CENTRAL CAROLINA COMMUNITY COLLEGE
DENTAL ASSISTING
HANDBOOK AND ORIENTATION MANUAL

ALL DENTAL ASSISTING STUDENTS ARE SUBJECT TO THE POLICIES OF THE DENTAL ASSISTING PROGRAM

THE CCCC DENTAL ASSISTING PROGRAM ALSO ACKNOWLEDGES AND FOLLOWS SCHOOL POLICIES AS STATED IN THE CCCC STUDENT HANDBOOK

EFFECTIVE: Fall 2015-SUMMER 2016
Dental Assisting Faculty

Vicky Wesner, CDA, RDH, MEd  
Dental Programs Director  
WB Wicker Suite 220B, Room B1  
919-777-7782  
vwesn556@cccc.edu

Fernanda Perry, DDS  
Dental Assisting Program Instructor/Coordinator  
WB Wicker Suite 220B, Room B3  
919-777-7783  
fperry451@cccc.edu

Jessica Scott, CDA, RDH, MS  
Department Chair, Allied Health/1st Year Dental Hygiene Instructor/Clinic Coordinator  
WB Wicker Suite 220B, Room B2  
919-777-7781  
jpeek251@cccc.edu

Whitney Simonian, RDH, MS  
2nd Year Dental Hygiene Instructor/Clinic Coordinator  
WB Wicker Suite 220B, Room B6  
919-777-7727  
wsimo432@cccc.edu

Dr. Lee Templeton, DDS  
Dental Programs Dentist  
WB Wicker Suite 220B  
919-777-7791  
ltempleton@cccc.edu

DENTAL DEPARTMENT SUPPORT STAFF

Terri McKone  
Dental Programs Office Manager  
WB Wicker Suite 220B  
919-777-7780  
FAX # 919-777-7788  
tmcko609@cccc.edu
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WELCOME TO THE DENTAL ASSISTANT CLASS OF 2016

This orientation manual has been prepared to help orient you to the CCCC Dental Assisting Program. The rules, policies, and procedures recorded in this manual* will guide you through the next year of your educational career.

Please keep this manual at your finger tips at all times. Students are expected to exercise good critical thinking skills and show responsibility by being knowledgeable of and compliant with all policies contained within this manual – whether they pertain to the classroom, lab, clinic, or clinical rotation sites.

The CCCC Student Handbook and other school publications will also serve as guidelines of your professional behavior and student responsibilities as you attend classes on campus and at satellite campus/rotation sites. Dental Assisting students are advised, however, (as permitted by the school administration) that their course syllabi and Orientation Manual may reflect more exacting policies than what is stated in the CCCC Handbook. These areas are indicated in both the manual and the school catalog.

The faculty and staff of the CCCC Dental Assisting Program wish you much success in your studies. Through your acceptance into the program, you have just accomplished the first milestone towards earning a Diploma and the credentials associated with this most rewarding career ----Dental Assisting!! We hope that you will always remember the pride and happiness you feel now for accomplishing this first step.

Again, congratulations for being selected to the Dental Assisting Class of 2016!

*The policies/rules contained within this manual are not all inclusive; additional information will be relayed in class as necessary. Policies are subject to change with notice.
CCCC MISSION STATEMENT

Central Carolina Community College serves as a catalyst for individual, community, and economic development by empowerment through accessible lifelong learning.

DENTAL PROGRAM MISSION STATEMENT

Central Carolina Community College Dental Program is committed to establish and maintain quality staff, faculty, and facilities necessary to educate and train competent dental assistants and hygienists to serve the oral health care needs of the citizens of our state, while achieving the educational goals of our students.

DENTAL ASSISTING PHILOSOPHY

The Philosophy of the Dental Assisting Program is to provide an educational environment in which students can learn, be challenged and prepare for a role in the modern practice of dentistry. The Dental Assisting Program embraces the concept of a team approach to the delivery of dental patient care.

PROGRAM GOALS

- To provide dental assisting education and leadership by using a team approach.
- To maintain the recruitment and retention of dental assisting students by creating a quality professional academic environment.
- To foster diverse participation in and matriculation through the Dental Assisting program.
- To continue to meet the needs of our community and state by graduating competent dental assistants.
- To prepare the dental assisting student to perform all aspects of dental assisting delegated functions under the direction and supervision of licensed dentists.
- To develop graduates to use an evidence-base approach to dental assisting.
- To develop graduates who possess the skills and knowledge to competently, legally and ethically plan, implement and evaluate dental assisting services.
- To develop graduates who possess the ability to assess their own work and actively plan for continuous growth.
- To encourage participation in professional associations for the advancement of dental assisting promotion of oral health.
- To foster an attitude of lifelong learning and scientific inquiry.
To foster a commitment to community services.

