

## DENTAL ASSISTANT PROGRAM



## 2024-25 STUDENT HANDBOOK

This handbook is distributed at the Program Registration for you to review.

**PLEASE bring to the first day of fall classes**



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# WELCOME

On behalf of the Dental Assistant faculty, congratulations on your acceptance and welcome to the Dental Assistant Program. You have chosen an exciting, rewarding, and challenging profession.

The Western Technical College dental assistant faculty are committed to helping you succeed and have developed this student handbook as a reference guide regarding the policies and expectations required for the Dental Assistant program. Please read the entire handbook and keep it available for easy reference during your time in the program. Policies specific to the college may be found online at <https://www.westerntc.edu/sites/default/files/student-rights/documents/StudentHandbook.pdf> or are within a Student Success Planner which you can purchase at the Western bookstore.

The Dental Assistant Faculty have an open-door policy – if we are in our office you are always welcome to stop in. In addition, instructors are available during three scheduled (3) face-to-face or virtual office hours a week or by appointment to meet with students. We are here for you and are happy to assist you in reaching your educational goals. Ultimately your success in the program is in your hands and is directly related to the amount of time, dedication and commitment you put toward studying and learning.

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The Program Faculty of the Dental Assistant Program at Western Technical College reserves the right to make any additions or changes in program policies as deemed necessary at any time throughout the course of the program.

Students will be notified of new policies and/or changes in program policies in writing.

## DENTAL ASSISTANT PROGRAM ADDITIONAL COSTS ---

### Reliable transportation

Students will need a car for travel to assigned clinical rotation sites locally and surrounding locations **up to 90 miles from La Crosse.**

## DENTAL ASSISTANT NATIONAL BOARD CERTIFICATION EXAM ---

Graduates of the Western Technical College Dental Assistant Program are eligible to sit for the Dental Assistant National Board Certification Exam. Upon passing the exam the **Certified Dental Assistant** (CDA) credential is awarded.

The Certified Dental Assistant credential is not required to work as a dental assistant in the state of Wisconsin, however, it is required in most other states including Minnesota and Iowa.

Program faculty will inform students of the current cost for taking the exam.

## **PROGRAM ACCREDITATION**

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The Commission on Dental Accreditation (CODA) was established in 1975 and the agency that accredits the Dental Assistant Program. The Commission is a specialized accrediting body recognized by the United States Department of Education and is the sole agency to accredit dental and dental-related education programs conducted at the post-secondary level. CODA's mission is to serve the oral health care needs of the public through the development and administration of standards that foster continuous quality improvement of dental and dental related educational programs. The Commission on Dental Accreditation can be contacted at 312-440-4653 or at 211 East Chicago Avenue, Chicago, IL 60611-2678. The Commission's web address is: <http://www.ada.org/en/coda>.

Students with complaints of program non-compliance with the CODA Standards may contact the Commission of Dental Accreditation at the address below. The program will respond to the allegations within 30 days of being contacted by CODA.

## **TECHNICAL DIPLOMA - CERTIFICATION**

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Upon completion of the Dental Assistant Program each student will be awarded a Technical Diploma and will become eligible to write the certification examination of the Dental Assisting National Board (DANB). Upon successfully passing this DANB, the graduate earns the credential of certified dental assistant (CDA)

## **DENTAL ASSISTANT CREED**

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To be loyal to my employer, my calling and myself.  
To develop initiative – having the courage to assume responsibility and the imagination to create ideas and develop them.  
To be prepared to visualize, take advantage of, and fulfill the opportunities of my calling.  
To be a co-worker – creating a spirit of cooperation and friendliness rather than one of fault-finding and criticism.  
To be enthusiastic – for therein lies the easiest way to accomplishment.  
To be generous, not alone of my name but of my praise and my time.  
To be tolerant with my associates, for at times I too make mistakes.  
To be friendly, realizing that friendship bestows and receives happiness.  
To be respectful of the other person's viewpoint and condition.  
To be systematic, believing that system makes for efficiency.  
To know the value of time for both my employer and myself.  
To safeguard my health, for good health is necessary for the achievement of a successful career.  
To be tactful – always doing the right thing at the right time.  
To be courteous – for this is the badge of good breeding.  
To walk on the sunny side of the street, seeing the beautiful things in life rather than fearing.  
To keep smiling always.

*- Juliette A. Southard, Founder ADAA*

## **PROGRAM PHILOSOPHY, GOALS & OUTCOMES**

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### **Program Philosophy**

Education and training in dental assisting is an integral part of providing skilled healthcare providers to the dental community. To do this effectively, we believe it is necessary to provide a modern educational environment that facilitates learning, challenges students to apply their learning, and allows them to demonstrate competencies necessary for roles in state-of-the-art dental practices. We believe that dental assisting education must also produce professionals who are ethically and morally responsible, clinically competent, and able to provide high quality dental services as a part of the dental care team.

### **Program Goals**

1. Provide high quality education that incorporates current theory and practice, emerging technologies, and relevant evaluation and feedback.
2. Produce graduates that have the knowledge, skills, and attitudes to obtain employment and become a successful part of the dental community.
3. Prepare students to pass the Dental Assistant National Board (DANB) exam.

### **Dental Assistant Program SuccessAbilities and Student Learning Outcomes**

- Living responsibly
- Refining professionalism
- Cultivating passion
- Perform a variety of advanced supportive dental procedures
- Manage infection and hazard control
- Produce diagnostic intraoral and extraoral radiographs on a variety of patients
- Perform advanced dental laboratory procedures
- Demonstrate professional behaviors, ethics, and appearance
- Perform dental office business procedures



## WESTERN TECHNICAL COLLEGE SUCCESSABILITIES

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Western believes in every student's potential to positively influence our community. Through extensive research, wide stakeholder involvement, and the stated expectations of the community, the College has refined its focus on student growth and success. To accomplish this, Western has incorporated aspects of soft-skills, employability skills, and college and career readiness skills in the creation of our SuccessAbilities. These SuccessAbilities are integrated throughout the curriculum with student assessment occurring as appropriate to the technical program.

**Western prepares students for success in a free-enterprise society through human experiences that integrate:**

### **Living Responsibly**

Challenges you to adapt to change, respect yourself and others, value the environment, accept ownership of your actions, and grow your community.

*Students will find success as they learn to:*

- **Develop Resilience:** anticipate, prepare for, respond to and recover from disruptive change.
- **Embrace Sustainability:** the act of building, through our daily practices and educational programming, a thriving, resilient, and just community now and in the future.
- **Foster Accountability:** a personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving desired results.

### **Refining Professionalism**

Challenges you to think and communicate as a professional, value collaboration and diversity, and behave ethically.

*Students will find success as they learn to:*

- **Improve Critical Thinking:** connect ideas and evaluate information logically.
- **Practice Effective Communication:** actively listen to others and share complex ideas through appropriate interactions.
- **Participate Collaboratively:** contribute as a team member while acknowledging and respecting the diversity of other perspectives.
- **Act Ethically:** behave in a way that reinforces the principles of honesty, equity, empathy and trust.

### **Cultivating Passion**

Challenges you to find your purpose and be curious, practice self-reflection, and genuinely connect with others.

*Students will find success as they learn to:*

- **Expand a Growth Mindset:** accept imperfections and seek opportunities for perpetual self-improvement.
- **Increase Self-Awareness:** understand personal strengths, weaknesses, traits, and behaviors to better understand yourself and other people.
- **Enhance Personal Connections:** relate to others through kindness and concern.

## DENTAL ASSISTANT - ADVANCED CURRICULUM

### Wisconsin Technical College System Aligned Program

Term Summer	Course #	Title	Lecture Hours	Lab Hours	Clinical Hours	Credits
1 <sup>st</sup> 7 weeks	31-890-300	Strength Seminar	online	0	0	1
1 <sup>st</sup> 7 weeks	10-801-196	Oral/Interpersonal Communication	Online	0	0	3
2 <sup>nd</sup> 7 weeks	31-508-304	Dental and General Anatomy	Hybrid	0	0	2
2 <sup>nd</sup> 7 weeks	10-508-101	Dental Health Safety*	Blended	3	0	1
					<b>TOTAL</b>	<b>6</b>

Term Fall	Course #	Title	Lecture Hours	Lab Hours	Clinical Hours	Credits
15 weeks	31-508-306	Dental Assistant Clinical	0	0	112	3
15 weeks	31-508-302	Dental Chairside	4/Hybrid	4	0	5
15 weeks	10-508-113	Dental Materials*	1/Hybrid	2	0	2
15 weeks	10-508-103	Dental Radiography*	1	2	0	2
					<b>TOTAL</b>	<b>12</b>

Term Spring	Course #	Title	Lecture Hours	Lab Hours	Clinical Hours	Credits
1 <sup>st</sup> 7 weeks	31-508-307	Dental Assistant Professional	1/Hybrid	0	0	1
1 <sup>st</sup> 7 weeks	10-508-120	Dental Office Management*	2/Hybrid	0	0	2
15 weeks	31-508-311	Dental Assistant Clinical - Advanced	0	0	192	2
15 weeks	31-508-308	Dental Chairside - Advanced	2/Hybrid	8	0	5
15 weeks	31-508-309	Dental Laboratory Procedures	3/Hybrid	6	0	4
15 weeks	31-508-310	Dental Radiography - Advanced		1	clinical	1
					<b>TOTAL</b>	<b>15</b>

- **Highlighted\*** courses are associate degree level courses and will transfer for credit into Wisconsin Technical College System Dental Hygiene programs.
- **\*\*** non-credit mandatory course

## DENTAL ASSISTANT COURSE DESCRIPTIONS

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### **Summer Term:**

#### **Strength Seminar 31-890-300    mandatory; 1 credit**

This course will focus on strengthening student skills on the following: time management, note-taking, test preparation/test taking strategies, and critical thinking. Will be using chapters out of the dental assisting textbook to apply learned strategies. College and program information will be incorporated into the course.

