific objective and articulated facts and reasonable inferences drawn from those facts in light of experience; indicative factors may include, but are not limited to:

1. Bizarre and unusual behavior
2. Repeated accidents
3. Unexplained mood swings
4. An odor of alcohol on the breath
5. Disheveled appearance or poor personal hygiene
6. Blatant impairment of judgment
7. Chronic absenteeism or tardiness
8. Unsafe clinical practice including errors of omission or commission.

Faculty member's responsibilities include identifying students who display physical and/or emotional conditions that may impede clinical assignment. The student(s) may be required to submit to blood and/or urinalysis testing with follow-up by appropriate referral. A signed form indicating understanding and compliance with this rule will be obtained from each student upon admission to the program.

Reasonable suspicion that a student is impaired will be documented by at least two faculty members, or one faculty member and a licensed or certified professional at the clinical facility where the student is assigned.

After documentation, the student will be relieved of patient care responsibilities, and will be given the opportunity to discuss the behavior with the two witnesses to the behavior. At this time, it is the responsibility of the student to disclose any prescription or non-prescription medications or drugs being taken, or any other relevant information. The faculty member will then contact the lead faculty person and/or the IPM, who will assess the situation and plan appropriate interventions which may include, but are not limited to, dismissal from the program, counseling, drug testing, and referral. Any expenses incurred will be the responsibility of the student.

Policy on Cheating, Plagiarism, and Dishonesty

Please see the latest (2015-16) policy here: <http://bit.ly/1NHSZNT>

Student Academic Dishonesty

Academic dishonesty is considered a serious offense and is expressly prohibited. This policy includes all course assessments, related assignments, and all standardized tests. Such dishonesty includes:

1. Any act or behavior on the part of the student that tends to interfere with or otherwise disturb the orderly conduct, processes, functions and/or interests of the class is expressly prohibited. Such acts or behaviors include but are not limited to academic dishonesty.

2. Academic dishonesty, in any form, is expressly prohibited by the rules of the District Board of Trustees of Florida State College at Jacksonville.

As used herein, academic dishonesty incorporates one or more of the following.

- Cheating, which is defined as the giving or taking of any information or material with the intent of wrongfully aiding one's self or another in academic work considered in the determination of course grade.

- Plagiarism, which is defined as the act of stealing or passing off as one's own work the words, ideas or conclusions of another as if the work submitted were the product of one's own thinking rather than an idea or product derived from another source.

- Any other form of inappropriate behavior which may include but is not limited to: falsifying records or data; lying; unauthorized copying, tampering, abusing or otherwise unethically using computer or other stored information, unauthorized assistance from electronic/cellular devices in taking quizzes or tests, intentionally sharing or working together in an academic exercise when such actions are not approved by the course instructor, and any other act of misconduct which may reasonably be deemed to be a part of this heading.

Any student alleged to have committed any act of academic dishonesty as defined herein shall be entitled to due process as defined in District Board of Trustees' Rule 6Hx7-2.18 prior to the administration of disciplinary action including suspension and dismissal.

These policies are in effect for the duration of the program unless modified by the Dental Hygiene Program. Students are responsible for reviewing these policies at the beginning of each term. Non-compliance with the policies as presented may result in dismissal from the Program.

Students will be required to read and sign additional requirements specific to each course.

Procedures for General and Academic Appeals

Please view the most current policy here: <http://bit.ly/1WSddZc>

Purpose

The purpose of this section is to outline all procedures relating to the student appeals process. Included in this procedure are sections on: (I) definitions and explanations, (II) general/non-academic appeals, and (III) academic appeals.

Definitions and Explanations

The following is a list of the definitions and explanations of the terms used in student appeals.

Student Appeals - A student appeal is defined as a formal request by an enrolled or former student for reconsideration of a College rule or regulation, including the assignment of a final grade. The appeal must be submitted prior to the withdrawal deadline of the following term.

General/Non-Academic Appeal

- Admissions
- Graduation
- Residency
- Selective Admissions

Academic Appeal

- Grade
- Other (i.e., audit grading issues, withdrawal past the deadline, etc.)

General/ Non-Academic Appeal

A. Selective Admissions Appeal

Step 1 Student's Submission of the Request

The student initiates the appeals process in the campus student success office or the authorized center administrator's office no later than the A16 Session withdrawal deadline of the following term. The student submits the completed appeal form and supporting documentation to the campus Dean of Student Success Office or the authorized center administrator. The campus or center representative for the Dean of Student Success then forwards the appeal to the appropriate campus Dean of Liberal Arts or Workforce Dean for program consideration.