To prepare graduates in dental assisting to deliver patient care with a scientific basis and caring manner.

To instill a professional and societal responsibility in all students that will prepare them to become community leaders and address the public need.

To prepare the student to pass the Dental Assisting National Board.

THE PROFESSION: DENTAL ASSISTING INFORMATION

FACTS ABOUT DENTAL ASSISTANTS

- Procedures a dental assistant may perform are regulated on a state by state basis and may not include duties assigned to dental hygienists. But the varied activities of an assistant in most states make for a challenging, interesting and responsible position whether chairside or in the business office.

- In smaller practices, the assistant might work with the dentist as well as managing the business aspects of the practice such as scheduling, billing and purchasing. In larger practices, the duties may be more specialized. Many assistants are qualified to take X-rays...expose radiographs as it is properly called. In most dental offices, the dental assistant is in charge of infection control procedures, which are closely regulated by OSHA (the federal Occupational Safety and Health Administration). The complexity and importance of this task is a real challenge for any professional, requiring constant updates to remain current with registrations.

- The Dental Assistant works in behalf of the patient as well as the dentist in helping to assure a high level of professional excellence in oral health care delivery. Helping this health care professional to do a better job is the goal of the American Dental Assistants Association (ADAA).
As oral health becomes an essential, recognized factor in America's public health agenda, the importance of dental healthcare team members grows. With this growth and recognition, the importance and role of the dental assistant has become more focused as job opportunities have increased.

PREPARED BY AMERICAN DENTAL ASSISTANTS' ASSOCIATION

ESSENTIAL DENTAL ASSISTING FUNCTIONS

To successfully complete the clinical component of the Program, the student must be able to perform all of the essential functions of a dental assistant:

- Protect the best interest of the patient, the profession, and the public.

- Communicate satisfactorily with patients, physicians, peers, family members, and the health care team, regarding:
  - Referrals.
  - Oral hygiene instructions.
  - Community activities.

- Possess the visual acuity to:
  - Note slight changes in the patient’s condition.
  - Correctly read handwritten orders, medication records, and chart contents.
  - Accurately and safely instrument in the oral cavity.
  - Distinguish slight changes in contour of working ends of instruments.

- Hear adequately to:
  - Note slight changes in the patient’s condition.
  - Perceive and interpret various equipment signals.

- Use hands for fine manipulation.

- Demonstrate adequate eye/hand coordination for dexterity in manipulation of hand instruments and other equipment used in clinical practice.

- Manage the care of a patient in a sudden emergency, including one-man CPR when necessary.

- Exercise good judgment, using the ADAA Code of Ethics as a guide in decision-making.
INTRODUCTION

These competencies identify the knowledge, skills, behaviors, and attitudes graduates of the CCCC Dental Assistant Program are expected to achieve to enter the dental profession. This document is designed to direct the educational process and serves as a basis for curriculum development, review, and outcomes assessment; and for guiding the selection of course content, sequencing, and learning activities across the curriculum. Faculty and student input provide a mechanism for periodic review and refining of the competencies.

The competencies are categorized into five domains that represent the focus of the curriculum: Core Competencies, Health Promotion & Disease Prevention, Community Involvement, Patient/Client Care, and Professional Growth and Development. Supporting behaviors and skills are reflected in individual course syllabi. Goals, objectives, and assignments in individual courses within the curriculum elaborate the specific mechanisms and learning experiences by which students develop and demonstrate the competencies, and are reflected in course outlines.

References:

American Dental Education Association, Section on Dental Hygiene Education Competency Development Committee (1999). Competencies for Entry into the Profession of Dental Hygiene. Washington, DC.

Commission on Dental Accreditation, Accreditation Standards for Dental Assisting Education Programs.

CORE COMPETENCIES

THE DENTAL ASSISTANT GRADUATE MUST BE ABLE TO:

1. Practice ethically and professionally dental assistant services that are legally delegated in the state of North Carolina.

2. Ensure the privacy of the patient during all aspects of dental treatment including the confidentiality of patient records.

3. Serve all patients and the community without discrimination, appreciating the cultural differences of the population.

4. Initiate and assume responsibility for health promotion and disease prevention activities for diverse community-based populations through assessment, planning, implementation and evaluation.
5. Pursue academic and professional excellence as life-long learners, incorporating future changes in scientific and technical knowledge to augment the changing needs of society.