#### **Oral/Interpersonal Communication 10-801-196    3 Credits**

Focuses upon developing speaking, nonverbal communication, and listening skills through individual speeches, group activities, and other projects.

#### **Dental Health Safety 10-508-101    1 Credit**

Prepares dental auxiliary students to respond proactively to dental emergencies, control infection, prevent disease, adhere to OSHA Standards, and safely manage hazardous materials. Students also take patient vital signs and collect patient medical/dental histories. CPR certification is a prerequisite; students will be required to show proof of certification before beginning the course.

#### **Dental & General Anatomy 31-508-304    2 Credits**

Prepares dental assistant students to apply fundamentals of general and dental anatomy to informed decision-making and to professional communication with colleagues and patients.

### **Fall Term:**

#### **Dental Assistant Clinical 31-508-306    3 Credits**

Students apply skills developed in Dental and General Anatomy, Dental Health Safety, Dental Chairside, Dental Materials, Dental Radiography, and Professionalism in a clinical setting with patients. Emphasizes integration of core abilities and basic occupational skills.

#### **Dental Chairside 31-508-302    5 Credits**

Prepares dental assistant students to chart oral cavity structures, dental pathology, and restorations and to assist a dentist with basic dental procedures including examinations, pain control, amalgam restoration, and cosmetic restoration. Students will also develop the ability to educate patients about preventive dentistry, brushing and flossing techniques, and dental procedures, using lay terminology. Throughout the course, students will apply decoding strategies to the correct use and interpretation of dental terminology.

#### **Dental Materials 10-508-113    2 Credits**

Prepares dental auxiliary students to handle and prepare dental materials such as liners, bases, cements, amalgam, resin restorative materials, gypsum products, and impression materials. They also learn to take alginate impressions on manikins and clean removable appliances.

#### **Dental Radiography 10-508-103    2 Credits**

Prepares dental auxiliary students to operate x-ray units and expose bitewing, periapical, extra oral, and occlusal radiographs. Emphasis is placed on protection against x-ray hazards. Students also process, mount, and evaluate radiographs for diagnostic value. In this course students demonstrate competency on a manikin. In addition, students expose bitewing radiographs on a peer, role-play patient.

## **Spring Term**

### **Dental Assistant Clinical – Advanced 31-508-311 2 Credits**

Dental Assisting students apply skills developed in Dental Chairside - Advanced, Dental Lab Procedures, Dental Radiography - Advanced, and Dental Office Procedures in a clinical setting with patients. Emphasizes integration of core abilities and basic and advanced occupational skills.

### **Dental Chairside – Advanced 31-508-308 5 Credits**

Prepares dental assistant students to adapt chairside skills to assisting with dental specialties as they are performed in general practice. Focuses on pediatric dentistry, orthodontics, oral maxillofacial surgery, endodontics, periodontics, and prosthodontics. Students will also develop the ability to assist with sealants, perform coronal polishing, and apply topical fluoride and topical anesthetics.

### **Dental Assistant Professional 31-508-307 1 Credits**

Helps student dental assistants develop and apply high professional and ethical standards. Students apply the laws that govern the practice of dentistry to their work with patients, other members of a dental team and the community. Emphasis is placed on maintaining confidentiality and obtaining informed consent. Students enhance their ability to present a professional appearance.

### **Dental Lab Procedures 31-508-309 4 Credits**

Prepares Dental Assistant students to produce alginate impressions and fabricate diagnostic models, oral appliances, temporary restorations, and custom trays. Students also polish oral appliances.

### **Dental Office Management 10-508-120 2 Credits**

Prepares dental auxiliary students to manage telephones, appointments, recall systems, and inventory. Students also develop the skills need to process accounts receivable and payable, collections, and third-party reimbursements. Students use dental software programs.

### **Dental Radiography – Advanced 31-508-310 2 Credits**

Builds on principles and skills developed in Dental Radiography. Dental Assisting students expose full mouth series, extra-oral and specialized radiographs on adult and child patients. Emphasis is placed on protection against x-ray hazards. Students will also process, mount, and evaluate radiographs for diagnostic value. In addition, they will use radiographs to explain dental health and treatment plans to patients.

## DENTAL ASSISTANT CLINICAL ROTATION

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As part of the Dental Assistant curriculum students apply the skills developed in their course work in a clinic setting (in area dental offices) with patients.

### Clinical Rotation Schedule:

#### FALL

<b>Rotation 1</b> 5 weeks	Weeks 6-10	Tues & Wed	General Practice	Learning/practicing basic dental assisting skills
<b>Rotation 2</b> 5 weeks	Weeks 11-15	Tues & Wed	General Practice	Learning/practicing basic dental assisting skills

Total = 20 days  
160 hours

#### SPRING

<b>Specialty</b> 1 or 2 Day	1st Half Term	Scheduled around lab days.	Dental Specialties	Observation in at least one dental specialties.
<b>Rotation 3</b> 2 weeks	Weeks 6 & 7	4-5 days per week, clinical sites office hours	General Practice	Learning/practicing advanced dental assisting skills
<b>Rotation 4</b> 3 weeks	Weeks 13-15	4-5 days per week, clinical sites office hours	General Practice	Learning/practicing advanced dental assisting skills

#### **PLEASE NOTE:**

- Per accreditation standards students must complete a **MINIMUM** of 300 hours to successfully complete the program.

## PERFORMANCE BASED EDUCATION PROCESS ---

The dental assistant program utilizes a performance-based education process. Students are responsible for obtaining information and/or materials for completion of competencies. Instructors will provide the necessary information for completion of competencies utilizing any of the following means, methods or techniques:

- Lectures
- Reading assignments
- Blackboard posted videos
- Demonstrations
- Independent learning - online learning units
- Peer tutoring
- Hands-on labs
- Direct clinical experiences
- Online material via Blackboard or another web site links

## STUDENT RESOURCES ---

**Western Library** (link available under “Learning Commons” or “Western Support Services” on Blackboard)

- Online access to the full spectrum of college library resources
- Find an overview of library services, tutorials, resources, databases, and catalogs through the college website
- Numerous health-related databases and periodicals
- Abundance of health-related titles in the library collection

### **Dental Assistant Lab’s**

- Dental manikins and models
- Numerous textbooks and references
- Additional resources on reserve
- Computer Assisted Instructional Aids
- Instrument kits for students to check-out

### **Health Science Center Computer Lab**

- Computers available for student use
- Printer compatible with student laptops

## PROFESSIONAL BEHAVIORS IN THE DENTAL ASSISTANT PROGRAM

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Appropriate professional behaviors are an expectation of all members of the dental community. Experience shows that behaviors demonstrated in the classroom do carry over into clinical practice. Professional behaviors expected in the classroom/lab are based on the skills most valued by employers in dentistry.

**Attendance/Punctuality** – Employers expect a dental assistant to arrive on time, prepare for the day and have the first patient seated at the scheduled start time.

*Program Expectations:*

- ✓ Arrives and has materials ready for class, lab, and clinic **at scheduled start time.**
- ✓ Attends entire session (No appointments or work scheduled during school hours. This includes driving time to get to these activities).
- ✓ Emails appropriate instructor in advance of class/lab when unable to attend. In cases of unexpected emergencies or illness please contact instructors as soon as possible.
- ✓ Any vacation is considered an unexcused absence. Students who notify instructors in advance will be allowed to make a study plan to complete work by proper due dates. Vacations taken at the last minute will not be given this opportunity and students may not be allowed to make up labs. This may affect overall grades including completion of the program.
- ✓ Missing class for sporting events is not considered an excused absence. Students may be allowed to miss providing work is completed prior for immediate siblings only. (For example, your town team makes state tournaments you will only be allowed to miss class if your sibling is in the tournament)

**Communication** – The dental assistant is a representative for her employer/dental office. The ability to communicate in an appropriate manner is critical in interactions with patients, co-works, and the dentist/employer. Employers list this skill as essential for career success.

