



**Seattle
Vocational
Institute**

Dental Assistant



Student Handbook
Policies and Guidelines

2017/2018



Dental Assistant Handbook

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DENTAL ASSISTANT PROGRAM ACCREDITATION

The Seattle Vocational Institute Dental Assistant Program is one of the leading Dental Assistant training programs in the State of Washington. The Commission on Dental Accreditation of the American Dental Association (CODA) recognized the program's dedication, hard work and expertise by granting accreditation to the SVI Dental Assistant Program in 2002. Accreditation is formal recognition that the Dental Assistant Program is achieving its educational purposes and objectives in accordance with established standards. Students who graduate from ADA accredited programs can take the National Board Certification Examination immediately upon graduation. Graduates from non-accredited programs must complete one year of work experience before taking the exam. The SVI Dental Assistant Program's current grant of accreditation is through 2015, the maximum time granted.

CODA Policy on Complaints

Students who are dissatisfied with any aspect of the Dental Assistant program should contact their instructors and administrators to work toward a resolution of the problem.

It is Commission policy that students may file a complaint about SVI's Dental Assistant program related to standards established for accreditation. Complaints must be received in writing at the Commission office. A copy of the appropriate accreditation standards may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611.

Once received, the complaint will be communicated to SVI for review and response.



Dental Assistant Program

20114 - 2015

Scope and Sequence

**Quarter Offered
every quarter**

Quarter 1	Course Number	Course	Credits	Contact Hours	Lecture Hours	Lab Hours	Clinical Hours
	AHD 100	Strategies for Success for DA Students	1.0	11.0	11.0	0.0	0.0
	BCT 111	Computer Literacy & Application Fundamentals	2.0	33.0	11.0	22.0	0.0
	ENGL 105	English Applied Composition	3.0	33	33	0	0
	COR 120	Customer Service & Professionalism	3.0	33.0	33.0	0.0	0.0
	INFO 110	Information literacy	1.0	11.0	11.0	0.0	0.0
	MATH 110	Applied Math for Technicians	3.0	33	33	0	0
	PSCH 240	Psychology of Human Relations	3	33	33	0	0
			16.0	187.0	145.0	22.0	0.0

Quarter 2	Course Number	Course	Credits	Contact Hours	Lecture Hours	Lab Hours	Clinical Hours
	AHD 150	Introduction to Dental Assisting	1.0	12.0	10.0	2.0	0.0
	AHD 151	Clinical Science I	4.0	59.0	30.0	29.0	0.0
	AHD 152	Clinical Science II	4.0	53.0	34.0	19.0	0.0
	AHD 153	Dental Equipment and Instruments	1.0	17.0	5.0	12.0	0.0
	AHD 154	Dental Materials	2.0	33.0	11.0	22.0	0.0
	AHD 155	Clinical Laboratory I	1.5	33.0	0.0	33.0	0.0
	AHD 156	Practice Management	2.0	37.0	8.0	29.0	0.0
	AHD 157	Preventative Dentistry	2.0	30.0	14.0	16.0	0.0

	AHD 101	CPR/First Aid	0.5	8.0	3.0	5.0	0.0
	AHD 105	AIDS	0.5	7.0	3.0	4.0	0.0
			18.5	289.0	118.0	171.0	0.0

Quarter 3	Course Number	Course	Credits	Contact Hours	Lecture Hours	Lab Hours	Clinical Hours
3811	AHD 160	Clinical Procedures I	10.0	165.0	55.0	110.0	0.0
3812	AHD 161	Radiology Science	6.0	66.0	66.0	0.0	0.0
3813	AHD 162	Radiology Laboratory	4.0	69.0	18.0	51.0	0.0
			20.0	300.0	139.0	161.0	0.0

Quarter 4	Course Number	Course	Credits	Contact Hours	Lecture Hours	Lab Hours	Clinical Hours
	AHD 170	Clinical Procedures II	10.0	165.0	55.0	110.0	0.0
	AHD 171	Dental Specialties	4.0	56.0	33.0	22.0	0.0
	AHD 172	Clinical Laboratory II	4.0	66.0	22.0	44.0	0.0
	AHD 173	Law and Ethics	2.0	22.0	22.0	0.0	0.0
			20.0	309.0	132.0	176.0	0.0

Quarter 5	Course Number	Course	Credits	Contact Hours	Lecture Hours	Lab Hours	Clinical Hours
	AHD 190	Job Skills	1.5	25.0	8.0	17.0	0.0
	AHD 192	DA Mandatory Clinicals	9.0	0.0	0.0	0.0	300
			10.5	25.0	8.0	17.0	300

PROGRAM TOTAL 65.0 1110.0 542.0 547.0 300

Mission Statement

The mission of Seattle Vocational Institute is to provide basic skills, vocational and workforce training opportunities to the culturally diverse, economically and educationally underserved populations of the inner city. As a unity of the Seattle Community College District VI, the Institute is responsive to the needs of the students and the community and collaborates with other units of the District, business, labor, government and community groups.

Dental Assistant Program

The inner city Seattle Vocational Institute Dental Assistant program began in 1989. The Fifteen month course, 1101 hours/65 credits is taught by certified dental assistants and dentists. An internship at a private practice or community dental clinic, for 300 hours will be monitored by Seattle Vocational Institute's Internship Coordinator. A Certificate of Completion will be issued at the end of training. With completion of the Radiology and Infection Control lectures and the clinicals, the Dental Assistant National Board Exam can be taken at computerized centers at limited locations in the Washington area.

