

Bldg. 150, Rm 1114
Phone: (254) 526-1883;
Fax (254) 526-1957 (ATTN:PBT)
Email: mlt.pbt.ht@ctcd.edu

Hours: M-Thur 7:30 AM-5:30 PM
Fri 7:30 AM-11:30 AM



PHLEBOTOMY TECHNICIAN PROGRAM

**Student Handbook
&
Application Documents**

Revised 6/10/21

Contents

PHLEBOTOMY TECHNICAN PROGRAM INTRODUCTION.....	3
PROGRAM OVERVIEW	3
PBT PROGRAM OFFICIALS.....	3
PROGRAM CURRICULUM.....	4
Course Descriptions.....	5
PBT PROGRAM DEPARTMENTAL ADMISSION REQUIREMENTS.....	6
ADDITIONAL PROGRAM REQUIREMENTS.....	7
PBT PROGRAM POLICIES.....	8
HEALTH AND SAFETY	8
National Patient Safety Goals.....	8
Safe Patient Handling And Ergonomics.....	8
Emergency Evacuation And Procedures	8
Emergency Lockdown Procedures	8
Bioterrorism.....	9
Alcohol, Drugs, And Mental Illness.....	9
Student And Employee Assistance Program	9
Exposure Control Plan.....	10
FAIR PRACTICES.....	10
Non-Discrimination Policy.....	10
Students Who Are Non-Us Citizens.....	10
Service Work	10
ACADEMIC POLICIES	11
Academic Standing.....	11
Verification Of Compliance And Recordkeeping	11
Attendance Requirements.....	11
Withdrawal Procedures.....	12
Dismissal Policy	12
Phlebotomy Dress Code	13
PROGRAM DISCLOSURES.....	15
Certificate Notice.....	15
GRIEVANCE, DISCIPLINARY PROCEDURES, AND APPEALS	16
Class Dismissals	16
Grievance Definition And Procedures.....	16
Chain Of Command.....	16
Academic Appeal Process	17
COMPLIANCE POLICES	28
Simulation Center/Laboratory Policy.....	29
Simulation Center/Laboratory Confidentiality Agreement And Release Form	30
Computer Laboratory/ Ipad Policy	31
Internet Acceptable Use Policy	32
Computer Accessibility	32
Health Insurance Portability And Accountability Act (Hipaa)	33
Social Media Policy.....	35
Safety Agreement Form.....	37

PHLEBOTOMY PROGRAM CLINICAL ROTATION POLICIES	38
Clinical Rotation Dress Code	38
Phlebotomy Clinical Course Travel Requirements	39
Pbt Absentee Policy.....	40
Clinical Absence Policy.....	40
Cellular Phones.....	40
Tape Recorders	40
Release And Acknowledgement Of Assumption Of Risk.....	41
Zero Tolerance Policy	41
DHS Testing Security Policy.....	42
Civility	44
Phlebotomy Dress Code	48
DHS NEW STUDENT AGREEMENT TO POLICY COMPLIANCE	50

PHLEBOTOMY TECHNICIAN PROGRAM INTRODUCTION

PROGRAM OVERVIEW

The major goal of all health care professionals is to assist the physician in the prevention, diagnosis and treatment of disease. The health care system has developed professional specialties which interact in order to provide optimum health care to the patient. The practice of phlebotomy has evolved into a profession in which the technician not only collects blood for laboratory analysis but is integrally involved in specimen processing, public relations, & infection control.

In order to meet the demand for quality healthcare, the Phlebotomy Technician (PBT) program was established in 1996 at Central Texas College in Killeen.

Upon completion of the program, it is hoped that the Phlebotomy Technician will give to the field not only the technical competence required, but also the concern for the patient as a whole individual.

PBT PROGRAM OFFICIALS

Program Director: Angela Lester, MT (ASCP)
Office: Science Building #150, Room 1112
(254) 526-1187 or angela.lester@ctcd.edu

Phlebotomy Instructor: Neil Moody, MLS (ASCP)
Office: Science Building #150, Room 1113
(254) 526-1759 or nmoody@ctcd.edu

Department Chair: Tammy Samarripa, Department Chair, Department of Health Sciences. Office: Nursing Building #155, A219
254-526-1150 tammy.samarripa@ctcd.edu

PBT Office Asst.: John Bradshaw
Office: Science Building #150, Room 1114
(254) 526-1883 or jbradshaw@ctcd.edu

PROGRAM CURRICULUM

This **two semester** program consists of the following courses:

<u>Phases of Instruction</u>	<u>Course #</u>	<u>Schedule</u>	<u>Class Days and Times</u>
Basic Phlebotomy/Lab	PLAB 1323	Semester 1	T, Th Evenings
Clinical Practice	PLAB 1460	Semester 1	M-F (varies with site)
A & P for Medical Assistants	MDCA 1309	Semester 1	variable
Interpersonal Communications	SPCH 1318	Semester 1	variable
Medical Terminology	HITT 1305	Semester 1	variable

Central Texas College District does not discriminate in admissions, access to, treatment of, or employment in the programs and activities on the basis of race, color, religion, national origin, gender, disability or age.

*Students are eligible to sit for the ASCP PBT exam after completion of PLAB 1323 and PLAB 1460.

Course Descriptions

I. Basic Phlebotomy (PLAB 1323)

PLAB 1323 consists of didactic (lecture) instruction encompassing the following areas of study:

1. Health Care Systems and Organizational structure
2. Infection Control & Safety
3. Anatomy & Physiology
 - a. General overview of all major body systems
 - b. Circulatory System
4. Specimen Collection
5. Blood Collection Equipment & Supplies
6. Blood Collection Procedures
7. Specimen Processing
8. Quality Assurance in Health Care
9. Communication Skills and Professional Behavior

Phlebotomy Lab

Phlebotomy Lab provides practical (hands on) instruction in phlebotomy techniques in a student laboratory setting. This includes the following techniques:

1. Hand washing
2. Gowning, Gloving, & Masking
3. Quality Control
4. Venipuncture Techniques (multisampling, syringe, butterfly)
5. Skin Puncture Techniques
6. Blood Smear Preparation
7. Blood Culture Collection
8. Glucose Tolerance Testing
9. Arterial Puncture Techniques
10. Blood Donor Phlebotomy Techniques
11. Bleeding Time Techniques
12. Specimen Processing

II. Phlebotomy Clinical (PLAB 1460)

PLAB 1460 provides clinical training and practical instruction within the clinical (patient) setting. The course consists of 14 days of clinical rotations at the facilities listed below:

1. Coryell Health, Gatesville
2. Hamilton General Hospital, Hamilton
3. St. Davids Georgetown Hospital, Georgetown
4. AdventHealth Rollins Brook Hospital, Lampasas
5. AdventHealth Central Texas Hospital, Killeen
6. Baylor Scott & White Hospital, Temple
7. Seton Medical Center, Harker Heights
8. Veterans' Administration Hospital, Temple

PBT PROGRAM DEPARTMENTAL ADMISSION REQUIREMENTS

Applicants desiring admission to the Phlebotomy Program must have completed the following for admission to the program.

1. Application to the PBT program.
2. Transcripts of high school graduation or GED completion with a score of 40 or better. (Records department do not send over copies of your transcripts.) (Foreign Transcripts and Certificates must be evaluated by Guidance and Counseling, bldg 119.)
3. Two completed reference forms.
4. Copy of current immunizations. Must have the following immunizations current:
 - a. PPD: documentation of negative result no older than 1 yr.
 - b. Tetanus: no older than 10 yrs. Tetanus/Diphtheria (TD) Booster (Tdap)
 - c. Hep B series: 3 shots over a period of 4-6 months
 - d. MMR (Mumps, Measles, Rubella): must show 2 doses MMR
 - e. Influenza Vaccine: seasonal, required by October 1 of each year
 - f. Polio: required
 - g. Varicella: 2 doses if given after the age of 13, 1 dose if given before the 13, or documentation of the disease
 - h. Bacterial Meningitis Vaccination: required every 5 years
5. Proof of physical exam completed within the last year signed by a M.D. or D.O.
6. Proof of current CPR course completion – per American Heart Association - -BLS- Health Care Provider. An online CPR course is not acceptable.
7. **Students are admitted to the PBT course on a first come basis after admission criteria have been meet. Even if some requirements have been met, only COMPLETE packets will count towards the “first come, first served” rule.**

ADDITIONAL PROGRAM REQUIREMENTS

1. CTC Parking Permit, CTC Police Bldg 137, no fee.
2. CTC student picture ID required, Bldg. 119, no fee.
3. Due to OSHA guidelines, CDC recommendations and for your personal protection, the following Dress Code is required for the PBT student laboratory.

Scrubs must be worn to each lecture and laboratory session. Close-toed shoes, no canvas. No exceptions to this policy will be made. If you do not come dressed appropriately for each lecture and laboratory session, you will be dismissed from class. The dismissal will be counted as an absence, and you will not be allowed to return to class.
4. A Criminal Background Check and Urine Drug Screen prior to entrance to the clinical portion of the program (within 30 days of the beginning of clinical rotations).
5. A US birth certificate (or US VISA) and picture ID (or US passport) is required to in process clinical sites.
6. Uniform embroidered royal blue scrubs for lecture, lab and clinicals.
7. Pair of close-toed shoes, no canvas, for lecture, lab and clinicals.

PBT PROGRAM POLICIES

HEALTH AND SAFETY

National Patient Safety Goals

The DHS adheres to the National Patient Safety Goals identified by the Joint Commission on Accreditation of Healthcare Organizations. The Joint Commission's Board of Commissioners approves the National Patient Safety Goals annually. See <http://www.jcaho.org/> for additional information.

Safe Patient Handling And Ergonomics

Current practice guidelines set forth by Occupational Safety & Health Administration (OSHA) and the National Institute for Occupational Safety and Health (NIOSH) related to safe patient handling and ergonomics will be implemented. The ANA standards on Safe Patient Handling and Mobility (SPHM) provide for a safer work environment and improved patient outcomes (June 2013).

Emergency Evacuation And Procedures

When an alarm sounds, immediately evacuate through the nearest exit, assisting individuals with mobility issues.

DO NOT:

- Delay to pack up and collect belongings.
- Use elevators.

Go to the designated meeting place for your class or department. Stay at least 300 feet from the affected building(s).

Emergency Lockdown Procedures

When an emergency occurs, our Emergency Alert system will send e-mail, text messages and voice messages to students and employees in as little as 90 seconds.

Comply immediately when instructed to lock down or take shelter.

1. Violence on Campus:

Immediately get in a room, close and barricade the door, close windows and blinds, turn off lights, silence cell phones, and remain quiet. Quietly call 911 (if able) to report the emergency. DO NOT open the door to let others in or out until given the "all clear" by police or someone in authority known to you. DO NOT evacuate if fire alarm sounds, unless you know for certain a fire exists.

2. Tornado/Weather:

Immediately move to an interior room with no windows, close door and stay in place until given the all clear by police or administration.

This may also include Emergency Campus Wide alarms

Students who fail to comply with the emergency evacuation and lockdown procedures will be identified; their ID card may be confiscated, and may be subject to disciplinary action.

Bioterrorism

For information on bioterrorism, please see the following web site: <http://www.cdc.gov>

Alcohol, Drugs, And Mental Illness

CTC DHS is committed to facilitating a healthy environment for students so that optimal safety of patients can be assured. Faculty is concerned about the welfare of the impaired student, and they accept the responsibility to recognize the impaired behavior and refer the student to the appropriate campus program.

The purpose of this action is to identify behaviors and refer when student performance in the class or clinical or lab area endangers patient health and safety.

