

NORTHWESTERN MICHIGAN COLLEGE

2023-2024

DENTAL ASSISTANT PROGRAM POLICY MANUAL

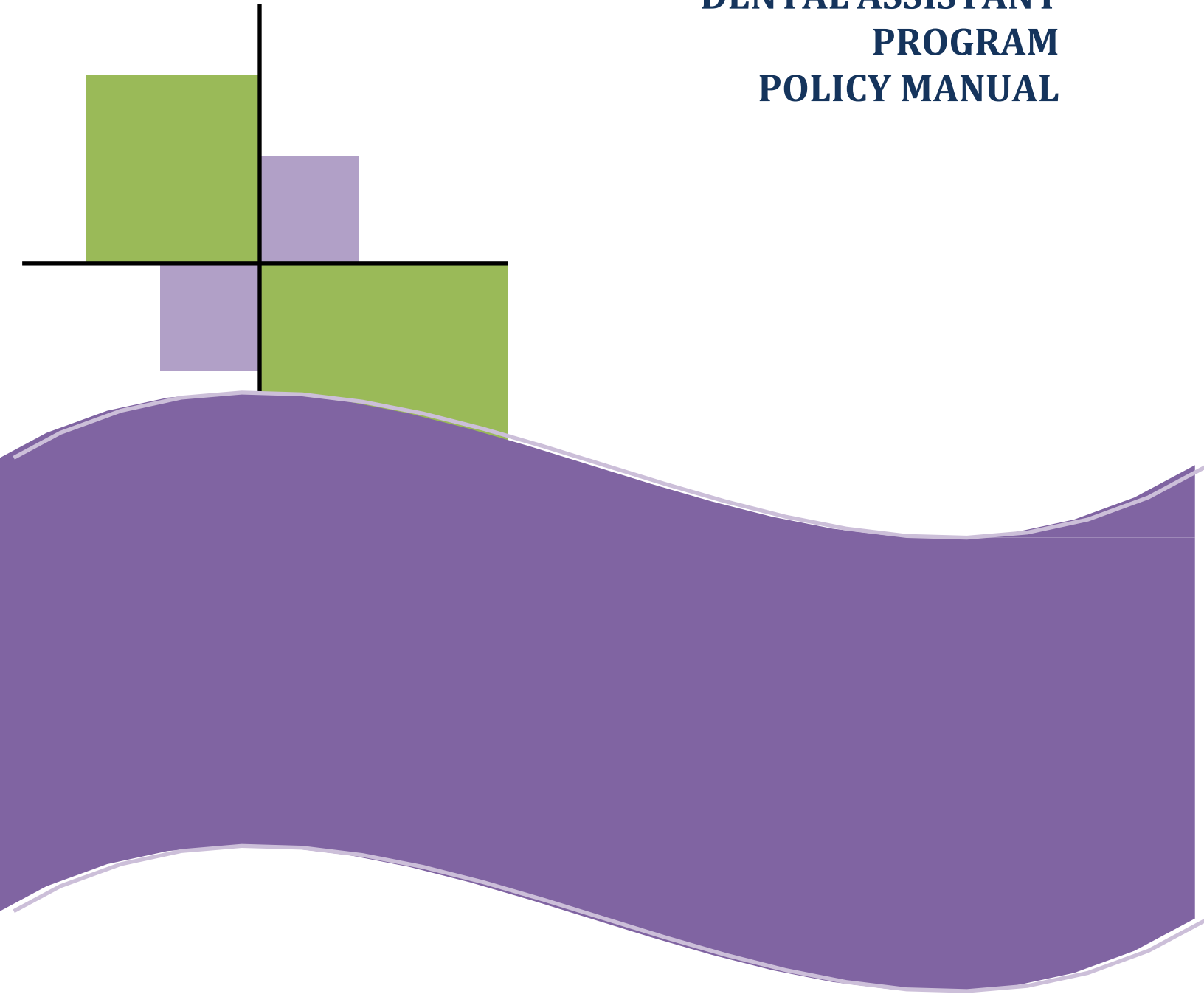


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**NORTHWESTERN MICHIGAN COLLEGE
DENTAL ASSISTANT PROGRAM**

GENERAL INFORMATION

Certificate Degree Program vs. AAS Degree

- ▶ Certificate in Dental Assisting - This option can be completed in one calendar year. The certificate program includes dental assistant courses plus HAH 120 Infection Control, HPD 110 BLS for Healthcare Providers, and BUS 155 Interpersonal Communications OR COM 111 Public Speaking, and potentially math and English. Students must place into MTH 111 or successfully complete MTH 100 prior to starting the program. Also, students must place into ENG 111 or complete any required courses below ENG 111 as indicated by their overall high school GPA prior to starting the program. Completers of the Certificate program are eligible for both State and National credential exams. There are a total of 39.5-40.5 credits (minimum) required to attain the Certificate.
- ▶ Associate of Applied Science Degree in Dental Assisting - This is a two-year program that includes both dental assistant and general education course work. The graduates of the AAS degree are also eligible for the credential exams. There are a total of 62.5 credits (minimum) in the degree program.
- ▶ Courses required for the completion of the Certificate or Associate Degree are listed on the program maps.

Certificate of Achievement:

Satisfactory completion (minimum cumulative 2.0 GPA and a 2.0 or higher in each required HDA and HAH course) of the Dental Assistant Certificate Program will qualify the student for a certificate of achievement and the opportunity to sit for both the State (RDA) and National (CDA) Board Exams.

Associate Degree:

Satisfactory completion of the AAS Degree Program (minimum cumulative 2.0 GPA and a 2.0 or higher in each required HDA and HAH course) will qualify the student for an Associate of Applied Science degree in Dental Assisting and the opportunity to sit for both the State (RDA) and National (CDA) Board exams.

Credentials

- CDA (Certified Dental Assistant) - After successful completion of the required program curriculum, students are eligible to sit for the CDA exam. Candidates who successfully pass the Dental Assisting National Board written exam earn the credential CDA. This credential is recognized throughout the majority of the United States.
- RDA (Registered Dental Assistant) - After successful completion of the required program curriculum and receiving an acceptable background check for LARA

(Licensing and Regulatory Affairs), students are eligible to sit for the RDA exam. Information regarding this process will be provided spring semester during the RDA exam application process. Candidates who successfully pass the State Licensure written and clinical exam earn the credential RDA. This credential is recognized in Michigan and may or may not be recognized in other states.

Full-time/Fall Start

Both options for completing the program must be taken on a full-time schedule and students must start dental assistant courses fall semester. Students will meet with the program director prior to each semester to determine their class schedule.

Dental Assistant Program Outcomes

Graduates of the dental assistant program should be able to:

1. Demonstrate the skills necessary to provide a safe environment for patients and staff, including knowledge of OSHA requirements and in-depth knowledge of infection control protocol.
2. Demonstrate mastery of basic dental theory including concepts of dental anatomy, dental disease, and restorative dentistry.
3. Perform chairside duties competently and proficiently, including working knowledge of dental materials.
4. Demonstrate knowledge of radiation safety and a proficiency in clinical radiographic skills.
5. Demonstrate the ability to perform dental laboratory duties.
6. Possess the knowledge and skills needed to promote preventive dentistry dental care and to provide patient education regarding dental care.
7. Demonstrate basic office skills that are applicable to the business side of dentistry, including computer hardware and software skills.
8. Possess a professional and collaborative work ethic that recognizes the legal and ethical responsibility of those employed in the dental field, including HIPAA and patient privacy knowledge.
9. Demonstrate effective communication skills, both written and oral, when dealing with dental patients and the dental healthcare team.

STUDENT HEALTH

Certificate of Health

All students must have a Certificate of Health form completed and submitted to the dental assistant program director. Students will be required to present the completed, signed, and dated form to the program director the first week of fall semester classes. If not submitted, students will be issued a verbal warning citation. Students may have the health form completed through NMC's Health Services office, which is located on the main floor of the Les Biederman Building. The phone number is 231-995-1255. If preferred, a licensed health care provider, i.e., family physician, may complete and sign this form.