Step 2 Campus Associate Dean or Program Manager Review

The appropriate representative reviews the information submitted by the student and indicates approval or disapproval. The representative provides written notification to the student of the decision. If approved, this action terminates the appeal process. If disapproved, the student, within ten (10) business days of receiving written notification, may request a hearing by the campus Student Appeals Committee if additional documentation is submitted.

Step 3 Student Appeals Committee Review

When the student is granted a hearing, the campus Student Appeals Committee shall hear the case and forward its decision to the Campus President. The hearing will be conducted by the committee in an informal and expeditious manner.

Step 4 Campus President Review

The campus president shall review the decision of the campus Student Appeals Committee. The Campus President may accept, repeal, or amend the decision according to his/her best judgment. The actions of the Campus President shall occur within ten (10) working days of receipt of the decision of the campus Appeal Committee. The Campus President will send a written decision to the student. The decision of the Campus President is final and may not be appealed further.

Other General/ Non-Academic Appeals

Step 1 Student's Submission of the Request

Student must initiate the appeals process in the campus Student Success Office or the authorized center administrator's office no later than the A16 Session withdrawal deadline of the following term. The student submits the completed appeal form and supporting documentation to the campus Dean of Student Success Office or authorized center administrator's office. Documentation must be presented before the appeal request is accepted.

Step 2 Campus Dean of Student Success or Center Administrator Review

The campus Dean of Student Success or center administrator reviews the information submitted by the student, enters comments when appropriate, and indicates approval or disapproval. If approved, the campus Dean of Student Success/center administrator provides written notification of decision to the student and forwards relevant information to the Registrar for processing.

If disapproved, written notification is forwarded to the student. The student has 10 working days from the date of the notification to submit additional documentation and

request the Student Appeals Committee to review the disapproval. If no request is made, the disapproved appeal is forwarded to the District Student Records Office and imaged to the student's academic record.

Step 3 Student Appeals Committee Review

When the student is granted a hearing, the campus Student Appeals committee shall hear the case and forward its decision to the Campus President. The hearing will be conducted by the committee in an informal and expeditious manner.

Step 4 Campus President's Review

The Campus President shall review the decision of the committee. The Campus President may accept, repeal, or amend the decision according to his/her best judgment. The actions of the Campus President shall occur within ten (10) working days or receipt of the decision of the campus Student Appeals Committee. The Campus President sends a written decision to the student. The decision of the Campus President is final and may not be appealed further.

Academic Appeal

A. Grade Appeal

Informal Procedure

A student's inquiry on a grade change is initially directed to the course instructor. If the instructor is not currently teaching or cannot be contacted, the inquiry should be directed to the appropriate Associate Dean/Program Manager.

If the student's request is approved, a grade change form is completed with all required signatures and forwarded to the campus enrollment services office. The grade change is logged and sent to the Registrar for processing.

If an instructor disapproves the student's request for a grade change, the student can initiate a grade appeal request through the appropriate campus Dean of Student Success or the authorized campus administrator.

Step 1 Formal Procedure

A course grade appeal must be initiated in writing and filed with the campus Dean of Student Success or the authorized campus/center administrator no later than the A16 Session withdrawal deadline of the following term after the grade was reported. The student has the responsibility of demonstrating that the grade being challenged was administered in a manner inconsistent with criteria set forth on the instructor's course syllabus and that the evaluation process used uniquely discredits the student's grade.

Step 2 Associate Dean or Dean or Program Manager

The Associate Dean or Dean or Program Manager has the initial responsibility for reviewing and forwarding the student appeal to the appropriate faculty member for response (approval/denial). If the instructor of record is not available, the appeal should go directly to the campus Student Appeals Committee for consideration. If approved, a grade change is submitted and sent to the District Student Records Office for processing. The campus Associate Dean/ Program Manager notifies the student of such decision in writing. If appeal is disapproved, the student should be apprised of his or her right to request review by the campus Student Appeals Committee.

Step 3 Student Appeals Committee Review

When the student is granted a hearing, the campus Student Appeals Committee shall hear the case and forward its decision to the Campus President. The hearing will be conducted by the Committee in an informal and expeditious manner. The committee for grade changes must include an appropriate campus dean, a faculty member and a student.