Any Department of Health Sciences student who is suspected of being under the influence of a substance such as a drug or alcohol will be immediately removed from the clinical area. The student will be safely transported off the grounds and will be required to obtain a for cause drug screen within **two hours** of the dismissal from clinical (or as soon as testing is available). The cost for all drug screens will be the responsibility of the student.

Student And Employee Assistance Program

[CTC Student and Employee Assistance Program](#) provides support for the following:

Individual Counseling

- Anxiety and stress management
- Personal loss/grieve
- Test anxiety/math anxiety
- Depression
- Relationship issues
- Marital counseling (short term referral)

Group Counseling

- Smoking cessation
- International students
- Life transition support
- Relevant topics for dorm living (spring and fall)

Substance Abuse Resource Center Meetings

- Alcoholics Anonymous (AA)
- Overeaters Anonymous (OA)

Exposure Control Plan

It is the intent of the Central Texas College DHS to promote quality patient care and safety for patients, students; staff and faculty.

Thus, due to the current issues concerning communicable disease [e.g., hepatitis, tuberculosis, sexually transmitted diseases and autoimmune deficiency syndrome (AIDS)], please see the following for policies, recommendations and guidelines for students and faculty: the most current copy of the CTC Student Handbook; the Center for Disease Control web site: <http://www.cdc.gov/>; <http://www.osha.gov/SLTC/bloodborne pathogens>, the Texas Department of State Health Services web site: <http://www.dshs.state.tx.us> and the Texas Administrative Code: Title 25 Health Services Chapter 96 Blood borne Pathogen Control-amended in 2006; Chapter 97 Communicable Diseases –amended Apr 2016.

FAIR PRACTICES

Non-Discrimination Policy

Central Texas College District is an equal opportunity, affirmative action institution. We are unequivocally committed to a policy of equal access and equal opportunity in employment practices, admissions, educational programs, and all other college activities. The college does not discriminate on the basis of race, color, religion, national origin, gender, age, disability, veteran status, genetic information, sexual orientation, gender identity and/or transgender status. Accordingly, it is the policy of the college to maintain an academic and work environment free of discrimination and harassment in accordance with all applicable federal, state and local statutes and regulations. <http://www.ctcd.edu/academics/catalog/catalog-texas/general-information/>

Students Who Are Non-Us Citizens

Provision of clinical placement is dependent upon the affiliated clinical facility acceptance of a non-US Citizen. Clinical placement is provisional. Therefore, without completion of the clinical rotation there is no guaranteed completion of the course or the program. Withdrawal from the course and the PBT program will be necessary if the non-US citizen is not accepted by the affiliated clinical facility.

Service Work

- Students are not assigned to clinical experiences outside regular weekday shifts.
- Students must demonstrate proficiency prior to performing laboratory determinations.
- Students are supervised in the performance of laboratory determinations in a 1:1 or 1:2 clinical instructor-to-student ratio by competent personnel.
- Regular contact by the program director to each clinical facility ensures students are being supervised and not substituted for regular qualified staff in the laboratory.
- Students may be employed in the clinical facilities outside regular educational hours.
- Employment of the students is the responsibility of the clinical facilities and should be voluntary, paid, and directly supervised.

ACADEMIC POLICIES

Academic Standing

1. A student is required to achieve a minimum of a 70 percent grade point average in each and all courses. Failure to maintain this academic standard will result in dismissal from the PBT program.
2. Eligibility for registration is predicated on having met the course requirements.
3. No student will be eligible for the Board of Registry unless he, or she has completed all the clinical hours, and the academic requirements with a grade of 70 percent or above.

Verification Of Compliance And Recordkeeping

The student's name, social security number, and verification negative findings of the Drug Screen and Criminal Background check will be kept in a confidential file during the student's tenure in the program. All students will be creating an account on Rotation Manager and completing the drug screen and background checks through the steps requested on the system. This information will also be filed in a secured area to ensure confidentiality. Three years after graduation or withdrawal from the program, documentation will be destroyed. In the event that the student feels that an error has been made in the results of the criminal background check, it is the responsibility of the student to contact the external vendor for a verification check. Student information cannot be released without written consent from the student with identification of permitted information.

Attendance Requirements

1. It is the student's responsibility to consult posted schedules, and report to designated areas at assigned times.
2. Excessive absence will result in student's progress being reviewed.
3. Tardiness of over 15 minutes will be considered absent. Tardiness and absenteeism place an undue hardship on others and therefore must be kept to a minimum. Illness should be reported promptly by phone in the morning. Absences must be made up before course completion (PLAB 1460).
4. If you will be late or absent for any reason, you are required to phone the clinical instructor and/or the PBT program facility (254-526-1883/1187) before you are expected to be present (PLAB 1460).
5. Unexcused or unexplained absences constitute a serious offense requiring disciplinary action and will be dealt with individually.
6. If, for any reason, you leave the area to which you are assigned it is your responsibility to make certain the clinical instructor to whom you are assigned is informed of your whereabouts.
7. If you will be late for, or absent from an exam, the instructor should be notified before the exam is to be given if you expect a make-up exam. Make-up tests will be at the discretion of

the instructor, based upon the severity of the emergency. If given, make-up exam may be essay.

Withdrawal Procedures

Withdrawal from the course: It is the student's responsibility to officially withdraw from the program if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a continuing education course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by student. Application for Refund will only be accepted prior to the **second** class meeting.

An Administrative Withdrawal: An Administrative Withdrawal May Be Initiated When The Student Fails To Meet College Attendance Requirements. The Instructor Will Assign The Appropriate Grade On The Administrative Withdrawal Form For Submission To The Registrar.

Dismissal Policy

A student is subject to immediate dismissal for any of the following reasons:

1. Any behavior which would put a student's right to registration in question.
2. Failure to maintain academic standards.
3. Insubordination.
4. Unprofessional, unethical, or dishonest behavior.
5. Excessive, unexcused absences or tardiness.
6. Using drugs or intoxicating liquors to an extent which affects his professional competence.
7. Conviction for a felony, or a crime involving moral turpitude.
8. Conviction for violating any municipal, state, or federal narcotic law.
9. Gross negligence in the practice of Phlebotomy or acting as a Phlebotomist (A majority vote from a committee consisting of members directly responsible for the Phlebotomy program will decide all questions of dismissal.)
10. It is understood that the student has the right to appeal any dismissal decisions.

Phlebotomy Dress Code

Due to OSHA and CDC guidelines, Advisory Committee recommendations and for your personal protection, the following Dress Code is required for the PBT classroom, student laboratory, and Clinical courses:

- **Uniform:** must be worn to each lecture, student-laboratory and clinical session. Students are able to wear a plain white, black, or grey undershirt.
 - Royal Blue colored scrub top, clean and pressed
 - Royal Blue colored scrub bottoms, clean and pressed
 - CTC PBT Patch – Sewn or embroidered on the left shoulder
 - Student name and “Student” embroidered on the right front of the scrub top
 - Scrubs and/or embroidery may be purchased at:
Logos in Thread
229 Cox Dr, Harker Heights, TX 76548
 - Clean, non-permeable duty shoes (does not allow penetration of fluids) with socks. Shoes must have closed toes and closed heels
 - Personal protective equipment (laboratory coats in PBT didactic courses. PPE will be provided by the clinical facility during the clinical courses. Students are responsible for providing laboratory coats in PBT didactic courses. PPE will be provided by the clinical facility during the clinical courses.
 - Student ID must be worn at all times.
 - Black ink ballpoint pen. NO ERASABLE INK
 - Black ink permanent marker.
- **Jewelry:** No dangling jewelry (bracelets, necklaces, earrings)
- **Body piercing:** No visible pierced sites- lips, eyes /eyebrow, nose, face. No tongue piercing.
- **Personal appearance**
 - Jewelry:
 - One solid metal wedding or non-porous silicone band only (no jewels or stones embedded)
 - One small stud per each ear lobe and no larger than 6mm in diameter.
 - Medical Alert Identification tags and religious necklace may be worn after approval by the PBT Program Director.
 - It is prohibited to wear chains, rings, necklaces, dangling earrings, bracelets, nose, eyebrow, nipple, lip or tongue rings, including barbells, dermal implants or any piercing on any visible body part or visible through clothing.
 - The student must be clean and free from odor at all times (Colognes, perfumes, and scented lotions should be avoided)
 - Makeup must be used in moderation and with good taste
 - No chewing gum
 - Hair must be arranged so that it does not fall below the bottom of the collar
 - The hair style should be neat, tailored, well controlled, and without ornaments

- When beards and mustaches are allowed in the clinical facility, they must be neatly trimmed.
- Fingernails must be clean and kept at fingertip length.
 - Artificial nails are prohibited due to infection control issues. No nail polish other than clear is allowed. Nail polish cannot be chipped.
- Visible tattoos may be required to be covered in the clinical setting by clinical facility policy. Non-offensive tattoos are allowed on campus*
- The student will be obligated to follow the policies of the clinical facility which may include additional uniform/conduct requirements.
- Outerwear: For classroom comfort, students may wear outerwear to include jackets and/or sweaters. Outerwear is not permitted in the clinical practice areas and per clinical facility policy.

* Offensive tattoos can include political, religious, or those referencing private anatomy. The PBT Program Director is the final decision in tattoos needing to be covered while in the program.

Dress code modifications for cultural/religious needs are to be approved by the PBT Program Director.

- **Dress Code Infractions**

- Violation of the Dress Code Policy is a violation of the Civility Policy.
- Classroom violations of the Dress Code Policy are to be corrected immediately, or are grounds to dismiss from the classroom for the day. Faculty are allowed to provide one calendar day, per term, of guidance to a student for **classroom** infractions only. Students needing consideration beyond one calendar day are referred to the PBT Program Director.
- Clinical dress code violates are to be corrected immediately or are grounds to dismiss from a clinical day or activity.
- Any exceptions to this policy must be discussed and approved in writing by the PBT Program Director.

PROGRAM DISCLOSURES

During progression through the PBT Program, students must inform the CTC DHS Chair and/or designee of any mental or physical condition, illness, injury, surgery, pregnancy, etc. that would result in a change of the physical limitations status. Safety is a priority for the patient and health and wellbeing of students and faculty. Failure to inform the program may result in immediate withdrawal from the course or program. Medical care, which results in student absence must include the physician's return to class/clinical/lab documentation following illness, injury, surgery, pregnancy, or, as required by faculty. Documentation must be mailed, emailed, or faxed directly from the healthcare provider to the CTC DHS. The prospective student will also sign a statement agreeing to:

1. Inform the DHS Chair if criminal activity or substance abuse occurs after the initial Criminal History Background Check and Drug Screen or if student is aware of such activity that was not disclosed on the original background check. Failure to disclose discoverable information, which will be revealed on clinical facility and/or the FBI background check as required, may prohibit progression in or removal from the program, and/or ineligibility for certification licensure.
2. A "for cause" drug screen when student's performance, conduct, or other action indicates possible substance use.
3. Provide a birth certificate, U.S. passport, naturalization certificate, permanent alien card or other documents if required by the clinical facility.

Certificate Notice

By participating in a Department of Health Sciences (DHS) PBT program student understands and agrees that admission into Central Texas College DHS programs is not a guarantee of successful completion of the program. Likewise, student understands and agrees that Central Texas College does not guarantee that upon completion of a DHS program and award of a degree or certificate, that the student will become certified by any local, state or federal regulatory agency. Such certification is governed by the rules and laws of the locality, state or federal regulatory agency.

