Student Handbook

Introduction

The Parkland College Dental Hygiene Student Handbook has been developed to assist you in your progression through the Dental Hygiene Program. This handbook is included with the Policies and Procedures Manual and the Exposure Control Guidelines for 2013-2014. Here you will find information pertaining to:

I. Dental Hygiene Program

Program philosophy and goals

Professional values/ADHA Code of Ethics

Graduates’ competencies

Personal health

Professional liability insurance

Student services

Inclement weather

Licensure

Notification to Students of their right to complain

Student grievance policies and procedures

Student monitoring and tracking system

Policy for student not treating a clinical patient

Extra help policy and procedures

CPR certification

Student withdrawals and failures
II. Professionalism

Ethics and confidentiality policies

Conduct appropriate for a professional person

Student American Dental Hygienists Association

III. Academic Standards

Grades

Advanced standing: Transfer or credit

Request for readmission

Attendance

Release of grades

Due process policies and procedures
I, ________________________________, have read and understand the policies and procedures stated and have been given the opportunity to ask questions about the Student Handbook.

________________________________________

Student signature Date
I. DENTAL HYGIENE PROGRAM

A. Philosophy and Goals

The present statement of philosophy of the Dental Hygiene Program is consistent with that of Parkland College. The purpose of the Dental Hygiene Program is to provide a balanced curriculum of general education and dental hygiene knowledge and skills, which will enable qualified persons to become dental hygiene practitioners in a variety of settings.

In keeping with the philosophy of Parkland College, the Dental Hygiene Program faculty believe the student is a unique, thinking, feeling individual. The role of the faculty is to facilitate the student’s optimal intellectual and professional development.

Education is a social process in which the instructors strive to pass on standards of their professions to their students. The Dental Hygiene Program faculty believe that each student should render his/her best service at all times in order to advance the public interest. Through their guidance, the faculty hope that each student will develop an appreciation for quality dental health care and will strive at all times to provide this care for his/her patients. The faculty promote the Code of Ethics for the Dental Hygienists as described by the American Dental Hygiene Association, 2007-2008 and the Statement on Professionalism in Dental Education as approved by the American Dental Education Association. (2009).

The Parkland College Dental Hygiene Program’s goals are as follows:

1. The program will provide career education to prepare entry-level dental hygienists. The students will possess the knowledge, skills and values to begin the practice of dental hygiene. (Teaching)
2. The program will provide the community with excellent dental hygiene patient care that is in the best interest of the patient, appropriate and complete. (Patient care)
3. The program will provide instruction in research principles and research analysis to enable a lifelong commitment to maintain skills and knowledge. (Research)
4. The program will promote beneficence by participation in outreach services. (Service)

The Parkland College Dental Hygiene Program follows the ADEA Statement on Professionalism in Dental Education, approved in 2009 by the ADEA House of Delegates.
VALUES DEFINING PROFESSIONALISM IN DENTAL EDUCATION

**Competence**: Acquiring and maintaining the high level of special knowledge, technical ability, and professional behavior necessary for the provision of clinical care to patients and for effective functioning in the dental education environment.

**Fairness**: Demonstrating consistency and even-handedness in dealings with others.

**Integrity**: Being honest and demonstrating congruence between one’s values, words, and actions.

**Responsibility**: Being accountable for one’s actions and recognizing and acting upon the special obligations to others that one assumes in joining a profession.

**Respect**: Honoring the worth of others.

**Service-mindedness**: Acting for the benefit of the patients and the public we serve, and approaching those served with compassion.

B. Professional Value

The following values are adapted from the American Dental Hygienists’ Association Code of Ethics, 2007-2008, and the Parkland College Dental Hygiene Program Student Handbook. The statements were evaluated and modified by the Parkland College Dental Hygiene Faculty to reflect our values when practicing dental hygiene. Because the faculty believes that the values listed are fundamental to the practice of dental hygiene, the students will be evaluated according to these values each semester. Students will be able to learn their strengths and begin to improve on any weaknesses. At the end of the fourth semester of clinical dental hygiene, the student should have achieved all “Acceptable” ratings.

The student:

1. Values the dental hygienist’s role in preventing disease transmission and maintains a safe clinical environment that minimizes risk of harm to patients, clinicians, and all members of the dental team as demonstrated by:
   - Following established guidelines in the Parkland College Clinical Policy and Procedures Manual, the Centers for Disease Control and Prevention (CDC) Infectious Disease Control – Guidelines and current Occupational Safety and Health Administration (OSHA) mandates.
   - Promoting disease transmission prevention by all persons using the clinical facilities.

2. Values the need for being dependable and self-directing when performing dental hygiene treatment or other duties as demonstrated by:
   - Being prompt and punctual for clinical sessions.
-Being prepared for patient treatment procedures.
-Requiring minimal help or direction from instructors for routine tasks.
-Using unscheduled time to maintain equipment, assist the clinic assistant (CA) or x-ray assistant (XR), or other clinicians.