Step 4 Campus President's Review

The Campus President shall review the decision of the campus Student Appeals Committee. The Campus President may accept, repeal, or amend the decision according to his/her best judgment. The actions of the Campus President shall occur within ten (10) working days of receipt of the decision of the campus Student Appeals Committee. The Campus President sends a written decision to the student. The decision of the Campus President cannot be appealed and is final.

Reference

Periodic changes are made to the College's appeal process. For the latest information, refer to the following web page which contains the current language from the College catalog...

<http://bit.ly/1WSddZc>

Classroom Attire and Personal Hygiene for Students

Those students who aspire to be a credit to the dental hygiene profession are expected to dress conservatively in the classroom and in the dental programs facility. They are to practice meticulous personal hygiene. Visiting dental professionals such as guest lecturers, course participants, and substitute faculty, are given a negative impression of the program if students are wearing clothes that are provocative or revealing and/or not demonstrating personal hygiene, as evidenced by body odor, scalp odor, unkempt hair or clothing. The following attire is inappropriate:

- Blue jeans in poor condition, i.e. holes, tears, stains, cut off, ill fitting
- Tank tops that reveal midriffs, or are low cut
- Skirts or pants that are low on the hips and expose skin, hair, body piercings, tattoos
- Exposed underwear, i.e. bra straps, underpants, or thongs
- Tight clothing that reveals details of the anatomy

Personal hygiene for health care professionals includes:

- Daily showers
- Hair that is groomed
- Make-up that is natural looking
- No heavy perfume or odors from tobacco, perspiration, or alcohol

Policy on Student Clinical Dress Code and Professional Behavior

Dress Code

1. Students must be prepared for each clinic session with a clean pressed uniform and name tag. Hair must be worn tied back, off the neck, and out of the eyes (not draping in the face or on neck), with plain hair clamp. Light make-up for professional appearance is acceptable. White clinic shoes (tennis shoes with-out brand names or colors), hose and/or plain white socks covering the ankles must be worn. Mirrored safety glasses are not permitted in clinic.
2. No jewelry is allowed other than plain wedding band, one stud earring per ear, and plain watch. Necklaces or bracelets on the arm or ankle are not acceptable for clinic attire. Additional body jewelry that is worn for body piercing and that is visible on the body when dressed in clinic attire is not acceptable. Examples are nose jewelry, tongue jewelry, eyebrow and lip jewelry. Failure to comply with the dress code will result in dismissal from clinic until the appearance can be corrected.
3. Fingernail polish is not allowed (only a protective coat of clear polish is acceptable). Acrylic nails are not acceptable. Nails must be short. Nail tips must not be visible beyond the tip of the finger pad. Hands should be clean, well groomed, and free of nicks and cuts.

Behavior

4. Students must display professional behavior at all times in the clinic environment and when communicating with fellow classmates, faculty, staff and patients. The FSCJ Student Code of Conduct prohibits any behavior that tends to interfere with, or otherwise disturbs, the orderly conduct, processes, functions and /or interests of the College. Behavior which is prohibited includes, but is not limited to, lewd or indecent conduct, violence against any classmate, guest or patient of the clinic, the use of indecent or abusive language, and theft or willful destruction of college property. The expected professional behavior of the dental hygiene student goes beyond the routine code of conduct described above. It includes behaviors such as respecting the confidential nature of the patients' medical and dental records, displaying a quiet and dignified form of conduct, controlling one's emotions and reactions, and acceptance of criticisms offered by instructors without contradiction or excuse making.

The faculty will use their own discretion in clinical dismissal of any student whose physical appearance is inappropriate for providing patient care in the clinic. No student is permitted in clinic without a clinic uniform when the clinic is in session with patients present. The clinic is not a passageway for students who are not in a regularly scheduled clinic session.

Program Office Protocol

Dental Program Office and Conference Room Area

The following guidelines have been determined necessary for maximum efficiency and confidentiality and to facilitate the operation of the dental health programs. Therefore, these guidelines must be followed:

- Students are not permitted in the administrative assistant's office under any circumstances. Students may request assistance via the waiting room window or the office doorway.
- Items to be filed may be placed in the appropriate hanging file on the office door to the right of the door on the wall.

Faculty Appointments

Faculty members must schedule an appropriate number of office hours each week when they are available to answer questions and to confer with students. Please feel free to make appointments with any of the faculty members after class, via email or by telephone. Office hours are posted outside faculty offices and are typically printed in course syllabi.