*Program Expectations:*

- ✓ Responds during interactions with instructors and classmates using appropriate verbal style (Respectful, listens to others, appropriate tone used, avoids use of offensive statements)
- ✓ Modifies personal use of non-verbal cues appropriate to the circumstances (Facial expressions and body language convey appropriate message)
- ✓ Initiates communication at appropriate time and place (Questions asked in the group setting are relevant for everyone. Instructors are available for individual questions after class/lab, by e-mail, or request to meet one-on-one).
- ✓ Schedules appointments and keeps appointments with faculty (Instructors cannot discuss or resolve issues/concerns they are not aware of, so please schedule a meeting. If an instructor asks to meet, student attends.)
- ✓ Takes complaint or feedback directly to person involved when appropriate, and to an instructor or counselor when necessary (for safety or ethical concerns)
- ✓ Refrains from talking over the instructor or classmates during class/labs.

**Time Management** – A responsibility of a dental assistant is to help with all the tasks required to follow the time frame of the schedule: operatory take down & set up, instrument reprocessing, being efficient in providing patient treatment. When not providing patient treatment, the dental assistant performs other essential tasks: refilling supplies, confirming patient appointments, maintenance of equipment.

*Program Expectations:*

- ✓ Actively completing all course requirements: reading, assignments, pre-class requirements
- ✓ Takes full advantage of time available in class/lab by staying on task and being involved

- ✓ Actively involved in group work – scheduling, attending, participating
- ✓ Initiates study and review activities with peers and instructors (Attends *Academic Advising* sessions, requests a peer tutor or requests one-on-one sessions with instructor)
- ✓ Seeks assistance with help managing educational requirements and life issues (Contacts instructor for referral or contacts counselor)

**Assume responsibility for Self-Assessment and Personal Improvement** – Dentists/employers expect the dental assistant to do their job well. A dentist may provide the dental assistant with performance feedback during, and after treatment as a method for skill development and improvement. Dentists/employers provide opportunities for dental assistants to attend dental seminars, and conferences as a means of education for continuous improvement for dental treatment.

*Program Expectations:*

- ✓ **Active Learning**
  - ✓ Actively attentive in class and lab
  - ✓ Follows directions. Asks for clarification if needed
  - ✓ Actively participates in class and lab activities
  - ✓ Respectful and receptive to receiving constructive feedback
  - ✓ Demonstrates improvement based on self-assessment or instructor feedback
  - ✓ Accepts limits to own knowledge on subject matter
- ✓ **Initiative & Problem Solving**
  - ✓ Self-motivated to fully participate in learning activities and takes the time necessary for understanding (Not just rushing through an activity to get it done)
  - ✓ Demonstrates initiative to seek answers using a variety of reliable resources (Does not relying on others to provide the answer)
- ✓ **Cooperative/Respectful**
  - ✓ Works honestly and openly with others in achieving a common goal
  - ✓ Demonstrate sensitivity and respect towards other classmates, particularly when personal experiences or differing opinions are shared
- ✓ **Organization**
  - ✓ Materials out and ready at the start time of class/lab (In class: have a pen and paper or computer ready to take notes)
  - ✓ Actively prepared, follows directions, participates, and completes activities, tasks, and assignments on time
  - ✓ Actively follows end of class/lab procedures, tasks, and clean-up

**Privacy and Ethics:**

**Students are not to share information about other students with one another. Students are also not to share information about previously attended clinical sites. Students who are found to be “gossiping” about peers and clinical sites may be subject to disciplinary actions. This may include grade deductions, additional assignments, or dismissal from the program.**

**Professional Communication Expectations**

The following guidelines are to be used with phone and E-mail communication with your course and clinical instructors. Violation of these guidelines is a breach of appropriate professional behaviors.

**Phone etiquette**

- ✓ State who you are and that you are a student from Western Technical College.
- ✓ State reason for the call.



- ✓ Leave a call back number(s) and/or E-mail. (Please state your number clearly)
- ✓ State times that you are available for a call back.
- ✓ Do not call exceedingly early or extremely late.
- ✓ Speak clearly.
- ✓ Do not use slang.

### **Netiquette**

- ✓ Check Western student e-mail daily and respond promptly for requests to information from instructors. E-mail will be our primary means of offsite communication with you.
- ✓ Notify all instructors if you have a change in e-mail address.
- ✓ Use complete sentences.
- ✓ Do not use “slang” abbreviations i.e., LOL, etc.
- ✓ Use proper spelling, grammar, and punctuation. If you need to, type out in Microsoft Word, use spell and grammar check then copy to e-mail.
- ✓ Send attachments in Word only unless told to use a different program.
- ✓ Maintain confidentiality of patients, fellow students and faculty.
- ✓ Use a title in the subject line.
- ✓ Use please, thank you, your welcome, etc.

### **Cell phone Etiquette**

- ✓ **All phones will be turned off and stored during class, laboratory and clinical hours.** You may check your phone during breaks only.
- ✓ If there is an emergency that requires you to have your phone on, please speak to the instructor before class starts.

## **Implementing Professional Behaviors Policy**

Consistent and effective professional behaviors are expected in classroom, labs, and clinical settings. Behaviors not conforming to those expected of an entry level employee are brought to the student’s attention and addressed based on the level of attention and concern indicated.

Behaviors that violate college policy – such as blatant plagiarism, cheating, bringing alcoholic beverages or drugs on campus, or attending class while under the influence of alcohol or drugs – would justify dismissal from the program.

- In contrast, other behaviors that compromise the educational experience for the student or their peers may place the student “at risk” but would not require disciplinary action or dismissal unless the behaviors remain uncorrected after sufficient notification and opportunity for improvement has occurred.

### **Step one: Problem is identified, and student is made aware of the concern**

The unprofessional behavior is documented using any written or verbal form (email, grade book, handout, discussion). This documentation is shared with the student and the student is encouraged to discuss the issue with the course instructor.

- Other program faculty will be informed to determine if the problem requires monitoring across the program or can be identified as an isolated circumstance.

### **Step two: Development of a plan for student to take necessary steps for change.**

- The student and course instructor identify what course of action must be taken to resolve the concern and to prevent further occurrences. The consequences of a failure to demonstrate improvement are identified.

- A method of tracking concerns across all program settings (class / lab / clinic) is initiated to ensure that the problem is addressed and corrected by the student in all program settings.
- The student is required to meet periodically with one or more of -- program instructor, program director, or program counselor -- to address and document progress or lack of progress related to professional behaviors.

***Ideally, concerns are addressed satisfactorily at step two. Student and faculty establish the plan and agree on positive and negative consequences.***

**Step three: Recommendation for a change in program status**

Problems are ongoing and have not been resolved. This student has not demonstrated acceptable levels of improvements in the identified behaviors established by the student and program faculty. The program faculty feels the student is not competent to provide dental assistant services currently.

- DA program is recommending the student exit or modify participation at the program level and establish a plan for this change. Participants - student, program director, & program counselor
- The student may request re-entry in the DA program. This petition would have to go through the Associate Dean and/or Dean of the Health and Public Safety Division. (See student handbook for college policy on program re-entry.)

**STUDENT SUCCESS PLAN**

The faculty of the Dental Assistant program are committed to their students' success. If they have concerns about a student's ability to meet the rigors of the program's coursework (e.g., a persistent skill or knowledge gap, grade drops below a "C" during a course, a final grade of "C" in any class, etc.) , they will create a Student Success Plan with the student to help them identify tools, techniques, or strategies to support them in their academic achievement. This may include sessions with a Health Science tutor, Reading Specialist, or ELL instructor, and will typically be scheduled around scheduled classes on weekdays.

## WESTERN DENTAL ASSISTANT PROGRAM ATTENDANCE POLICY

To be successful in the Dental Assistant Program, students are expected to attend all lectures, laboratory, and clinical sessions. While we understand that sometimes things come up that cause you to miss, to prevent an unexcused absence it is important to communicate with your instructor(s) and/or clinical site ahead of time when you know you will be absent. Repeated or habitual absences (excused or unexcused) will inhibit your ability to be successful within the dental program and may negatively affect your peers, and/or relationships within the Dental Community.