3. Values the need for being efficient and thorough when performing dental hygiene treatment and other duties as demonstrated by:
-Using initiative to perform procedures without direct supervision.
-Using effective patient/operator positioning.
-Using sharp, well-maintained instruments.
-Applying time/motion management skills.
-Anticipating the need for and securing appropriate forms.

4. Values the dental hygienist’s role in preventing and managing emergencies as demonstrated by:
-Maintaining CPR certification.
-Reviewing medical history prior to treatment to screen for medical conditions that may lead to an emergency situation, (i.e. high blood pressure, asthma, allergies, etc.)
-Informing instructor and the dentist of a medical condition that may lead to an emergency situation.
-Managing medical emergencies as indicated on the Emergency Flow Chart as needed.
-Acting to prevent the development of a condition that may jeopardize a patient’s health.
-Postponing treatment for all persons when an active disease state exists.

5. Values thorough documentation of patient assessment, treatment planning, treatment evaluation, and self-evaluation of treatment rendered as demonstrated by:
-Completing and updating the summary of the oral condition.
-Formulating, recording, and modifying, as necessary, an appropriate treatment plan for each individual based on the assessment.
-Evaluating results of dental hygiene care and any needed changes.
-Self-evaluating technical skill in patient treatment, as appropriate.
-Reviewing all documentation with an instructor, as appropriate.

6. Values the patient’s right to dental hygiene treatment consistently provided at an acceptable standard of care as demonstrated by:
-Providing each patient with appropriate information and education necessary to make informed decisions about their oral health care.
-Including and encouraging each patient to participate in making decisions about treatment procedures and goals.
-Causing no unnecessary discomfort to the patient during treatment.
-Limiting personal conversations and remaining focused on the treatment during instructor/patient interactions.

7. Values the principles of professional and ethical behavior when providing patient care and interacting with all members of the dental team as demonstrated by:
-Being respectful in all interactions.
-Being non-prejudicial in all interactions.
-Being kind and considerate in all interactions.
-Placing patient’s needs above one’s own needs.
-Showing concern for quality patient care over concern for a grade.
-Being honest in all dealings with others.
-Respects the confidentiality of patient records.
-Accepts responsibility for one’s own actions.

**Rating Scale:**

“Acceptable Ability” – recognizes the value; consistently demonstrates application of the value.
“Emerging Skill” – recognizes the value but does not consistently demonstrate application of the value.
“Unacceptable Ability” – does not recognize the stated value, needs guidance and shows little improvement.
“Unable to Observe” – may or may not have acceptable value application but the instructor has had no opportunity to observe. No points are given or deducted for this rating.

**C. Graduates’ Competencies for Entry Level Dental Hygienists**

**DENTAL HYGIENE PROCESS OF CARE**

**A. Assessment:** The dental hygienist must be able to systematically collect, analyze, and record data to identify patient needs and oral health problems.

1. Obtain, review, and update a complete medical, dental, and personal history including assessment of vital signs.

2. Perform a comprehensive extra/intra oral examination using periodontal and dental examinations, radiographs, indices, and other data collection procedures to assess the patient’s needs.

3. Recognize predisposing and etiological risk factors that require intervention to prevent disease (i.e., tobacco systemic diseases, caries).

**B. Planning:** The dental hygienist must be able to establish realistic goals and treatment strategies to facilitate optimal oral health.

1. Develop a dental hygiene diagnosis by analyzing and interpreting the assessment data.

2. Establish and prioritize a planned sequence of care (educational, clinical, and evaluative) based on the dental hygiene diagnosis.
3. Obtain the patient’s informed consent based on a thorough case presentation.

C. Implementation: The dental hygienist must be able to provide specialized treatment as identified in the assessment and planning phase.

1. Use accepted infection control procedures within compliance with OSHA and the CDC.

2. Perform dental hygiene interventions to eliminate and/or control local etiologic factors to prevent and control caries, periodontal disease, and other oral conditions. Dental hygiene interventions include, but are not limited to the following: periodontal debridement and scaling, application of chemotherapeutic agents, fluoride therapy, application of pit and fissure sealants, selective polishing, care of oral prostheses, care and maintenance of restorations, health education and preventive counseling, and nutritional counseling related to oral and systemic health.

3. Control pain and anxiety during treatment through the use of accepted clinical and behavioral techniques including nitrous oxide sedation and local anesthesia.

4. Provide patient applied tooth whitening agents including: fabrication of custom bleaching tray, patient application information, follow-up care, and use of over-the-counter whitening strips.

D. Evaluation: The dental hygienist must be able to evaluate the extent to which the goals identified in the treatment plan were achieved.

1. Determine the outcomes of dental hygiene interventions using indices and re-evaluation of oral and periodontal health status.

2. Determine subsequent treatment needs and continuing care (recall) intervals and inform the patient.

3. Provide subsequent treatment and/or referrals based on evaluation findings.

4. Evaluate patient satisfaction with the oral health care received and the oral health status achieved.

E. Documentation: The dental hygienist must be able to produce complete and accurate recordings of the patients’ information, interactions, assessment data, treatment and treatment outcomes.