HEALTH PROMOTION/DISEASE PREVENTION

THE DENTAL ASSISTANT GRADUATE MUST BE ABLE TO:

1. **Promote prevention-oriented health care to a multi-cultural and multi-age client population.**

   **Supporting Behaviors and Skills:**
   a. Be an advocate for healthy lifestyles and take an activist role in disease-prevention and health-promotion strategies.
   b. Provide comprehensive cross-cultural dental health care to patients or clients with respect for their goals, values, beliefs, and preferences.

2. **Identify risk factors in clients and community populations and promote oral self-care and healthy lifestyles through positive interventions.**

   **Supporting Behaviors and Skills:**
   a. Recognize indications for possible referral of patients/clients for physiological, psychological, and/or social evaluations to ensure comprehensive treatment.
   b. Use the principles of learning, current knowledge, and interpersonal skills to enhance behavior modification in patients/clients who exhibit modifiable risk factors and behaviors.

3. **Apply the principles of infection control and environmental safety to dental assisting care delivery.**

   **Supporting Behaviors and Skills:**
   a. Know the benefits and limitations of patient assessments in identifying potential sources of infection.
   b. Recognize the ethical obligations to follow standards of care in regards to infection control protocols and environmental safety, consistent with current federal, state, and local guidelines.
   c. Utilize ergonomic principles of instrumentation and operation which protect the health and safety of the patient and the clinician during the delivery of dental care.

COMMUNITY INVOLVEMENT

THE DENTAL ASSISTANT GRADUATE MUST BE ABLE TO:

1. Assess the oral health needs of a diverse community and the quality and availability of resources and services.
2. Provide screening, referral, and educational services that allow patients access to the resources of the health care system.
3. Provide community oral health services and preventive counseling to diverse population groups.
4. Collaborate with decision makers and community organizations to increase client access to oral health care delivery.
5. Evaluate reimbursement mechanisms and their impact on the patient’s access to oral health care.
6. Evaluate the outcomes of community-based programs and plan for future activities.

**PATIENT/CLIENT CARE**

**THE DENTAL ASSISTANT GRADUATE MUST BE ABLE TO:**

**ASSESSMENT**

1. Systemically collect, analyze and record data on the general, oral and psycho-social health status of a variety of patients/clients using methods consistent with medico-legal principles.

**Supporting Behaviors and Skills:**
   a. Recognize the appropriate diagnostic information to select, obtain, and interpret.
   b. Recognize predisposing and etiologic factors and the appropriate protocol for intervention or referral.
   c. Obtain, review, and update a complete medical, family, social, and dental history.
   d. Recognize health conditions and medications that affect client care.
   e. Identify clients at risk for a medical emergency and provide management care that prevents and manages such an emergency.
   f. Provide diagnostic quality radiographs to ensure accurate assessment and appropriate treatment.

**DIAGNOSIS**

2. Use critical decision-making skills to reach conclusions about the patient’s/client’s dental hygiene needs on all available assessment data.

**Supporting Behaviors and Skills:**
   a. Assist the dentist with obtaining the necessary assessment data to determine dental diagnosis.
   b. Assist in identify constraints to patient care based on assessment findings and follow through with appropriate consultations and/or referrals.

**PLANNING**

3. Collaborate with the patient/client, and/or other health professionals, to formulate a comprehensive dental care plan that is patient/client-centered and based on current scientific evidence.

**Supporting Behaviors and Skills:**
   a. Identify oral problems, medical and risk factors, and evidence-based methodologies to address education and care for the client.
   b. Assist the dentist to develop a prioritized and logically sequenced individualized care plan with the patient.
c. Assist dentist in providing referral information to other health care professionals to facilitate comprehensive patient care.
d. Obtain informed consent from the client or legal guardian based on a thorough case presentation.

IMPLEMENTATION

4. Provide specialized treatment that includes preventive and therapeutic services designed to achieve and maintain oral health. Assist in achieving oral health goals formulated in collaboration with the patient/client.

Supporting Behaviors and Skills:

a. Utilize accepted infection control procedures during all phases of client care.
b. Educate patients to self-promote and maintain oral and general health through preventive and oral maintenance and control of modifiable risk factors and behavior.
c. Provide necessary and appropriate adjunctive services for comprehensive patient care in the scope of the rules and regulations of the state of North Carolina.
d. Provide life-support measures to manage medical emergencies should they arise.