Immunizations

The student may need to update immunizations if they have not had a tetanus immunization or booster within the last 10 years and a tuberculosis test within the last year. If the student has not had the Hepatitis B vaccine series, it must be started prior to patient contact - radiography lab fall semester. The series is given in 3 visits over a six-month period. This series is available through NMC's Health Services, payable at each visit. **Note: While a hepatitis B waiver is possible, it is not recommended for students choosing a career in dental assisting.** Students will be required to have an annual flu shot. Documentation is due to the Dental Assistant Program Director by November 1. Flu documentation may be submitted separate from the Certificate of Health form, which is due the first week of class, as the flu shot may not yet be available. If medically unable to receive the flu shot, documentation from your provider must be submitted to the program director.

COVID-19

The Dental Assistant Program will follow all CDC, State of Michigan, and NMC policies and recommendations relevant to COVID-19. The program incorporates infection control protocol into the curriculum and follows all guidelines. While it is not mandatory to receive the COVID-19 vaccine, it is highly advisable as the dental occupation is subjected to aerosol droplets on a daily basis.

Health Care Costs

As Northwestern Michigan College and the Dental Assistant Department are not responsible for health care costs incurred by students as a result of clinical practice, it is strongly recommended that all students obtain personal health care insurance and/or make arrangements for the payment of any such expenses.

Every effort will be made to prevent accidental injury and illness and to insure that students are assigned to care for patients whose health care needs are estimated to be within that student's expected skill levels. Each student will be informed of and expected to maintain Universal Precautions in the performance of all patient care. It is the student's responsibility to thoroughly prepare themselves at the appropriate learning level for the dental care of their

assigned patients and to take appropriate precautions against personal injury and illness. It is important to note, through no fault of the college, instructors, or clinical office, that the possibility exists that a student could accidentally injure or expose him/herself to disease. If an injury occurs in the clinical setting, the facility may require emergency room care and/or medical follow-up. The cost of this and any other care is the responsibility of the student. All students, therefore, should have personal health care coverage. Information about student health insurance is available through NMC's Health Services.

Updating Health Information

It is the student's ongoing responsibility to keep required health information current. TB tests must be updated annually and CPR status must be updated annually and/or bi-annually (depending on the expiration date on your CPR card), and all major health changes that affect your completion of learning objectives must be documented in your student file through the Dental Assistant Program Director's office. Medical releases following an injury or illness are included in these health update requirements.

Liability Insurance

Students are covered by the College's liability insurance policy while enrolled at NMC. In addition, it is recommended that students have their own liability insurance coverage.

Additional Information

During the student's internship placements, the clinical office(s) have a right to require compliance with the OSHA Standards. The clinical office(s) have the responsibility for overseeing that quality dental care is delivered in a safe manner which serves to protect the patient and the provider of care. It is the responsibility of the dental office staff of the internship offices to observe and remind the students about universal precaution measures and to report to the faculty member repeated non-compliance by a student. The internship office(s) have the right and responsibility to request that NMC's Dental Assistant program terminate an internship rotation of a student with repeated failures to comply.

In the event of occupational exposure, the student who encountered the exposure should immediately inform office personnel and complete the necessary paperwork. In addition, the student must immediately contact the instructor and fill out a NMC Incident Report. The student should seek medical assistance and documentation of the visit must be sent to the Dental Assistant Department at NMC. A medical evaluation should take place no later than seven (7) days after the exposure. If follow-up testing and/or treatment are performed, documentation of that testing (not test results) and treatment must be forwarded to the Dental Assistant Department at NMC.

ANY COSTS OF EVALUATION AND TREATMENT RELATED TO THIS EXPOSURE WILL BE THE RESPONSIBILITY OF THE STUDENT.

The student does have the right to refuse any blood test and/or prophylaxis treatment. HOWEVER, such refusal must be documented and copies will be retained by the internship office involved and sent to NMC's Dental Assistant program.

These policies are being implemented primarily to protect students from the potentially grave effects of exposure to Hepatitis B and other infectious agents. The policies are also required by the recently enacted OSHA Standards. If you have any questions or concerns regarding any of the above, please feel free to call the Dental Assistant program director at 231-995-1240.

Personal Standards

The appearance of the student enrolled in the dental assistant program should reflect their aspiration to attain professional standards. Professional appearance includes much more than the clothing that one wears. It includes grooming, hygiene, and having a positive demeanor towards others. The student must also be in compliance with the dress code of any office where they are assigned for internship hours.

1. Appearance

- a. For the lab classes, clean and wrinkle-free scrubs must be worn. An OSHA approved lab jacket must be worn for all lab classes. Additional details follow below under the heading "Uniforms". We will discuss this more in detail during our orientation, and will have a due date of when they must be purchased by.
- b. OSHA approved clinic shoes - must be clean, more discussion of what is acceptable during our orientation.
- c. While in uniform, a professional hairstyle is a must. If hair is long, it must be secured back and not interfere with the health and safety of the patient or the student.
- d. Nails must be kept short and well-groomed with conservative nail polish or no polish. Acrylic nails are not acceptable for work in the healthcare field.
- e. Minimal (if any) jewelry.

2. Behavior

- a. Attitudes observed in lecture and lab courses should display evidence of interest, honesty, dependability, teamwork and respect for others.

Books

Books can be purchased or rented at the NMC Bookstore. Please be prepared to purchase or rent books prior to the first day of your class. Following are the required textbooks needed for dental program courses. Please contact the bookstore if you have questions prior to purchasing books, would like information regarding on-line ordering of textbooks, or bookstore hours of operation. The phone number is 231-995-1285 and the website is nmc.edu/bookstore.

Required

- Modern Dental Assisting- Bird and Robinson - 13th Edition- Elsevier Publishing - **required** for all dental assistant courses
- Infection Control and Management of Hazardous Materials for the Dental Team - 5th Edition - **required** for Infection Control course.

- Syllabi - Hard copies of syllabi will be provided in each course the first day of the class and posted to the MOODLE website.

Optional:

- Dental Instruments: A Pocket Guide - Boyd 7th Edition - Saunders/Elsevier Publishing

Instruments and Supplies

All of the instruments and supplies used in the dental lab and clinical courses are provided for student use while enrolled in these classes. The lab fees help to defray the costs incurred for these items. Students are **not required** to purchase instruments or supplies for individual use. NMC instruments may be borrowed for the Michigan State board exam, however a hold will be placed on the student's NMC account. Once instruments are returned this hold will be released and if there are no other holds, NMC will release transcripts to the State of Michigan.

Uniforms

Students will be required to purchase a uniform consisting of scrubs, OSHA approved lab jacket, and clinic shoes. The uniforms can be purchased through the NMC bookstore, other area stores, catalogs, or on-line. If purchased at NMC and the student has financial aid, there is a process in place to have uniforms covered by financial aid. The uniform will include a scrub top and pants, an OSHA approved lab jacket, OSHA approved clinic shoes, and name tag. All shoes must be clean. All scrubs and lab jackets must be clean and wrinkle free.

- **Name tags** (purchased by NMC) must be worn to the Introduction to Dentistry and Dental Office Management observations, and all lab courses. If the name tag is lost, the student will need to cover the approximate cost of \$15.00 to replace.

Internships/Work Experience

Students will log 300 hours in general dental practice settings and will observe in four specialty offices for the remaining 16 hours for a combined total of 316 hours. Each student will work with the instructor to arrange their internship assignments.

- During summer semester students are assigned to dental offices in the community for approximately a minimum of 27 hours per week.
- Students are required to provide their own transportation to their assigned dental office.
- Additional information, forms, and procedures regarding internship will be provided by the instructor.

Required Cardiopulmonary Certification

BLS for Healthcare Providers CPR Certification is required for the Dental Assistant Program. Students **MUST** have current certification **prior** to patient contact. Therefore, students must obtain certification prior to or at the beginning of fall semester. Also, BLS for Healthcare

Providers is required in order to sit for the CDA National Board Exam and the RDA State Board Exam. The certification must be current when the student sits for the exam.

- *For those who are **not currently** CPR certified:*
Completion of the CPR course for Health Care Providers through successful completion of the NMC .2 credit BLS for Health Care Providers course (HPD 110).
Please note that not all CPR certifications are accepted. If you have taken a course other than through NMC, this certification must be approved by the dental assistant program director.
- *For those who **have current** BLS for Healthcare Providers CPR certification:*
Exam candidates whose certification will not lapse prior to sitting for the CDA and RDA exam are all set.

If certification will lapse prior to sitting for the CDA and RDA exam, students must successfully complete NMC's .2 credit BLS Recertification course (HPD 110) which is offered fall and spring semesters.