1. Produce complete and accurate recording of patient assessment information.

2. Record information pertaining to patient verbal interactions.

3. Record information pertaining to patient assessment data including indices.

4. Record information pertaining to patient treatment provided.

5. Record information pertaining to patient treatment outcomes obtained from subsequent visits.
II. RANGE OF COMPETENCIES

1. Provide dental hygiene care for all types of classifications of periodontal disease including patients who exhibit moderate to severe periodontal disease.
2. Provide dental hygiene care for child, adolescent, adult, and geriatric patients.
3. Provide assessment, planning, implementation, and evaluation for community-based oral health programs, including health promotion and disease prevention activities.
4. Provide dental hygiene care for newly diagnosed and maintenance periodontal patients.
5. Demonstrate the ability to assess the treatment needs of patients who exhibit special needs as defined in the ADA Accreditation Standards for Dental Hygiene Education Programs.

Core Competencies:

1. Demonstrate interpersonal and communication skills required to effectively interact with diverse population groups.
2. Provide appropriate life support measures for medical emergencies that may be encountered in dental hygiene practice.
3. Apply ethical legal and regulatory concepts to the provision and/or support of oral health care services.
4. Perform self-assessment skills to prepare them for life-long learning.
5. Evaluate current scientific literature.
6. Demonstrate problem-solving strategies related to comprehensive patient care and management of patients.
7. Demonstrate the use of computers in the dental office for patient record management, digital radiography, word processing, and information research.
1. Demonstrate professional values and continued professional growth. See “Professional Values” handout from DHG 116.

D. Personal Health

I. Good personal health is necessary for dental hygiene students.

A. Illness

Students who become ill and cannot attend class must follow the absence policy from each course syllabi for each course to be missed. (See Attendance, this handbook)

B. Extended Illness

Students who experience an extended illness must discuss possible alternative arrangements for completing course requirements with course instructor(s) and program directors.
C. Pregnancy

A student must notify the program directors as soon as pregnancy is determined. Confidentiality will be maintained, but the safety of the student/fetus is most important. The student will meet with the program directors, who will inform the Department Chairperson of the Health Professions Department.

Students may be exposed to radiation, bacteria, and chemicals. These agents may be hazardous to a developing fetus. Students are informed of these work-related hazards and will not hold the program or Parkland College responsible for any harm done to themselves or their child. A statement will be signed by the student acknowledging this. An additional radiation badge will be provided as needed.

All physician appointments are to be scheduled during non-class/clinic times.

Students will need to discuss appropriate options if the student has an extended absence.

Child care arrangements need to be made, as students are not allowed to bring children to class, labs or clinics. (Parkland College catalog, p. 60)

D. Hepatitis Vaccine

Students are required to receive/begin the series of the hepatitis B vaccine before entering the program. Appropriate vaccine follow up is also required. Documentation is turned into June Burch, Wellness Coordinator at the college. Failure to comply will prevent the student from attending any clinical course.

E. Communicable Disease

Students who contract a communicable disease or manifest an active lesion must inform the lead course instructor and program directors. Appropriate precautions and/or postponement of patient treatment will be decided upon by the lead instructor and program directors.

II. Policy and Procedures Related to Individuals Who Have Blood Borne Infectious Disease(s)

(From the Parkland College Policy and Procedures Manual, and the Parkland College Student Handbook)

A. Chronic Communicable Disease Policy

Parkland College places a high priority on the need to prevent the spread of chronic communicable diseases on campus. The College is committed to educating its staff,
students and the community about communicable diseases. Specifically, because there is currently no cure or vaccine for Acquired Immune Deficiency Syndrome (AIDS), education regarding methods by which this virus may be transmitted and how to prevent transmission is essential. By adopting this policy, it is the intention of the college to promote the health and regular school attendance of our students so that they may attain their maximum potential for learning.

In general, students, faculty and staff with a chronic communicable disease are expected to continue to study or work in an unrestricted setting. This policy is based on current epidemiological data and may be modified as required by new scientific and medical information.

When a Parkland College class is offered in conjunction or in agreement with an outside agency, Parkland students and employees must abide by policies and procedures of the outside agency relating to chronic communicable diseases.

B. Student with Chronic Communicable Disease Policy

A student who has a chronic communicable disease or who is a carrier may attend college whenever, through reasonable accommodation, the risk of transmission of the disease and/or the risk of further injury to the student is sufficiently remote in such setting so as to be outweighed by the detrimental effects resulting from the student’s exclusion from college. Placement decisions will be made by using this standard in conjunction with current, available public health department guidelines concerning the particular disease in question. The determination of whether a student with a chronic communicable disease may attend college shall be made on an individual basis, according to procedures implemented by the college in consultation with appropriate college personnel and a consulting physician, the student’s primary physician, public health personnel, the college’s legal counsel, and the student. A student who has a chronic communicable disease or who is a carrier of a chronic communicable disease may be denied admission to, or may be dismissed from a particular program or course of study whenever such chronic communicable disease has a direct effect on the student’s ability to perform so as to render the student not qualified for the program or course of study.