Prerequisites for Applicants Desiring Entry into the Dental Program

Procedures for Approval:

1. Attend an admissions workshop and complete placement testing, please call (206) 934-4950 for admissions and testing, times and dates.
2. The criteria for approval into the dental program is; a high school diploma or GED from the United States and a CASAS score of 241 reading and 231 math or CPAt score of 49 or better in reading comprehension, and 47 in math. Students who do not receive the required CPAt score can enroll in Basic Education courses at SVI until they reach the required score and undergo review by the Dental Program Director and Coordinator.

Registration Information:

1. Registration is done on the first floor of SVI with Crystal Blake, (206) 934-4945, 111L, Tu Pham, 111L, (206) 934-3195. After completing the admissions and testing process you will receive a registration appointment.
2. Prior to or before the first quarter is completed, students will obtain their physical examination. Immunization forms to be completed by your physician.
3. A Washington State Patrol check will be requested during the first quarter. If a negative report is received from the Washington State Patrol, the student will be counseled regarding the likelihood of selective employability if they choose to remain in the program. _____
Initial here.
4. Any discrepancies of a student's criminal history can result in a denial of rotations to clinical sites and will jeopardize the successful completion of the program.
5. Physical requirements needed for this program are: Normal vision, hearing, and hand and finger dexterity. Ability to lift 30lbs., stand, sit, and walk frequently.

Philosophy

We, the faculty of the Dental Program at Seattle Vocational Institute believe our program should fulfill the needs of our changing society and be responsive to advisory committees, community surveys, local and national trends and recommendations of the National Dental Assistants Association.

We believe the programs should maintain a vocational/technical emphasis in the course offerings and an externship in a clinical setting during the final quarter of the dental program to assess the comprehension of program.

We believe admission to the program should be open to all, regardless of race, color, religion, national origin, gender, sexual orientation, age, or marital status, who demonstrate a sincere desire to enter the health care field and upgrade their skills to meet the requirements established by the faculty.

We believe the faculty in planning and implementing the curriculum respond to individual differences of students; by ensuring that instruction is consistent, wherever possible, in a broad mix of lecture, tutorial, and laboratory experiences.

We believe that learning should occur in a collaborative atmosphere where students and faculty together assume responsibility for learning.

We believe that the programs should provide a climate conducive to learning, stimulate creative and productive participation and foster positive attitudes and behaviors.

We believe the program should provide students with learning experiences, which allow applications of scientific concepts and principles, technical skills and attitudes needed to perform effectively in the dental field.

We believe graduates of our programs should be prepared to function effectively as integral members of the dental care team and be a qualified assistant to the dentist in his/her practice of dentistry, be the setting a private office or clinic.

We believe the program should fully qualify those completing it to successfully pass:

Dental Assistant Program and the Dental Assistant National exam that is offered upon request computerized from the Dental Assisting National Board (DANB), 1-(800) FOR-DANB or www.danb.org and danbmail@danb.org.

Candidate Guide may be requested from the instructors of the program.

Major Goals

Upon completion of the programs the student should be able to:

1. Perform the designated competencies for their program of study.
2. Use resources effectively in continuing one's own self-development.
3. Accept responsibility for his/her own actions.
4. Integrate the work habits emphasized in each program into student's own practice.

Program Policy

All students are subject to the Academic Standards of the Seattle Community College District and Seattle Vocational Institute and are expected to adhere to these policies except where variations in policies exist due to the specific requirements of the dental program.

1. Grading Policies:

- a. Successful completion of each course with a passing grade is required for the completion of the program. Dental Assistant students are subject to additional minimum grade requirements.
- b. Students must receive a minimum grade of 2.9 in each clinical course and a minimum grade of 2.0 in each didactic (non clinical/lab) course in order to advance to the following quarter's coursework. **Students must receive a minimum grade of 2.9 in their Internship.** To receive the program certificate of completion, students must achieve a cumulative grade point average (GPA) of 3.0.

2. Uniform Grading Scale:

PERCENTAGE	GRADE POINT	GRADE
96 - 100	3.9 - 4.0	A
95 - 92	3.8 - 3.5	A-
91 - 89	3.4 3.2	B+
88 - 86	3.1 - 2.9	B
85 - 82	2.8 - 2.5	B-
81 - 79	2.4 - 2.2	C+
78 - 76	2.1 - 1.9	C
75 - 72	1.8 1.5	C-
71 - 69	1.4 - 1.2	D+
68 - 66	1.1 - 0.9	D
65 - 64	0.8 - 0.7	D-
	Below 0.7	E

3. Repetition of Courses/Readmission:

Any course required for the dental program cannot be repeated without division approval.

If a student must repeat a class for any reason they must go back and demonstrate clinical competencies to the instructor before proceeding into their externship.

4. After an absence of three months or more, a student may be asked to repeat or challenge (by examination) a previously passed course.