Please know the location of your CPR card. Make sure it is signed. You will need a digital copy of the card when applying to take your CDA and/or RDA exams. You will also need to provide a copy to the Dental Assistant program director for required record keeping on students.

Scholarships

There are various scholarship opportunities for Dental Assistant students. If interested, see the program director for more information. (**NOTE:** These scholarships are specifically for students who plan to pursue a career in dental assisting and are awarded **after** successful completion of fall semester.) In order to potentially qualify, each student must complete FAFSA as well as NMC's general application. Additional scholarship information and the general application can be found at www.nmc.edu/scholarships.

POLICIES

Note: The following are general policies for the Dental Assistant Program. However, it is the student's responsibility to know the specific policies for all courses they are enrolled in at NMC. These may differ slightly depending on the course content and instructor.

Attendance

Since dependability and responsibility head the list of desirable attributes of a good dental assistant, students in the program will be expected to be in attendance for all lab and lecture courses. Excessive absences or tardiness to classes is seen as a lack of interest in the program.

The final grade will be lowered if absences or tardiness become an issue. Please see the following guidelines for each of the dental course formats. In the event that an absence is

necessary, it is the student's responsibility to contact the instructor **prior to** class time. If the instructor is unavailable, a message should be left on the instructor's voice-mail or email. It is also the student's responsibility to meet with the instructor after returning to class to get missed materials and/or assignments. If a test is given at the next class session, the student **is to be prepared** for the test, as missing the session before a test is not a legitimate reason for being unprepared.

Absences per course: A student may miss class or be tardy for a class a specific number of times without it affecting the final grade. However, any absences or tardiness beyond the number specified will lower the grade 0.5 per absence i.e., 3.5 lowered to a 3.0:

☐ <i>5 week courses</i>	<i>1 absence/tardy</i>
☐ <i>7–10 week courses</i>	<i>2</i>
☐ <i>15 week courses that meet once a week</i>	<i>2</i>
☐ <i>15 week courses that meet twice a week</i>	<i>3</i>

Lab Absences

When a student is scheduled for a lab class and cannot be present, the student must call the instructor's office phone number and leave a message on voicemail if the instructor is not available, or send an email.

Make-Up Lab

The lab experience is critical to the student's success and attainment of dental assistant skills. Lab experience includes dental radiography lab, introduction to dentistry lab, chairside lab, and dental materials lab. Students are required to make up missed lab time. The lab instructor will determine how time is to be made up. It is the responsibility of the student to make arrangements with the instructor. Should the lab make-up time become excessive, an additional fee may be charged. The student must pay the lab make-up fee prior to the scheduled make-up time.

Academic Dishonesty

Any student caught cheating during a test/exam will be automatically suspended from the course and program. If a writing assignment is plagiarized, the policy stated in NMC's Student Rights and Responsibilities will be followed. Students are expected to follow NMC's Academic Code of Behavior regarding cheating and plagiarism. See Appendix A for Updated Academic Code of Conduct.

Grading

The following grading scale is used in all dental courses

<u>Percentage</u>	<u>Numerical Grade</u>
95–100	4.0
90–94	3.5
85–89	3.0
80–84	2.5
75–79	2.0
70–74	1.5
65–69	1.0
<65	0.0

Grades are not rounded in any HDA OR HAH course. For example, to get a passing grade, the percentage grade must be a 75 or above, i.e., 74.9 is not passing.

Late Assignments

All assignments are due to the instructor on the stated date for each specific assignment. If the instructor is not available, papers may be placed in the Health Occupations Homework Drop Box. Failure to submit an assignment by the date/time due will result in a 0.0 or a grade reduction depending on class policy.

Testing

It is the student's responsibility to be prepared for all quizzes, tests, performance evaluations and exams. In the event of an unexpected absence that is beyond the student's control (serious illness, accident, death of an immediate family member, etc.), the student must notify the instructor **prior to** class. In each of the dental assisting lecture courses, one test may be made up, but **MUST** be taken prior to the next session of the missed class. Any additional tests missed will warrant a meeting with the instructor.

Academic Standing/Progression

To progress in the Dental Assistant Program, the student must achieve a grade of 2.0, a 75% or higher, or a Satisfactory rating in any dental assistant (HDA or HAH) course. For courses that are graded on an S/U basis, the student must achieve a satisfactory grade for each course evaluation criterion listed.

Failure to progress will result in dismissal from the program and will require a completed written request for readmission if the student wishes to return to complete the dental assistant program. Readmission will be granted no more than one time. See section "Readmission Following Dismissal".

If readmission is granted, progression in the program is dependent upon satisfactorily completing any failed dental assistant (HDA or HAH) course (less than 2.0, U) and successfully completing any remaining program requirements. Readmission is dependent on space being available in the course.

It is the responsibility of the student to satisfactorily complete the dental assistant program within five (5) years from the time of enrollment in the first dental assistant course. Due to the constant addition of new information and the specialization of the field of dental assisting, it may be necessary to repeat a course or courses if the student has withdrawn from the program for a period of one year or longer.

Dismissal

A student will be dismissed from the program for the following reasons:

- Achievement of less than a 2.0 cumulative grade point average.
- A grade of less than 2.0 or a "U" in any course with an HDA or HAH designation.
- Academic dishonesty.
- Failure to meet terms of probation.
- Demonstration and/or evidence of a mental and/or physical health condition that is deemed by the dental assistant faculty to be dangerous to the student, peers and/or to clients.

Readmission Following Dismissal

To be readmitted in the program, a written request for readmission must be sent to the Director of the Dental Assistant Program. Application forms are available in the Health Occupations department. Reacceptance of the student will depend upon correction of the reason for dismissal and space being available in the course to which the student is seeking readmission. When applying for readmission, students should be aware that they may be required to repeat or audit previous courses. A student can be readmitted a maximum of **ONE TIME**.

Student Dissatisfaction with Course Grade

A student who has reason to believe that the grade received is incorrect or unfair will follow this process to resolve the complaint.

- A. The order of conferences is as follows:
 1. The student and the faculty member
 2. The student, the faculty member, and the Dental Assistant Program Director*
 3. The student, faculty member, and Academic Chair*
 4. The student, faculty member, and Vice President for Student Services and Technologies.
- B. Criteria for Request of a Grade Review: The reasons for a request for a grade review will be restricted to the following Grade Review Criteria:
 1. The grade is allegedly based on math error, or is allegedly based on a factual

error.

2. The criteria for establishing the assigned grade are allegedly violated.
3. The instructor has allegedly violated the student's academic freedom by grading on some basis other than performance in the course.

The student complaint shall carry the burden of proof that the grade is incorrect or unjustified.

C. Rules of Procedure:

1. The student(s) who wish to protest a faculty grading decision must do so in writing within 10 calendar days after the assignment of the grade to the faculty member involved, with a copy delivered to the Dental Assistant Program Director.
2. The student will follow the order of conferences listed above.
3. If the conferences fail to resolve the dispute, the Vice President for Student Services and Technologies shall uphold the grade unless there is compelling evidence that warrants overturning the faculty member's decision. If a decision is made to overturn a grade, the Vice President for Student Services and Technologies shall be mindful of the following:
 - a. Under no circumstances shall the Vice President review the quality of an instructor's teaching methods, the course content, the appropriateness of the standards established for the course, or the right of the instructor to establish standards for the course.
 - b. The due process system does not deny that the responsibility to determine grades rests with the faculty member. The responsibility to apply disciplinary rules related to the classroom and programs of instruction rests with the faculty member and, as appropriate, with administrators charged with program responsibility.
4. Either the faculty member or the student may appeal the decision of the Vice President for Student Services and Technologies to the Academic Review Board following the process in the Students' Rights and Responsibilities section of the NMC Student Handbook. Notice of the appeal must be submitted to the office for the Vice President for Student Services and Technologies within ten (10) calendar days after receiving the notice of the decision.
5. Students can continue in the dental assistant program during the dispute unless a safety issue is documented.

*NOTE: If the Dental Assistant Program Director is the instructor of the course or is unavailable, the student is to first seek resolution with her/him and then seek counsel with the Academic Area Chair if no resolution is found. If the Academic Area Chair is the instructor of the course or is unavailable, another Academic Area Chair will be appointed. All other procedures shall remain the same.