The college shall respect the right to privacy of any student who has a chronic communicable disease or is a carrier. The student’s medical condition shall be disclosed only to the extent necessary to minimize the health risks to the student and others. Persons deemed to have “a direct need to know” will be provided with the appropriate information; however, these persons shall not further disclose the information. The multidisciplinary team responsible for making initial evaluations and placement decisions will be responsible for determining who has “a direct need to know.”

The Vice President for Institutional Advancement/Student Services may establish additional rules and regulations designed to implement the policy.
C. Chronic Communicable Diseases- Procedure

Section 1: Placement Procedures

1. Temporary Exclusion

Upon being informed that a student is suspected of having a communicable disease, a staff member shall inform the Vice President for Institutional Advancement/Student Services or designee who will consult with a multi disciplinary team consisting of appropriate college personnel and a consulting physician, the student’s primary physician, public health personnel, the college’s legal counsel, and the student. Pending determination of placement, a student who has a chronic communicable disease or is a carrier of a chronic communicable disease or being a carrier, may be temporarily excluded from the College.

2. Initial Evaluation

Each student’s case shall be evaluated within one week of the report by the multi disciplinary team convened by the Vice President for Institutional Advancement/Student Services or designee. The student’s failure to cooperate with the evaluation procedure shall not prevent the multi disciplinary team from performing its job and providing recommendations regarding the case.

3. Placement Decision

Upon completion of a case study evaluation, one or more conferences shall be convened for the purpose of determining the student’s placement. Recommendations concerning the student’s placement shall be made to these multi disciplinary conferences by consensus of the participating personnel and shall be determined in accordance with the standards set forth in college policy and based upon the following factors:

a. the risk of transmission of the disease to others;
b. the health risk to the particular student
c. reasonable accommodations which can be made without undue hardship to reduce the health risk to the student and others.

The team’s placement decision shall be communicated in writing to the student and the Vice President for Institutional Advancement/Student Services or designee.

4. Appeal

A decision on a student’s placement may be appealed in accordance with the college’s grievance procedures.
5. **Subsequent Evaluations**

The student shall be reevaluated on a regular basis by the multi disciplinary team to determine whether the student’s placement continues to be appropriate. The frequency for the reevaluations shall be determined by the team, but in no event shall the student be reevaluated less frequently than twice per academic year. In the event of a change in the student’s medical condition or a change in the college environment, the multi disciplinary team shall determine if a change in placement is appropriate. If an emergency occurs, the Vice President for the Institutional Advancement/Student Services or designee shall have the right to take appropriate action. Any such action will be reviewed by the multi disciplinary team as soon as possible.

**E. Professional Liability Insurance**

Commencement Day. Students are responsible for purchasing liability insurance coverage prior to their candidacy for clinical examinations, if taken after graduation.

Students are advised to carry personal medical insurance to cover accidents or other health problems.

Student insurance information All dental hygiene students are required to carry professional liability (malpractice) insurance prior to beginning patient treatment in the clinic each year. The cost of this insurance is included in the course fee for DHG 114 Orientation and PreClinic for the first year, and for DHG 218 Clinic III for the second year.

Student professional liability insurance for second year students expires on (brochures/applications) is available in the Student Life office located in X-153 or call 315-2492.

**F. Student Services**

The college provides many services to students to assist in their personal and academic development. The following services are available and have actively contributed to the success of dental hygiene students:

1. **Peer Tutoring**

The College provides tutoring for all students. Peer tutoring or faculty tutoring is used by the Dental Hygiene and Dental Assisting students at no cost to the student.
(2) Center for Academic Success

This laboratory provides individualized instruction for students who wish to improve their skills in reading, studying, mathematics, and writing.

(3) Student Life

The office of Student Life coordinates and administers programs, activities, and services that facilitates the students’ academic, social, cultural, and personal adjustment to College, as well as, support the academic mission. Services and programs offered include photo IDs, Student Ambassador Program, leadership development, honors organizations, New Student Orientation, volunteer opportunities, diversity and conflict resolution workshops, and commencement. In addition, a list of clean, safe, and affordable housing is available.

(4) Students with Disabilities

The campus is fully accessible to students with disabilities. In addition, Parkland offers special services such as a textbook taping, classroom note takers, special testing procedures, and in some cases, tutorial assistance. Special instructional aids are also available: talking calculators, tape recorders, hearing enhancement equipment, print enlarging equipment, computer text enlarging equipment, computer text enlarger, and computerized text reader. A learning disabilities specialist is also available in the counseling office to assist students with learning disabilities.

(5) Financial Aid

Parkland College administers comprehensive financial aid programs that include grants, loans, scholarships, and part-time employment.

(6) Library

The library offers a pleasant and comfortable environment for reading, class preparation, and browsing. It has an excellent collection of books and other materials, including magazines, newspapers, and pamphlets. Films, videotapes, slide/tape sets, and other audiovisual materials are available in the audiovisual room.