### ATTENDANCE POLICY

While we acknowledge that it is the student's right to decide whether to attend classes, the student must understand the following:

- Course material may contain subject matter that may be difficult to understand if the student elects not to be present for the lecture or lab. The instructor will not repeat missed material.
- It is expected students will have materials out and be ready to begin at the scheduled start time.
- Points may not be awarded for missed activities, worksheets, or projects completed during a **missed** lecture/lab or for not attending an **entire** class/lab (ex: scheduled appointments, work, or vacation, or other personal reasons). However, missed *requirements* **must** be made up to pass the course.
- Students are **required to contact both instructors via email if they are going to be absent from lecture or lab at [mikkelsonl@westernnc.edu](mailto:mikkelsonl@westernnc.edu) & [Schmitn@westernnc.edu](mailto:Schmitn@westernnc.edu) prior to the course start time.**
- Course **assignment due dates** must still be met if absent (upload on time).
- It is **the student's responsibility** to contact the instructor after an absence to discuss missed criteria and make-up requirements-
- If an absence is anticipated due to personal reasons, it must be discussed with the instructor **prior to the date of absence.**
- Exams: (excused or unexcused)
  - If a student does not take a scheduled face-to-face or on-line course exam (1<sup>st</sup> occurrence)
    - The student must contact the instructor within twenty-four (24) hours to request an alternate date and time to complete.
    - Exam must be taken within three (3) days of the origin date.
  - If a student does not take a scheduled face-to-face or on-line course exam (2<sup>nd</sup> or 3<sup>rd</sup> occurrence), student will receive 10% grade deduction.
- When asked to make recommendations for scholarships and employment, the instructors take absences into consideration.

## **Protocol for handling unexcused absences:**

An unexcused absence occurs when a student misses' class, laboratory, or clinical without notifying the instructors or clinical site before the absence occurs. Unexcused absences will trigger the consequences described below.

**First unexcused absence:** The student will receive a verbal warning and the absence will be documented.

**Second unexcused absence:** The student will receive a written warning, and the absence will be documented. In addition, the students will receive a 25-point reduction for each course they are absent from.

**Third unexcused absence:** The student will receive a written warning, and the absence will be documented. In addition, the students will receive a 50-point reduction in each course they are absent from. A student success plan will be implemented, and the program Dean will be notified. Additional unexcused absences will be handled by the program Dean and may face dismissal from the program.

Below is a copy of the Colleges policy for attendance. Please note the highlighted area and realize that much of this program is hands on and bound to accreditor (CODA) standards there may be some exceptions to the policy.

## **Western Technical College's Policy for attendance:**

EXCUSED ABSENCE POLICY Western Technical College expects students to attend scheduled classes; however, Western recognizes that an unexpected circumstance may cause a student to be absent from class. Western considers certain class absences to be officially excused without jeopardizing student academic standing. Students may not be penalized by faculty during the academic term due to, but not limited to, the following circumstance:

- Pregnancy or parenting
- Health related absences
- Bereavement (including travel related to bereavement)
- Military service or requirement
- Jury duty
- Participation in College sponsored events
- Internet connectivity
- Transportation challenges
- Other state and/or federal regulations Students shall not be penalized for excused absences and shall be allowed to make up missed quizzes or tests.

Exceptions would include a class in which the nature of the class makes attendance and active student participation a mandatory requirement, such as: classes which have a state or accrediting agency requirement regarding minimum number of hours of instruction and/or

classes, clinicals or labs with specific learning activities that cannot be made up with reasonable accommodations.

College sponsored events include, but may not be limited to, athletic or academic competitions, conference attendance, and events authorized by the Dean of Students or division offices. In order to qualify for an excused absence, students will:

- Notify their instructor(s) of the conflict requiring the absence at the first available opportunity, preferably by the time of return to class. This should be done well in advance of the scheduled conflict, if at all possible.
- Submit any homework or other projects due prior to the scheduled conflict, if at all possible
- Students are responsible for completing any work that they might miss due to absence, including assignments, quizzes, tests, and exams. Faculty will collaborate with the student and other stakeholders to write a success plan, including the missed work, and make up plan with due dates.
- If required by the instructor, any absences due to college sponsored events should be verified through a written statement signed by a responsible College official specifying the dates, times and nature of the activity that will require the student's absence, if required by the instructor
- Student will work with instructor, advisor, and Learner Support and Transition faculty to develop a plan for completing the course requirements as needed.
- In the event that the absence will be for an extended length of time, and an incomplete or withdrawal may be necessary, student should work with faculty and college advisor to discuss options. An excused absence does not excuse the student from learning the course material, from submitting any required assignments, or from meeting any other course requirement. If the student absence becomes excessive to the point of inability to complete the documented requirements of the course(s), students may be required to withdrawal, take an incomplete, or make alternative arrangements with the instructor(s). Faculty will work with their dean team, division advisor, and Learner Support and Transition to make this determination.

### **Appeal**

A student who believes their rights under this policy have been violated may appeal through the Student Grievance Procedure. The policy can be found:

<https://info.westernct.edu/sites/AcademicPolicies/SitePages/Home.aspx>



## Acceptance of understanding and review of Western Dental Assistant Program Attendance Policy

I \_\_\_\_\_ (student name) have read and understand the Dental Assistant Program Attendance Policy. I am aware of the consequences that may ensue should I have multiple absences. I understand that upon breach of the program policy that **I may be dismissed from the program**. I have had the opportunity to ask questions in person with instructors. I understand that I have the right to appeal my attendance at any time.

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





## STUDENT ACADEMIC SUPPORT

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### Faculty Advisor

Each student will be assigned a faculty advisor. You will meet with your advisor at least once during each term, however, are encouraged to meet as often as you need. Your advisor is another key to your success. At these meetings you will be able to express problems, gain assistance in your study habits, learn how the instructors have evaluated your progress, and in general discuss any way in which you can be successful. Faculty office hours will be posted outside their office doors and if these times are not convenient for you, please feel free to leave a voicemail message or e-mail the program faculty.

### DA Program - College Advisor

**Margaret Ho** [hom@westerntc.edu](mailto:hom@westerntc.edu) **Phone: 608-789-6159 Room 4088 – Health Science Center**

The College Advisor supports students throughout their journey at Western and connects them with campus services and resources as needed; troubleshoots academic barrier e.g., Blackboard, tutoring, work/life/school balance; and helps a student complete their program as quickly as possible by providing support with class scheduling, program admission requirements, and transfer credit advisement.

### Learning Commons

**Learning Commons** <https://www.westerntc.edu/learning-commons>

**Email** [learningcommons@westerntc.edu](mailto:learningcommons@westerntc.edu) **Phone** 608-785-9198

The Learning Commons offers help in the fundamental math, science, and English skill as well as in entry-level courses. It is also the place to hone your student skills as a reader, note taker, or test taker. Tutoring assistance is arranged through this center. This department also offers Student Skills Seminars with topics related to assisting and ensuring student success. Taking advantage of these would be well worth while. They are offered each fall and spring term. Their contact information is 608-785-9198 or at <https://www.westerntc.edu/learning-commons>

### Access Services

**Phone:** 608-785-9524 Call to make an appointment with the Manager of Access Services.

Access Services helps students blend what they know about themselves with appropriate accommodations to reduce barriers to learning. We strive to create an environment that empowers and supports students to reach their academic goals. The college has a long history of serving students with a wide variety of disabilities, working to ensure each student has the reasonable accommodations and services they need to enjoy academic success.

### Academic Tutor

Professional tutors are available Monday-Friday from 8 am-4 pm by appointment on the main campus. A tutor is available at the **Health Science Center (HSC)** by appointment only and at designated times. If you want to schedule an appointment with the HSC tutor, please request the tutor contact information from a program instructor.

## HEALTH POLICY

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- 1. Chronic Health Problems**  
Faculty will require students with chronic health problems to obtain and follow necessary precautions related to the safety and health of others.
- 2. Extended Illness**  
The Dental Assistant faculty will evaluate extended illness absences.
- 3. Accidents or Illness during Assigned Clinical Rotations**  
Any accident or illness that occurs during an assigned clinical rotation must be reported to the instructor. In cases where emergency services must be rendered, the student will be taken to the nearest hospital emergency room. Any treatment necessary will be administered at the hospital with the consent of either the student or parent/guardian. If an injury should occur, an incident report must be filled out at the affiliated site and placed on file at school.
- 4. Health Insurance/Student Accident Insurance:**  
This is insurance that each student obtains when they register for clinical courses. The Health Insurance/Student Accident Insurance covers injuries that you may incur on the way to or from any clinical experiences, and any injury that you might sustain at the clinical site. This includes needle sticks or any other injury that you may sustain while performing your clinical duties as a Western Technical College student. This insurance **ONLY** covers you for injuries related to these student experiences; your choice of insurance for other portions of your life remains your responsibility. This insurance is considered a secondary insurance to any primary insurance you may have. There is no deductible for this coverage currently. More information is available on the web.
- 5. Student Health Center - Health Science Center**  
Each student must pay a *Health Services Fee* which is based on the amount of the total program fee. This allows students to receive health services at the Student Health Center. The Student Health Center located at 13<sup>th</sup> and Badger Street in the Health Science Center.
- 6. Immunizations - ViewPoint**  
All students must keep required immunizations up to date throughout the program. This includes uploading renewal documents to their **ViewPoint one (1) week prior** to the expiration date. A student with lapsed or expired immunizations **will not be allowed to attend clinical** until the immunization requirement is met. Missed clinical time must be made up and the student will receive a 10% reduction in their clinical grade. Note: an annual TB test is required.