GRIEVANCE, DISCIPLINARY PROCEDURES, AND APPEALS

Class Dismissals

Per the CTC Student Handbook, **“Nothing in this Code of Conduct, including disciplinary hearing procedures and a student’s right to appeal, shall preclude a faculty member from requesting a disruptive student to immediately leave a class or activity for that class period. If the student fails to comply with the request, the faculty member may seek assistance from the Campus Police. (“Such actions taken on a one-time basis shall not be subject to appeal.”)**

DHS Faculty have a right to maintain a safe, productive and positive learning/ work environment. Students may be dismissed from any PBT course (class, clinical, or lab) for the day, based on behavior deemed as uncivil, disruptive, unsafe, or unprofessional behavior that disrupts the learning and teaching environment of that course.

Grievance Definition And Procedures

- A perceived wrong or other cause for complaint or protest
- An official statement of a complaint over something perceived to be wrong or unfair.

A faculty member **will not be required to respond** to a complaint regarding academic issues, such as grades, that is not in writing or, when appropriate, does not have specific documentation such as dates, times, materials, etc. (As per the CTC Student Handbook)

General Grievance Procedures related to **Academic Discrimination, ADA, Sexual Misconduct, Harassment**, and other issues follow the procedure in the CTC Student Handbook.

Chain Of Command

DHS faculty and staff maintain an open door policy for all students attending Central Texas College DHS programs. This means that any student problem should, if possible, be worked out between the student and the course faculty or staff member directly involved with the problem.

If the student feels that he/she cannot address the issue with the faculty or staff member and/or the problem remains unsolved, he/she should follow the organizational chart to reach the next level of support for assistance and/or resolution.

Academic Appeal Process

Individual course instructors retain primary responsibility for assigning grades. The instructor's judgment is final unless compelling evidence shows discrimination, differential treatment, or procedural irregularities. A student who feels that he/she has been treated unfairly or unjustly by a faculty member (full-time or part-time) with regard to an academic process such as grading, testing, or assignments should discuss the issue first with the faculty member involved. A DHS student wishing to file a grievance with faculty will write up the instance using the **Student Statement of Grievance Form**.

Academic Appeal *	Time Line
1. A student who feels that he/she has been treated unfairly or unjustly by a faculty member (full-time or part-time) with regard to an academic process such as grading, testing, or assignments should discuss the issue first with the faculty member involved by submitting a Student Statement of Grievance to the faculty with a meeting request. This conference should be requested by the student within ten (10) business days from the time the student knew or reasonably should have known about the unfair or unjust treatment.	• 10 business days
2. If the student feels that he/she cannot address the issue with the faculty or staff member and/or the problem remains unsolved, he/she should immediately consult the Program Director (PD).	• 2 business days
3. If, within ten (10) business days of the request for a conference with the faculty member, the problem is not resolved or the faculty member has been unable to meet with the student, the student may file a written complaint (Student Statement of Grievance) with the Program Director. The written complaint must specifically identify the grievance issue and state all relevant facts to support the student's position.	• 10 business days from initial meeting request
2. The PD will consult with DHS Administration (Department Chair (DC) and Assistant Chair (AC)) and determine a final decision.	• 1 business day
3. The PD decision and DC/AC decision will be relayed to the student via a MOR with further instructions.	• 1 business day
5. Following the decision from the PD, the student may continue the appeal to the Assistant Chair (AC) by providing a Student Statement of Grievance within 3 business days, with a follow up meeting scheduled within 3 business days of PD Decision.	• 3 business days
9. If within ten (10) business days of a request to resolve a grievance the Program Director is unable to resolve the grievance to the student's satisfaction, the student may forward to the Office of the Dean of the Central and Service Area Campus, a copy of the written complaint along with an explanation regarding action taken at each prior level.	• 10 business days from initial meeting request
10. The Dean or his/ her designee will meet, either jointly or independently, with the student, faculty member, and department chairperson and attempt to resolve the issues. This level will be the final step in any academic appeals process regarding grades. The Dean's, or his/her designee's, decision is final.	• Time Limit specified in CTC Student Handbook

NOTICE: An appeal process for grades expires one hundred-ten days (110) days from the date the grade was issued.

***Should the DHS Department Chair be unavailable off campus, the Assistant Chair will make departmental decisions on her behalf in keeping with posted timelines.**

DISCIPLINARY PROCEDURES AND APPEALS

Students accused of misconduct will be subject to disciplinary procedures in the areas defined below. The disciplinary procedures and appeal process for each is defined to ensure fair and equal treatment for all students.

INITIAL PROCEDURES:

1. The Faculty/ Staff will identify the breach and place the student on notice and may include class dismissal.
2. The breach will be identified as either:
 - DHS Code of Conduct Violation** (*Incivility and Professionalism Violation*)
 - Professional Code Violation** (*e.g. patient abandonment; violation of patient-professional boundaries; patient safety violations*)
 - Non-Academic Misconduct** (*e.g. being under the influence, possession of a firearm, obscene...unlawful conduct etc....*)
 - Academic Misconduct** (*e.g. cheating, plagiarism etc...*)
3. The type of violation will determine the procedure to be followed based on the DHS and CTC Student Code of Conduct found in the CTC Student Handbook, and the DHS Phlebotomy Student Handbook.
4. The faculty member will notify Program and DHS Administrators of the student issue initially and in the continued process.
Depending on the violation, the student may or may not be eligible to attend class, lab, or clinical throughout the appeal process.

DHS CODE OF CONDUCT VIOLATIONS

PROFESSIONAL CONDUCT

DHS students are expected to behave with professionalism in all phases of training and in all communications, whether written, verbal or non-verbal. Students are expected to uphold the American Society of Clinical Laboratory Scientists (ASCLS) Code of Ethics and the CTC Student Code of conduct.

Students are expected to demonstrate personal integrity, professionalism, and appropriate interpersonal skills throughout the program. Failure to demonstrate civility, professionalism, and abide by the ASCLS Code of Ethics may be grounds for suspension and/or dismissal.

Unprofessional Conduct Procedure*	Time Line
1. Following the violation of the rule, the student will be advised by the faculty of the violation and the possible consequences of the behavior. <ul style="list-style-type: none"> • Faculty will notify the Program Director of the student concern who will in turn, notify DHS Administration and the DHS Clinical Coordinator if the incident occurred in clinical practice. • The faculty will instruct the student to provide a written statement of the event within 24 business hours. 	<ul style="list-style-type: none"> • Student dismissed for the day immediately • Student Written Statement of Event received within 24 business hours
2. Faculty will confer with members of the teaching team, and decisions will be rendered for continued clinical attendance, course dismissal and/ or program dismissal. The student should be available to the team to assess the student's version of events.	<ul style="list-style-type: none"> • 2 business days
3. Counseling Statement of violation and Team Decision will be generated by faculty and reviewed by the Program Director and DHS Administration	<ul style="list-style-type: none"> • Written Counseling Statement generated on day of meeting with request to meet student within 2 business days
Appeal Process	
1. The student may appeal by submitting a Student Statement of Grievance to the Phlebotomy Program Director (PD).	<ul style="list-style-type: none"> • 2 business days
2. The PD will designate a committee of three (3) faculty members (two from an alternate DHS programs and one from a different level of the principal program). The committee will convene and review the recommendation and all relevant data from faculty and student.	<ul style="list-style-type: none"> • 3 business days.
3. If the committee concurs with the decision for dismissal, the student and Department Chair are notified of the decision within 1 business day. A Memorandum of Record (MOR) will be generated by a committee member of the committee decision.	<ul style="list-style-type: none"> • 1 business day
4. If the committee identifies cause for reconsideration, a MOR will be generated by a committee member with the decision. The NPD and the Assistant Chair will meet within 1 business day and decide. A MOR will be generated with the Assistant Chair Decision and proceed as follows: <ul style="list-style-type: none"> • If the PD and the Assistant Chair support dismissal, the student is notified within 1 business day. • If the PD and Assistant Chair or do not support the decision for dismissal, the student and teaching team are notified. 	<ul style="list-style-type: none"> • 1 business day
5. Following the decision for dismissal from the Assistant Chair, the student may continue the appeal to the Department Chair by providing a Student Statement of Grievance within 3 business days, with a follow up meeting scheduled within 3 business days of Assistant Chair Decision.	<ul style="list-style-type: none"> • 3 business days
6. The Department Chair or designated alternate will submit a written decision (MOR) to the student and teaching team within 3 business days of meeting. At the Chair's sole discretion, he/she may meet with the student or make a decision based on the records. <ul style="list-style-type: none"> • Should the Department Chair concur with the dismissal, the student may request an appointment with the Dean of Central and Service Area Campus by written request within 3 business days. 	<ul style="list-style-type: none"> • 3 business days
7. The Dean will decide whether to reconsider the charges and/or action taken and will notify the student in writing. At the Dean's sole discretion, he/she may meet with the student or make a decision based on the records. The Dean has full authority to uphold, set aside, increase, or reduce the action of the Department Chair. The decision of the Dean is final.	<ul style="list-style-type: none"> • Time Limit specified in CTC Student Handbook

ACADEMIC MISCONDUCT VIOLATIONS

Academic Misconduct includes, but is not limited to, cheating on academic work, plagiarism and collusion. Students found to have engaged in academic dishonesty may be subject to discipline, up to and including expulsion. See **DHS Testing Security Policy** for guidelines and grounds for violations.

- A. Cheating on academic work includes, but is not necessarily limited to:
 - 1. Copying another student's test paper, research paper or term paper.
 - 2. Using materials during a test that are not authorized by the test administrator.
 - 3. Collaborating with another student during a test without permission.
 - 4. Obtaining, using, buying, selling, stealing, transporting, soliciting, sharing, or making available the contents of a test or coursework prohibited by faculty.
 - 5. Taking a test or preparing academic work for another student; or having a test taken by a second party or having a second party prepare an academic work.
 - 6. Altering or falsifying test results after they have been evaluated by faculty and returned to the student.
 - 7. Falsifying transcripts.
 - 8. Violation of DHS testing policy
- B. Plagiarism is defined as presentation for credit as one's own idea or product derived from an existing source.
- C. Collusion is defined as the unauthorized collaboration with another person in preparing written work for credit.

Students guilty of academic misconduct will be subject to disciplinary action up to and including removal from testing area, being administratively dropped from the course with a grade of "F," and subject to disciplinary action, which may include program dismissal. Course failure due to Academic Misconduct would result in student withdrawal of all DHS core courses that are in the respective semester.

Academic Misconduct Procedure*	Time Line
1. Following the violation of the rule, the student will be advised by the faculty of the violation and the possible consequences of the behavior. <ul style="list-style-type: none"> • Faculty will notify the Program Director of the student concern who will in turn, notify DHS Administration and the DHS Clinical Coordinator if the incident occurred in clinical practice. • The DHS faculty will instruct the student to provide a written statement of the event within 24 business hours. 	<ul style="list-style-type: none"> • Student dismissed for the class/ day immediately • Student Written Statement of Event received within 24 business hours
2. Faculty will confer with members of the teaching team, and decisions will be rendered for course dismissal and/ or program dismissal. The student should be available to the team to assess the student’s version of events.	<ul style="list-style-type: none"> • 2 business days
3. Counseling Statement of violation and Team Decision will be generated by faculty and reviewed by the DHS Programs Director and DHS Administration	<ul style="list-style-type: none"> • Written Counseling Statement generated on day of meeting with request to meet student within 2 business days
Appeal Process	
1. The student may appeal by submitting a Student Statement of Grievance to the DHS Programs Director (PD). The written complaint must specifically identify the grievance at issue and state all relevant facts to support the student’s position.	<ul style="list-style-type: none"> • 2 business days
2. The PD will consult with DHS Administration and determine a final decision.	<ul style="list-style-type: none"> • 1 business day
3. If the PD concurs with the decision for dismissal, the student and Department Chair are notified via a MOR , of the decision within 1 business day. The Program Director Decision is Final.	<ul style="list-style-type: none"> • 1 business day

***Should the DHS Department Chair be unavailable off campus, the Assistant Chair will make departmental decisions on her behalf in keeping with posted timelines.**

NON-ACADEMIC MISCONDUCT

(Source Note: CTC Student Handbook)

Each student is expected to act in a manner consistent with the College's functions and goals as an institution of higher education. The following examples of misconduct constitute an interference with the lawful and orderly use of college premises, facilities, and/or activities for which students may be subject to disciplinary action, up to and including expulsion.