(7) Bookstore

The bookstore is located on the first floor of the College Center. It offers new and used textbooks, general school and art supplies, and a wide variety of student-oriented merchandise.

(8) Instructional Materials Center (IMC)

The instructional materials center is located in L-wing and serves as an instructional supply storage area for the Health Professions Department and
Natural Sciences. Dental Hygiene students purchase their clinical instrument kits through this not-for-profit center.

(9) Child Development Center

The Child Development Center is a lab school located on the south side of the campus. The center provides a quality, affordable, individualized program for young children and their families.

(10) Counseling and Advising Center

The Counseling Center and the Advising Center offers services to students to assist them in being successful at Parkland. These services include educational planning, career planning, academic advising, and individual counseling. Discussions with counselors and advisors are confidential.

(11) Assessment

The Assessment Center conducts placement testing for courses in reading, writing, mathematics, and English as a Second Language.

(12) Career Center

The Career Center provides services for students, graduates, and community members seeking full and part-time employment.

(13) Assistance for Veterans, Reservists and Service Members

Parkland has been designated a “Service Member’s Opportunity College” by the American Association of Community Colleges. This designation is a recognition of the special efforts extended by the College to meet the postsecondary educational needs of service members. This service is part of the Financial Aid office.

(14) Maintenance

The Physical Plant supervises the operation and maintenance of the program’s facilities. (15) Custodial

The custodial staff is responsible for the cleanliness of the facilities.

The Dental Hygiene Program has a very caring and helpful faculty who are available for remediation for didactic or clinical courses. Individual advisement and counseling is also provided. When an issue is of a private or sensitive nature, the student is referred to a counselor at the college who can provide the necessary help or referrals as needed.
G. Inclement Weather

A. If it is announced on the radio* and/or television that “Parkland College is closed”, this means there will be no course or clinic sessions on that day.

B. Winter Weather Procedures: With the winter season approaching, the following information is being provided to familiarize you with the procedures used for inclement weather.

The basic philosophy of the College is to keep the campus open if at all possible during inclement weather. Closing the College is always a difficult decision to make in view of the large geographical area which is served by the College. We also know that timing is important during the day AND evening, as students and/or faculty and staff may already be en route to the campus at the time the decision is made. The decision to close does include classes offered by Parkland at area learning centers throughout the District.

The conditions, both on campus and in surrounding areas, are monitored very closely during inclement winter weather. If it becomes necessary to close campus during the day and/or evening when classes are in session, an announcement will be made over the public address system. If weather conditions deteriorate overnight, then a decision is made by 5:00 a.m., Monday through Saturday. The news media (radio and television stations) is always contacted if the campus is closed due to weather conditions. The media will only accept closings; consequently, if you do not hear Parkland mentioned, the College is open. The switchboard on campus and the college’s radio station (WPCD 88.7 FM) are kept apprised of announcements.

The following radio and television stations are contacted when the college closes:

<table>
<thead>
<tr>
<th>Station</th>
<th>Frequency on Dial</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>WDW</td>
<td>1400 AM</td>
<td>Champaign</td>
</tr>
<tr>
<td>WLRW/WIXY</td>
<td>94.5 FM/100.3 FM</td>
<td>Champaign</td>
</tr>
<tr>
<td>WBNQ/WJBC</td>
<td>101.5 FM/1230 AM</td>
<td>Bloomington</td>
</tr>
<tr>
<td>WCZQ</td>
<td>105.5 FM</td>
<td>Monticello</td>
</tr>
<tr>
<td>WZNF/WUFI</td>
<td>95.3 FM/1460 AM</td>
<td>Urbana</td>
</tr>
<tr>
<td>WKIO</td>
<td>92.5 FM</td>
<td>Champaign</td>
</tr>
<tr>
<td>WPGU</td>
<td>107.1 FM</td>
<td>Champaign</td>
</tr>
<tr>
<td>WGFA</td>
<td>94.1 FM</td>
<td>Watseka</td>
</tr>
<tr>
<td>WRXZ</td>
<td>104.1 FM</td>
<td>Bloomington-Normal</td>
</tr>
<tr>
<td>WGCY</td>
<td>106.3 FM</td>
<td>Gibson City</td>
</tr>
<tr>
<td>WPXN</td>
<td>104.9 FM</td>
<td>Paxton</td>
</tr>
<tr>
<td>WSOY</td>
<td>103 FM/1340 AM</td>
<td>Decatur</td>
</tr>
<tr>
<td>WILL</td>
<td>90.9 FM/580 AM</td>
<td>Urbana</td>
</tr>
<tr>
<td>WZRO</td>
<td>98.3 FM</td>
<td>Farmer City</td>
</tr>
<tr>
<td>WCIA</td>
<td>Channel 3</td>
<td>Champaign</td>
</tr>
<tr>
<td>WICD</td>
<td>Channel 8</td>
<td>Champaign</td>
</tr>
</tbody>
</table>
H. Licensure

Specific dental hygiene licensure requirements vary among jurisdictions, but all jurisdictions have three types of requirements: an educational requirement, a written examination requirement and a clinical examination requirement. All jurisdictions accept graduates of dental hygiene programs accredited directly by the Commission on Dental Accreditation of the American Dental Association as fulfilling the educational requirements.