Student Dissatisfaction with a Program Policy

A student who has a concern with a program policy will follow this process to resolve the concern.

1. The order of conferences is as follows:
 - a. The student and the faculty member
 - b. The student, the faculty member, and the Dental Assistant Program Director*
 - c. The student, faculty member, and Academic Chair*
 - d. The student, faculty member, and Vice President for Student Services and Technologies.
2. Rules of Procedure:
 - a. The student(s) who wish to protest a program policy decision must do so in writing within 10 calendar days after notification of the policy decision, with a copy delivered to the Vice President for Student Services and Technologies.
 - b. The student will follow the order of conferences listed above.
 - c. If the conferences fail to resolve the dispute, the Vice President for Student Services and Technologies shall uphold the policy unless there is compelling evidence that warrants overturning the program policy.
3. Students can continue in the dental assistant program during the dispute unless a safety issue is documented.

*NOTE: If the Dental Assistant Program Director is the instructor of the course or is unavailable, the student is to first seek resolution with her/him and then seek counsel with the Academic Area Chair if no resolution is found. If the Academic Area Chair is the instructor of the course or is unavailable, another occupational Academic Area Chair will be appointed. All other procedures shall remain the same.

Guidelines for Dental Assisting Due Process (Appendix B)

1. When the instructor notices that violation of some aspect of expected performance persists after intervention in Step 1 above or finds documentation that this is a problem that has occurred before, the instructor will issue a formal documented verbal warning. This consists of a verbal statement to the student that any further violation will result in a written warning. It includes a discussion of the problem with the student and suggestions for remediation. The details of the event and instructor follow-up will be clearly documented in the student's course evaluation. In addition, the instructor will complete a Verbal Warning form, obtain signatures, and then send the form to the program director to be placed in the student file. **The person filing this form also needs to note it on the Student Corrective Activity Sheet that is located in each student file located in the program director's office.**

The steps of due process are cumulative and go with student from course to course.

If, for example, a student has a verbal warning in a course, the instructor in another course who has the same problem should issue the written warning. It is imperative that the instructor review the student's file for evidence of previous problems before deciding what next step should be used.

2. Any further related violation will result in a **written warning**. Attached is a sample of a Written Warning report form. The student's file will be reviewed for any previous related warnings. The instructor needs to discuss the significance of the written warning and suggestions for remediation with the student. After obtaining signatures, the Written Warning document will be placed in the student file and noted on the **Student Corrective Activity Sheet**.
3. Additional violations will result in probation. Attached is a Program Probation form. The violation will be discussed with the instructor and with the student as described above. The Probation Document and note on the **Student Corrective Activity Sheet** will be filed in the student's chart.
4. Violation of probation will result in course failure.
5. There will be careful documentation of the events as well as careful review of the evaluation tool and determination of what aspects of the evaluation are in question.
6. The instructor for the course is available to assist in determination of when due process steps need to be taken, the level of the response that is appropriate for the situation, and for assistance with advising the student.
7. Critical performance issues that put the safety and welfare of the patients at risk can result in immediate probation or failure. The instructor and Dental Assistant Program Director will assist with decisions requiring this level of response.

Cell Phone/Electronic Device Use

Cell phones should never be heard in the classroom. Out of respect for fellow students and the instructor(s), cell phones should be put on silent before class. Students should not send or read text or e-mail messages during classes or labs. If, as a result of a family emergency, a student is expecting a truly important call during a class, the cell phone should be set to the vibrate mode and the student should sit in the back of the classroom. If a call does come in, the student will excuse themselves as unobtrusively as possible to take the call. Taking calls during class must not become routine. It is acceptable only during legitimate emergencies. In order to follow proper infection control protocol, cell phones must never be visible in the dental lab or clinic. All electronic devices need to not be in use during class unless approved by the instructor.

Commission on Dental Accreditation - Complaints

The accredited dental assistant program at NMC is responsible for developing and implementing a procedure demonstrating that students are notified, at least annually, of the opportunity and the procedures to file complaints with the Commission. The Commission's accreditation standards are available from the dental assistant program director and are also

located in a binder in HS112. The binder has the instructions for submitting a complaint and the Complaint form. These complaints will be forwarded directly to the Commission. The program must maintain a record of student complaints related to the Commission's accreditation standards. The Commission on Dental Accreditation can be contacted directly at: Commission on Dental Accreditation, 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.

NMC Student Handbook / Student Rights and Responsibilities Process

Students' basic rights within the NMC college community are defined in the NMC Student Handbook- Student's Rights and Responsibilities. This information can be located in [the NMC catalog](#) or on [NMC's website](#).

Technical Standards (Appendix C)

Students will be requested to read, and if agreed upon, sign the 2 copies of the "Declaration of Specific Physical and Cognitive Abilities" form, one copy for the student and one copy for the student record.

Dental Assistant Program Student Handbook Acceptance Form (Appendix D)

After thoroughly reading this student handbook, students will sign two (2) copies of the "Acknowledgement/Acceptance Form", one copy for the student and one copy for the NMC student record.

EXPOSURE CONTROL PLAN – UPDATED MAY 2023

Northwestern Michigan College Dental Assistant Department Traverse City, MI 49686

Adherence to the following procedures will insure compliance with the MIOSHA standards that went into effect on November 14, 1996. In addition, this plan assures a safe working environment for NMC dental staff and students. This plan must be updated at least annually, and whenever necessary to reflect clinic changes. OSHA training will take place annually; for new staff or students; or when changes in the regulations dictate.

Exposure Determination

The following classification of staff and students are at risk of occupational exposure to bloodborne pathogens. After each classification, are those procedures or tasks in which occupational exposure could occur.

- 1) Dentist:
 - All intraoral procedures performed on students (see number 2 below)
- 2) Dental Assistant Students/Dental Assistant Faculty:
 - All intraoral procedures performed on fellow students, i.e., impression taking, rubber dams, coronal polishing; etc.
 - Instrument cleaning, disinfection, and sterilization.
 - Hard surface disinfection.
 - Radiographic exposure procedures.

Methods of Compliance

Universal (standard) Precautions will be observed to prevent exposure to blood or other potentially infectious materials.

Engineering controls, i.e., utility gloves, sharps containers, ultrasonic cleaners, and other equipment or items designed to prevent an exposure incident through handling contaminated instruments, supplies, etc., and work practice controls, i.e., prohibiting recapping of needles with a two-handed technique, shall be used to eliminate or minimize employee exposure. Personal protective equipment will also be used.

Exposure Control Schedule

PPE

The following personal protective equipment is worn during all intraoral procedures unless specified otherwise, and are replaced or disinfected after each patient. Students will acknowledge and follow CDC guidelines as they evolve.

- 1) Exam gloves - new for each patient or replaced when torn or punctured. These may not be rewashed for reuse. Gloves will be pulled up over the lab coat sleeves when there is a potential for spattering of blood or saliva on skin.
- 2) Masks - new for each operative procedure where there is the potential for splashes, spray, spatter or droplets of blood during the procedure.
- 3) Protective eyewear - either glasses with side shields or a face shield will be worn during operative procedures. These will be disinfected after each patient use.
NOTE: utility gloves, masks and eyewear are worn during disinfection of operatories if spray disinfectant used.
- 4) Gowns or a protective lab jacket would be worn whenever there is the potential for skin contact with blood or saliva. This lab jacket will be long sleeved with elastic at wrists and with a high neck to protect work clothes and skin. If visibly soiled with blood, it will be placed in a red bag or one with a BIOHAZARD label and laundered in hot water with bleach. The launderer will wear protective gloves.
NOTE: The risk potential for spatter of blood during on-campus coursework is nonexistent.
NOTE: The above are not to be worn outside of the dental clinic. This includes errands, to pick up lunch or supplies, or to go home.

Hepatitis B Vaccination

Dental Assistant students will be required to begin the Hepatitis B vaccination series prior to radiography lab. Students will have the opportunity to waive vaccination but will have to document such waiver. (See form attached to Health Certificate) Students are informed that waiving the vaccination may prevent them from placement in internship offices as most dentists now require students to be vaccinated prior to intern placement.

Flu Shot

Dental Assistant students will be required to have a flu shot by the first of November. If medically unable to receive the flu shot, documentation from the student's provider must be submitted to the program director.

Housekeeping

The clinic and lab will be maintained in a clean and sanitary condition at all times. To assure a clean, safe, work environment, the following procedures will be performed as specified.