5. **Instructor Summary Evaluation—See Page 22.** The final evaluation includes a place for the student's signature, giving permission to the dental division to respond to inquiries concerning his/her performance.
6. **Attendance:**
 - a. It is expected that students arrive on time.
 - b. Attendance is critical in the dental program. Students must attain 100% attendance in the program to receive the certificate of completion. If absences occur, it is the student's responsibility to contact the instructor and a peer for the missed contents, handouts, announcements and instructions that were given in class.
 - c. Doctor and Dentist Appointments should be made if possible, after 2:00p.m.
 - d. Instructors are available for individual assistance and counseling. Please make an appointment with the instructor in advance. **DO NOT** take class time to discuss individual problems.
7. **Student Responsibilities:**
 - a. Classes run most smoothly and students perform better when everyone knows exactly what is expected. Your instructor has provided you with a course outline to explain how course content will be presented and how your performance of course requirements will be measured.
 - b. We can save class time, create a good learning environment and avoid potential problems if we provide some basic guidelines for appropriate class/lab/clinical behavior.
 - c. Attend and participate in all classes. Attendance, professionalism, and participation are part of the grade for each course. If an emergency arises, it is the student's responsibility to obtain missed coursework. (**NOT THE INSTRUCTORS RESPONSIBILITY!**) Students must call in at (206) 934-4930 if late or absent, or call the instructor listed on the class syllabus.
 - d. Buy the books and other instructional materials assigned immediately. Do the reading before class; turn in assignments in the form specified when they are due. This is the minimum expected in all classes.
 - e. Organize course materials. If your instructor has specific requirements for this process, follow them. If not, use folders or note books. Date class notes and handouts.
 - f. Be sure that work you submit in class is your own. Plagiarism is a violation of the student conduct code at SVU. When an instructor discovers that work is plagiarized, he or she will reject your work and appropriate disciplinary action will be taken
 - g. See your instructor when you have questions or concerns about the class or your performance. When you meet with your instructor, take your work with you so that you can refer directly to tests or papers. If you have a complaint, follow the established procedure, which begins with documentation and your instructor; if that fails you go the Dental Division Coordinator or the Student Services office, with your documentation.
 - h. Observe simple courtesy toward your instructor and classmates. Get to class on time. Let your instructor know if you must leave a few minutes early and make your exit quietly. Carrying on

conversations and slamming doors distracts other people and interferes with their learning. Eating and drinking in **any** classroom is **not** allowed.

- i. No food at all in the clinical facility or in the practice laboratories this OSHA requirements. Children are not allowed in any classes or clinic.
 - j. Provide services for all clients as assigned by the instructor regardless of race, creed, gender, country or origin, sexual orientation, personal preference or diagnosis.
 - k. After successfully completing the first quarter it is the students' responsibility to find patients for Clinical on Wednesdays and Thursdays.
1. Students must be in classroom/clinic during required scheduled hours.

Dress Code for the Dental Program

1. **General Principles** – Uniforms are required for all first quarter, Dental Assisting students because a professional appearance is to be maintained. Please don't wear pants too baggy or tight and tops with no midriff or chest exposure. The second quarter students attending the dental program are subject to the following dress-code standards. It is important to remember that the wearing of our professional uniform identifies you as a student attending a professional training program at Seattle Vocational Institute. A solid white turtle neck or solid white cotton shirt should be worn under the smock top. A white undershirt style top should not be worn under the smock. Uniforms must be ironed, cleaned, stain-free and in good repair. Head wear/scarves are not considered part of the uniform unless worn for religious purposes.
2. **Name Tags** - It is important to be easily identified; therefore your name pin should be centered over the left pocket area and worn daily.
3. **General Hygiene** – It is recommended that you shower or bath daily. In consideration of the close proximity that you will be working with patients, good oral hygiene is essential. Gum chewing is prohibited and teeth should be brushed regularly. Perfumes, scented cream and lotions may be worn if lightly applied. It is the responsibility of the student to check with their externship site regarding the wearing of perfumed or scented products.
4. **Hair** – Your hair should be neat and clean. If your hair is longer than the collar, it must be tied back to prevent loose or fly-away hair. It is important that hair be styled and combed daily.
5. **Jewelry, Make-up and Fingernails** - Hoop or dangling earrings should not be worn, injury can occur to the assistant if instruments or a child's fingers get caught in the hoop. No more than two post type earrings per ear can be worn. If make-up is worn, it should be lightly applied. Fingernails should be clean and well-groomed. If nail polish is worn, it must be a clear or neutral polish only. No more than one ring on each hand may be worn, must be smooth surface not raised. All Tattoos, nose, lip, eyebrow and tongue piercings must be removed/and or covered and not exposed during clinical operations.
6. **Undergarments** – To maintain a professional image, it is important to wear non visible undergarments. Undergarments cannot have patterns or designs as they can be seen through the pants or skirt.
7. **Shoes and socks** – shoes should be white and of a functional design. In the interest of safety, no open toes or heels are permitted. Athletic shoes may be substituted as long as they are all white or colors coordinate with the uniform clean and in good repair. White socks or stockings have to be worn at all times. Neutral stockings can also be worn.
8. **Smoking is highly discouraged.**

What Makes a Good Dental Assistant

Characteristics/Attributes:

- * Shows Professionalism
- * Enjoys being around people
- * Great team worker
- * Organized
- * Works in a timely manner
- * Prompt
- * Ability to work under stress
- * Critical thinker
- * Good communication skills
- * Detailed oriented
- * Follow instructions
- * Self starter
- * Adjust to new situations quickly
- * Flexible
- * Able to accept helpful criticism

Physical Requirements

- * Ability to lift 30 lbs.
- * Eye/hand coordination
- * Dexterity
- * Mental, visual & hearing acuteness
- * Ability to sit, stand and walk frequently

Other requirements:

Background check (performed the 1st quarter during program registration process)

Recent physical exam form completed.