Such prohibited behavior includes, but is not limited to:

- a. Violating any federal, state, or local law.
- b. Interfering with or attempting to interfere with the lawful exercise of freedom of speech, freedom of movement, freedom of peaceable assembly, or other rights of individuals or groups.
- c. Possessing, using, being under the influence of, or selling any illegal substance to include the illegal use of legal substances, or paraphernalia generally associated with the use of illegal substances on any Central Texas College District property or college sponsored events.
- d. Possessing, using, selling, being under the influence of, or providing to minors, alcoholic beverages or having alcoholic beverage containers on campus, in any College owned facility or at any College sponsored event except when specifically designated by the Board of Trustees of Central Texas College.
- e. Possessing or using on college premises firearms, weapons or explosives unless authorized by the College.
- f. Advocating the overthrow by force or violence of any legally constituted governmental body or system, or any local, state or federal law or any policy, rule or regulation set forth by the administration of the College, or the Board of Trustees of Central Texas College.
- g. Interference with Central Texas College's ability to conduct normal business, to include teaching, research, administration or other functions.
- h. Engaging in any obscene, profane, reckless, tumultuous, destructive, or unlawful course of conduct.
- i. Dress, hygiene, and grooming in an inappropriate manner while on campus or when participating or attending activities sponsored by the College. The Director of Student Life is delegated the authority to determine whether any student is violating the policy on attire and personal grooming.
- j. Illegal hazing and/or harassment in all forms are prohibited. Please see section on "Assault" in Student Life Section of this handbook.
- k. Failing to uphold financial obligations to the College.
- l. Issuing a check to the College without sufficient funds.
- m. Acting in a manner that endangers the health or safety of self or other persons, including members of the College community or campus visitors.
- n. Committing a malfeasance in an elected or appointed Central Texas College office or position.
- o. Any illegal form of abusing or harassing conduct, including sexual harassment, sexual misconduct, or sexual assault; or the threat of such abuse or harassment of College employees, students or any person on College premises or at College activities in a manner consistent with harassment and abuse as defined by

- federal laws and statutes of the State of Texas.
- p. Seizing, holding, commandeering, or damaging any property or facilities of the College, or threatening to do so.
 - q. Refusing to depart from any property or facilities of Central Texas College upon direction by College official.
 - r. Failing to respond to a Central Texas College administrative summons within the designated time.
 - s. Providing false information or evidence at a College investigation or disciplinary hearing.
 - t. The use of a cell phone or electronic mobile device (i.e. MP3, iPads, iPods, etc.) during class is limited to course related educational purposes only. Cell phones should be set on silent prior to class beginning. Exceptions require prior approval by the individual faculty member or Central Texas College's Disability Support Services Office. Without prior approval, cell phones and all other electronic devices are strictly prohibited in testing locations.
 - u. The misuse of a Central Texas College computer to include mainframe computers, minicomputers, microcomputers, electronic mobile devices (iPads, etc.), networks, software, data, facilities and related supplies is prohibited. Internet use is for educational purposes only. The sending or displaying/downloading of offensive material, to include but not limited to sexually oriented sites or materials, is prohibited. This also applies to the unauthorized downloading of music, videos, etc. (See Computer Lab/ iPad Policy)
 - v. Excessive loud noises or vibrations including but not limited to, interactions, voices, and music, which disrupt the normal campus business operations indoors or out, to include student housing, is a violation of campus regulations.

NON-ACADEMIC DISCIPLINARY PROCEDURE (OTHER THAN PROFESSIONAL CODE VIOLATIONS): GENERAL POLICY:

- a. Any individual violating the Student Code of Conduct may be subject to disciplinary action. Disciplinary procedures will be coordinated by the Director of Student Life. If flagrant violations of policy cause sufficient disruption, tension, or danger to the order, safety, or well-being of the institution or other persons, the Dean of Central and Service Area Campus is authorized to take or mediate necessary action. (See Emergency Procedures).
- b. Students whose behavior constitutes a violation of both the Student Code of Conduct and federal, state or local laws may be accountable to both the College and civil authorities.
Disciplinary action at the College will not be subject to challenge on the grounds that criminal or other charges involving the same incident have been dismissed, reduced, or are pending.
- c. Instructional departments which offer a professional certification//licensure may separately initiate a disciplinary action based on violation on a professional code of conduct. The respective department chair may perform those functions normally reserved for the Director of Student Life. (See Discipline Involving Professional Code of Conduct Violations).

PROCEDURE FOR INVESTIGATION OF MISCONDUCT:

- a. Upon notification of an alleged violation of the Student Code of Conduct, the student may be summoned by the Director of Student Life. If a student fails to report, the student may be disciplined up to and including expulsion from the College.
- b. After meeting with the student involved and reviewing the allegations, specifying the charges, investigating and obtaining the necessary information, and explaining the disciplinary procedures, the Director of Student Life may exercise one of the following options:
 - Issue a formal warning or impose disciplinary action as set forth below. If disciplinary action is imposed by the Director of Student Life, the student will be given a written statement of the charges and the student will be informed of his/her right to appeal.
 - Convene a Disciplinary Committee to hear the charges. The Director of Student Life will give the student a written statement of the charges.
 - Dismiss the charges brought against the student.
- c. After the meeting with the Director of Student Life, the student may exercise one of the following options:
 - Accept the decision of the Director of Student Life.
 - Request a hearing before a Disciplinary Committee for the purpose of allowing the Committee to hear and determine the validity of the charges, and determine disciplinary action, if any.
 - If a student has admitted guilt but disagrees with the disciplinary sanction imposed, the student may request a hearing with the Disciplinary Committee to appeal the sanction recommended by the Director of Student Life.

DISCIPLINARY ACTIONS:

- a. The disciplinary actions imposed by the Director of Student Life or a Disciplinary Committee may include, but are not limited to the following:
 - Admonition and Warning - A written statement to a student that he or she is violating, or has violated, the Student Code of Conduct and may be subject to further disciplinary action should misconduct continue.
 - Loss of Privileges- The withdrawal of specified privileges for a definite period of time.
 - Referrals- Required attendance in a group or individual program that is deemed necessary.
 - Central Texas College Community Service– A student may be required to complete a specified number of hours of community service.
 - Restitution- Required reimbursement for damage to or misappropriation of property. Reimbursement may take the form of monetary repayment, service to repair, or replacement.
 - Withholding of Transcript, or Degree.
 - Disciplinary Probation- An official warning that the student's conduct is in violation of the Student Code of Conduct, but is not sufficiently serious to warrant suspension or expulsion. The duration of the probation will be for a specific period of time.
 - Suspension - Exclusion from attending the College for a definite period of time, not to exceed twelve (12) months.
 - Expulsion - Termination of student status for an indefinite period of time.

The conditions of readmission, if any, will be stated in the dismissal order with the exceptions of Admonition and Warning, and expulsion, disciplinary action may include a combination of the above.

- Nothing in this code shall preclude the college from pursuing any and all remedies available by law.
- b. The issuance of loss of privileges, referrals, Central Texas College Community Service, restriction and withholding transcript or degree and probation may be used in combination with each other or in combination with suspension or expulsion and shall constitute one disciplinary action (i.e., student is suspended with the requirement of a referral and community service).
- c. Prior misconduct (academic and non-academic) may be considered at the time of adjudication.

APPEALS, NON-ACADEMIC MISCONDUCT (OTHER THAN PROFESSIONAL VIOLATIONS): DISCIPLINARY COMMITTEE:

- a. The purpose of the Disciplinary Committee is to provide students an opportunity for a hearing when they feel there has been an unfair imposition of disciplinary action in the case of a non-academic misconduct. A Disciplinary Committee will not be convened for an action involving admonition and warning.
- b. The Disciplinary Committee shall be composed of two (2) faculty members, one (1) staff member, and two (2) students. The Committee is appointed by the Dean of Central and Service Area Campus, based on recommendations from the Director of Student Life. The Disciplinary Committee may not convene unless all five (5) members are present for a hearing.
- c. The student must submit a written summary of their appeal to the Director of Student Life.
The Director will forward the written summary to the members of the Disciplinary Committee for their review. In case of disciplinary actions involving probation during a pre-hearing, the Committee may decide by simple majority vote if the appeal merits convening the Committee for an in-person hearing. The Disciplinary Committee will hear in-person all cases involving suspension or expulsion. The Director of Student Life will then contact the student with the Committee's decision, informing the student of the date and time of the hearing, if applicable.
- d. The Disciplinary Committee is empowered to uphold the disciplinary action or modify the discipline ranging from no action to permanent expulsion from the College. If the committee chooses to lower the disciplinary action imposed by the Director of Student Life, the committee may do so during the pre-hearing. The student may appeal the committee's decision to the Dean of Central and Service Area Campus.

DISCIPLINARY HEARING PROCEDURES

- a. The Director of Student Life will notify the student of the date and time of the disciplinary hearing and furnish a complete statement of the charges to be considered. Whenever possible, at least three

- (3) Business days will be allotted for preparation between the time of notification of the student and the hearing date. Unless the Director of Student Life determines unusual circumstances exist, the hearing should be held within 10 business days of the submission of the appeal.
- b. The hearing will be facilitated by the Director of Student Life, and conducted on the campus in "closed session." The student shall present his/her case without representation from others. The session will be closed to the public, attorneys, press and others. Only those persons, whose presence is required, as determined by the Disciplinary Committee, will be permitted to attend.
 - c. The hearing proceedings will be recorded. The student may obtain a copy of the hearing by providing written request to the Director of Student Life prior to the hearing.
 - d. Any person, including the student charged, who disrupts a hearing shall be excluded from the proceedings and may be subject to discipline in accordance with the Student Code of Conduct.
 - e. The failure of the student to appear at the scheduled hearing and/or be present at all times while the hearing is in session shall be deemed a waiver of the right to a hearing and the Committee shall proceed and make its decision based on all of the information provided up to that point.
 - f. Any witness who is asked to testify at the hearing is expected to do so. It is expected that all statements made to the Disciplinary Committee will be true. Students giving false statements may be subject to discipline in accordance with these rules. A student may have up to 2 character witnesses testify at the hearing. The Committee, Director of Student Life and the student charged, may ask the witnesses questions.
 - g. If one or more witnesses are to appear on behalf of the student, a list of names and a brief statement of what information the witness is expected to provide, must be provided by the student to the Director of Student Life at least 24 hours before the hearing. The student is responsible for insuring his/her witnesses attend the hearing. If a witness does not report in time for the hearing the hearing will continue as scheduled and the witness may be excluded at the Committee's discretion.
 - h. With the exception of the student's absence pursuant to paragraphs 4 or 5 above, all evidence against the student will be presented in his/her presence. Both, Central Texas College and the student will be permitted to rebut the statements of any witness after all evidence has been presented, or as directed by the Committee.
 - i. The Disciplinary Committee may impose limits on the number of witnesses and the amount of cumulative evidence that may be introduced.
 - j. The Director of Student Life will present charges and information supporting the charges at the disciplinary hearing. The Director of Student Life shall present any witnesses and evidence in support of the charge.
 - k. At the hearing, the student may review the information presented to the Disciplinary Committee by the Director of Student Life.
 - l. When the Disciplinary Committee is satisfied that all non-cumulative, relevant, available evidence has been presented, the hearing will be adjourned. The Disciplinary Committee will meet immediately to consider the evidence and to reach a decision. The Director of Student Life and student shall remain available during the deliberation to clarify any issues the Disciplinary Committee may have, but shall not participate in the deliberation. Deliberations of the Disciplinary Committee will be confidential and will not be recorded.
 - m. Except as specified in section e. of disciplinary hearing procedures, the decision reached by the Disciplinary Committee will be based on the information received at the pre-hearing and hearing. The information shall consist of the record of the

- Disciplinary Committee's proceedings, and all written reports, documents, and other material submitted to the Disciplinary Committee.
- n. The Disciplinary Committee will reach its decision by a majority vote.
 - o. The Disciplinary Committee will present its decision in writing to the Director of Student Life. Each member will sign the decision and the Director of Student Life will prepare a typed copy of that decision for the record.
 - p. The Director of Student Life may verbally inform the student of the Disciplinary Committee's decision, but will deliver to the student a copy of the written decision.
 - q. Within five (5) business days following the Disciplinary Committee hearing, the Director of Student Life shall by hand-delivery or US mail, give written notification of the Committee's decision to the student. If disciplinary action is imposed, the student will be informed.