- 1) All equipment and work surfaces shall be cleaned and decontaminated after contact with blood or other potentially infectious materials. Nitrile utility gloves will be worn for cleaning procedures.
 - a. Contaminated work surfaces will be cleaned and disinfected with an ADA approved disinfectant after completion of procedures; immediately or as soon as feasible when surfaces are overtly contaminated or after any spill

of blood or other potentially infectious material; and at the end of the work shift if the surface may have become contaminated since the last cleaning. To disinfect, use a disinfectant wipe according to manufacturer's instruction. Let the surface remain moist for the manufacturer's recommended time.

- 2) All instrument trays and holders (if contaminated) will be cleaned and disinfected with an ADA approved disinfectant after completion of patient treatment.
- 3) Broken, contaminated items will not be handled with hands. They will be cleaned up using a brush and dust pan, tongs, or forceps.
- 4) Instruments and equipment that can be sterilized will be, using steam sterilization procedures.
- 5) The sterilizer will be monitored on an approved schedule using biological spore testing.
- 6) Disposable barriers will be used whenever feasible to reduce the possibility of cross-contamination. (This includes barriers on chairs, lights, etc.)

Handling of Regulated Waste

Disposal of all regulated (infectious) waste shall be in accordance with applicable federal, state, and local regulations. Because there is no patient treatment performed in the dental clinic and lab, technically there is no infectious waste for disposal. However, used radiographic fixer chemicals and scrap amalgam will be disposed of according to state and local regulations for regulated waste.

Sharps Regulations

Contaminated sharps are defined as follows: any contaminated object that can penetrate skin, including but not limited to needles, scalpels, broken glass, burs, and exposed ends of dental wires.

These must be disposed of in the dental clinic in the following manner:

- 1) Anesthetic needles will be placed directly into a sturdy puncture proof sharps container after patient simulated injection or syringe preparation.
- 2) The sharps container will be dated when the first needle is placed and will be disposed of after 90 days.
- 3) Sharps containers will be picked up every 90 days by Stericycle (866-783-7422) and records will be kept by the Facilities management office at NMC to verify disposal of the sharps containers.
- 4) Anesthetic carpule(s) that contain pharmaceutical will be placed in the pharmaceutical waste container.

Note: When working in the clinic, anesthetic syringes will NEVER be transferred back to the assistant after simulated anesthetic administration. In addition, students will not use a two-handed recapping method. Instead, the one-handed scoop method or a needle re-capping device will always be used when

recapping. (Technically speaking, anesthetic needles used in the clinic setting are NOT contaminated as they are not used on actual patients.)

Laundry Considerations

Not applicable on campus.

If there is the potential for exposure to blood during a procedure that the student would be involved in during their internship assignment, the student must wear a protective lab jacket or a disposable gown. The student is responsible for laundering the protective lab jacket by placing in a disposable bag prior to taking home.

Post-Exposure Evaluation and Follow-up

(Note: Students are responsible for costs incurred with post-exposure evaluation and follow-up.)

This part of the standard relates to the procedures to be followed if a student has an exposure incident. An exposure incident is defined as a specific occupational incident involving eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials, including saliva. The most common example is an injury from a contaminated sharp.

If an exposure occurs, the student must inform the instructor and go to the NMC Health Services office or, if after hours, to one of the local medical clinics for medical evaluation and follow-up. The following information will be noted on an exposure incident form and the information will be kept confidential:

- 1) documentation of the route of exposure and the circumstances in which the incident occurred and documentation of the source individual unless identification is not possible;
- 2) results of testing of the source individual's blood after consent is obtained; (Source may decline testing. However, if they agree to testing, the results are considered confidential and the exposed employee must keep information confidential.) NOTE: If the source is already known to be HIV or HBV infected, there is no need for testing.
- 3) collection and testing of the student's blood after consent is obtained (student can decline testing, however, for the institutions sake, this must be documented and signed by the student);
- 4) medically indicated prophylaxis according to the attending health care professional's directions;
- 5) counseling must be offered to the exposed student;
- 6) evaluation of reported illnesses in the weeks following the incident.

The health services professional who will be doing the evaluation will provide an opinion to the dental assistant department to be put in the exposed student's file.

The opinion will be limited to the following:

- 1) that the student has been informed of the results and;
- 2) that the student has been informed of any medical conditions resulting from the incident that require further evaluation or treatment.

Recordkeeping

Confidential medical records on each student who has an exposure incident will be kept. The record must include the following:

- 1) the student's name and student id;
- 2) a copy of the student's hepatitis B vaccination status;
- 3) details about exposure incidents (copies of incident report form).

Training documentation - Class lists for HAH120, HDA102, HDA113, HDA241, HDA243, and HDA286 will constitute training records and will be kept on an annual basis as students are trained.

Training for OSHA Compliance

Following are the training components for OSHA compliance:

- 1) a copy of the standard and an explanation of its contents;
- 2) a general explanation of the epidemiology, symptoms, and modes of transmission of bloodborne diseases;
- 3) an explanation of the dental department's exposure control plan and how the students can obtain a copy of it;
- 4) information about the dental department's protocol for gloves, gowns, masks, and eyewear, including the type of equipment available, where it is located, when it is to be used, and how it is to be removed, handled, decontaminated, and disposed of;
- 5) an explanation of how to recognize tasks that may involve occupational exposure and how to prevent or minimize such exposure, i.e., how to use the sharps container properly;
- 6) information of the hepatitis B vaccine, including efficacy, safety, how administered, benefits of being vaccinated;
- 7) information on how to handle emergencies involving occupational exposure (what actions to take and whom to contact);
- 8) an explanation of the office protocol for handling exposure incidents, such as injuries from contaminated sharps (how to report the incident and follow-up medical care and evaluation);
- 9) an explanation of the biohazard labels used in the clinic and lab;
- 10) a question/answer period with the trainer.

HAZARD COMMUNICATION PLAN – UPDATED MAY 2023

Northwestern Michigan College Dental Assistant Program

General Information

This written hazard communication plan has been written for the Dental Assistant program at Northwestern Michigan College in compliance with The Michigan Right to Know Law (Act No. 80, Public Acts of 1986) and the OSHA Hazard Communication Standard (Title 29 Code of Federal Regulations 1910.1200).

This plan applies to all procedures and tasks in this facility where students may be exposed to hazardous substances under clinic and lab class conditions.

The Dental Assistant Program Director will have the overall responsibility for the plan. The plan will be reviewed and updated as changes dictate.

Copies of the plan will be distributed to students during the Infection Control course, posted on the dental assistant web page, and will be posted in the clinic and lab for reference during class times.

Under this plan, students will be informed of the contents of The Michigan Right To Know Law, the OSHA Hazard Communication Standard, the hazardous properties (if any) of the chemicals, products and materials with which they work, and safe handling procedures and measures to take to protect themselves from chemical hazards.

Hazard Determination

This facility relies on the evaluation of the chemical manufacturers, distributors, and importers shown in the SDS's to meet hazard determination requirements.

Labels

- A. The program coordinator will be responsible for seeing that all containers of hazardous products coming into the office are properly labeled with the:
 - a. Identity
 - b. Appropriate hazard warning (physical and health hazards and target organs that may be affected)
- B. If students transfer materials containing a hazardous chemical from a labeled container to a portable container that is intended for immediate use only, **no** labels are required on the portable container.
- C. If students become aware of any unlabeled portable or non-portable container holding a product or material containing a hazardous chemical that may be used more than once, it is their responsibility to immediately notify the program director.
- D. Alternative labeling system: a color-coded label will be affixed to or nearby secondary containers used for high level disinfection; processing x-rays; and

ultrasonic cleaning.