Immunizations: TB, Hepatitis B (3 series), Measles, Mumps, Rubella (MMR), Chickenpox

Perform basic computer skills

Seattle Vocational Institute Name Tag Order Sheet

Dental Students

(First Line) Name: _____ (Print your full name clearly, how it should appear on the name tag)
(Second Line) _____ (Dental Assisting Student)
(Third Line) _____ (Seattle Vocational Institute)

RULES

- 1) Name tag must be hard plastic.
- 2) Name tag must be black lettering on white background
- 3) Fastener may be either clip-on style, pin style or tie-tack style, whichever is most secure.
- 4) Name tag must be purchased by the end of first 30 days of program.
- 5) Name tag must be worn at all times while on campus and in classroom environment. **NO EXCEPTIONS!**

Guidelines for AIDS

1. Program Guidelines

The medical and dental faculty has a moral commitment to our students and community to demonstrate compassion and understanding toward individuals with HIV infection and AIDS.

In addition, we have a legal obligation toward individuals with HIV infection and AIDS. In accordance with sections 504 or the Rehabilitation Act of 1973, we will provide equal treatment to persons who have contracted AIDS. Furthermore, we will not discriminate against any individual based on the perception that an individual is in a category of persons at risk of infection or because of an individual's familial responsibilities for or relationship with a person in one of the above categories.

Within the context, we adopt the following general policies concerning students or employee with HIV infection, recognizing that such policies must contain the flexibility to respond to each case required by its particular facts. The institutional guidelines which follow are those recommended by the National League of Nursing and are adapted form the General Statement on institutional response to AIDS prepared by the American College Health Association Task Force on AIDS and are derived from the best currently available facts about HIV Infection and AIDS.

2. Transmission Information

Currently knowledge indicates that students or employees with any form of HIV infection do not pose a health risk to other students or employees in an academic setting. HIV is transmitted by intimate sexual contact and by exposure to contaminated blood. There has been confirmed case of transmission of HIV by any household, school or other casual contact. The U.S. Public Health Services state that there is no risk created by living in the same place as an infected person; caring for an AIDS client; eating food handled by an infected person; being coughed or sneezed upon by an infected person; casual kissing or swimming in a pool with an infected person. These facts are the basis for the following recommendations.

- a. **Handicapping Conditions** – Persons with AIDS may be considered by law to have handicapping conditions. The legal rights of these individuals must be guaranteed and existing support services for handicapped individuals made available to students or employees disabled by HIV infection.
- b. **Admissions** – We will not include consideration of the existence of any form of HIV infection in the initial admissions decision for an applicant. The exclusion of people with HIV infection is because of the nature the infection constitutes unwarranted discrimination.
- c. **Access** – Students, faculty and staff with HIV will be allowed equal access as long as their medical condition permits to college facilities or campus activities including participation in clinical experiences or other academic and social activities offered by the college.
- d. **Health Care** – Testing – The Dental Program Directors have a list of sources of testing for HIV antibodies and are able to refer students or employees electing to be tested. The Dental Faculty understands the capabilities and limitations of the test and are able to counsel and educate persons who seek testing. The curriculum will include state laws and public health requirements regarding charting of results, release of confidential information and reporting of test results. We will not undertake programs of mandatory testing of students, faculty or employees. Such programs are counter-productive, cost – ineffective and possibly discriminatory. Routine

screening for HIV antibodies of health care providers is not recommended by the Centers for Disease Control.

- e. **Confidentiality** – Because of the potential for discrimination and mistreatment of HIV – infected individuals and of persons thought to be at risk of infection, confidential information concerning any aspect HIV infection will be handled with extraordinary care. The following standards and precautions will be taken:
 1. No specific information concerning complaints or diagnosis will be provided to faculty, administrators or even parents without the expressed written consent of the student.
 2. No information will be released to any other person, agency, insurer, employer or institution including physicians, health clinics or hospitals without the prior written consent of the individual involved.
 - f. **Professional Ethics** – The Dental Faculty believe dental professionals including faculty have a fundamental responsibility to provide care to all clients assigned to them and that refusal to care for AIDS clients is contrary to the ethics of the dental profession.
 - g. **HIPAA** - The Dental program follows HIPAA guidelines.
3. The faculty will address any fear, misinformation or prejudices student may be experiencing in regard to treating HIV – infected clients through the following measures:
- a. Provide the most current information on the modes of acquiring and transmitting AIDS virus in the clinical setting.
 - b. Provide thorough instruction in protective precautions for students in the care of AIDS clients.
 - c. Provide close supervision and monitoring of the student’s initial experiences in AIDS care.
 - d. Dental students are required to report all accidental exposure or violations of safe guidelines in the care of all clients to their instructor and appropriate agency personnel.
 - e. Evaluations are annual in relation to equipment, supplies and conditions appropriate for minimizing the risk of infection.
4. Provide intensive education and counseling in those instance where students are apprehensive or refuse to participate in caring for AIDS clients. Such cases should be handled as individual instances in which students have not met the requirements of the discipline. Information and support should be provided to underscore the moral obligation inherent in caring for the sick and to ensure the student’s factual understanding of AIDS transmission. If refusal persists, career counseling should be given to determine whether the student should continue to pursue a dental career.
- a. **Guidelines for Prevention of HIV Transmission**
Care of HIV Infected Patients – The Dental program will follow and teach the following measures for prevention HIV transmission in health care settings as recommended by the Center for Disease Control: (MMWR 1987 Aug 21; 36:1 – 18S)
5. **Precautions** Use of blood and body fluid precautions for all patients, since medical history and examination cannot reliably identify all patients infected with HIV and other fluid or blood-borne pathogens.