### CPR

Programs in the Health and Public Safety Division that require CPR certification for acceptance in the program will accept American Heart Association or Red Cross Health Care Provider courses. Students must upload a current copy of the certification card to their **ViewPoint prior to the required due date** announced at the dental assistant program orientation. It is the student's responsibility to maintain CPR certification throughout the program and submit evidence of renewal prior to expiration of the certification. If a student allows CPR certification to lapse or expire, the student **will not be allowed to attend the clinical experience** until this requirement is met; missed clinical will need to be made up. Additionally, the student will receive a 10% reduction in their clinical grade.

## 7. **Health and Safety**

The Dental Assistant Program prepares students for an occupation which is at risk of exposure to Blood borne pathogens. The program follows *Westerns Dental Assistant Program - Health and Safety Policy for Blood borne Pathogens*. Because many people who carry highly infectious pathogens (e.g., AIDS virus, hepatitis A & B, etc.) are not aware of it, all students and faculty will strictly adhere to this policy. These safety guidelines are designed to protect the students, faculty, and patients from the spread of infectious diseases. These guidelines will be covered in the Dental Health Safety course.

- Any splash of body fluid entering a mucous membrane (eye, nasal passage, and mouth), open cut or wound shall be reported immediately to the faculty. If occurrence at school, student will be referred to the Student Health Center. WESTERN incident report will be filled out.
- If occurrence at clinical site, student will be sent to the health service or appropriate treatment facility for evaluation and treatment. WESTERN incident report and the respective clinical site incident report will be filled out. The student will pay for cost of any treatment

## 8. **Clinical Site Health and Safety Training**

Students are required to complete Health and Safety programs sponsored by Gundersen Health Center. Students will receive information from the program faculty regarding the process to complete the orientation program during the fall term.

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## **PREGNANCY POLICY**

It is strongly recommended that students voluntarily inform their instructor if they are pregnant. Our concern is for you and your baby's safety. We would like to discuss potential risks with you so that you can contact your healthcare provider to determine if you should continue your rotation in this program or if, after discussion with your instructor, some adjustments if any can be made in class activities. The choice for continuing is yours but we want you to be fully informed.

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## **RADIATION POLICY**

### **A. IONIZING RADIATION**

The Health and Public Safety Division complies with the Wisconsin Administrative Code for Radiation Protection, section HSS 157.01. All Health and Public Safety Division programs that have a source of radiation will include up-to-date curriculum in relation to radiation risks and protective measures. When ionizing radiation is produced, the As Low As Reasonably Achievable (ALARA) concept will be applied. Programs in which students use or work in an environment where ionizing radiation is produced shall comply with the following:

1. Students in Dental Assistant, Medical Assistant and Radiography programs will sign an informed consent statement indicating that they have been made aware of the harmful effects of radiation and will practice protective care measures when using radiographic equipment.
2. Faculty and students in Dental Assistant, Dental Hygiene, Medical Assistant and Radiography programs will wear radiation monitoring devices when working in on-campus laboratories where ionizing radiation can be produced and during off-campus clinical assignment where ionizing radiation is produced.
3. Students shall operate radiographic equipment only when an instructor or other responsible person is present.

4. All programs with sources of ionizing radiation will have written pregnancy policies which address biological hazards of radiation to the fetus, and options for completion of the program in the event of pregnancy. All students will receive a copy of the policy at the beginning of the program.
5. Faculty will, on an annual basis, check protective apparel for possible leaks.
6. While at clinical or other off-campus sites, students and faculty will follow the procedures of the agency.

## **HEALTH AND PUBLIC SAFETY DIVISION LATEX EXPOSURE POLICY**

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Western Technical College cannot provide a latex-free environment within classrooms, labs, or clinical settings. Since students may be exposed to various amounts of latex products, students who have a latex sensitivity or latex allergy will be required to provide the instructor with a doctor's written statement stating they are safe to continue in the program with varying exposure to latex products. As a result, a latex sensitivity or latex allergy may prevent a student from continuing in a Health and Public Safety Division program.

## **DENTAL ASSISTANT PROGRAM HEALTH AND SAFETY PLAN**

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### **I. BLOODBORNE PATHOGENS**

#### **A. INFORMATION AND TRAINING**

The Dental Assistant program prepares students for an occupation, which is at risk of exposure to bloodborne pathogens. The program includes up-to-date curriculum in relation to risks, prevention, and management of such exposure. Program students review Dental Assistant Program Health and Safety Plan during the Dental Health Safety course the first term of the program. This course prepares students to respond proactively to dental emergencies, control infection, prevent disease, adhere to OSHA Standards, and safety manage hazardous materials. Faculty review and update the plan annually.

Curriculum content includes:

1. A copy of the OSHA Occupational Exposure to Bloodborne Pathogen Standard and an explanation of its contents.
2. A discussion of the epidemiology and symptoms of bloodborne diseases.
3. An explanation of the modes of transmission of bloodborne pathogens.
4. The recognition of tasks that may involve exposure.
5. An explanation of the use and limitations of methods to reduce exposure, for example, personal protective equipment.
6. Information on the types, use, location, removal, handling, decontamination, and disposal of personal protective equipment.
7. An explanation of the basis of selection of personal protective equipment.
8. Information on the hepatitis B vaccination, including efficacy, safety, method of administration and benefits.
9. Information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials in classrooms and at clinical sites.
10. An explanation of the procedures to follow if an exposure incident occurs, including the method of reporting and medical follow-up.
11. Information on the evaluation and follow-up after an exposure incident.

12. An explanation of the signs, labels, and color-coding systems.

Additional training is provided to students when there are any changes of tasks or procedures affecting their occupational exposure.

The Western Student Activities Director is responsible for maintaining student exposure records in accordance with the OSHA standard as listed below. These records shall be kept confidential and must be maintained for at least the duration of enrollment plus 30 years. The records shall include the following:

1. The name and student ID number of the student.
2. A copy of the student's HBV vaccination status, including the dates of vaccination, if vaccinated.
3. A record of any exposure incidents, including follow-up procedures, copy of physician's report, and results of medical tests, if any.
4. A copy of the information provided to the student including a description of the student's options as they relate to the exposure incident, and documentation of the routes of exposure and circumstances of the exposure.

All records related to a student exposure shall be made available to the student involved. Student exposure records shall also be made available to OSHA upon request.

#### **B. HEPATITIS B VACCINATION**

The Health and Public Safety Division students in the following programs are considered at risk for exposure to bloodborne pathogens and will be informed of the risks and the availability of the vaccine: Nursing- Associate Degree, Central Service Technician, Dental Assistant, Electro neurodiagnostic Technology, Emergency Medical Technician, Medical Assistant, Medical Laboratory Technician, Nursing Assistant, Occupational Therapy Assistant, Physical Therapist Assistant, Radiography, Respiratory Care Practitioner, and Surgical Technology.

Health and Public Safety students at risk for exposure to bloodborne pathogens will be informed of the risks and encouraged to be vaccinated with the hepatitis B vaccine. Hepatitis B vaccination may be mandatory in certain programs. Information shall be given to the student upon acceptance into the program and again at the program orientation following enrollment. Students will be required to sign consent forms when receiving the vaccination, or if the vaccine is declined, a declination form will be required. The student is responsible for the cost of the vaccine. Records will be maintained in the Registrar's Office.

#### **C. HANDWASHING AND PERSONAL PROTECTIVE EQUIPMENT**

Standard blood and body fluid precautions will be used to prevent contact with blood and other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source. Based on CDC recommendations, all human blood and the following body fluids shall be treated as if they are known to be infectious for HBV, HIV, or other bloodborne pathogens in dental procedures: saliva and any bodily fluid visibly contaminated with blood.

In addition, standard precautions must be used when handling all specimens of blood, body fluid, bone, tissue, etc., and when handling biohazard bags of contaminated material.

Antimicrobial soap and water shall be used in handwashing:

1. Before and after contact with a patient
2. After use of gloves

Personal protective equipment is specialized clothing or equipment used by workers to protect themselves from direct exposure to blood or other potentially infectious materials. Personal protective equipment will be worn as directed by instructor for each course. These items will be removed immediately upon saturation with body fluids, or prior to leaving the designated work area, and placed in an appropriately designated area for storage, washing, decontamination, or disposal.