- E. Chemical products exempted from the hazard communication standard labeling requirements:
- Pesticides, when subject to the labeling requirements of the Environmental Protection Agency
 - Foods, drugs, cosmetics, and medical devices, when subject to the labeling requirements of the Food and Drug Administration
 - Distilled beverage alcohols intended for non-industrial use
 - Consumer products regulated under the Consumer Product Safety Act (only when employees can show the consumer product is used in the workplace for the same purpose as well as the same frequency and duration experienced in consumer use)
 - Hazardous substances regulated by the Federal Hazardous Substances Act

Safety Data Sheets

- A. The program director will maintain a file with a SDS on every product that contains a hazardous chemical.
- B. If a SDS received has blank spaces, the program director will contact the manufacturer/importer letting them know of the defective SDS and will request a completed one.
- C. Copies of SDSs for all hazardous chemicals to which students may be exposed will be kept in a binder in the dental clinic.
- D. SDSs will be available for review by all students prior to use of the product.
- E. The dental clinic will display the required MIOSHA Right to Know posters. The program coordinator will be in charge of posting and notifying students of new or revised SDSs within five (5) days of receipt of new or revised SDSs.
- F. Materials exempted from the Hazard Communication Standard (labeling and SDSs):
- Hazardous waste, when subject to regulation by the Environmental Protection Agency
 - Tobacco or tobacco products
 - Wood or wood products
 - Articles, which under normal conditions of use, do not result in employee exposure to a hazardous chemical (e.g. dental bur)
 - Foods, drugs, cosmetics, or alcoholic beverages packaged for sale to customers
 - Foods, drugs, or cosmetics intended for personal consumption by employees while in the workplace

- Consumer products, where the employer can demonstrate that the products are used in the workplace in the same manner as normal consumer use, and where employee exposure to the product is the same as in the consumer use.
- Drugs in solid, final form for direct administration to a patient (i.e. tablets or pills), when subject to regulation by the Food and Drug Administration

Information and Training

- A. Everyone in the dental assistant program who works with (or is potentially exposed to) hazardous chemicals will receive initial training on the Michigan Right To Know Law, the OSHA Hazard Communication Standard and the safe use of chemicals.
- B. The training program will be administered by the Infection Control and/or the Introduction to Dentistry and/or the Chairside Procedures and/or Radiography instructor(s). Final grade class list for the lab courses will constitute the training records. Whenever a new hazard is introduced into the facility, the program director or clinical instructor will provide additional training.
- C. Regular updates are used to review information presented at the initial training and any new hazard in the work area.
- D. Before use of the products that contain hazardous chemicals, each student will be trained on the standard procedures to be used with hazardous materials.
- E. Information and training includes:
 1. Summary of the Michigan Right to Know Law, the OSHA Hazard Communication Standard and this Written Hazard Communication Program.
 2. Any task in the dental facility where hazardous chemicals are present.
 3. The location and availability of the written hazard communication program, including the required list(s) of hazardous chemicals and SDSs.
 4. Methods and observations that will be used to detect the presence or release of a hazardous chemical in the work area.
 5. The physical and health hazards of the chemicals in the work area.
 6. The measures employees can take to protect themselves from these hazards.
 7. The details of this written hazard communication program including an explanation of the labeling system, SDSs, and how employees can obtain and use the appropriate hazard information.
- F. Students are informed that:
 1. The dental assistant program is prohibited from discriminating against students who exercise their rights regarding information about hazardous chemicals in the dental clinic.
 2. As an alternative to requesting The Right to Know Law from the program director, the student may obtain a copy from the Michigan Department of Public Health.

Standard Precautions to Be Used With All Dental Materials

- A. Following are precautions that should be used with all dental materials regardless of the presence of a hazardous chemical. If these precautions are followed with all materials, the likelihood of an overexposure to any harmful chemical is remote.
1. Always replace the caps immediately after dispensing and prior to use of all dental materials.
 2. Whenever working with materials in the dental environment, wear appropriate PPE.
 3. Turn on auxiliary ventilation systems when working with dental laboratory products.
 4. Wear protective clothing when contact of a material with skin is expected.
 5. Wear appropriate PPE when performing disinfection procedures.
 6. If you have an eye exposure, always check SDS for first aid procedures.
 7. When using the eyewash station, 15 minutes of flushing is recommended.

Universal Precautions: AIDS And Hepatitis B Prevention For The Dental Health Team

Bloodborne Infections

Introduction

Both AIDS and hepatitis B are bloodborne infections. This means that they are caused by pathogens that are found in the blood of those infected. There are many bloodborne infections, but AIDS and hepatitis B are the two you need to learn about the most. Other bloodborne infections include hepatitis C and syphilis.

AIDS is caused by HIV, the human immunodeficiency virus. Hepatitis B is caused by HBV, the hepatitis B virus. Both HIV and HBV are found not only in the blood, but also in body fluids that contain blood, and in certain other body fluids. You can get AIDS or hepatitis B if the blood or body fluid from an infected person gets into your body. This is called being *exposed* to the virus.

AIDS

The virus that causes AIDS, the human immunodeficiency virus (HIV), affects the immune system of the infected person. By interfering with the immune system, the virus limits the ability of the body to fight off infection. The virus may be in the body a long time before symptoms develop, but there are usually flu-like symptoms within about a month. These symptoms may include fever, aches, swollen glands, sore throat, diarrhea, fatigue, or rash. But for most, the symptoms disappear within a few days. There may be no more symptoms for months or even years. But at some point virtually everyone infected with the virus will come down with AIDS, although it may take 10 years or more to develop.

What may happen when the HIV-infected person develops AIDS?

- The person with AIDS has trouble fighting off infections that others rarely get or can fight off easily.
- Weight loss, frequent diarrhea, or a long-lasting fever may occur.
- The brain may be affected, causing confusion, memory loss, depression, or motor dysfunction.
- Serious infections, such as tuberculosis or an unusual kind of pneumonia may develop.
- A certain type of cancer or a serious infection eventually leads to death.

Although there are drugs, such as *zidovudine* (AZT), that may delay the onset of symptoms, there is no cure. And although much work is being done to develop a vaccine, there is currently no effective vaccine to prevent HIV infection.

Hepatitis B

What could happen if you are exposed to HBV, the virus that causes hepatitis B?

- About 1/3 of those infected do NOT experience symptoms.
- Another 1/3 experiences only a mild flu-like illness that goes away.
- But the last third experience abdominal pain, nausea, and fatigue. The skin and eyes may become yellow in color, called jaundice. The urine may become dark. Sometimes there is joint pain, rash, and fever. A severe case of hepatitis B can lead to death.

About 6 to 10 percent of all those infected with HBV become **chronic carriers** of the disease. They may or may not have an active infection, and they may have few or no symptoms, but they can still transmit the disease to others. They may even be a carrier for life. Carriers are at risk for chronic active hepatitis, a disease that affects the liver and can lead to serious illness and death. Carriers are also at risk for liver cancer. More than 2 percent of all individuals infected with HBV will die as a result.

The good news about HBV is that there is an effective vaccine to prevent infection. There is also treatment that can be given after the exposure incident to prevent HBV infection in those who have not been vaccinated.

Occupational Risk

Although HIV transmission is possible in healthcare settings, it is extremely rare. Medical experts emphasize that the careful practice of infection control procedures, including universal precautions (i.e., using protective practices and personal protective equipment to prevent transmission of HIV and other bloodborne infections), protects patients as well as healthcare providers from possible HIV transmission in medical and dental settings. Healthcare personnel are at risk for occupational exposure to bloodborne pathogens including HIV. Important factors that influence the overall risk for occupational exposures to bloodborne pathogens include the number of infected individuals in the patient population and the type and number of blood contacts. Transmission of HIV to patients while in healthcare settings is rare; however, proper sterilization and disinfection procedures are required.(CDC)

For hepatitis B, the risk is not as small.

- Number of new infections per year has declined from an average of 260,000 in the 1980s to about 60,000 in 2004 (or by approximately 80% since 1991).
- Greatest decline has happened among children and adolescents due to routine hepatitis B vaccination.
- Estimated 800,000-1.4 million chronically infected Americans. (CDC)
- The number of health care workers getting hepatitis B is coming down dramatically as a result of health care workers getting immunized against hepatitis B.

Transmission Of Bloodborne Infection

Introduction

In order to effectively prevent transmission of bloodborne infection, you should know how transmission takes place. Since bloodborne pathogens live inside the bodies of those infected, you should know which bodily fluids contain enough of the pathogens to transmit disease. You should also know how the pathogens can get into your body.

Potential Sources of Infection

A potential source of HIV or HBV infection is any body fluid that may contain enough of the virus to transmit infection. The potential sources of infection are listed below.

- Blood.
- Saliva and gingival fluid.
- Body fluids that contain blood.
- Semen and vaginal secretions.
- Fluid from around unborn baby.
- Fluid from spine, lungs, and joints.
- Body tissue.