- a. For needle sticks – **Immediately call AIDS HOTLINE at (206) 205-7837**
 - b. Use of special precautions during pre-hospital and emergency care since the risk of blood exposure to health care workers is increased and the infection status of the patient is usually unknown.
 - c. Use of appropriate barrier precautions to prevent exposure to skin and mucous membranes when contact with blood or other body fluids is anticipated.
 - d. Gloves should be worn when in contact with blood, body fluids and mucous membranes and for handling items or surfaces soiled with blood or body fluids.
 - e. Masks and protective eyewear or face shields should be worn during procedures that are likely to generate air-borne droplets of blood or other body fluids to protect exposure of mucous membranes of the mouth, nose and eyes.
 - f. Gowns or aprons should be worn during procedures that are likely to generate splashes of blood or other body fluids.
 - g. Use caution to prevent injuries caused by needles or sharp instruments. To prevent needle- sticks, needles should be recapped, purposely bent or broken by hand. After use, sharps should be placed in puncture resistant containers for appropriate disposal.
 - h. Dental workers with open lesions or weeping dermatitis should refrain from all direct patient care and from handling equipment until condition resolves.
 - i. Change gloves after caring for each patient, as glove integrity cannot be assured with washing and repeated use.
 - j. Wash hands prior to and immediately after patient contact.
6. The CD committee also offered recommendations which OHSA has adopted as regulations for employers of health care workers including:
- a. Initial orientation and continuing education and training of all health care workers, including students and trainees on epidemiology; modes of transmission and prevention of HIV and other blood-borne infections; and the need for routine use of universal blood and body fluid precautions for all patients.
 - b. Providing equipment and supplies necessary to minimize the risk of infections with HIV and blood-borne pathogens.
 - c. Monitoring adherence to recommended protection measures.

Acknowledgment: National League for Dental Assisting Guidelines for Schools of Dentistry

Professionalism

The way you speak, communicate and carry yourself says much about your professional image, it is important to carry yourself with pride and assurance. Your co-workers, fellow students and the general public will make judgments not only based on your visual appearance but also the way you communicate. Loud and boisterous behavior is NOT acceptable.

It is our desire to help you become a member of the dental community. Remember dental assistants are always in the spotlight. The public respects you as a professional and so should you!

Congratulations on your decision to join the dental team!



Elements of Professional Behavior

1. Display Professionalism

Project a positive attitude

- Anticipate and respond to the needs of others
- Display a sincere interest in providing appropriate information
- Enforce positive perceptions and overcome negative perceptions
- Act as a role model for holistic health and display a professional image

Perform within ethical boundaries

- Apply ethical standards in the workplace
- Respect patient rights
- Recognize practices, which involve bioethical issues

Practice with the scope of education, training and personal capabilities

- Determine personal capabilities and performance limitations
- Recognize and function within personal limitations: request supervision and/or capabilities.

Maintain confidentiality

- Maintain confidentiality of verbal, written and computer information

Work as a team member

- Display awareness of own and other team member's responsibilities
- Interact with others in a supportive manner
- Practice the techniques of successful group dynamics and team building

Conduct oneself in a courteous and diplomatic manner

- Interact with others in a polite, cordial manner
- Abide by geographic and cultural customs of courtesy
- Use communication techniques, including non-aggressive language and active listening

Adapt to change

- Assess the type of conflict that is occurring
- Confront the issues and people involved to resolve the conflict
- Apply problem-solving skills to: prioritize needs, adapt schedules, reassign duties, modify activities and revise procedures

Show initiative and responsibility

- Attend work/class regularly and arrive on time
- Perform tasks properly, completely and accurately
- Accept responsibility for own actions and admit errors and assist in correction
- Recognize the work to be done and offer assistance
- Volunteer for additional duties as time allows

Promote the profession

- Maintain/encourage professional membership at the local, state and national level
- Participate in professional meetings, seminars, workshops and community events

Effective Communication

2. Communicate

Listen and Observe

Use listening and understanding techniques to determining key ideas for each of the following:

Patients, family members, team member, business contacts

Observe and identify needs of others

Treat all patients with empathy and impartiality

Display empathetic behavior in patient relationships: identify verbal and nonverbal cues that express feelings, emotions and need

Interact with patients in such a manner as to encourage them to express feelings, emotions and needs

Display impartial behavior: identify personal bias and prejudice and recognize and respond appropriately to cultural differences

Adapt communications to individuals' abilities to understand

Identify patients with special needs

Use appropriate responses to communicate with patients with special needs

Recognize and respond to verbal and nonverbal communication

Select appropriate response to verbal messages

Select appropriate response to nonverbal messages by giving support through positive body language

Exhibit active listening skills (eye contact, posture, facial expressions, and repetition of key words;

Overcome obstacles to nonverbal communication

Evaluate understanding of communication

Determine if the receiver understood intent and content of the communication by practicing active listening, paraphrasing statements, questioning for clear interpretation, and observing responses

Serve as the liaison between the dentist and others

Identify the role of the dentist

Identify the role of the dental assistant

Respond in professional situations in a manner that enhances the stature of the physician-employer

Evaluation Form Interpersonal Relations/Professional Characteristics

Student Name _____ Date _____

CRITERIA	A	I	S	COMMENTS
1. Works well with patients: <ul style="list-style-type: none"> • Projects a positive attitude • Displays sincere interest • Provides appropriate information 				
2. Works well with instructors: <ul style="list-style-type: none"> • All records and clinical forms are submitted to the instructor in a timely fashion, without need or instructor request or urging. • Respects instructors time 				
3. Works well with classmates: <ul style="list-style-type: none"> • Works as a team member • Interact with others in a supportive manner 				
4. Participates in clinic: <ul style="list-style-type: none"> • Performs assigned clinical duties • Recognize work to be done and offers assistance 				
5. Demonstrates professional attitude: <ul style="list-style-type: none"> • Works independently & shows initiative • Motivated, shows initiative and responsibility • Positive, volunteers for additional duties as time allows • Alertness 				
6. Demonstrates professional conduct: <ul style="list-style-type: none"> • No smoking on campus, Inappropriate English, Cell phone use, Eating & drinking in restricted areas. 				
7. Follows dress code - According to student handbook: <ul style="list-style-type: none"> • Shoes • Jewelry • Appropriate working length finger nails 				
8. Time management: <ul style="list-style-type: none"> • Arrives on time • Does not leave early 				
TOTALS				