I. Written Examination- National Board Dental Hygiene Examinations

A. The purpose of the National Board Dental Hygiene Examination is to assist state boards in determining qualifications of dental hygienists who seek licensure to practice dental hygiene. The Examination assesses the ability to recall important information from basic biomedical and dental and dental hygiene sciences and also the ability to apply such information in a problem solving context.

B. A score below 75% is considered a failure and does not earn National Board credit.

C. Students are responsible for the examination fee.

D. Students are encouraged to participate in the National Board Dental Hygiene Examination Review Workshop offered in the spring semester of the second year.

II. Clinical Examination(s)

A. Students who plan to practice dental hygiene in the state of Illinois may select the Northeast Regional Board Examination, Western Regional Board Examination, Central Regional Dental Testing Examination, or the Southern Regional Examination to become licensed.

B. The student’s clinical performance must be at a level which allows the faculty to verify that the student is prepared to take the exam.

C. Students are responsible for the selection of all patients for the clinical examinations.

D. Students are responsible for all fees for the clinical examinations.

III. National and Regional Exam Boards

A. National Board Dental Hygiene Examination
   Joint Commission on National Dental Examinations
   American Dental Association
   211 E. Chicago Ave., Suite 1846
B. Central Regional Testing Services (CRDTS) (Subject to Change)
Approved and/or accepted by the Dental State Boards of: Alaska, Connecticut, Colorado, Idaho, Illinois, Iowa, Kansas, Kentucky, Maine, Minnesota, Missouri, Nebraska, New Hampshire, North Dakota, Ohio, Oklahoma, Oregon, South Dakota, Utah, Vermont, Washington, West Virginia, Wisconsin, Wyoming

Central Regional Dental Testing Services, Inc.
1725 Gage Boulevard
Topeka, KS 66604
Tel: (785) 273-0380
www.crdts.org

C. North East Regional Board (NERB) (Subject to Change)
Approved and/or accredited by the Dental State Boards of: Connecticut, District of Columbia, Illinois, Kansas, Kentucky, Main, Maryland, Massachusetts, Michigan, Missouri, Nebraska, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Utah, Vermont, West Virginia Northeast Regional Board of Dental Examiners, Inc.
8484 Georgia Avenue, Suite 900
Silver Spring, MD 20910
Tel: (301) 563-3300
www.nerb.org

D. Independent Testing Agencies (Subject to Change)
Alabama, California, Delaware, Florida, Hawaii, Indiana, Louisiana, Mississippi, Nevada, North Carolina, Puerto Rico, Virgin Islands.

E. Other States Accepting Independent Testing Agencies (Subject to Change)
Kansas, Missouri, Nebraska, New Hampshire, North Dakota, West Virginia

I. Notification to Students of Their Right to Complain

Students have the right to complain about the Parkland College Dental Hygiene Program. The following references can be used to communicate your complaint and make suggestions for Program Improvement:
The Commission on Dental Accreditation will review complaints that relate to a program’s compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act a court of appeal for individuals in matters of admission, appointment, promotion of or dismissal of faculty, staff or students.


J. Student Grievance Policies and Procedures

Policy
A student grievance exists when a student claims that a violation, misapplication, or misinterpretation of a Parkland College policy, procedure, or practice has occurred. A student filing a grievance should follow the procedures outlined.

Procedures
Should a condition exist that a student feels is in violation of the rules, procedures, policies, or other standards of the college, it is important that he or she bring it to the attention of the appropriate person or committee.

During the process of a grievance, all procedures, meetings, names, and related information will be confidential unless otherwise mutually agreed upon by all the parties involved.

Informal process:
It is best for everyone concerned if problems can be resolved informally. Therefore, before the formal grievance process is instituted, the student is expected to meet with the person whom s/he believes has violated, misapplied, or misinterpreted the policy or procedure. If the student does not believe that s/he is able to do that, s/he needs to meet and discuss the incident with the supervisor of the staff or department chair of the faculty member. This meeting needs to take place no later than twenty (20) days after the occurrence that gave rise to the complaint. The dean of student’s office is available to give students guidance in the informal process as well as in the formal process.
If a student believes s/he has been discriminated against because of race, sex, sexual orientation, color, religion, age, veteran status, Vietnam veteran era status, marital status, ancestry, or national origin in any way by college personnel, it is important that s/he bring the situation to the attention of the director of human resources, associate vice president for student services, or a designee named by the president if there is a potential for a conflict of interest (e.g., the condition involves the department of human resources or associate vice president). If a student believes s/he has been discriminated against because of disability, it is important that s/he bring the situation to the attention of the coordinator of disability services.