Body fluids that do NOT contain enough of HIV or HBV to infect you are: urine, feces, sputum, vomit, tears, sweat, and nasal secretions. However, if any of these fluids contain blood or are mixed with other body fluids that are potentially infectious, they should be considered potentially infectious.

Exposure Control

Introduction

There are many ways to control exposure to bloodborne pathogens. OSHA, the Occupation Safety and Health Administration has introduced rules based on guidelines developed by the Centers for Disease Control, or CDC. The steps that you will take depend on the nature of your work and the level of risk. If you never come into contact with blood or other body fluids on the job, your risk of being infected is not increased because of your job. But if your work includes direct patient contact, contact with used needles or other sharps, or contact with lab materials, you will need to take steps to protect yourself.

Hepatitis B Vaccine

One of the most important things you can do to prevent hepatitis B infection is to be immunized before exposure. The Centers for Disease Control recommends immunization if you come into contact with blood or other potentially infectious body fluids on the job.

The hepatitis B vaccine is safe and effective for between 92 and 96 percent of those vaccinated.

It is administered in three injections over a six-month period. Blood tests can tell you if your vaccination has been effective and if a booster injection is needed.

When employed in a health care setting, the vaccination must be made available free of charge. You are not required to accept the vaccination and it is illegal for your employer to discriminate against you if you decide against it. But keep in mind that it is an important way to control the spread of HBV infection.

Universal Precautions

Universal Precautions is a method for preventing transmission of bloodborne infection. It is based on the concept that *control measures should be taken with all patients* because there is no way to know for sure who is infected and who is not. Many patients will be unaware that they are carriers of a bloodborne disease and testing may not determine if they are infectious at time of treatment. You can observe Universal Precautions by doing the following:

- Treat all human blood, any body fluid containing blood, and any other potentially infectious materials (OPIM) as if they are known to be infectious for HIV or HBV.
- Treat all used needles and other sharps as if they are contaminated and able to infect you if you are punctured.

Post-Exposure Response

What should be done after an exposure incident? If you suffer a puncture wound with a used needle or other sharp, or if you experience broken skin or mucous membrane contact with potentially infectious body fluids, you should do the following:

- **Wash the exposed area** immediately. This may help prevent the pathogens from entering your body.
- **File an exposure incident report** with your employer and consult a doctor. A post-exposure confidential evaluation and follow-up should be provided.

Included in the confidential evaluation and follow-up are the items listed below.

1. Documentation of the incident.
2. Testing of the source individual's blood to see if the body fluid you contacted was infectious (whenever feasible and legal).
3. You can also undergo blood tests to determine if you have been infected.
 - For HIV, the infection may not show up in the blood for 6 to 12 weeks, or even longer.
 - For HBV, the blood tests can tell you whether you are or have ever been infected, and whether you have a naturally acquired immunity.

4. If medically indicated, you are entitled to post-exposure prophylaxis. This is treatment to prevent the pathogens from causing infection.
 - For HIV, treatment with zidovudine (AZT) (antiretroviral therapy) is sometimes used.
 - For HBV, if you have not been vaccinated, treatment with injections of HB immune globulin (called H-BIG) should be started within 24 hours, if possible. Exposure to HBV is also treated with injections of the HBV vaccine.
5. 5. Finally, you are entitled to medical counseling about your risk of infection and your risk of infecting others. You also have a right to an evaluation of any reported illnesses. Whether you are infected or not, your employer must keep your condition and medical records confidential.

Remember that even though your chances of being infected are low, it is still important to exercise precautions because it is possible for just one exposure incident to affect you.

APPENDIX A

Health Occupations Academic Code of Conduct Policy

I. Introduction

The education of the health occupations students at Northwestern Michigan College is based on the concept of integrity, sense of responsibility, and self-discipline which are all inherent attributes of the health occupations professions. It is the responsibility of our health occupations students to sustain high ethical standards and be accountable for their actions, therefore truth and honesty are expected. Academic misconduct is prohibited by this policy. Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community. This includes a wide variety of behaviors such as cheating, plagiarism, altering academic documents or transcripts, gaining access to a professor's course materials utilizing online search, and helping another individual to gain an unfair academic advantage.

II. Definitions of Unacceptable Behaviors

The following behaviors are examples of violations of the academic code of conduct policy. This list is not intended to be all-inclusive of behaviors that violate the basic ethical or professional standards expected of the health occupations students. In addition, attempts at misconduct, as well as completed acts, are violations of the conduct policy.

Plagiarism

Taking credit for someone else's work or ideas regardless of the media; stealing others' results or methods; copying the writing of others without proper citation, quotation marks, or other forms of proper acknowledgment; or otherwise taking credit falsely. Make sure you understand not only what counts as plagiarism and cheating, but also how to avoid engaging in these practices.

- use of material produced by another person without acknowledging its source
- use of another person's ideas or words without giving appropriate credit
- submission of the same or substantially similar work of another person (e.g., an author, a classmate, etc.)
- use of the results of another individual's work (e.g., another individual's paper, exam, homework, etc.) while representing it as your own
- improper documentation/acknowledgement of quotations, words, ideas, views or paraphrased passages taken from published or unpublished sources
- wholesale copying of passages from works of others into homework, essays, term papers, or other assignment without acknowledgement

- paraphrasing of another person's characteristic or original phraseology, metaphor, or other literary device without acknowledgement

Cheating

- fraud, deceit, or dishonesty in an academic assignment, text, or examination
- use or consultation of unauthorized or inappropriate materials (e.g., notes, books, etc.) on assignments, tests, or examinations
- unauthorized discussion of a test or exam during its administration or after its administration
- copying content on an assignment, test, or examination from another individual
- obtaining a test or examination or the answers to a test or examination before administration of the test or examination
- studying from an old test or examination whose circulation is prohibited by the faculty member
- use or consultation of unauthorized electronic devices or software (e.g., calculators, cellular phones, computers, tablets, etc.) in connection with assignments or during tests or examinations
- use of paper writing services or paper databases
- unauthorized collaboration with another individual on assignments, tests or examinations
- permitting another individual to contribute to or complete an assignment, or to contribute to or take a test or examination on the student's behalf
- unauthorized submission of the same or substantially similar work, assignment, test or exam to fulfill the requirements of more than one course or different requirements within the same course
- tampering with, disabling, damaging, or circumventing equipment for testing or evaluation

Misuse of Technology

Misuse of technology including cell phones, iPads, laptops, etc. for cheating. Use of phones and screen shots are prohibited.

Using, uploading, downloading, or purchasing any online resource that has been derived from material pertaining to a NMC course without the written permission of the professor, when unsure if a source is a violation of the policy, ask permission from the faculty member to verify if it is acceptable to use.

Falsification/Forgery/Lying

Dishonesty in reporting either verbally or in written material, false data, or information.

- falsification or fabrication of data/information for an assignment, on a test or exam
- citation of nonexistent sources or creation of false information in an assignment
- forgery of NMC or other official documents (e.g., letters, transcripts, etc.)
- impersonating a faculty or a staff member

- request for special consideration from faculty members or officials based upon false information or deception
- fabrication of a reason (e.g., medical emergency, etc.) for needing an extension on or for missing an assignment, test or examination
- claiming falsely to have completed and/or turned in an assignment, test or examination
- falsely reporting an academic ethics violation by another student
- failing to identify oneself honestly in the context of an academic obligation
- providing false or misleading information to a faculty member or any other NMC official

Aiding and Abetting Dishonesty

Providing material, information, or assistance to another person with the knowledge or reasonable expectation that the material, information, or assistance will be used to commit an act that would be prohibited by this Code or that is prohibited by law or another applicable code of conduct. Students are responsible for reporting cheating or dishonesty if they observe a breach in the honor code.

- intentionally or knowingly aiding another student to commit an academic ethics violation
- allowing another student to copy from one's own assignment, test, or examination
- making available copies of course materials whose circulation is prohibited (e.g., old assignments, texts or examinations, etc.)
- completing an assignment or taking a test or examination for another student
- sharing paper mill/ answer bank websites/ or information with other students

III. Violations: Sanctions

Sanctions include, but are not limited to:

- failure/grade penalty on the assignment
- failure/grade penalty on the test/exam/quiz
- failure in the course
- expelled from their program of study, without the option of readmission, and be ineligible for applying for NMC's other health occupational programs.
- additional sanctions may be applied by the college in cases involving egregious incidents or multiple infractions.