EVALUATION

5. Evaluate the effectiveness of the implemented clinical, preventive, and educational services and modify as needed.

Supporting Behaviors and Skills:

a. Utilize appropriate measurement and assessment techniques to evaluate the outcomes of patient care.
b. Evaluate patient satisfaction with treatment received and results obtained.
c. Provide appropriate follow-up treatment and/or referrals.
d. Assist in developing and maintaining an appropriate patient care program.

PROFESSIONAL GROWTH AND DEVELOPMENT

THE DENTAL ASSISTANT GRADUATE MUST BE ABLE TO:

1. Explore alternative career options within healthcare, industry, education, and research and evaluate the feasibility of pursuing dental assistant opportunities in these settings.
2. Develop management and problem-solving strategies to be used in non-traditional health care settings.
3. Communicate and collaborate with professional and social organizations to access available resources for health care endeavors.
4. Critically evaluate current scientific and professional literature; maintain competence in changes in health care through lifelong learning; and apply current knowledge to make evidence-based decisions in the provision of oral health care delivery.
AWARDS/END-OF-PROGRAM PINNING CEREMONY

A pinning ceremony will take place at the end of the last semester to honor graduating students. All students enrolled in the program are requested to be in attendance. Additional information regarding the ceremony will be discussed in class. The following awards will be presented during the ceremony:

**CCCC Table Clinic Award:** This award is earned by the dental assisting students who present the most interesting, factually accurate, and current Table Clinic Presentations, as determined by guest judges.

**Dr. Antonio Braithwaite Community Dental Assistant Award:** This award is earned by a graduating student who has given the most to the community through school programs and other areas of volunteerism. Candidates for this award *must* document their volunteerism/hours in the Dental Health Education Log, as indicated and prescribed by the Dental Health Education course instructor. (See also: Community Experience-Volunteer Work).

**Highest GPA:** The student with the highest grade point average at the end of their Dental Assisting education receives this award. This grade average includes all courses taken within the curriculum.

**ADAA Scholarships:** Students whom have been awarded scholarships through the ADAA will be recognized.

**NCDAA Scholarships:** Students whom have been awarded scholarships through the NCDAA will be recognized at their annual May meeting.

CENTRAL CAROLINA COMMUNITY COLLEGE
DENTAL ASSISTANT PROGRAM

COMPLAINTS POLICY

I. Complaints regarding the program or program graduates should be first addressed to Ms. Vicky Wesner, Dental Programs Director, at vwesn556@cccc.edu, or 919-777-7782. Unresolved complaints or complaints about the Program Director should be directed Ms. Jessica Scott, Department Chair of Allied Health, at jpeek251@cccc.edu, or 919-777-7781. Unresolved complaints or complaints about the Department Chair of Allied Health should be directed to Ms. Lisa Baker, Dean of Health Sciences, at lbaker@cccc.edu, or 919-777-7784. All complaints will be documented, including the projected outcome, and kept on file at the program facility. A complaint against the program or regarding accreditation of these programs should be addressed to the Commission on Dental Accreditation.

II. The Commission on Dental Accreditation will review complaints that relate to a program’s compliance with 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 as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students. Only written signed complaints will be considered by the Commission; oral and unsigned complaints will not be considered. The Commission strongly encourages attempts at informal or formal resolution through the program’s or sponsoring institution’s internal processes prior to initiating a formal complaint with the Commission. The Dental Assistant Program will maintain a record of student complaints related to the Commission’s Accreditation standards and/or policy. A copy of the appropriate accreditation standards and/or Commission’s policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611 or by calling 1-800-621-8099 extension 4653.

THIRD-PARTY COMMENTS

The Dental Assistant Program is responsible for soliciting third-party comments from students and patients that pertain to the standards of policies and procedures used in the Commission’s Accreditation process.

An announcement for soliciting third-party comments will be published 90 days prior to a site visit. Comments are due in the Commission’s office no later than 60 days prior to the site visit. The next site visit by the Commission is due to occur 2022. The community at large will receive a 90-day notice as a reminder of the policy.

DENTAL ASSISTANT PROGRAM

GENERAL INFORMATION

ATTENDANCE POLICY

Punctual and consistent attendance is vital to the education of the student. Towards that end, the faculty endorses and follows the school attendance policy. Abuse of the attendance policy will result in referral to the Program Director for action and could result in dismissal from the Dental Assistant Program. 