APPEAL OF HEARING COMMITTEE'S DECISION:

- a. The student may appeal the decision of the Disciplinary Committee by submitting a written request to the Director of Student Life within the time limit specified in Notice and Time Limits in this Student Code of Conduct. The request will then be submitted to the Dean of Central and Service Area Campus.
- b. The Dean or his or her designee will decide whether to reconsider the charges and/or action taken and will notify the student in writing. At the Dean's sole discretion, he/she may meet with the student, assign a designee, or make a decision based on the records. The Dean has full authority to uphold, set aside, increase, or reduce the action of the Disciplinary Committee. **The decision of the Dean or his/her designee is final.**

COMPLIANCE POLICES

Please initial items listed below:

Initial

_____ I have read and understood the above stated rules and regulations regarding Clinical Practicums.

Student's Copy (You will be signing a copy of this Dismissal policy on the first day of class.)

Simulation Center/Laboratory Policy

Familiarity with the full-body patient simulators, manikins, task trainers, and equipment prepares the student for his/her learning experience in the lab. Simulation affords the students an environment that provides higher levels of competence in clinical and critical thinking skills and replicates actual patient care procedures. The goal in simulation is to build confidence and competence prior to traditional clinical rotations. The lab provides full-body patient simulators and task trainers that are portable and have realistic anatomy and clinical functionality. The patient simulators provide simulation-based challenges and test students' clinical and decision-making skills during realistic patient care scenarios. To provide a distraction-free environment please be mindful of your neighbors and maintain civility.

1. Students, Faculty, and Staff are expected to abide by the lab policy.
2. Simulation Center is staffed from **8:00 AM - 5:00 PM (or as posted)**.
3. Simulation Personnel, Faculty, and staff are expected to jointly prepare/set-up the simulation environment (**7:30-8:00 AM**), and when completed with the exercise/simulation/skill practice and check-off to return the room/space back to its original condition (**5:00-5:30 PM**).
4. Students are expected to leave the bedside in order with bed neatly made and side rails up.
5. Pictures or audio/video- taping by students are not permitted in the simulation labs without simulation faculty or (DHS) permission. HIPAA and FERPA rules apply.
6. Students will keep in mind during assigned simulation training video-taping will be used for debriefing purposes. Students will be provided a confidentiality agreement and release form to sign.
7. Students will be required to be in **proper clinical attire** following CTC DHS Dress code while in the simulation lab. Faculty and staff are required to wear scrubs, lab coat, or program specific attire.
8. All students are required to participate in an orientation to the lab at the beginning of each semester.
9. All patient simulators are operated by trained faculty or staff. Students cannot operate the patient simulators, and are not permitted to move (unless part of scenario) or disconnect patient simulators.
10. The labs are simulating a hospital environment; therefore, always wash hands before and after when working with the manikins.
11. Respect the equipment and manikins at all times. Treat manikins respectfully, as you would a patient. Do not use markers, ink pens, acetone, iodine, or other staining medications or material on the manikins. **Only use pencils in the lab.**
12. Students are expected to:
 - A) Stay off the hospital beds and gurneys except when the instructor is conducting health assessments or other procedures.
 - B) Not stand on hospital beds, gurneys or chairs, sit or lie on tables at any time.
 - C) Not place personal items on the beds, or place heavy items on the bed or bedside table (e.g., suction pump, monitors).
 - D) Identify all textbooks, lab bags, and personal items with your name. Items left in the lab will be turned-in to secretaries' office and will be turned-in to the Campus Lost & Found after 2 weeks.
 - E) **No back packs or book bags allowed in the lab.**
 - F) Use a reasonable voice level. Disruptive behavior will not be tolerated and disruptive students may be asked to leave at the discretion of the lab personnel, faculty or staff.
13. **The lab audio/visual system is active at all times and may be monitored continuously.**
14. **No food or drink (this includes containers) allowed in the lab. Faculty and staff may place a drink at the Nurses Station.**
15. All incidents or accidents (lacerations, bruises, needle sticks, fall, etc.) must be immediately followed up with First Aid and Standard Precautions and notify faculty immediately of the incident. The faculty/staff must complete an Incident Report Form and submit it to the DHS Chair.
16. Wireless communication devices, personal computers, and cellular phones are not permitted. (Exception: course required or approved equipment).
17. Properly place all sharps and syringes in designated sharps containers. If the sharps container is full notify the lab staff. Do not throw sharps in the trash.

Simulation Center/Laboratory Confidentiality Agreement And Release Form

In consideration of the educational opportunity to obtain practical experience in a simulated patient environment, I understand the significance of confidentiality with respect to information concerning the simulation scenarios, the simulated patients, and fellow students. I understand that active participation in the simulation scenarios is part of the course requirements. In addition, I understand that the simulation scenarios are videotaped and used for debriefing purposes and shared only with appropriate faculty.

I agree to adhere to the following conditions and guidelines:

- The simulation mannequins are to be treated with respect and handled with care as if they were live patients.
- As the simulation mannequins are to be treated as live patients, I will uphold the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other Federal or State Laws regarding confidentiality. I agree to report any violations of confidentiality that I become aware of to my facilitator or instructor.
- All patient information, including but not limited to diagnosis, interventions, laboratory values, medications, and vital signs, used in the simulation scenario is privileged and confidential regardless of format: electronic, written, overheard or observed. As such, any viewing, discussion, or disclosure of this patient information to another student is a violation whether intentional or unintentional and may lead to disciplinary action as outlined in the student handbook.
- Patient information may be viewed, used, disclosed, and discussed with other students participating in the simulation scenarios only as it relates to the performance of my educational duties in the simulation scenario, or per the instructors' directions. Any viewing, discussion, or disclosure of this information outside of the simulation environment is a violation of HIPAA and other State and Federal Laws.
- The simulation laboratory is a learning environment. All students are expected to demonstrate behaviors that maintain this respectful and supportive learning environment. The students participating in the scenario should have everyone's respect and attention. All scenarios should be treated in a professional manner.
- No Betadine and no ink pens will be used near the mannequins. In addition, 20g IV catheters or smaller will be used for IV starts.
- The undersigned authorizes and consents to the use of the undersigned's name, voice, photograph, video recording, and likeness by the Central Texas College DHS Programs without reservation or limitation and with the understanding that the undersigned will not receive compensation.
- **I hereby grant Central Texas College the absolute rights and permission, with respect to the photographs, audio and recorded images (to include, but not limited to digital, videotaped or other types of image recording) ("Images") taken of me or in which I may be included with others, to use such Images for educational purposes and training only. This authorization and release shall apply to the person(s) for whom the Images were taken for educational purposes only. _____ (student's initials)**
- **I have read and understand the Simulation Lab Policy, and have been provided a copy.**

Computer Laboratory/ Ipad Policy

This document is designed to specify the rules and requirements that govern the use of software and hardware in the computer laboratory and issued iPads for class use. Students who violate the agreement will be expelled from the lab and have their laboratory/ iPad privileges revoked. All software and documentation provided in the computer laboratory/ iPads are copyright protected. This policy is designed to safeguard those copyrights and protect the laboratory/ iPads from viral infections. The Computer Laboratory business hours are Monday –Thursday; 8:00am – 5:00pm and on Friday; 8:00am – 11:30am. iPads are reserved for classroom use as needed. **Note: *Schedule is subject to change. Check for postings of closed/reserved dates and times.***

COMPUTERS/ IPADS

- Users must be enrolled in at least one (1) CTC course, or obtain permission from the Department Chair. iPad users are to be enrolled in one (1) DHS course.
- Student will be allowed access to the computer lab after access policies are signed. Student must show: Current CTC photo ID to use the computer lab.
- Student must ***sign in*** before beginning work in lab or with iPad. If students leave the room for any reason, they must ***sign out*** of the computer lab/ or leave the iPad with the instructor.
- Food, drinks, beverage containers or tobacco products will not be brought into lab or near iPads.
- Non educational game playing is not permitted on computers in the computer laboratory/ iPads. Any student found playing games will be disciplined by Program Director.
- No children are permitted in the lab. Students with children will be asked to leave.
- Please silence all cell phones while in the Computer Lab. All calls must be taken outside of computer laboratory.
- If any computer equipment or iPad malfunctions, users should not attempt to repair it. Please notify a member of the Computer Lab staff immediately.
- Students may not change, modify, or update computer or iPad configurations.
- Loud talking is prohibited. Please help us maintain a library-like atmosphere. Please refrain from having group meetings and cell phone conversations in the lab, as they are a distraction to your fellow users. If deemed necessary, a member of the Computer Lab staff may ask you to leave.
- ***No Printing*** in the Computer Lab or off iPad.
- Any behavior which is detrimental to the teaching or learning environment will result in the Lab Assistant asking the student to leave. If a student fails to quietly and promptly leave the computer lab, Campus Police will be called to escort the student from the lab, and all computer lab privileges will be revoked.

Student Printed Name: _____

Student Signature: _____

Date: _____

Internet Acceptable Use Policy

We require that students read, accept, and sign the following rules for acceptable online behavior.

1. Students are responsible for good behavior on the Internet. General institutional rules for behavior and communications apply.
2. College personnel/administrators may review files and communications to maintain system integrity and ensure that users are using the system responsibly. Users should not expect that files will always be private.
3. Internet access in the DHS is for classroom assignments only.
4. The following are not permitted:
 - Sending or displaying offensive messages or pictures.
 - Using obscene language.
 - Harassing, insulting, or attacking other users.
 - Damaging the computer, computer systems, or computer networks.
 - Violating copyright laws.
 - Intentionally wasting limited resources, including the use or “chain letters” and messages broadcast to mailing list or individuals.
 - Personal e-mailing.
 - Social networks.
 - Chatting. Chat rooms are off limits.
 - Instant messaging.
 - Installing software in the lab. With the exception of clinical VCE for clinical labs.
 - Online game playing.
 - Saving files to the Workstation hard drive—you must use a USB/Thumb drive.
5. Violations will result in the loss of access to the DHS computer laboratory as well as other disciplinary or legal action.

Computer Accessibility

Accessibility to computer hardware and software that will support the completion of assignments on the internet, DVD, CD, or other electronic delivery is required. All DHS courses, whether traditional, blended, or online utilize Blackboard Learning Management System tools for communication and course requirements. Other online components, such as publisher online resources, online activities, or database searches may also be required. It is expected that students enrolled in RNSG, VNSG or HPRS courses have access to a computer with [minimum technical requirements](#), have a consistent and reliable Internet connection, possess basic computer skills, and have the ability to download and install applications or plug-ins. Online components/requirements may be completed in a CTC computer lab or on a home computer. Students are recommended to familiarize themselves with the locations and available hours of CTC computer labs in the event that home computers or Internet access are unavailable or unreliable. No extensions or alternate due dates for assignments or exams will be granted due to computer or Internet difficulties.