Faculty and Staff Privileges

With over fifty students enrolled in the dental hygiene program, the faculty and staff need their own time and space on occasion. Please avoid wandering into the faculty office without an appointment. Allow faculty private time during lunch and class breaks. If you rush up to faculty with questions during a break, the faculty member does not have a chance to go to the rest room, get something to drink or sit for a minute. Please wait until the end of class or make an appointment for discussions you don't want to occur during class.

Telephone

Office telephones are for faculty and staff use only. The telephone in the instrument locker room is to be used for appointing patients, confirming patients, rescheduling patients and when appropriate; for emergencies. The College's telephones are not for personal use.

Record of Conviction of a Crime

The Florida State Board of Dentistry, in accordance with the rules and regulations of the Florida Division of Medical Quality Assurance, will determine a dental hygiene student's eligibility for licensure when there is a history of arrests and/or convictions. Students with such a history should contact the Instructional Program Manager prior to applying to the dental hygiene program to discuss the issue.

Addendum:

Effective July 1, 2009, pursuant to Section 456.0635, Florida Statutes, health care review boards shall refuse to renew a license, certificate or registration, issue a license, certificate or registration and shall refuse to admit a candidate for examination if the applicant has been convicted or plead guilty or nolo contendere, regardless of adjudication, to a felony violation of: chapters 409, 817, or 893, Florida Statutes; or 21 U.S.C. ss. 801-970 or 42 U.S.C. ss 1395-1396, unless the sentence and any probation or pleas ended more than 15 years prior to the application, terminated for cause from Florida Medicaid Program (unless the applicant has been in good standing for the most recent 5 years) or terminated for cause by any other State Medicaid Program or the Medicare Program (unless the termination was at least 20 years prior to the date of the application and the applicant has been in good standing with the program for the most recent 5 years). The Florida nursing or allied health licensure or certification application requires disclosure of any criminal history and the disposition of all cases prior to board review. Being convicted of, or having entered a plea of guilty or nolo contendere to, any of the listed felonies in Florida Statute 456.0635 or termination for cause from the statutorily-described Medicaid programs will preclude an applicant from obtaining a nursing or allied health license or certification in the state of Florida. Entry and acceptance into the nursing (or any allied health) program does not guarantee licensure or certification in the State of Florida.

Criminal Background Check

Background checks are administered to all incoming freshman students. This requirement was introduced to satisfy the demands of our rotation sites to provide students who have been screened for criminal backgrounds and drug use. Due to the importance of the clinical rotations, students who fail to pass these tests and are barred from any rotation site will not be admitted to the program. Cases will be handled on an individual basis with the bottom line stipulation that all students admitted to the program must be able to gain admission to every rotation site as a condition of admittance.

A.D.A. Commission on Dental Accreditation

Notice of Opportunity and Procedure to File Complaints with the
A.D.A. Commission on Dental Accreditation

Each allied dental program accredited by the A.D.A. Commission on Dental Accreditation must develop a procedure to inform students of the mailing address and telephone number of the Commission on Dental Accreditation. The Commission on Dental Accreditation defines a complaint, as an allegation that a Commission accredited educational program may not be in substantial compliance with Commission standards or the required accreditation procedures.

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accredited 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 treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

The Commission, upon request, will make every effort to take reasonable precautions to prevent revealing the identity of the complainant to the program; however, the

Commission cannot guarantee the confidentiality of the Complainant. The Commission will consider only written, signed complaints; oral or unsigned complaints will not be considered. The Commission strongly encourages attempts at resolution, informally or formally, first be conducted through the program or the sponsoring institution's internal process prior to initiating a formal complaint with the Commission.

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.

Confidentiality Statement

School: Florida State College at Jacksonville
Program(s): Dental Hygiene
Facility/Agency: Veterans Administration, Duval County Health Department, City Rescue Mission, Managed Access to Child Health (Cleft Lip/ Palate Team)

The undersigned hereby acknowledges his/her responsibility under applicable federal law and regulations, including but not limited to regulations under the Health Insurance Portability and Accountability Act ("HIPAA"), to keep confidential any information regarding Facility/Agency patients, as well as all confidential information of Facility/Agency. The undersigned agrees, under penalty of law, not to reveal to any person or persons any specific information regarding any patient, except to authorized clinical staff and associated personnel of the Facility/Agency and, as necessary, to other Program Participants/Students at the Facility/Agency who are supervising or assisting the undersigned in the provision of services at Facility/Agency. The undersigned further agrees not to reveal to any third party any confidential information of Facility/Agency, except as required by law or as authorized by Facility/Agency.

Dated this ____ day of _____, 2015 .

Program Participant/Student

Print Name

Witness

Print Name