Please note in your CCCC Student Handbook that the Dental Assistant Program has a more exacting attendance policy in addition to that of CCCC in general.

The CCCC attendance policy (as stated in the CCCC Student Handbook) will be in effect with the following additional requirements:

LECTURE:

- Students are expected to attend all scheduled lecture hours. Material covered in lecture will be applied clinically.
o Students who miss classes are responsible for obtaining notes and copies of materials from their instructor or classmates prior to attending clinics and subsequent lectures.

o Any loss of class or lecture time that equals 25% of the total session will be recorded as an absence.

o Any student arriving at any time after the instructor has begun class will be recorded as tardy. Three (3) times tardy will equal one absence.

o Students who arrive late to class should report to their course instructor immediately after class to ensure that their attendance is changed from “absent” to “tardy”.

o In the event a student must be absent due to an illness or emergency situation, the student must call the instructor prior to the scheduled session.

o Make-up exams and quizzes are at the faculty’s discretion.

**CLINIC/LAB:**

o It is critical that each student gain the maximum amount of experience possible during professional training. In order to facilitate this, clinical requirements are established based on 100% attendance at clinical sessions. All clinical/lab absences/hours must be rescheduled at the faculty’s discretion.

o Any loss of clinic time that equals at least 25% of the total session will be recorded as an absence. An absence from one clinical session may result in the student being unable to complete clinical requirements and thereby not progressing to subsequent material/semesters.

o It is the student’s responsibility to notify the dental department and the office manager/dental office as soon as that student knows that he/she will be absent from clinic. This notification must be made prior to clinic time so that patient care can be accommodated.

o Students should call and leave a message on the instructor’s office phone mail as well as the Dental Programs Office Manager phone mail. The following information is necessary:
  - Student’s name
  - Purpose of call
  - Reason for absenteeism, etc.
  - Phone # where they can be reached

o Medical and dental appointments should be scheduled during non-instructional hours. Students with children should have adequate and dependable arrangements for their care; have an alternate plan to follow when a child becomes ill. A child’s physician’s note does not excuse the student’s absence. Children of CCCC students are not allowed in the classrooms or left unattended on campus.

**ROTATIONS**

o Regular attendance is imperative in order for students to maximize instruction in this course. The student is encouraged to maximize learning through active participation and self-assessment.

o The nature of the Dental Assisting program necessitates the student’s regular attendance, so that he/she may obtain maximum benefit from this course and, ultimately, from the program.

o Students are required to attend all scheduled clinical rotation sessions. If a student must be absent due to illness or an emergency situation, the student or an immediate family member must contact the site supervisor AND the course director prior to the scheduled session.
In the event a student is absent due to illness or emergency situation, the student is responsible for providing documentation regarding absence.

In the event a student does not present to the clinical rotation site during a scheduled time, the student must make-up all missed hours via the following routes:

- The student will be allowed two (2) observational days/semester. Observational days take place outside of normal school hours (i.e. Fridays, Saturdays, evenings). The student can only observe on these days.
- The student will reschedule any other hours not met to be made up during normal school operating hours.

Rescheduling any missed hours is at the discretion of the site supervisor and/or the clinical course director.

- Students must remain on-site for all scheduled hours regardless if there is a patient or procedure scheduled.
- Those students who incur absences in excess of the attendance policy may be dropped from the course.
- Failure to complete requirements for any DEN course by the end of the semester will result in a grade of F or Incomplete at the discretion of the clinical course director.

PREPARATION FOR CLASS/CLINIC:

Students are expected to complete assigned readings prior to lecture/clinic. Failure to review material (written or media) may result in dismissal from that class until requirements are met. The student will be recorded as absent in this event. Students are expected to have all instruments, equipment, etc. present in preclinic/clinic as instructed. Failure to arrive to class/clinic/rotation site prepared to perform scheduled tasks will result in discipline penalties.

BLACKBOARD

Blackboard should be checked daily for pertinent information, as this represents student contact for special instructions, announcements, job opportunities, and items of interest. Professional information will also be posted. All Clinic Protocol and Policies manuals will be posted on blackboard.

BREAKROOM AREA

The student break room is located in Room 220C and also contains an adjunct faculty desk. Please ensure that this area is kept clean and organized at all times. The refrigerator should be cleaned weekly including disposal of outdated food/drink items. Tables should be kept clean, organized and free of clutter. Also keep conversations to a minimum when adjunct faculty are utilizing the desk located at the back of the room. Access to this room will be restricted if the area is not kept clean.
CELLULAR PHONES/PAGERS

Students are to turn off cellular phones and beepers in classrooms/labs/clinics as these devices are disruptive. Please refer to “Telephone Messages” for emergency information. At the discretion of the instructor, points can be deducted from the student’s grade when this rule is broken.