Gloves:

- I. Shall be worn in designated areas for anticipated contact with any body fluids listed above.
2. Are not necessary for contact with unsoiled articles or intact skin.
3. May be nonsterile except as a specific procedure may indicate.
4. Must be worn if the student has dermatitis or severe skin-cracked hands.
5. Must be changed often. Torn or physically contaminated gloves shall be replaced as soon as possible. Gloves must be changed between patients.
6. Disposable gloves cannot be washed and reused.
7. Utility gloves may be decontaminated for re-use provided that the integrity of the glove is not compromised.
8. Disposable or utility gloves, if cracked, peeled, torn, punctured, or showing signs of deterioration must be discarded.

Eye and Face Protection:

1. Masks in combination with eye protection devices, such as safety glasses with solid side shield, or chin length face shields, are required to be worn whenever splashes, spray, splatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can reasonably be anticipated.
2. Eye wear and face shields must be cleaned and decontaminated after each exposure.

While on clinical assignment, students and faculty will follow the procedures of the clinical agency.

#### **D. LABORATORY DECONTAMINATION**

All potentially contaminated work surfaces in instructional classroom labs will be decontaminated after completion of procedures, and immediately or as soon as feasible after spill of blood or other potentially infectious materials, as well as at the end of class if the surface may have become contaminated since the last cleaning.

The cleaning will be established in two steps. (If a moisture proof barrier has been utilized, only the second step is necessary.)

1. Latex gloves, or their equivalent, and eye protection will be worn during the cleaning and decontamination procedure.
2. First step - Cleaning. Spray and wipe or use pre-saturated wipes on the contaminated area with an EPA approved disinfectant. Wipe all sprayed areas.
3. Second step - Disinfecting. Spray and wipe or use pre-saturated wipes on the contaminated area again with the same disinfectant. Allow the solution to air dry for a minimum of ten minutes.
4. Gloves, paper towels used to wipe contaminated areas, and other disposable cleaning

materials will be discarded in a plastic bag. The bag will be tied securely and disposed of in the infectious waste container.

Any broken glassware which may be contaminated will not be picked up directly with the hands.

#### **E. REGULATED WASTE HANDLING**

OSHA defines regulated waste as:

1. Blood or other potentially infectious materials, including saliva, pus, feces, urine, and other body fluids.
2. Items that would release blood or other potentially infectious materials, including saliva, if compressed.
3. Items that are caked with dried blood or other potentially infectious materials and can release these materials during handling.
4. Contaminated sharps.
5. Pathological and microbiological waste containing blood or other potentially infectious materials (including body fluids of all types).

#### **Disposal of Waste:**

Before disposal, waste shall be placed into one of three categories listed below.

1. **Hard Waste - "Sharps"** - Needles, scalpels, slides, broken glass and other sharp objects. Items shall be placed in a red, hard, puncture proof, plastic container. Contaminated needles will not be bent or cut. Needles may be recapped by use of a mechanical device or the one-handed scoop method. If needles are not recapped, they must be removed by mechanical device only. Sharps must be discarded as soon as feasible into a **RED SHARPS BUCKET**. Syringes and containers, for example, tubes, vials, Vacutainers, etc., must be emptied of liquid contents or the vacuum seal broken on Vacutainers before being placed in the sharps bucket. Sharps buckets must not be loaded beyond the fill line.
2. **Routine Waste** - Non-contaminated waste that can be placed in any garbage receptacle or dumpster.
3. **Contaminated Waste** - Waste that would release blood or other potentially infectious materials, including items that are soaked/caked with infectious materials. These items should be placed in a temperature resistant, leak-proof, biohazard bag. Biohazard bags are handled by HSC custodial staff.

#### **Waste Transport within the Division:**

Red sharps container shall not be filled beyond the fill line and must be closed prior to transport. Sharps container(s) and biohazard bags with all other biologically contaminated materials shall be disposed by custodial staff. All containers must be decontaminated to disposal

The biohazard materials will be placed in boxes provided by Waste Management Company. Boxes may be obtained through custodial services. When the boxes are full, they will be taped shut and disposed by custodial staff. A pick-up tag will be filled out and placed on top of the box. The custodial staff will then pick up the boxes for disposal by Waste Management.

#### **F. EXPOSURE TO PATIENT BLOOD AND/OR BODY FLUID PROTOCOL/NEEDLESTICK POLICY**

It is the policy of the Dental Assistant program that students follow OSHA guidelines for wearing **puncture-resistant utility gloves** when cleaning and disinfecting an operatory after treatment and when handling instruments and other potentially infectious materials in the sterilization room. We ask clinical sites to help ensure students follow this protocol to reduce student risk of exposure to hazardous sharps.

#### **NEEDLESTICK POLICY**

If a needle stick occurs, the protocol is:

1. The student is to notify the instructor or clinical site supervising dental assistant or dentist.
2. The instructor or clinical site will arrange for the student who was stuck with the needle to have base line testing done at the clinical site's designated occupational health facility.  
*Student accident insurance covers testing performed on students who are stuck with a needle in a clinical setting.*
3. The instructor or clinical site will inform the patient of the incident and request he/she be tested to determine their infectious disease status. It is recommended testing be done at the same designated occupational health facility.
  - a. For patient's that agree to be tested. *Clinical site insurance may cover the cost, if not Western Technical College will cover the cost.* If the patient tested is found not to be infected, the student requires no additional testing.
  - b. For patients who refuse to be tested. The student must be treated as if they are infected and will require future testing to determine infectious disease exposure risk.
4. If the student exposure occurs at a clinical site, the student reports the incident to the clinical coordinator as soon as possible. The student and clinical coordinator will complete the college on-line Accident/Injury Report form.

#### **G. WORK AREA RESTRICTIONS**

In work areas where there is a reasonable likelihood of exposure to blood or other potentially infectious materials, employees and students are not to eat, drink, apply cosmetics or lip balm, or handle contact lenses. Food and beverages are not to be kept in refrigerators, freezers, shelves, cabinets, or on counter tops or bench tops where blood or other potentially infectious materials are present.

All procedures will be conducted in a manner which will minimize splashing, spraying, splattering and generation of droplets of blood or other potentially infectious materials. Laboratory classrooms requiring potentially infectious materials cleanup should contact HSC custodial staff who have bloodborne pathogen clean-up kits and required training.

#### **H. CONTAMINATED EQUIPMENT**

Instructors are responsible for ensuring that equipment which has become contaminated with blood or other potentially infectious materials shall be examined prior to servicing or shipping and shall be decontaminated as necessary unless the decontamination of the equipment is not feasible. The equipment shall be labeled with biohazard labels to indicate contamination.

### **DISMISSAL FROM DENTAL ASSISTANT PROGRAM**

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- Students whose actions significantly endanger patient safety will be dismissed from the course, program, and /or clinical site immediately which include but not limited to alcohol/drug usage or sexual misconduct.



- Students who do not demonstrate appropriate professional behaviors will be dismissed from the program.
- Students who miss a scheduled clinical rotation due to an illness or an unforeseen circumstance and do not call the rotation site to notify them.
- Excessive or consistent absences from a class or lab

Failure to comply with the written program guidelines or demonstrate unprofessional behaviors will result in a meeting with the program faculty and/or Associate Dean of Health & Public Safety.

Students are expected to follow all guidelines as printed in Western Student Planner/Handbook and the Dental Assistant Student Success Manual.

Non-compliance will result in activation of Western dismissal policy.

## **COURSE REPEAT POLICY**

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### **Purpose**

The Health and Public Safety Division (HPSD) staff supports cooperation between faculty, counselors and students to promote an environment in which students can succeed. In keeping with this philosophy, the Division staff utilizes student success plans as an integral part of supporting the learning needs of students. To address the needs of students, the Division has established the following policies and procedures.

### **General Policy**

- Students must have a “C” or better or a pass grade on a pass/fail grading scale or credit grade on a credit/noncredit grading scale in **all** programs, health sciences and general studies courses.
- Students who disagree with a final grade must follow the college grade appeal procedure.
- All repeat courses must be successfully completed prior to completing sequential courses in the program.
- Students whose actions significantly endanger patient safety (which includes but is not limited to alcohol/drug usage or sexual misconduct) will be dismissed from the course, program and /or clinical/internship site immediately.
- Students who receive a total of three or more failing grades in program core and/or science courses will be dismissed from the program.
- Students may appeal their dismissal to the Dean of Health and Public Safety for course re-entry and/or program re-entry.

### **Program Course Repeat Policy**

No student will be allowed to enroll in a course more than twice. Each course drop, withdrawal or failure will count as a course enrollment. A student seeking to enroll in a program course for a second time must initiate a student success plan prior to enrollment. Enrollment into a course (including clinical/internships as well as theory courses) a second time is based on space availability.

### **Procedure for Program Course Repeat**

- The student is required to complete a student success plan with the course instructor and/or program head.

- The student success plan will address the factors contributing to the lack of success and the action plan for the student which may include the behavior the student is expected to demonstrate and the time frame for the student to progress.
- A program may require a student to demonstrate competency skills with a passing grade of a C or better prior to course enrollment.