APPENDIX B

**Northwestern Michigan College
Dental Assistant Program**

Verbal Warning Report

Student: _____

Course/Semester: _____

Date: _____

A verbal warning was issued to _____ on _____
Student Name date

Related to _____
Area of Concern

Details of the circumstances leading to a verbal warning have been reported to the program director with a request that this be documented in the student file.

Student Signature Date

Instructor Signature Date

Note: Signed document to be placed in student file and noted on Student Corrective Activity Sheet on front page of student file.

Written Warning Report

Student: _____

Course/Semester: _____

Date: _____

_____ is receiving a written warning on _____
(Student name)

related to _____. Describe circumstances of the behavior.

Insert description of event that resulted in violation. (Be as specific as possible. Include dates and names of persons involved where applicable.)

Insert summary of previous related violations if applicable.

Insert description of what student needs to do or change in order to achieve satisfactory grade. (Include any suggestions or resources given to student.)

Any further violations related to _____ during the remainder of the dental assistant program will result in probationary status and can result in course failure.

Student Signature

Date

Instructor Signature

Date

Dental Assistant Program Director

Date

Note: Signed document to be placed in student file and noted on Student Corrective Activity Sheet on front page of student file.

Program Written Warning Example

Student: Jane Doe

Course/Semester: HDA 000, Fall 20xx

A written warning was issued to Jane Doe on September 30, 20xx, related to:

- Professional Identity: Demonstrates responsibility for continued learning
- Safety: Demonstrates competence in performance of technical skills

Jane was instructed to watch videos and complete a reading assignment prior to coming to the campus lab class as part of her assignment and preparation for this lab. Jane did not watch the videos or complete the reading prior to arrival. She stated she didn't know how to perform the chairside procedure. There were two videos and two chapters that students were required to watch/read prior to attending lab. This was announced during the first week of class. Since Jane did not watch the videos or complete the reading assignment and was unable to perform the procedure, she was sent to the library to watch the videos and complete the reading then return to class.

Jane will need to make up the lab time that she missed since we are unable to evaluate her on these skills.

Being prepared for lab is essential, the student must be prepared to perform any activities that were demonstrated in lab. Jane will need to watch the assignment videos and use the lab time to make sure she is competent. If Jane comes to lab unprepared again, she will be placed on probation.

This written warning will stay in place throughout the remainder of the dental assistant program. Any further violations during the remainder of the dental assistant program will result in course failure, probation, and/or program dismissal.

Student Signature

Date

Instructor Signature

Date

Dental Assistant Program Director

Date

Note: Signed document to be placed in student file and noted on Student Corrective Activity Sheet on front page of student file.

Program Probation

Student: _____

Course/Semester: _____

Date: _____

_____ has been placed on probation for violation of _____
(Student name)

_____.

Insert description of event that resulted in violation. (Be as specific as possible. Include dates and names of persons involved where applicable.)

Insert summary of previous related violations if applicable.

In order to receive a satisfactory grade in _____ the student must
(Insert description of what student needs to do or change in order to achieve satisfactory grade. Include any suggestions or resources given to student.)

This probation will stay in place throughout the remainder of the dental assistant program. Any further violations related to _____ during the remainder of the dental assistant program will result in course failure and program dismissal.

Student Signature

Date

Instructor Signature

Date

Dental Assistant Program Director

Date

APPENDIX C
NORTHWESTERN MICHIGAN COLLEGE

TECHNICAL STANDARDS

Admission into the Dental Assistant Program is contingent upon students declaring that they have specific physical and cognitive abilities (technical standards). These requirements are detailed below and are established based on the nature of the work expected of a dental assistant professional. NMC reserves the right to request that students successfully demonstrate the specific cognitive and physical abilities related to the Dental Assistant Program. A student must be able to meet:

STANDARD	EXAMPLES OF NECESSARY BEHAVIORS (NOT ALL INCLUSIVE)
Communication abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> • Collect assessment data. • Explain treatment procedures and post-operative instructions. • Verbally question a patient about his condition and relay the information verbally or written to others. • Document assessment findings and treatment rendered.
Critical thinking ability sufficient for clinical judgment.	<ul style="list-style-type: none"> • Identify cause and effect relationship in clinical situations. • Assimilate knowledge from lecture, laboratory, and clinical venues.
Reading, writing, and math skills sufficient to complete and maintain a variety of business and clinical records.	<ul style="list-style-type: none"> • Read and comprehend instructions and patient records. • Accurately document patient treatment on patient records. • Transcribe financial records.
Physical abilities sufficient to move around rooms in a dental environment maneuver in small spaces, and reach needed equipment.	<ul style="list-style-type: none"> • Move around clinical operatories, dark room, sterilization room, and other treatment areas. • Position chair-side in close proximity to patient. • Administer CPR and BLS procedures. • Reach radiographic equipment that is approximately 5-6' off floor. Transfer patients from wheel chairs to dental chairs and back.
Fine motor and dexterity abilities sufficient to provide safe and effective dental care.	<ul style="list-style-type: none"> • Move, calibrate, and use dental equipment, materials, and supplies. • Possess fine dexterity to pass/accept or pick up small tools.

STANDARD	EXAMPLES OF NECESSARY BEHAVIORS (NOT ALL INCLUSIVE)
Visual ability sufficient for physical assessment, performance of dental procedures and maintenance of environmental safety.	<ul style="list-style-type: none"> • Observe patient responses such as skin color and facial expression. • Identify the absence of breathing movement in a patient throughout visual inspection. • Monitor vital signs. • Evaluate radiographs for technical quality including density, contrast, and distortion. • Read a patient’s dental record. • Manipulate dental materials.
Tactile ability sufficient for assessment and performance of expanded dental assisting duties.	<ul style="list-style-type: none"> • Perform palpation techniques during extra oral and intraoral exam dental exams.
Olfactory Ability	<ul style="list-style-type: none"> • Have olfactory senses (smell) sufficient for maintaining environmental and patient safety.
Professional Attitude and Demeanor	<ul style="list-style-type: none"> • Able to present professional appearance and implement measures to maintain professional appearance. • Ability to demonstrate emotional health required for the utilization of intellectual abilities and exercise good judgment. • Work under time restraint conditions. • React calmly in an emergency. • Demonstrate flexibility and concern for others.
Ability to sufficiently monitor and assess health needs.	<ul style="list-style-type: none"> • Recognize a patient’s cries of distress, monitor blood pressure, and detect the sounds of a heartbeat.

PLEASE SIGN ONE OF THE STATEMENTS BELOW:

I CERTIFY THAT I HAVE READ AND UNDERSTAND THE **TECHNICAL STANDARDS** LISTED ABOVE AND THAT I BELIEVE TO THE BEST OF MY KNOWLEDGE THAT I MEET EACH OF THESE STANDARDS WITHOUT ACCOMMODATION. I UNDERSTAND THAT IF I AM UNABLE TO MEET THESE STANDARDS I MAY BE DISMISSED FROM THE PROGRAM.

Signature of Applicant

Date

I CERTIFY THAT I HAVE READ AND UNDERSTAND THE **TECHNICAL STANDARDS** LISTED ABOVE AND THAT I BELIEVE TO THE BEST OF MY KNOWLEDGE THAT I CAN MEET EACH OF THESE STANDARDS WITH CERTAIN ACCOMMODATIONS. I WILL CONTACT THE STUDENT DISABILITIES OFFICE TO DETERMINE WHAT ACCOMMODATIONS MAY BE AVAILABLE. I UNDERSTAND THAT IF I AM UNABLE TO MEET THESE STANDARDS WITH OR WITHOUT ACCOMMODATIONS, I MAY BE DISMISSED FROM THE PROGRAM.

Signature of Applicant

Date

Policy Manual Acknowledgement/Acceptance Form

**THIS COPY IS TO BE SIGNED BY YOU, THE STUDENT,
AND WILL BECOME A PART OF YOUR PERMANENT FILE.**

1. I have received and read the policies of the Dental Assistant Program of Northwestern Michigan College. I understand these policies and will act in an ethical, responsible manner upholding the integrity of all dental assistant program policies. I understand that I may be dismissed from the program for violations of said policies.
- 2.

Signature

Date

3. I understand that completion of the Dental Assistant Program of Northwestern Michigan College does not carry with it any guarantee of employment.

Signature

Date