CLINIC EQUIPMENT USE

No equipment or instruments belonging to CCCC are to be utilized without procuring permission from the instructors; no equipment or instruments belonging to CCCC are to leave the department without procuring special written permission from the appropriate administrator (and submitted through the proper chain of command). Departmental equipment or instruments lost, broken, or misused in such a manner as to require replacement will be replaced with the cost assumed by the individual student. Additional disciplinary procedures may also be applied for non-compliance. See: Disciplinary Procedures

CLINIC/LABORATORY ACCESS

Students may perform outside assignments or complete assignments in their free hours in the department laboratory/clinic area only when approved by an instructor and if space is available. A student must reserve this time after previously arranging instructor supervision and permission. Do not walk through clinic when a class is in session. Arrange to secure your instruments prior to or following clinic sessions. Times of accessibility will be posted each semester. Students will not be allowed in these areas except for those posted hours. Students are not allowed in the clinic area without an instructor present.

COMMUNITY EXPERIENCES/VOLUNTEER WORK

While in the Dental Programs at Central Carolina Community College, it is mandatory that students participate in certain community experiences. These community experiences typically take place outside of normal school hours.

Be reminded that students represent CCCC when participating in community activities and must conduct themselves with the utmost professionalism. The following additional instructions apply to Community Experiences/Volunteer Work:

- Guest Speaker/Field Trip Dress Code
- Behavior/Language
- Body Adornments
- Jewelry
- Personal Care
- Miscellaneous
COMPUTER LAB

A computer laboratory is located in the Learning Resource Center on the Lee Campus. There are also computers that students can access at the Academic Assistance Center on Lee Campus.

Students should abide by all rules of the Computer Lab and be especially mindful that students are responsible for paying for any materials printed.

COPIERS/PRINTING COPIES

The copier machine is for faculty and staff use only. Copiers are available for student use at the Lee Campus Library. Please do not ask instructors or secretaries or office managers to make copies for you.

COUNSELING AND ADVISORS

Student Success Coaches and counseling services are available to all enrolled and prospective students. Students are invited to use the services as they plan, upgrade, modify, and/or consider changes in their educational goals. The counselors are highly qualified and are available to discuss concerns which may influence students’ educational programs. Counselors will arrange confidential conferences to discuss any concerns, to provide needed guidance, and/or to make individual referrals.

Each student will be assigned a faculty advisor. These instructors will assist the student with pre-registration, course changes, private conferences, and any other needs that the student may have. Each instructor will have posted a minimum of five (5) hours per week at his/her respective office during which time the student may make appointments for conferences. The dental assisting faculty has an open door policy; however, scheduling appointment is preferred to ensure adequate time for special problems/issues.

At mid-semester, all students will be scheduled an appointment with the Program Director and/or assigned Dental Assisting Faculty to discuss their academic and clinical standing and their individual needs.

DISABILITY STATEMENT

Students with disabilities who believe that they may need accommodations in class or clinic are encouraged to contact the Office of Special Populations (919-718-7416) as soon as possible to better ensure that such accommodations are implemented in a timely fashion.

DISABILITIES/SPECIAL POPULATIONS OFFICE

The college, in accordance with Section 504 of the Rehabilitation Act of 1973, provides equal access to education for students with disabilities. Support services are available to the hearing impaired, visually impaired, orthopedically handicapped, learning disabled, and other health impaired individuals. The Special Populations Office is located in the Student Center. Students must contact the Program Coordinator in the Special Populations Office to process the necessary documentation of special needs. Without proper processing, CCCC’s Dental Assisting Program will not alter the set training procedures; students will be expected to perform all duties assigned.
FINANCIAL AID

Various resources are available through the Financial Aid Office located in the Student Center or on the CCCC website at www.cccc.edu. Students receiving financial aid are responsible for obtaining each instructor’s signature on the attendance sheet at an appropriate time and setting per instructor’s directions. Do not interrupt an instructor in clinic or class for a signature.

Scholarship opportunities specific for Dental Assistant students include:

- **American Dental Assistants Association:**
  [http://dentalassistant.org/Content/Details/StudentAwardScholarship](http://dentalassistant.org/Content/Details/StudentAwardScholarship)

- **ADAA/Hu-Friedy Merit Scholar Award**
  ADAA is proud to partner with Hu-Friedy to honor those dental assisting students who exhibit proficiency in four-handed dentistry and exemplify the critical contribution an educated dental assistant makes to the success of clinical outcomes, patient satisfaction and improved office efficiency.