## **PROGRAM RE-ENTRY POLICY AND PROCESS**

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Students failing a Health and Public Safety Division program may appeal to the Dean of Health and Public Safety. Students will follow the re-entry process and recognize that the Dean reserves the right to deny the student program re-entry.

Students requesting program re-entry are required to follow the following process:

1. Write a letter of intent requesting re-entry into the program that includes:
  - a. The student's professional goals.
  - b. An examination of the student's choices and behaviors that prevented successful completion of courses/program.
  - c. The student's plan for change and improvement for program success.
  - d. Contact information: name, program, student ID number, address, phone, and E-mail.
2. Mail letter of intent to: Dean of Health and Public Safety, Room K211, Western Technical College, 400 North Seventh Street, PO Box C-0908, La Crosse, WI 54602-0908.
3. The Division will contact student to schedule an appeal meeting with the Dean of Health and Public Safety.
4. The student will be notified of the Dean's decision by letter (E-mail or USPS).

Program re-entry is always dependent on space availability. In situations where re-entry is granted, the Dean will often refer the student to meet with program faculty to develop a program success plan. The success plan may include (but is not limited to the following):

1. Additional courses for remediation.
2. Competency demonstration.
3. Required meetings with Western faculty or staff.

# Western Technical College Policies

## STUDENT CODE OF CONDUCT

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As a learning organization, Western monitors student conduct and encourages positive behaviors in support of a positive teaching and learning environment. In the classroom and in all aspects of college life, our goal is to provide the best opportunity for student success for all. The College will take action to prevent and stop any negative behavior that inhibits learning as a result of:

1. Physical or verbal abuse of any person.
2. Disruption of the normal operation of the College.
3. Endangerment of the health, safety, or rights of any person.
4. Theft or damage to College property or property of any person on campus.
5. Unauthorized entry or use of a college facility.
6. Use, possession, or distribution of drugs, firearms, explosives, dangerous chemicals, etc., or illegal use of alcohol.
7. Academic dishonesty such as plagiarism or cheating.
8. Unethical, inappropriate, or illegal use of technology in the district.
9. Failure to comply with reasonable request of a college official.
10. Violent or threatening behavior, such as, but not limited to: sexual assault, sexual harassment, domestic violence, dating violence, and stalking.

## PLAGIARISM

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Failure to use proper citation procedure is plagiarism. Students are expected to do their own work and acknowledge someone else's work when using other sources. Deliberate failure to cite source will result in a failing grade for an assignment. Repeated plagiarism will be grounds for a referral to Student Services and further discipline based on college policy.

Falsification of clinical documents is considered academic dishonesty / cheating and is a violation of the student code of conduct. This will result in dismissal from the program.

Further information on this can be found in the Western Student Success Planner, under Student Code of Conduct for details.

## ACADEMIC DISHONESTY

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Western Technical College takes academic dishonesty very seriously. Anybody who's caught being dishonest on a test, in a class, or plagiarizing will be fined accordingly. It can range from a failing grade, to failing a class, to even expulsion. If you need any information on the academic dishonesty policy at western you can click the following link,

<http://www.westerntc.edu/currentstudents/dishonestypolicy.asp>.

## PROGRAM / COURSE WITHDRAWAL PROCEDURE

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If withdrawal from the Radiography Program becomes necessary, the student is encouraged to contact their program advisor as they need to consider the circumstances carefully. The student must drop a program or courses in which they have chosen not to continue. Thought should be given to the time frame for reimbursement of fees from the College.

In addition, students may wish to:

1. Communicate with their instructor(s) and respective division offices  
(If withdrawing from a program or from college).
2. Contact a college counselor to consider alternative options.

### **If a student does process an official drop from classes:**

1. The permanent record will reflect a withdrawal grade (W)\*.
2. The student may or may not be eligible for future financial aid.
3. The student may receive a refund of fees paid (if within the stipulated allowable time frame). Any reduction in fees paid will be refunded to the appropriate funding institution, as mandated by federal guidelines, or to the student. If fees have not been paid in full, a credit will be posted to the student's account.

### **If a student does not process an official withdrawal:**

1. The permanent record will reflect a failing grade (F).
2. The student may or may not be eligible for future financial aid.

\*An official withdrawal made within the first 10% of the term will be classified as a registration adjustment and the withdrawal will not be recorded on the student's permanent records. If a student officially withdraws from school after the first 10% of a term but prior to the last 25% of the term, the student will receive a "W" grade. To maintain a standard in each program, no student is permitted to officially withdraw from school during the last 25% of the term. In addition, instructors may drop students for non-attendance. Faculty may not drop a student for non-attendance within the last 25% of the term. Some divisions have specific guidelines to which you will need to refer. A student is not permitted to drop or withdraw from course(s) in which he/she has a pending Student Code of Conduct allegation.

## ALCOHOL AND OTHER DRUG USE

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### **Rationale:**

The Western Dental Assistant Program recognizes chemical dependency as an illness. At the same time, the abuse of drugs (including legally obtained medication) or alcohol can jeopardize the health, safety and well-being of the student, classmates, patients and faculty and can adversely impact the learning environment.

### **Policy:**

- The Western Dental Assistant Program does not allow the use, sale, transfer or possession of an illegal drug while on campus or clinical. The Western Dental Assistant Program also deems it is totally unacceptable for a student's attending class or clinical while under the influence of illegal drugs or alcohol. Further, no student shall be under the influence of a legally obtained drug while in class or clinical to the extent that such use or influence may significantly impair the student's performance. If this occurs, the student would be subject to performance counseling up to and

including dismissal from the program.

- A student should notify program faculty if under a legally obtained medication that might adversely affect student performance and/or patient safety.
- As a condition of enrollment in the program, the student shall notify program faculty of any drug or alcohol statute conviction within 5 days of the conviction.

### **Consequences of Non-Compliance:**

To promote quality patient care, and a safe learning environment, a student may be subject to testing for drugs or alcohol in his/her urine or blood at his/her expense in the following circumstances:

- There is a reasonable suspicion that a student is under the influence of a drug or alcohol
- Following an accident or incident where safety precautions were violated caused by a careless act resulting in injury to a person or damage to equipment
- A student is found to possess illegal drugs or alcohol on campus or at clinical

If there is reasonable suspicion, a faculty member is to immediately question the student and ask for an explanation of the observed behavior. The student will be sent to the school's counseling service for further evaluation. If drug or alcohol testing is deemed necessary, the student will be required to immediately obtain an appropriate test at a local health care facility. Students may also be required to undergo random testing if there is a known history of alcohol and/or drug abuse.

All decisions to require testing will be made by a program faculty member and a member of the Western counseling staff and/or division administrative staff. Counselors can be reached in the Welcome Center or at 608-785-9585

The student will authorize a report to be sent to Western's ATODA officer. The ATODA officer will contact program faculty if the test is positive.

## **STUDENT GRIEVANCE PROCEDURE**

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When a student believes he/she has a concern with a member of the staff at WESTERN (staff meaning any person employed by the district), the following procedure should be followed:

If the situation is related to harassment or sexual harassment the student should immediately contact the Title IX Coordinator / Student Development Manager, Kumm Building Room 100 or (608) 785-9880.

If the situation is related to grading, the student must utilize the Grade Appeal Procedure for resolution which is located in the Student Planner. This is also available electronically on Western's website ([www.westerntc.edu](http://www.westerntc.edu)).

For other grievances the student has the opportunity to follow the following steps:

### **Step 1**

Within five (5) days of the date on which the concern occurred, the student is ENCOURAGED to meet with the staff member and discuss the concern. It is hoped that most concerns can be resolved within this step.

The Student Grievance Officer (SGO) may consult with the grievant and respondent at any time and may have an advocate with non-speaking participation present at any meeting/s that will provide advice and support during the meeting/s. If the staff member and the student are not able to resolve the concern OR if the student feels uncomfortable meeting with the staff member, the student can proceed to Step 2.

### **Step 2**

The student may request a meeting with the respondent and/or the respondent's direct supervisor (Student Service Office will assist in identifying supervisor's name) in a timely fashion to discuss the concerns relating to the staff member. This step shall not be a pre-condition for submission of a formal written grievance. If the student feels the concern is unresolved at this step, he/she may proceed to Step 3.

### **Step 3**

The student may submit the grievance in writing within thirty (30) business days of the occurrence by completing the Student Grievance form located on Western's website ([www.westernct.edu/grievance/default.asp](http://www.westernct.edu/grievance/default.asp)). This along with supporting documentation (if applicable) should be delivered to the SGO in the Kumm Center, Room 100.

The SGO will function as the mediator between grievant and respondent to come to a resolution. If there is no resolution, then proceed to Step 4.

### **Step 4**

If the grievance is not resolved to the satisfaction of the grievant, he/she may request within ten (10) business days to the SGO for the grievance to be heard by the Student Grievance Committee. This committee will be formed within ten (10) business days and a hearing date will be scheduled. Grievant and respondent both have the right to present a statement on his or her behalf.