Formal process:
If the student is not satisfied with the results of the informal process, s/he should initiate the formal process no later than thirty (30) school days after the occurrence that caused the complaint. (School days are defined as weekdays –Monday through Friday- when classes are in session during the fall and spring semesters). Items not resolved prior to the end of the spring semester or during summer semesters may be suspended until the first day of classes of the immediate subsequent fall semester, following the guidelines below.

1. The student must obtain a Grievance form from the dean of students, who will discuss with the student the procedure for filing a formal grievance.
2. As instructed on the Grievance form, the student must submit the grievance to the supervisor of the person charged. The supervisor will immediately deliver a copy to the charged employee, who must respond in writing to the student within five (5) additional school days and provide the supervisor with a copy of the response.
3. The student, if not satisfied by the reply, or if not in receipt of a reply within five (5) school days, may then appeal, in writing, within five (5) additional school days to the s\Student Grievance Committee. The student appeal goes to the dean of students who will initiate the hearing process. This appeal should include copies of any responses from the charged employee and the supervisor. The chair of the Student Grievance Committee will initiate a hearing within 30 school days.
4. Items not resolved prior to the end of the semester will be suspended until the following semester. The dean of students and chair of the Student Grievance Committee may at their discretion continue the grievance process during the breaks or summer sessions.
5. A student utilizing the Student Grievance hearing process is precluded from using the Grade Appeal process for the same occurrence.

Student Grievance Committee:

Composition of the committee
1. The student Grievance Committee shall be composed of three faculty members from three different disciplines and three students. In addition, the chairperson of the PCA Student Affairs Committee shall be an ex officio member of the Student Grievance Committee and have voting power only in case of a tie vote.
2. No charged or charging party in a grievance shall serve as a member of the Student Grievance Committee when the grievance is being considered. Temporary members shall be appointed by the Student Government or Parkland College Association as needed.

Charge guidelines
Charges brought before the Student Grievance Committee should be presented in the following format:
1. full name, address, and telephone number (if any) of the person(s) making the charge;
2. full name of each person being charged and a list of specifics against each person charged;
3. a concise, chronological description of the incident(s) on which each charge is based
   (including dates, times, locations, and persons present);
4. a list and brief description of all physical evidence to be presented to the Student Grievance
   Committee;
5. a list of all witnesses to be presented and a brief description of the relevance of the testimony
   of each witness;
6. a description of the recommendation sought from the Student Grievance Committee.

Hearing guidelines
1. The involved parties shall have the right of counsel by any relative, Parkland College student,
   Parkland College employee, or any other designee who serves as an advocate.
2. The hearing shall be private (restricted to committee members, the grievant, and the charged
   party) if requested by either party.
3. A tape recording of the hearing (except for executive sessions) will be made by a designated
   employee of the college and copies of the tape recording will be available at cost to the involved
   parties. No other recording shall be allowed.
4. The chair of the Student Grievance Committee shall have the power to call the hearing into
   executive session.
5. The Student Grievance Committee shall consider only information pertaining to the list of
   specific charges and introduced as evidence at the hearing. The charged must be provided with
   the list of charges at least one week prior to the hearing. No new charges or evidence may be
   introduced by the charging during the hearing.
6. The burden of proof shall lie with the charging party. The charging party may opt not to
   require the charged party to appear as a witness. However, such option shall not exclude the
   committee from calling upon the charged employee for testimony if the committee so desires.
7. Seven copies of any materials from either party to be read by the committee must be
   submitted to the chair no later than ten school days before the hearing.

Hearing procedures
1. The chair of the Student Grievance Committee will preside over the hearing and introduce all
   participants.
2. The chair will read aloud the list of the specific charges being made against each charged
   party and actions sought against each.
3. The charging party will present his or her case first, including testimony of witnesses, if any.
   Following testimony, each witness may be asked questions. The questioning must pertain to the
   original testimony.
4. The charged party will present his or her case in the same manner as the charging party.
5. Upon conclusion of the charged party’s case, the charging party may summarize, followed by
   the summary by the charged party.

Report of hearing
The chair of the Student Grievance Committee shall write or delegate the writing of the final
report to be completed within seventy-two (72) hours of the decision. The report shall consist of
the following:
1. a copy of the charges and responses;
2. a summary of the Student Grievance hearing;
3. the conclusions reached by the Student Grievance Committee on the basis of the evidence
   presented;
4. the recommendations for the disposition of the case. The report shall be sent to the appropriate vice president who will act on or send it to the proper college official responsible for action and will communicate to the parties within five (5) school days, or as soon as possible.

Withdrawal
The student may withdraw the grievance at any time.

No reprisals
No reprisals shall be taken by the Board of Trustees, administration, faculty, or staff against any student or faculty because of participation in a grievance.

Grievance records
Grievance records will be maintained for at least one year by the dean of students. For more information concerning the student grievance process, contact the dean of students.