Health Insurance Portability And Accountability Act (Hippaa)

Information and Policy

The DHS adheres to the Health Insurance Portability and Accountability Act (HIPAA). To improve the efficiency and effectiveness of the health care system, the Health Insurance Portability and Accountability Act (HIPAA) of 1996 included a series of "administrative simplification" provisions that required the Department of Health and Human Services (HHS) to adopt national standards for electronic health care transactions. By ensuring consistency throughout the industry, these national standards will make it easier for health plans, health care clearinghouses, doctors, hospitals and other health care providers to process claims and other transactions electronically. The law also requires the adoption of privacy and security standards in order to protect individually identifiable health information. See the following web site for additional information:

<http://www.hhs.gov/ocr/hipaa/>

In accordance with federal law students will protect the privacy of individually identifiable patient information. Disclosure of patient information on all documents utilized by the DHS, e.g. journals, and assessment forms, will be prohibited. If the facility permits copying of patient documents all patient data must be unidentifiable.

Patient information disclosure via electronic means such as telephone, voicemail, Personal Digital Assistant (PDA), e-mail, camera, social networks, and fax will be prohibited. **Students are not permitted to remove any patient medical record from the clinical premises under any circumstances.**

The regulations require health care providers and other HIPAA-covered entities to "promptly" notify individuals affected by a data breach, in addition to the HHS Secretary and the media in cases where more than 500 individuals are affected, according to HHS. Breaches that affected fewer than 500 people must be reported to the HHS Secretary annually.

What this means for you as a Student:

The Office of Civil Rights of Health and Human services can impose civil and criminal penalties for privacy and security violations. Students responsible for breaches can be held personally liable for violations of privacy and security.

Any breaches of patient privacy or security should be reported immediately **to your clinical faculty**. Protected Health Information (PHI) includes all patient healthcare information including demographic (address, phone number, etc.) information, billing information, in any form electronic, paper, verbal.

Examples of Breaches of PHI that should be reported (not inclusive)

- Inappropriate access to PHI by students
- Email, "Twitter", "Facebook", "Instagram", etc. entries containing PHI
- Paper PHI left unattended in a public area
- Lost or stolen laptops, computers, I-phones, Blackberry or other mobile devices which contain PHI
- Verbal communication about a patient shared inappropriately
- PHI accessed appropriately for business purposes (treatment, payment, healthcare operations), but then disclosed beyond business purposes
- Patient documents provided to wrong patient
- Lost or stolen USB drives, CDs, DVDs, etc. that may contain PHI data

- Photos, filming, or recording of a patient, patient record or any reference to a patient on cell phones, cameras, etc. without proper patient authorization

What you as a Student Laboratory Professional must do to secure PHI:

- Do not access, use, or disclose any patient information except for health care facility or approved course purposes
- Patient identifiable information (e.g. age, name, initials and room number, etc....) will not be placed on any documentation including clinical assessment forms and concept maps.
- Do not save patient information to laptops, computers, mobile phones & devices, camera, CDs, DVDs, external drives, USB (flash) drives or any other device
- Do not text/e-mail any patient information between cell phones or other mobile devices
- Never discuss clinical experiences outside of the classroom/clinical/lab setting (such as E-mail, Texting, Blogging, Twitter, Facebook)
- Dispose of paper in the appropriate recycle containers
- Do not carry PHI outside of the health care facility
- Ensure documents are provided to the correct patient

POTENTIAL CONSEQUENCES:

Any violation of this policy will result in disciplinary action for unsafe practice which may result in suspension and/or expulsion. Each case will be investigated on a case by case basis.

Social Media Policy

“Social and electronic media have tremendous potential for strengthening personal relationships and providing valuable information to health care consumers, as well as affording students enrolled in Central Texas College, DHS a valuable opportunity to interface with colleagues from around the world. Students need to be aware of the potential consequences of disclosing patient-related information via social media, and mindful of affiliated agency policies, relevant state and federal laws, and professional standards regarding patient privacy and confidentiality and its application to social and electronic media. By being careful and conscientious, students enjoy the personal and professional benefits of social and electronic media without violating patient privacy and confidentiality (Adapted from A Nurse’s Guide to the Use of Social Media, National Council of State Boards of Nursing, (NCSBN), Jan.3, 2012).

The DHS follows the Central Texas College Social Media Guidelines, HR Policy 295- Computer Usage, Texas Nursing Practice Act, and the Texas Board of Nursing Rules and Regulation relating to Nurse Education, Licensure and Practice related to social media. As health care professionals we must also follow HIPAA Guidelines. Student conduct is expected to be ethical, respectful, civil, and professional in all types of media/networking. Failure to comply with this policy may result in disciplinary action, which may include suspension and expulsion.

Definition of Social Media:

As used in this policy, “social networking” or “social media use” means communicating with others over the Internet. Internet posting is any information transmitted electronically, such as text, files, pictures, video, audio, artwork, et cetera. This includes, but not limited to Facebook, Twitter, Instagram, LinkedIn, YouTube, Myspace or blogs and can also include media sites that are offered by television networks, newspapers, and magazines. Transmission may be between individuals or businesses, or to websites, by browser, cell phone, email or any other electronic device or tool.

General Guidelines:

A. HIPAA

Federal law reinforces and further defines privacy through the Health Insurance Portability and Accountability Act (HIPAA). HIPAA regulations are intended to protect patient health information (PHI) by defining individually identifiable information and establishing how this information may be used, by whom and under what circumstances (See HIPPA policy within this handbook).

B. Excerpts from Principles for Social Networking and the Nurse, American Nurses Association, (ANA), (2011), NCSBN, and CTC catalog.

- Students are strictly prohibited from transmitting by way of an electronic media any patient- related image.
- Students must not share, post or otherwise disseminate any information or images about a patient or information gained in the medical professional /patient relationship with anyone unless there is a patient-care related need to disclose.
- Students must not identify patients by name or post or publish any information that may lead to the identification of a patient.
- Students must not make disparaging remarks about patients, fellow students, faculty, or staff at affiliated agencies, even if the identity is concealed.
- Students are not to participate in acts of cyber-bullying. Cyber-bullying is when someone

- purposely embarrasses, harasses, or torments another using digital media.
- Students must not take photos or videos of patients or their health information record on any electronic or personal devices, including cell phones.
- Students will not use social media to interact with any patient.
- Students must maintain professional boundaries when using electronic media. Online contact with patients or former patients blurs the distinction between a professional and personal relationship
- Students must promptly report any identified breach of confidentiality or privacy to the faculty.
- Students must be aware of and comply with the affiliated agency policies regarding use of agency owned computers, cameras and other electronic devices, and use of personal devices in the clinical setting.
- Students must not post content or otherwise speak on behalf of the Central Texas College, DHS.
- Students will not use the Central Texas College, DHS logo or any other CTC marks or images on any personal online site (CTC Catalog).
- Students will not use the Central Texas College, DHS name to promote or endorse any product, cause or political party or candidate (CTC Catalog).
- Students will not misrepresent Central Texas College, DHS in language, image or behavior.
- Students will not share any invasive procedure(s) images performed on patients, family members, and other students or on self.

C. Excerpts from NCSBN

- Merely removing someone's name (or face, in the instance of images) from a communication does not necessarily protect that person's identity.
- It is a mistaken belief that content deleted from a site is no longer accessible. The moment something is posted; it lives on a server that can always be discoverable in a court of law.

POTENTIAL CONSEQUENCES:

Any violation of this policy will result in disciplinary action, which may include suspension and expulsion from the DHS Program.

Safety Agreement Form

Although there are certain hazards present in the medical laboratory, it is possible to make the laboratory a safe working environment. Each laboratory worker must agree to observe all safety rules posted or not posted which are required by the instructor or supervisor. No set of rules can cover all of the hazards that may be present. However, several general rules are listed below:

1. Refrain from horseplay.
2. No eating, drinking, smoking, gum chewing or applying makeup in the work area.
3. Wear scrubs and leather closed-toe shoes for all lecture and laboratory sessions.
4. Wear a laboratory coat during all laboratory procedures.
5. Pin long hair away from face and neck to avoid contact with chemicals, equipment, or flames.
6. Avoid wearing chains, bracelets, rings, or other loose hanging jewelry.
7. Use gloves when handling blood, biological specimens, and hazardous chemicals or reagents.
8. Use universal precautions in handling patients and biological specimens, including human blood and diagnostic products made from human blood (reagents).
9. Disinfect work area before and after laboratory procedures and at any other time necessary.
10. Wash hands before and after laboratory procedures, before putting on and after removing gloves, and any other times necessary.
11. Discard all contaminated materials into an appropriate, labeled biohazard container. (A rigid, puncture-proof container must be used for disposal of sharp objects such as needles and lancets.)
12. Wear safety goggles when working with strong chemicals and when splashes are likely to occur.
13. Wipe up spills promptly and appropriately for the type of spill.
14. Avoid tasting, smelling, or breathing the dust or fumes of any chemicals.
15. Follow the manufacturer's instructions for operating equipment.
16. Handle equipment with care and store it properly.
17. Report any broken or frayed electrical cords, exposed electrical wires, or damaged equipment.
18. Discard any broken glassware into safe container.
19. Visitors are not allowed in the laboratory.
20. Report any accident to the instructor immediately.

Please initial items listed below:

Initial

- _____ I agree to follow all set rules and regulations as required by the instructor or supervisor including those listed above.
- _____ I have been informed that biological specimens and blood products may possess the potential of transmitting diseases such as hepatitis and acquired immunodeficiency syndrome (AIDS).
- _____ I understand that even though diagnostic products are tested for HIV antibodies and Hepatitis B surface antigen (HbsAg), no known test can offer 100% assurance that products derived from human blood will not transmit disease.

Student's Copy You will be signing a copy of the Lab Safety Agreement on the first day of class.

PHLEBOTOMY PROGRAM CLINICAL ROTATION POLICIES

Clinical Rotation Dress Code

In order to afford a wide variety of clinical phlebotomy experiences, the CTC PBT clinical rotations are scheduled at various clinical sites. This places the PBT students in an environment with direct contact with a diversity of patient populations. With a commitment to meet the objectives of our clinical sites as well as to provide student training in professional appearance and conduct, the PBT program has developed student dress requirements (Dress Code). The Dress Code reflects standards which provide the safest possible work environment for the student and/or the patients. The following requirements are mandatory for all clinical students:

I. GROOMING

A. Hair

1. Short hair – clean and neatly combed
2. Long hair – clean and worn off the face and pulled back

B. Makeup

1. No excessive makeup
2. No perfume
3. Antiperspirant is suggested

C. Nails

1. No nail polish
2. No artificial nails or nail tips
3. Nails must be clean, well groomed and must not extend past the tip of the finger

D. Skin

1. Broken skin – must be properly bandaged

II. JEWELRY

A. Earrings

1. Small earrings only (no large hoops or dangling earrings larger than 1 inch)

B. Necklaces & Bracelets

1. No dangling bracelets/necklaces
2. Should be worn inside of the lab coat

III. CLOTHING – Student Laboratory and Clinical Sites

A. Scrubs

1. Must be clean and pressed
2. Shirt and pants must be required royal blue uniform

B. Shoes

1. Comfortable shoes with socks, no canvas or fabric
2. No heels, opened toe shoes or sandals
3. Leather sneakers or running shoes may be worn if:
 - a. Clean and neat laces
 - b. No fabric or canvas

C. Lab Coat

1. Clean

2. Must be worn over scrubs
3. Completely buttoned

I, _____, understand the student laboratory and clinical rotation dress code as outlined above. I acknowledge that any failure to adhere to the requirements above may result in expulsion from the PBT program.