- **JULIETTE A. SOUTHARD SCHOLARSHIP/ORAL-B SCHOLARSHIP PROGRAM** - Juliette A. Southard/Oral-B Education Scholarship Program, named for the founder of the American Dental Assistants Association, is underwritten by Oral-B, ADAA and volunteer donations. Established in 1929, the program awards scholarships to dental assisting students and dental assistants interested in furthering their education in the field of dental assisting.

- **American Dental Association Foundation:** [www.ada.org/prof/ed/scholarships.asp](http://www.ada.org/prof/ed/scholarships.asp)

- **ADA Minority Scholarship Program:** Designed for African-American, Hispanic and Native-American students, Colgate and the ADA have teamed up to provide grants of $2,000. [www.ada.org/prof/ed/scholarships.asp](http://www.ada.org/prof/ed/scholarships.asp)

- **NDA Scholarship Program:** Established in 1990, the NDAF/Colgate Palmolive Scholarship Fund provides financial aid to African American and underrepresented minorities pursuing careers as dentists, dental hygienists and dental assistants. Since 1990, 1.5 million dollars has been awarded to 1,100 students from across the country. [www.ndaonline.org/hygieneapp.asp](http://www.ndaonline.org/hygieneapp.asp)

- **Hispanic Dental Association Foundation Scholarship Program:** Scholarships in the amounts of $1,000 and $500 were awarded to entry-level Hispanic US students who have been accepted into an accredited dental, dental hygiene, dental assisting, or dental technician program and are judged on demonstration of scholastic achievement, community service, leadership skill, and commitment to improving health in the Hispanic community. The scholarship program is funded by Procter & Gamble Oral Health Group and administered through the Hispanic Dental Association Foundation. For more information contact the Hispanic Dental Association Foundation at (800) 852-7921.

- **NCDA Scholarships:**
  - **Edna Zedaker Scholarship ($250.00 scholarship)**
  - Applications are sent to ADAA accredited schools in NC in the Spring.
  - Awarded at the NCDA Annual Session.
LIBRARY/LEARNING RESOURCE CENTER

The Library maintains dental reference books, dental journals, and slides, tapes, DVD’s regarding dental courses. The librarians will be happy to help you locate any materials you may need. Computers are available for use in the library.

The library is located on the Lee Campus in the Learning Resource Center. Students are encouraged to utilize the CCCC Library for their research and study needs. Hours of operation are Monday-Thursday 7:30am-9:00pm and Friday 7:30am-3:30pm.

Refer to the CCCC College Catalog-Learning Resource Center.

LOCKERS

Each student will have access to a locker. Students are encouraged to keep a clean lab coat in their locker for emergency/immediate unanticipated use. Students should purchase locks and keep their lockers locked at all times. CCCC is not responsible for items left in lockers. At the end of the school year, all locks and locker contents must be removed. Those locks remaining will be cut off and locker contents discarded at the end of the Summer Semester.

MAILBOXES

Student mailboxes are located in the administrative office area of Suite 220B. Students will have information distributed to them back in class or placed in their student mailbox.

MALPRACTICE INSURANCE

Each dental assisting student is required to purchase malpractice insurance at the beginning of each school year. Announcements will be made in class.

PARKING

Students are required to park in the side and back parking lots. The parking lot located directly in front of the building is for staff and daycare parking ONLY. Students should instruct patients to park in the side and back parking lots as the only handicap accessible entrance is located at the side of the building. Students using the campus parking facilities will be required to register their vehicles. A numbered sticker will be issued to be placed on the vehicle. The initial cost of vehicle registration is included in the Student Fee. Registration of more than one vehicle will require the payment of 25 cents for each additional vehicle.

Lee County Campus-----------------------------Business Office

Failure to register one's vehicle, failure to properly display the parking decal or parking illegally may result in a $5.00 fine that must be paid within ten (10) days.
RECEPTION AREA

There should be no loitering in the clinic reception area, clinic, sterilization area, radiology area. Only those assigned to these areas will be allowed there. Students are expected to check out with their instructor on clinic days and leave the clinic area in a timely manner. Students should not leave purses, book bags or textbooks in the reception area at any time. It is critical that a professional atmosphere be maintained at all times. Students are also asked to refrain from congregating outside lecture rooms after tests since discussions transcend walls.