Points: **Grading Scale * It is expected that student performance will improve with each evaluation**

A	2 Acceptable	15 - 16 = 94%
I	1 Needs Improvement	14 - 15 = 88%
0	Standard Not Met	13 - 14 = 81%
		12 and below = Not Passing

Evaluator Signature _____ Date _____

Student Signature _____ Date _____

Summary Evaluation Record

Student _____ Instructor _____

I authorize this evaluation and other student information maintained by the Dental Division to be released for purposes of employment, out-of-state certification, additional schooling and similar reasons as deemed appropriate by the college faculty and administration. No information regarding personal information (home, phone, address, etc.) will be given out.

I understand that the information generally requested includes attendance, attitude, grade average, clinical evaluations and general ability to perform necessary skills.

Factors Considered for Employment	Needs Development	Average	Above Average	Superior	Comments
Dress Code Compliance					
Punctuality					
Commitment					
Ability to Follow Instructions					
Academic Performance					
Dependability					
Organizational Skills					
Written Communication					
Oral Communication					
Interpersonal Communication					
Initiative and Self Development					
Reaction to Criticism					
Office skills					
Clinical skills					
Potential Employability					

Date _____ Signature signifying approval _____

Instructor signature _____ Date _____

**SVI DENTAL ASSISTING PROGRAM
MID-QUARTER COUNSELING REPORT**

Student:

Date

Class:

Academic Percentage:

Attendance:

Comments:

Professionalism:

Professional Appearance:

Clinical Skills Comments:

Additional Instructor Comments:

Students Self-Evaluation & Challenge Comments: (Student will bring completed self-assessment to meeting)

Student Signature:

Instructor Signature:

SVI DENTAL ASSISTANT PROGRAM
Mid – Quarter Counseling Statement
Student’s Self-Assessment Form

Student:

Date:

Class:

Academic Percentage

Attendance:

Comments:

Professionalism:

Professional Appearance:

Clinical Skills Comments:

Additional Instructor Comments:

Students Self-Evaluation & Challenge Comments:

Student Signature: _____

Instructor Signature: _____ Date: _____

DENTAL DIVISION

CLASSROOM PROTOCOLS

1. To speak in class after I have raised my hand and have been recognized by the instructor to speak. I will not speak out of turn.
2. To respect the rights of others to speak without interruption by not interrupting them when another student or the instructor is speaking.
3. To respect the need rights of the instructor to control class discussion by not talking when requested not to do so by the instructor.
4. To respect the need for cooperation among the SVI family of student and staff by refraining from instigating arguments with staff, students or the instructors at SVI.
5. To discuss issues with the instructor which I may disagree in the privacy of the instructor's office.
6. To agree to put into writing my opinion about issues that cannot be resolved in private conversation with the instructor so that the issue may be mediated by a third party such as an SVI Counselor.
7. To work towards encouraging general student-staff cooperation by NOT encouraging other students to disagree with the instructors in class.
8. To respect the instructor's responsibility and authority to determine if I have violated any of the above student behaviors.

Don't be surprised if you are called on:

HOUSE RULE 22: LANGUAGE

House Rule 22 has two parts – the first is about usage of English language and the second is about foul language.

Non-standard language is unacceptable in the classroom, and is not usually tolerated in any business work site or setting either. Some examples might be: using double negatives. i.e. "I don't have no," others: ain't, etc. Please try to keep in mind how you are presenting yourselves to others around you ...Practice makes perfect. All it takes is awareness.

Foul language and expletives are offensive have no place in professional behavior. Good manners are the language of all human behavior. They represent respect, modesty and fair play.

STUDENT CONDUCT INCIDENT REPORT

SVI Student Development Services

Date _____

Student's Name _____ SID (if unknown) _____

Address (if known) _____ City _____ State _____ Zip _____

Your Name _____ Faculty ____ Staff ____ Administrator _____

Office / Division _____ Mailstop _____

Reason(s) for referral _____

(Please check one or all that apply to WAC 132F-120-110)

- a. Academic dishonesty (including plagiarism)
- b. False statements or false charges against the college
- c. Forgery, alteration or misuse of documents, funds, records, I.D.
- d. Intentional disruption of teaching, research, administration, campus activities
- e. Physical or verbal abuse, harassment of any person on campus premises
- f. Theft from or damage to campus property or of a member of the college community
- g. Hazing
- h. Possession, consumption, intoxication, or distribution on campus of alcohol, controlled substances or unlawful drugs
- i. Failure to comply with direction of campus officials or identify oneself to persons when requested
- j. Violation of published regulations of district or campus
- k. Possession of firearms, etc.
- l. Unauthorized possession, duplication or use of keys to any campus premises
- m. Violation of Federal, State or local law on college premises
- n. Participation in a campus demonstration which disrupts normal operations of the college
- o. Obstruction of the free flow of pedestrians or vehicular traffic on college premises
- p. Conduct which is disorderly, lewd, or indecent; breach of peace; aiding, abetting breach of peace on the campus
- q. Theft or other abuse of computer time, unauthorized entry into a file, to use, or change the content unauthorized transfer of files, use of another individual's identification and password; etc.
- r. Sexual harassment
- s. Malicious harassment and stalking
- t. Smoking inside campus building

Nature of complaint/problem: _____

Prior action you have taken: _____

* SEATTLE COMMUNITY COLLEGE DISTRICT PROCEDURES 375.50.2 DICTATES: Academic dishonesty i.e., entrance testing, plagiarism, cheating, etc. may warrant disciplinary action. The instructor, through the associate dean, may refer the matter to the vice president of students or their designee (the Dean) for disciplinary action. An instructor need not give credit for work which is the product of cheating, plagiarism or other student misconduct. However, the lowering of a course grade is not allowed in cases of cheating, misconduct and plagiarism.