Student's Copy You will be signing a copy of the Dress Code on the first day of class

Phlebotomy Clinical Course Travel Requirements

In order to participate in the clinical portion of the CTC PBT program, the following requirements must be understood and adhered to:

- A. Travel is required to multiple clinical facilities (an integral part of the PBT program).
- B. Clinical facilities include:
 1. St. David's Georgetown Hospital, Georgetown, TX
 2. Coryell Memorial Hospital, Gatesville, TX
 3. Hamilton General Hospital, Hamilton, TX
 4. AdventHealth Rollins Brook Hospital, Lampasas, TX
 5. AdventHealth Central Texas Hospital, Killeen, TX
 6. Baylor Scott and White Hospital, Temple, TX
 7. Seton Hospital, Harker Heights, TX
 8. Veteran's Affairs Hospital, Temple, TX
- C. Students are randomly assigned to rotate through clinical facilities during their clinical experience. The list of clinical facilities may change during the course of the program.
- D. Students must provide their own transportation and arrive on time.
- E. The clinical rotation encompasses Monday through Friday. Clinical hours vary by site between 5:50 AM – 5:00 PM.
- F. Students do **NOT** rotate through clinical facilities as a group.
- G. Neither the college nor hospitals provide medical coverage or workmen's compensation for emergency illness or injury. Medical coverage is the responsibility of the student.

Pbt Absentee Policy

Last Name, First

(_____)_____

Contact Number

PBT attendance policy is in accordance with CTC policy

Clinical Absence Policy

- Students should notify the instructor and the clinical site of any absence as soon as they are aware they will be absent.
- The Absence Form is to be filled out by the student and signed by the clinical site supervisor for every absence. The student will deliver this to the instructor.
- Students who are absent are NOT eligible to earn grade points for that day.
- A student is considered absent if they are more than 15 minutes late or leave more than 15 minutes early.
- Absences that do not exceed 3 may be made up if the student contacts the instructor. The instructor will contact the clinical site. If the clinical site can accommodate the makeup time and the absence is excused i.e. death or sickness with a doctor's note the time can be made up for time and puncture NOT for grade points.
- A tardy is being later than the scheduled arrival time but not later than 15 minutes. Or leaving less than 15 minutes earlier than the scheduled end of the shift.

Cellular Phones

Cellular phones will not be tolerated in class, lab, or clinical rotations. These devices must be turned off prior to the beginning of each class meeting, and they may be prohibited in clinical facilities.

Tape Recorders

Tape Recorders may be used in class as long as they do not distract the instructor or other students. Please do not ask the instructor to operate the recorder for you.

Please initial items listed below:

Initial

_____ I have read and understand the preceding requirements for the clinical portion of the PBT program.

Student's Copy You will be signing a copy of this policy on the first day of class.

Release And Acknowledgement Of Assumption Of Risk

Central Texas College District Student Clinical Program RELEASE AND ACKNOWLEDGEMENT of ASSUMPTION OF RISK

In consideration for participating in the Central Texas College District Clinical Program ["Program"] for the tenure of the program with expected end date _____

_____, I _____, in full recognition and appreciation of the possible

Print Student Name Legibly

dangers and hazards inherent in the Program, including, but specifically not limited to, any motorized vehicle or equipment use or transportation whether provided by Central Texas College District, myself or another, or administration of medication associated with, during, or as a result of the Program, I hereby agree to and do assume all of known and unknown risks and responsibilities arising out of my participation in the Program, and any other activities undertaken as an adjunct thereto.

I hereby expressly do for myself, my heirs, assigns, and personal representatives waive, release, discharge Central Texas College District and all of its Officers, Directors, Trustees, employees, volunteers, and agents from and against any and all claims, demands, actions, or causes of actions that may arise as a result of any acts causing property damage, personal injury, or death as a result of my participation in the Program or any activities undertaken as an adjunct thereto.

I also hereby expressly agree to hold harmless, and indemnify Central Texas College District and all of its Officers, Directors, employees, volunteers and agents from and against any and all claims, demands, actions, or causes of actions that may arise resulting in property damage, personal injury or death as a result of my participation in the Program or any activities undertaken as an adjunct thereto.

Zero Tolerance Policy

Central Texas College District is a Violence, Weapon, Discrimination and Harassment Free Zone.

A zero tolerance policy is one which requires an appropriate penalty be imposed based on the individual circumstances. It is, as it states, intolerant of the prohibited behavior. As part of a "zero tolerance policy", Central Texas College District will take appropriate disciplinary action for every illegal or unauthorized weapon, threat, incident of hazing, stalking, harassment, or discrimination, sexual misconduct, and/or violent act that is reasonably substantiated through investigation. Central Texas College District may also take disciplinary action for certain violations reported off campus to the extent these violations may have an impact on the campus. This includes, but is not limited to violations that pose an ongoing danger to students or may cause harm to the campus community, including violent crimes, hate crimes, disturbing or threatening actions, sexual assault and/or misconduct, and illegal conduct. (See CTC Student Handbook)

DHS Testing Security Policy

Disclosure Of Exam Content And Cheating On A Test Is Prohibited; As Such Practices Undermine The Integrity Of The Examination Process. The Following DHS Policy Applies To Ctc Testing Areas Which Include The Testing Center, Individual Classrooms, Computer Labs, And Other Campus Areas Where A Testing Environment Is Organized For The Purpose Of A Testing Assessment.

The Following Student Misconduct Is Prohibited And Infringements Will Be Subject To Disciplinary Action, Which May Include Suspension Or Expulsion, And Removal From Testing Area, And/Or Being Administratively Dropped From The Course With A Grade Of "F." (*Ctc Student Handbook*)

- Causing A Disruption And/Or Disturbance In Testing Area.
- Bringing Unauthorized Electronic Devices (Whether Turned On Or Off) Or Other Prohibited Items To The Testing Area On Their Person Or Within Reach Of The Student.
- Collaborating With Another Student And/ Or Copying Answers When Not Authorized By The Instructor, Or During A Test Without Permission.
- Obtaining, Recording, Using, Buying, Selling, Stealing, Transporting, Soliciting Sharing, Or Making Available The Contents Of A Test Or Coursework (To Include Taking Pictures Or Screen Shots).
- Continuing To Test After A Testing Supervisor/ Faculty, Has Instructed Examinees To Stop.
- Leaving The Exam Platform / Exam Webpage And Accessing Any Other Webpage Software Or Computer Application Without Permission. (This Includes Minimizing The Exam Platform Window To Access Any Other Program).
- Taking Any Test Materials Out Of The Testing Area. All Test Materials Must Be Returned Intact To The Test Supervisor After Testing.

The Testing Center / Computer Lab May Not Be Used For Any Other Purpose Other Than Testing While An Exam Is Being Administered. Using The Computer For Any Other Purpose, During Testing, Will Be Considered Academic Misconduct And Enforced Per Ctc Policy.

Grace Period

If There Is A System Malfunction; A Student Will Be Granted The Amount Of Time Lost To Finish The Examination As Arranged By The Course Lead Faculty.

Disruptions

From Time To Time A Testing Session Is Disrupted By Unforeseen Events (Power Failure, Fire Drill, Etc.). If This Occurs, Appropriate Accommodations Will Be Made By The Course Lead Faculty.

No Reentry

Examinees Must Leave The Testing Area After The Exam Is Finished. (Rationale Review Is Encouraged With Computer Based Testing). Students Are Not Allowed To Re-Enter The

Ctc Testing Area Once They Have Completed A Test Session And Left The Room. The Students Will Be Allowed To Use The Restroom Facilities, However, Only One At A Time, Without Electronic Devices, And Only Once Per Testing Session. Students May Be Escorted By Faculty.

Late Arrivals

There Is No Provision To Give Extra Time To Students Who Arrive Late To A Testing Session.

Special Circumstances

Extensions Or Alternate Testing Times Are Possible For Special Situations Such As Ada Requests Or Prior Faculty Arrangement. Contact The Ctc Faculty/ Staff Prior To The Exam For More Information. Students Absent For An Exam Without Notification Will Receive A Zero For The Exam.

The Following Misconduct Is Prohibited At All Times, Including After The Examination (To Include Exam Reviews):

- Sharing The Substance Or Details Of Any Test Question, Including The Question's Fact Pattern, Option Choices, Or Answer, In Whole Or In Part, With Anyone Via Electronic Delivery (Including Email, Blogs, And Online Social And Professional Networking Sites), Telephonic, Written, Oral, Or Other Means Of Delivery. *
- Forwarding, Re-Posting, Hosting, Or Otherwise Advancing, On The Internet Or Via Other Means, The Distribution Of Exam Content That Others Have Disclosed
- Disclosure Of Any Content Of Board Examination/ Licensing Exam Questions Before, During Or After The Examination Is A Violation Of Law, And Licensure Of The Candidate Can Be Denied. This Also Has Application To Current Program Tests, Test Banks, And Test Bank Questions.

*This Excludes Student/ Course Professor Communications Regarding Exam Item Clarification Or Exam Counseling.

Civility

DHS STUDENT - CODE OF CONDUCT CONTRACT

At Central Texas College Department of Health Sciences, We Commit To:

A zero-tolerance approach to incivility and may dismiss a student on the grounds of incivility. Each student by his/her own admission to the Central Texas College DHS acknowledges and accepts this policy.

Civility: authentic respect for others, requiring time, presence, engagement, and an intention to seek common ground (Clark, 2008).

Incivility: disregard and insolence for others, causing an atmosphere of disrespect, conflict, and stress (Emry & Holmes, 2005).

Horizontal [Lateral] Violence (HV): harmful behavior, attitudes, actions directed to one colleague by another colleague. HV controls, humiliates, degrades or injures the dignity of another (Proactive Nurse, 1996).

Workplace Bullying: repeated, health – harming mistreatment of one or more persons (target) by one or more perpetrators including: verbal abuse, offensive behaviors (including nonverbal), which are threatening, humiliating, or intimidating, and work interference which prevents work from getting done (Namie & Namie, 2011).

The following is a description of the professional performance responsibilities of all students in a Central Texas College DHS Phlebotomy Program:

Attentiveness: the student regularly attends class. All extended absences are for relevant and serious reasons and approved, where applicable, by the appropriate authority. Student is consistently on time for lecture and stays until the end of presentations. The student is alert during the presentation, and demonstrates attentiveness by taking notes and asking appropriate questions.

Demeanor: the student has a positive, open attitude towards peers, faculty, and others during the course of Phlebotomy studies. Student maintains a professional bearing in interpersonal relations. Student functions in a supportive and constructive fashion in group situation and makes good use of feedback and evaluations.

Maturity: the student functions as a responsible, ethical, law-abiding adult.

Cooperation: the student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.

Inquisitiveness: the student acquires interest in his/her courses and curricular subjects, demonstrating individual pursuit of further knowledge.

Responsibility: the student has Phlebotomy school performance as his/her primary commitment. Student/student and student/faculty academic interchanges are carried out in a reliable and trustworthy manner.

Authority: a student shows appropriate respect for those placed in authority over him/her both within the college/ institutions and in society.

Personal Appearance: the student's personal hygiene and dress reflect standards expected of a medical professional.

Communication: the student demonstrates an ability to communicate effectively verbally, nonverbally, and in writing with peers, faculty, patients, and others.

Professional role: the student conducts self as a professional role model at all times and in compliance with standards of practice relative to laboratory professionals and the ASCLS Code of Ethics for Laboratory Professionals.