The committee will deliver its findings and recommendations within ten (10) business days to the SGO and a copy to the grievant and respondent within five (5) business days. No appeal shall be permitted unless there are allegations of a lack of due process or other specific error or omission. If there is an appeal proceed to Step 5.

### **Step 5**

The appealing party shall file, in writing, to the Office of the President within ten (10) business days of the date of the committee's decision. The president shall make a decision regarding the appeal within thirty (30) days after the appeal has been filed with the office of the president. The decision of the president shall be final unless there are allegations of discrimination in which the grievant would appeal to the Western District Board.

## TOP 10 TIPS FOR SUCCESS

10. Your ability to succeed is based on how prepared you are – think **seriously**.
  - Is this the **right** time in your life to begin the Dental Assistant program?
9. Take care of yourself”: keep a balance of rest, exercise and play among your responsibilities of school, work, significant others and children. Know how to say “**NO.**”
  - Do you know how to prioritize?
8. Identify who and where your support is in school and outside of school - when in trouble **don’t wait** to ask for help from your instructor. Many people on campus are committed to assisting you in successfully completing the program. Use the Learning Commons and remember that counselors are available free of charge for assistance with personal issues.
  - Are you willing to seek help, ask questions?
7. Trust your instincts! **DO NOT** get caught-up in the “rumor mill”- go directly to reliable sources for clarification. **Communication is key**. The more the better. As instructors, we'll strive to let you know what is expected in the course. You should know how you are doing in a course. If you aren't sure...ask! Share with instructor’s information that you think is relevant.
  - Are you willing to seek clarification?
6. Evaluate your study habits. Use suitable time management. Identify your learning style. Choose your study partners carefully (just because you really like your classmates doesn't mean you are compatible study partners). If your studying doesn't seem to be paying off - seek help from your instructor, **Margaret Ho** or the **Learning Commons**.
  - Plan to schedule a *minimum of 20 hours a week* of study time!
5. Good attendance is critical – if absent, e-mail instructors **ASAP**, it is your responsibility to contact the instructor to make up missed requirements.
  - Do you have a plan to insure good attendance?
4. Communicate **openly, honestly, and directly** with others.
  - Are you assertive?
3. **Demonstrate professionalism**: be responsible for your actions – show respect for others and yourself, value confidentiality, be attentive to your appearance and hygiene.
  - Do you have the commitment and dedication required for this program and this profession?
2. Resolve or reduce as many current life stressors as possible before the first day of the term – “time” will soon become a **precious** commodity!
  - Do you have suitable time management skills?
1. **Do not get behind!** Stay on top of each week’s material – if possible, work ahead.
  - Do you have good organizational skills?

## PERFORMANCE AND PRACTICE OF CLINICAL SKILLS POLICY

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Students who are enrolled in Health and Public Safety Division courses that require the student to practice clinical skills as identified by the program on student partners, invasive or otherwise, shall be required to read and sign the *Liability Waiver and Direct Supervision Agreement*. This agreement will be in effect for all courses within the program that require students to practice or perform clinical skills on each other. Administration of the agreement and management of the signed agreements will be done at the program level. *(The form will be signed and collected on the first day of class in the fall term)*

*Good Luck on journey to become a Dental Assistant.  
We are glad you are here!*



Western Technical College  
Health and Public Safety Division

**LIABILITY WAIVER AND DIRECT SUPERVISION AGREEMENT**

In consideration of my participation in \_\_\_\_\_  
(program/certificate/course), I hereby release Western Technical College, its officers,  
employees and agents from any and all liability arising out of my participation. I understand the  
health and safety concerns involved, and I accept and assume all risk for any harm, injury, or  
damages that may befall me, foreseen and unforeseen, as a result of my participation.

Further, I agree not to practice or perform clinical skills as identified by the program, invasive or  
otherwise, with a student partner without the direct supervision and/or consent of the instructor.

Dated: \_\_\_\_\_

\_\_\_\_\_

Signature

\_\_\_\_\_

Printed Name



Western Technical College

**FREEDOM OF RELEASE FORM**

I do hereby release the use of my photograph, name, and address for departmental use to be displayed throughout my duration in the following program \_\_\_\_\_ . I will allow the visibility of my photograph to be displayed within the walls of the Health Science Center.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## HEALTH AND PUBLIC SAFETY DIVISION CONFIDENTIALITY POLICY

The clinical/practicum/internship or fieldwork experience requires students to read and use health or educational records of clients, patients, or young children. All Western Technical College students should hold information concerning the identity, diagnosis, prognosis, condition, family situations, care or treatment of their clients/patients or children in confidence. This obligation of professional confidentiality must be carefully fulfilled not only regarding the information in the person's charts and records but also with regard to your activities and behavior outside of your Western course. Information systems may not be used to access confidential information that is not essential for completion of professional/student activities.

Do not discuss such information with others unless it is required directly for the treatment or care of the client, patient or child. Discuss the above information within the following perimeters:

1. Only in appropriate places i.e., out of earshot of other clients or staff not caring for the client. Places that are inappropriate are public areas such as: cafeteria, parking ramp, elevators, stairwells, break room, community, your home
2. Only discuss names, diagnosis etc. with people directly caring for the client, patient or child. Examples of inappropriate people would include client family members, facility staff not directly caring for the client, neighbors, your family members, client family members, friends, classmates, news reporters
3. Information transmission must be kept within the facility. Client information may not be copied by you or staff and taken out of any facility. Information should not be transmitted to or from, or stored within, any form of personal technology i.e., personal computers, laptops, cell phones, cameras, iPad, iPod etc. Use of any social media will not be tolerated i.e. Facebook, YouTube, Twitter which mentions clients or clinical sites by name or care/treatment given to any persons.

Any intentional or accidental violation of these confidentiality provisions by you or others must be reported to the faculty member instructing the class or to Health and Public Safety Division administration, Kumm 211, La Crosse campus. Any violation of this confidentiality policy may result in clinical/practicum or fieldwork disciplinary probation, dismissal from the course and/or program or college discipline related to a Student Code of Conduct violation. It may also bring about legal consequences outside of Western.

I have read the above Western confidentiality policy, understand and will adhere to its guidelines.

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Signature

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Date

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Print full name here



Western Technical College  
**Dental Assistant Program**  
**CONFIDENTIALITY STATEMENT**

It is the policy of the Dental Assistant program at Western Technical College to respect and protect the right to confidentiality and privacy of all patients and fellow students concerning their health care and other personal information. All students are responsible to maintain the confidentiality of this information, protecting it against loss, tampering, access or use by unauthorized individuals.

**Confidential Information:** Verbal communications, written records, computer-based information, other electronic, visual, or digital media, films and observations including but not limited to:

**Individually Identifiable Health Information:** Information, including all health information that is created or received by a health care provider or student and related to the past, present, or future physical or mental health or condition of an individual. The individual either identifies the individual or there is a reasonable basis to believe the information could be used to identify the individual.

**Health Care Information:** All information and records in any form, related to physical or mental health of a patient prepared by or under the supervision of a health care provider or student, e.g., diagnosis, treatment, prognosis, condition, or other information contained in medical records, photographs, video tapes, images, or verbal reports.

**Personal Information:** Patient birth date, address, phone number, admission and discharged dates, appointment or visit dates, doctor's name, family or social and financial information.

My signature below affirms my personal understanding and signifies that I:

- Understand that access to confidential information is limited to authorized users, based on their job related need-to-know,
- Recognize the college's commitment to confidentiality and privacy,
- Recognize the program's clinical affiliate's commitment to confidentiality and privacy,
- Have read and understand this "Confidentiality Statement," and
- Realize that breaches of patient confidentiality may result in dismissal from the Dental Assistant Program at Western Technical College.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Student ID Number \_\_\_\_\_





## Dental Assistant Program

### STUDENT HANDBOOK AGREEMENT

My signature below indicates I have read the entire **Dental Assistant Program Handbook**. This includes ALL policies (Program, Division, and College) outlined and further recognize I must adhere to them throughout the 3-term Dental Assistant Program, and I will accept any incurred penalties due to my non-compliance.

If at any time a policy and/or procedure is added or modified, the student will be made aware of this change and will need to acknowledge the change.

I understand it is my responsibility to bring this handbook on the ***first day of class in the summer term.***

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Signature

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Date

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Print Name



## Dental Assistant

### STUDENT SUCCESS MANUAL RECEIPT

My signature below indicates I have received the **Dental Assistant Student Handbook** at the *program orientation* and understand that I am required to read and review all the rights and privileges afforded me as a participant in this program, as well as the classroom management policies and procedures.

It is my responsibility to bring this handbook with me on the *first day of class in the fall term*.

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Signature

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Date

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Print Name