Seattle Vocational Institute Disability Discrimination Policy and Procedure

Seattle Vocational Institute does not discriminate against students or employees on the basis of disability. SVI is committed to taking prompt, remedial action against any form of disability discrimination or harassment. SVI employees are required to report any disability discrimination or harassment, and all employees and students will be free from any retaliation when participating in any investigation involving disability discrimination or harassment.

This nondiscriminatory policy is required by the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which states in part: No qualified person with a disability shall, on the basis of that disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity which receives or benefits from Federal financial assistance.

The programs and activities noted include, but are not limited to accommodation of qualified disabilities. Inquiries and complaints should be referred to the complaints officer: the Executive Dean for Seattle Vocational Institute, 2120 South Jackson Street, Seattle, WA 98144 Phone: (206) 934-4940.

Informal Complaints Process

Students are encouraged to informally attempt to resolve disability discrimination and harassment complaints directly with the employee or party who is responsible for the act. They may also bring the matter directly to the attention of the responsible employee's supervisor. The supervisor will meet the responsible employee within 15 days and attempt to resolve the complaint and to inform the student of the outcome within 20 days of the initial complaint.

Formal Complaints Process

Students may also file a formal complaint with the Executive Dean of SVI. Complaints must be filed in writing within 90 days of the date on which the student knew or had reason to know of the discrimination or harassment. Complaint forms are available from the Executive Dean of SVI or the Disability Support Services Office. The Complaints Officer will inform the student of the responsible employee's response, if any, and will attempt to mediate a resolution. If resolution fails, the matter will be forwarded to the appropriate vice president for review. The vice president will issue a final decision within 15 days of receipt of the complaint.

Any person may file a complaint with the Department of Education, Office for Civil Rights, for alleged violations of federal law based on race, color, national origin, sex, disability or age. Complaints must be filed within 180 calendar days of the date of the alleged discrimination, unless the time for filing is extended by OCR for good cause.

Please visit the OCR website at <http://www.ed.gov/about/offices/list/ocr/index.html> or contact the OCR Seattle Office at:

U.S. Department of Education
915 Second Avenue, Room 3310
Seattle, WA 98174-1099
Telephone: (206) 220-7900
Facsimile: (206) 220-7887
Email: OCR.Seattle@ed.gov

SVI INFORMAL/FORMAL STUDENT COMPLAINT REPORT

COMPLAINANT INFORMATION (Accusing Party) The person making the complaint is the complainant.

Name _____ SID _____
Address _____ City _____ Zip _____
Phone/home _____ Phone/work _____ E-Mail _____

You are filing a student complaint. Please be aware that:

1. Your name (complainant) and the Basis for the Complaint will be shared with the respondent (charged party).
2. A copy of your written complaint may be made available to the charged party.

Date and Time of Incident _____ Location of Incident _____

RESPONDENT INFORMATION (Charged Party)-The person you are making the complaint against is the respondent.

Name _____ SID _____
Address _____ City _____ Zip _____
Phone/home _____ Phone/work _____ E-Mail _____

PROCESSING OF COMPLAINTS

1. Indicate the basis for the complaint on the other side of this form.
2. Describe: WHAT HAPPENED, WHY IT HAPPENED AND HOW IT HAPPENED. It is extremely important to be specific as possible.
3. Submit the signed complaint report to the Executive Dean, SVI Complaints Officer, 2120 S. Jackson, Seattle, WA 98144, 206-934-4940.

This process is to be used for the processing and disposition of complaints by students (complainants) against college employees or other students.

A complaint is defined as a good faith claim, based on personal knowledge, that the employee (respondent) or student:

- a. has violated a specific legal or district requirement or has otherwise acted without reasonable care;
- b. on district property or during an event or activity that the district conducts, participates in, or sponsors,
- c. in a manner that had or has a significant detrimental effect on the complainant.

The Complaints Officer for SVI is the Executive Dean. The Complaints Officer will handle student complaints and be responsible for taking appropriate actions to try to resolve complaints.

INFORMAL PROCESSING OF COMPLAINTS

1. Intended to facilitate prompt and amicable resolution of a complaint.
2. Student is encouraged to discuss the matter directly with the employee or student to attempt to resolve it.
3. If the complainant believes that discussion with an employee respondent will not achieve or has not achieved a satisfactory result, the complainant may communicate about the matter with the Complaints Officer.
4. The Complaints Officer shall within five days following the communication notify the respondent of the complaint.
5. The Complaints Officer shall within fifteen days meet or attempt to meet with the complainant and the respondent to attempt to resolve the complaint.
6. Informal process shall be deemed to be terminated if is reached or the complainant files a timely formal complaint related to the same matter.