K. Student Monitoring and Tracking System

A faculty member closely monitors each student during patient treatment procedures. A faculty member is present during all clinical sessions to integrate social, basic, dental, and clinical sciences with patient experiences. When evaluating students, the faculty uses a check-off sheet with listed performance criteria.

The students are providing dental hygiene services for a variety of patients in all age groups who exhibit a broad range of oral and systematic health characteristics and treatment difficulty. Many of the patients exhibit moderate to severe periodontal disease. Maintenance appointments are assigned to monitor and evaluate the outcome of dental hygiene care.

Each lab and clinical course has a faculty member of record (lead instructor) who is responsible for following the progress of the students toward completion of the course objectives. That person provides feedback to the students on their progress and information to the faculty on the student’s progress or lack of progress.

L. Policy for Student Not Treating A Clinical Patient

Occasionally it is deemed necessary to prohibit a student from providing clinical dental hygiene treatment. Such circumstances would include:

1. The student has demonstrated the inability to safely perform delicate hand skills of dental hygiene treatment. The student would receive remedial instruction on a typodont or dental hygiene student as determined by lead clinical instructor and program faculty. The student will be determined as “safe” before being allowed to provide dental hygiene treatment to patients.

2. The health of the student is unsafe or considered communicable to patients, fellow dental hygiene students, faculty and staff. (i.e. strep throat, severe cold, etc.)

3. The student has demonstrated irresponsibility to clinic patients by not coming to clinical sessions. In this case, the student may be allowed to use the clinic facilities as scheduled, but will assume the responsibility for making her/his own dental hygiene clinic appointments.
M. Extra Help Policy and Procedures

Student’s responsibilities:
1. The student is responsible for preparing for the test, clinical activity, or practical and noting the grade received on each when the item is returned.
2. If the grade received is “C” or below, the student needs to see the course instructor for extra help. Each course instructor has office hours every week or will be available at another time that is convenient to both.
3. The student is responsible for following through with any “see instructor” notation on mid-term grade report.
4. Student can request a “tutor” for help with a problem test or assignment.

Faculty responsibilities:
1. The course instructor is responsible for notifying the student of progress or lack of progress in the course by returning tests and assignments in a timely manner.
2. The course instructor will indicate a “U” grade or “see instructor” on the midterm report if the student is not progressing with a passing grade at mid-term.
3. The course instructor has the responsibility of notifying the program directors if a student is not passing a course.
4. The course instructor has the responsibility of providing “extra help” either by meeting with the student or assisting the student in setting up meetings with a tutor. Tutors are arranged through the program directors.

N. CPR Certification

A. All dental hygiene students will be certified in Health Provider CPR.

B. First year students must be certified prior to the fall semester. A copy of current CPR card should be sent to Kim Pankau, by Aug 1st prior to the beginning of the fall. The current CPR card is shown to and the renewal date recorded/monitored by the lead laboratory instructor and Program Director(s) at the first class meeting of DHG 114 Orientation and Pre-Clinic in the Fall semester.

C. Second year students must show their current CPR card to the DHG 218 Clinic III lead instructor at the first class meeting in the Fall semester. The renewal date is also recorded and monitored.

D. CPR course offerings are plentiful in the Champaign-Urbana area.

Carle Education Office
Carle Foundation Hospital
611 W. University Avenue
Urbana, IL 61801
Registration Information: 383-3022

Presence Health Regional EMS
1400 W. Park Street
Urbana, IL. 61801
Registration Information: 359-6619
Contact: Troy Dunn
*Dental Hygiene Program Part-time instructor, De Barber, is a certified CPR instructor. She will provide certification renewal to current students who request it. Students may contact her at dbarber@parkland.edu.

O. Student Withdrawals and Failures

A. Students should withdraw from dental hygiene courses only when the probability of attaining a passing grade of “C” is doubtful. The final day for withdrawal is published in the College Class Schedule each semester. The final day for withdrawal is one week before the last day of class.

B. Students should discuss the possibility of withdrawal with their course instructor and then with the program director(s) before making a final decision. Those individuals on financial assistance should also consult with the Financial Aid office (X171) as to the effect of withdrawal on that aid **before** withdrawal. Failure to consult with the Financial Aid office could be very costly to the student.

C. Students who fail any course in the dental hygiene curriculum will be automatically dismissed from the program. Grades lower than “C” constitute failure in both didactic (lecture) and clinic/lab courses.

D. Students are required to have an exit conference with the dental hygiene program director(s) to explore the reason(s) for withdrawal or failure and potential readmission.

E. Students that withdraw or fail any time during the freshmen year or first three semesters can expect to repeat the first year courses either in part or entirely on readmission to the program. (There is a repeat course fee of $100.00 per credit hour.)

F. Students who withdraw or fail any time after the first three semesters may be considered for readmission with sophomore status. Readmission requirements will then be established on an individual basis.

G. Students who withdraw from or fail any course in the dental hygiene curriculum for academic reasons or for violations in the Dental Hygiene program or Parkland College Codes of Conduct may be considered for readmission to the program for the next academic year. (Please see section for Request for Readmission for readmission policy.)