Judgment: the student shows an ability to think critically regarding options, reflecting his/her ability to make intelligent decisions in personal, academic life and the clinical setting.

Ethics: the student conducts self in compliance with the ASCLS Code of Ethics.

Moral Standards: the student respects the rights and privacy of other individuals and does not violate the laws of our society.

DHS Program Expectations

As future laboratory professionals and leaders, the students must manage disruptive and inappropriate behaviors within one's self, peers and others. Examples of uncivil behavior include, but are not limited to:

- Demeaning, belittling or harassing others; overt or covert behaviors via all forms of communication including social media.
- Slandering, gossiping about or damaging a classmate/faculty's reputation;
- Habitually interrupting as others speak;
- Not paying attention, listening, or responding to others who address you;
- Not responding to email, letters or voicemail that requires a reply;
- Sending emails that are inflammatory in nature;
- Speaking with a condescending attitude;
- Yelling or screaming at faculty, peers, or clinical staff;
- Habitually arriving late to class;
- Knowingly withholding information needed by a peer, faculty, or clinical staff;
- Discounting or ignoring input from faculty regarding classroom and/or clinical performance or professional conduct;
- Not sharing credit for collaborative work or not completing an equitable share of collaborative work assigned;
- Threatening others; this refers to physical threats, verbal/nonverbal threats, and implied threats.
- Displays of temper tantrums;
- Using up supplies or breaking equipment without notifying appropriate staff/faculty;
- Rudeness that ultimately escalates into threats or actual physical violence.
- Failure to participate in class and/or complete classroom assignments.
- Dress Code Violations

Conventions of good classroom manners and DHS student responsibilities include, but are not limited to:

- Asking permission to tape record and respecting the speaker's decision to allow or disallow.
- Refraining from verbal, physical (any) harassment.
- Refraining from electronic harassment via email, Facebook, or any other electronic/Wi-Fi media or devices.

- Utilization of Internet during classroom time is prohibited; unless instructed to do so.
- Listening respectfully to each other.
- Responding respectfully and reflectively to ideas aired in the classroom.
- Refraining from personal insults, profanity and other communication – stoppers.
- Recognizing and tolerating different levels of understanding of complex social and cultural issues among your classmates and faculty.
- Arriving on time to class/clinical sessions.
- Bringing the required supplies and being ready to be actively engaged in the learning process.
- Focusing on the business at hand, the class, its content, learning, and the faculty.
- Turning cell phones off or on vibrate before the start of class.
- Abstaining from texting during class time.
- Observing all classroom policies.
- Abstaining from sleeping in class. (*Laying your head on the desk or sleeping in class is rude and is distracting to others*).
- Turning in assignments on time.
- Being courteous in class. (*This does not mean that you have to agree with everything that is being said. However, your point(s) will be much more credible if conveyed without rudeness, aggression, or hostility. If you strongly disagree with faculty, speak with him/her after class*).
- Raising a hand to indicate a question or, as a courtesy to classmates and faculty. (*Remember, your questions are not an imposition – they are welcome. Chances are, if you have a question, someone else is thinking the same thing, but is too shy to ask it. So, ask questions! You'll learn more, it makes the class more interesting, and you are helping others learn as well*).
- If an emergency should arise that requires an absence from a class session, the student shall make arrangements to get notes and all other information that was covered in class from a colleague/peer.
- Follow the syllabus in making appointments to see faculty, especially after exams.
- Understand; exams and calculations of grade earned are not a starting point for negotiation. *Faculty is willing to work with students to meet learning needs, but will not negotiate individual terms with students.*

The continuance of any student enrolled in a DHS Program, the receipt of academic credit, and the granting of a degree rests solely within the authority of Central Texas College and the DHS.

DHS CIVILITY POLICY AGREEMENT

Central Texas College DHS has a zero-tolerance approach to incivility and may dismiss a student on the grounds of incivility. Each student by his or her own admission/continuation in the Central Texas College Certificate Phlebotomy Program acknowledges and accepts this policy.

- I understand my student professional performance responsibilities in the DHS.
- I understand DHS program expectations and CTC Student conduct expectations.
- I understand expectations for professional conduct, affective domain, and student learning behavior objective.
- I understand the consequences of behavior for all offenses.
- I understand the consequences for egregious behavior.
- I understand the zero-tolerance approach to incivility and that I may be dismissed on

the grounds of incivility.

- I understand by my admission to the Central Texas College DHS, that I am acknowledging and accepting this policy.
- I understand and have read the Central Texas College Civility Policy. Further, I understand the rules, and agree to comply with them. Should I violate the rules of this policy, it will result in disciplinary action, which may include expulsion from the DHS Program
- I understand that any behavior or action determined to be a breach of this policy or contract may result in corrective action or dismissal from the Phlebotomy Program.

Phlebotomy Dress Code

Due to OSHA and CDC guidelines, Advisory Committee recommendations and for your personal protection, the following Dress Code is required for the PBT classroom, student laboratory, and Clinical courses:

- **Uniform:** must be worn to each lecture, student-laboratory and clinical session. Students are able to wear a plain white, black, or grey undershirt.
 - Royal Blue colored scrub top, clean and pressed
 - Royal Blue colored scrub bottoms, clean and pressed
 - CTC PBT Patch – Sewn or embroidered on the left shoulder
 - Student name and “Student” embroidered on the right front of the scrub top
 - Scrubs and/or embroidery may be purchased at:
Logos in Thread
229 Cox Dr, Harker Heights, TX 76548
 - Clean, non-permeable duty shoes (does not allow penetration of fluids) with socks. Shoes must have closed toes and closed heels
 - Personal protective equipment (laboratory coats in PBT didactic courses. PPE will be provided by the clinical facility during the clinical courses. Students are responsible for providing laboratory coats in PBT didactic courses. PPE will be provided by the clinical facility during the clinical courses.
 - Student ID must be worn at all times.
 - Black ink ballpoint pen. NO ERASABLE INK
 - Black ink permanent marker.
- **Jewelry:** No dangling jewelry (bracelets, necklaces, earrings)
- **Body piercing:** No visible pierced sites- lips, eyes /eyebrow, nose, face. No tongue piercing.
- **Personal appearance**
 - Jewelry:
 - One solid metal wedding or non-porous silicone band only (no jewels or stones embedded)
 - One small stud per each ear lobe and no larger than 6mm in diameter.
 - Medical Alert Identification tags and religious necklace may be worn after approval by the PBT Program Director.
 - It is prohibited to wear chains, rings, necklaces, dangling earrings, bracelets, nose, eyebrow, nipple, lip or tongue rings, including barbells, dermal implants or any piercing on any visible body part or visible through clothing.
 - The student must be clean and free from odor at all times (Colognes, perfumes, and scented lotions should be avoided)
 - Makeup must be used in moderation and with good taste
 - No chewing gum
 - Hair must be arranged so that it does not fall below the bottom of the collar
 - The hair style should be neat, tailored, well controlled, and without ornaments

- When beards and mustaches are allowed in the clinical facility, they must be neatly trimmed.
- Fingernails must be clean and kept at fingertip length.
 - Artificial nails are prohibited due to infection control issues. No nail polish other than clear is allowed. Nail polish cannot be chipped.
- Visible tattoos may be required to be covered in the clinical setting by clinical facility policy. Non-offensive tattoos are allowed on campus*
- The student will be obligated to follow the policies of the clinical facility which may include additional uniform/conduct requirements.
- Outerwear: For classroom comfort, students may wear outerwear to include jackets and/or sweaters. Outerwear is not permitted in the clinical practice areas and per clinical facility policy

* Offensive tattoos can include political, religious, or those referencing private anatomy. The PBT Program Director is the final decision in tattoos needing to be covered while in the program.

Dress code modifications for cultural/religious needs are to be approved by the PBT Program Director.

- **Dress Code Infractions**

- Violation of the Dress Code Policy is a violation of the Civility Policy.
- Classroom violations of the Dress Code Policy are to be corrected immediately, or are grounds to dismiss from the classroom for the day. Faculty are allowed to provide one calendar day, per term, of guidance to a student for **classroom** infractions only. Students needing consideration beyond one calendar day are referred to the PBT Program Director.
- Clinical dress code violates are to be corrected immediately or are grounds to dismiss from a clinical day or activity
- Any exceptions to this policy must be discussed and approved in writing by the PBT Program Director.

CENTRAL TEXAS COLLEGE

DHS NEW STUDENT AGREEMENT TO POLICY COMPLIANCE

- A. A CTC Student Handbook is accessible at on the CTC website at:
<https://www.ctcd.edu/locations/central-campus/student-life-activities/publications/>
- B. All CTC Students are issued a Department of Health Sciences Student Handbook in the first semester of the program and will be provided with addendums to the handbook when applicable.
- C. By signing this document, I acknowledge my responsibilities pertaining to the rules and conduct expected of me while I am a student in the Department of Health Sciences at Central Texas College. I further acknowledge that I have received the Department of Health Sciences Student Handbook and agree to abide by all polices within. I have been made aware of the potential consequences of not complying with the rules and requirements as detailed in this handbook.

Student Printed Name	Student Signature	Date
----------------------	-------------------	------

- D. Violation of the following policies may result in disciplinary action. By signing below I acknowledge understanding of said policies and agree to abide by each.

Student Signature on each line below:

- _____ Simulation Laboratory Confidentiality Agreement and Release Form
- _____ Computer Laboratory/Internet Acceptable Use Policies
- _____ Information & Acknowledgement Form- Health Insurance Portability and Accountability Act (HIPAA).
- _____ Social Media Policy
- _____ Clinical Rotation Policies
- _____ Release and Acknowledgement of Assumption of Risk
- _____ Test Security Policy
- _____ Civility Policy
- _____ Dress Code Policy

E. Medical Release

During progression through the program, proof of physical examination, diagnostic tests, and medical releases are required to return to class/clinical following serious illness, injury, surgery, pregnancy, and or a break in semester enrollment.

Student Printed Name	Student Signature	Date
----------------------	-------------------	------

CENTRAL TEXAS COLLEGE

DHS New Student Agreement to Policy Compliance (Student Copy)

- A. A CTC Student Handbook is accessible at on the CTC website at:
<https://www.ctcd.edu/locations/central-campus/student-life-activities/publications/>
- B. All CTC Students are issued a Department of Health Sciences Student Handbook in the first semester of the program and will be provided with addendums to the handbook when applicable.
- C. By signing this document, I acknowledge my responsibilities pertaining to the rules and conduct expected of me while I am a student in the Department of Health Sciences at Central Texas College. I further acknowledge that I have received the Department of Health Sciences Student Handbook and agree to abide by all polices within. I have been made aware of the potential consequences of not complying with the rules and requirements as detailed in this handbook.

Student Printed Name	Student Signature	Date
----------------------	-------------------	------

- D. Violation of the following policies may result in disciplinary action. By signing below I acknowledge understanding of said policies and agree to abide by each.

Student Signature on each line below:

- _____ Simulation Laboratory Confidentiality Agreement and Release Form
- _____ Computer Laboratory/Internet Acceptable Use Policies
- _____ Information & Acknowledgement Form- Health Insurance Portability and Accountability Act (HIPAA).
- _____ Social Media Policy
- _____ Clinical Rotation Policies
- _____ Release and Acknowledgement of Assumption of Risk
- _____ Test Security Policy
- _____ Civility Policy
- _____ Dress Code Policy

E. Medical Release

During progression through the program, proof of physical examination, diagnostic tests, and medical releases are required to return to class/clinical following serious illness, injury, surgery, pregnancy, and or a break in semester enrollment.

Student Printed Name	Student Signature	Date
----------------------	-------------------	------