FORMAL PROCESSING OF COMPLAINTS

1. To be considered under this formal process, a complaint must be filed with the Complaints Officer in writing within ninety days of when the complainant knew or reasonably should have known that he/she had cause for a complaint (exception is a grade complaint). The written complaint shall be designated as a complaint under WAC 132F-121-080 and shall fully specify the facts and other grounds on which it is based. The complainant should attach copies of relevant supporting documents when feasible.
2. Upon receipt of the complaint, the Complaints Officer shall determine whether it qualifies as such. If the Complaints Officer determines that it does not qualify as a complaint, the complainant should be notified to the effect within five days. The complainant may obtain a review of that notice of the Complaints Officer. Within five days of receiving satisfaction this request for review, the Complaints Officer shall forward it, together with the complaint and other relevant documents, either to the Dean of Instruction (if determined to be an instructional matter) or to the Manager of Student Services (if predominately non-instructional in nature).
3. The reviewing administrator shall review the complaint and documentation, and render a written decision within fifteen days after receiving the complaint and documents.
4. The decision of the reviewing administrator shall be the final decision of the district on that complaint.

For complaints on grades, see WAC 132F-121-070

SVI INFORMAL/FORMAL STUDENT COMPLAINT REPORT

Nature of complaint/problem:

Prior actions that you have taken:

Lab Remediation Form

A student may be required by a clinical instructor to practice a given clinical skill or skills in the laboratory. This will occur in any case where a clinical instructor feels that additional laboratory practice is indicated.

In order to ensure patient safety and to raise a student's clinical skills to the minimum standard level. The Student is required to:

1. Contact the instructor of the practice lab and attend scheduled practice lab(s) as needed.
2. Arrange with the instructor for observation and check-off of the skills as indicated below.
3. Accomplish the above within one week of the identification of need.
4. Return this form with Lab Instructor's signature, to Clinical Instructor.

_____ (Name) is required to practice the skills described below and to demonstrate proficiency to the Lab Instructor.

Skills:

Clinical Instructor _____ Date _____

Laboratory Instructor _____ Date _____

SEATTLE VOCATIONAL INSTITUTE

Exceptional Circumstances Form

The SVI Attendance Policy states:

“Under ordinary circumstances, a student must attend at least 100% of all hours in a course/program to meet the minimum requirements to pass the course/program. A maximum of 15% of a course/program may be made up under ordinary circumstances. Under exceptional circumstances, a student can have a net balance of absences in excess of 15% to be made up, with the permission of the instructor, Division Administrator, and/or Executive Dean. Under ordinary circumstances, a student who is absent in excess of 15% of a course/program must repeat a course/program unless extraordinary circumstances exist and special arrangements are made between the student, the instructor, Division Administrator, and the Executive Dean. (Only program forms require the signature of the Executive Dean.)”

In order for the instructor and Division Administrator to determine if extraordinary circumstances exist in your case, please fill out this form.

Student Name: _____ Instructor Name: _____

Course/Program Name: _____ Course Number: _____

Hours Available: _____ Hours Absent: _____ Percent: _____ Hours Made Up: _____

Why have you been absent more than 15% of this course? What were the circumstances?

Have your circumstances changed so that you will no longer be absent from this class? If so, how have they changed?

How do you propose to make up the hours missed?

Any additional absences will require that you submit a new Exceptional Circumstances Form.

Student Signature: _____ Date: _____

Exceptional Circumstances: Approved Denied

Instructor Signature _____ Date: _____

Division Administrator Signature _____ Date: _____

Executive Dean Signature: _____ Date: _____

REQUIREMENTS FOR THE CONVERSION OF AN INCOMPLETE GRADE

DATE _____

STUDENT NAME _____ SOC# _____ / _____ / _____

COURSE NUMBER & SECTION _____ QUARTER _____ 20____

INSTRUCTOR _____

THIS MATERIAL MUST BE COMPLETED BY _____ 20____

Published college policy states: "A student who has performed at a passing level during the quarter but is unable to complete the course requirements may receive a grade of "incomplete." In order to obtain credit for the course, the student must complete the work as directed by the instructor, or repeat the course.

Incomplete grades must be made up within one quarter after the receipt of the "incomplete". Incompletes are not converted to failure but remain permanently as "I" on the transcript.

The issuance of the "I" grade is at the discretion of the instructor. A reasonable time limit for removal of the "incomplete" will be set by the instructor but shall not exceed the one-quarter maximum.

Students transferring to another institution should be aware that interpretation of the "I" grade on the SVI transcript is at the discretion of the receiving institution.

SPECIAL INSTRUCTIONS:

INSTRUCTORS SIGNATURE _____

Please attach examinations or other materials to be completed as well as grading instructions (so a grade could be assigned in the absence of the instructor). Submit the original of this form to the division office along with the grade sheets.

STUDENT ACKNOWLEDGMENT _____

I have read and I understand the conditions specified for completing the work in the course so that a grade can be assigned. (If you are not in agreement, please indicate your reason below.)

INSTRUCTOR'S SIGNATURE _____

(If the student's signature is missing, the instructor should indicate the reason)

FINAL ACTION: (Office Use Only)

GRADE _____ DATE _____ Grade Change Card Forwarded _____ Initial _____

Original/Division Office
(rev 03)

Copy 1/ to Student (or mailed)

Copy 2/ Instructor

SEATTLE VOCATIONAL INSTITUTE

Dental Assistant Program

LEARNING CONTRACT

COURSE:

REASON FOR CONTRACT:

CONDITIONS OF CONTRACT:

Instructor Signature: _____ **Date** _____

Student Comments:

I understand and agree to the above contract.

Student Signature: _____ **Date** _____