SMOKING

Smoking is NOT allowed in the entire dental facility or in any building on the CCCC campus. Students will refrain from smoking on clinic days, during lunch breaks on clinic days and at any entrance to the WB Wicker Community Center building and rotation sites.

STUDENT ACTIVITIES

Central Carolina Community College, in cooperation with the Student Government Association, attempts to enrich the academic and social growth of the student with a wide range of student activities. Students are encouraged to participate in as many activities as time permits. Membership in all student organizations shall be open to all students without regard to race, sex, color, creed, age, disability, religion or national origin.

STUDENT SERVICES

Please refer to CCCC Student Handbook/Catalog for full descriptions and procedures for the following services.

STUDENT RESOURCES (See Student Planner and Handbook 13-14 for detailed information including phone numbers) www.cccc.edu

1. ACADEMIC ASSISTANCE CENTER
2. BOOKSTORE
3. BUSINESS OFFICE
4. CAREER CENTER
5. COLLEGE SUCCESS CENTER
6. DISTANCE EDUCATION
7. FINANCIAL AID OFFICE
8. HOUSING ASSISTANCE
9. LIBRARY
10. PLACEMENT TESTING OFFICE
11. REGISTRAR’S OFFICE
12. SECURITY OFFICE
13. SPECIAL POPULATIONS OFFICE
14. SPECIAL PROGRAMS OFFICE
15. STUDENT ACTIVITIES OFFICE
16. STUDENT DEVELOPMENT SERVICES
17. VETERAN AFFAIRS OFFICE
TELEPHONE MESSAGES

Telephone messages will be delivered to students for emergencies only. Personal messages will not be relayed. Family members should be instructed to call the dental programs office manager to notify the student of emergencies. Friends and family should NOT call the dental faculty/staff to relay messages.

TELEPHONE USE

Students are not permitted to use department telephones without permission from the department office manager or dental staff. The clinic phone may be used to appoint/confirm patients only; no personal calls are to be placed from this phone. Refer to clinic instructions regarding the use of the clinic phone and patient confirmation.

WORKING STUDENTS

The dental faculty realized that many of you will be required to work due to financial responsibilities; however, your first priority should be your course work. You will not be excused from class, clinic, or rotations for work schedules. If you find that working is causing your grades to fall, financial aid is available to you through the Financial Aid Office on campus. The Financial Aid Office is located in the Student Development Center. This is a one-year program and sacrifice may be necessary for that short period of your life. The dental assisting curriculum requires a large time commitment; students are highly encouraged to limit outside employment whenever possible.

ETHICS AND PATIENT CONFIDENTIALITY

ETHICS

“Professional people in health services are set apart from others by virtue of the dignity and responsibility of their work.” – Esther Wilkins, RDH, PhD

Less than the highest order of professional conduct may result in the loss of patient confidence in the student, the school, and the profession. Courtesy and consideration of the patient must prevail at all times.

Instructors and classmates who are assisting the student should always be introduced to the patient. As a common courtesy when making the introduction, state the patient’s name first, using Mr., or Mrs./Ms., for patients. Introduce the dentist as Dr.

HIPAA REQUIREMENTS

The CCCC dental department acknowledges and is compliant with the guidelines established by the Health Insurance Privacy and Accountability Act. Every effort is made to protect the privacy and security of patient information at all times. Students and faculty are to abide by the policy at all times. Students must comply with all instructions and procedures related to patient confidentiality and privacy rights.

Students will receive training in HIPAA rules/guidelines prior to treating patients.
DENTAL ASSISTING PROGRAM REQUIREMENTS
ENTRANCE INTO THE PROGRAM

GRADE POINT AVERAGE

A 2.5 GPA is required for all students entering the Dental Assisting Program. Students must maintain a 2.0 to remain in the program.

ATTENDANCE AT INFORMATION SESSION AND NEW STUDENT ORIENTATION

All students who meet the requirements and deadline for application to the program and who attend the Dental Assistant Information Sessions and are invited to the New Student Orientation Session in August must attend the sessions to remain a viable candidate for a seat in the succeeding Fall semester class. These meetings are mandatory.

TRANSFER/AUDIT OF COURSES*

In order to better prepare students for the rigors of the National Board Exam, students are encouraged to participate in all DEN courses at CCCC that were previously completed at other colleges or programs. These courses may be retaken for credit or by audit* (at the discretion of the CCCC faculty) when entering the Dental Assistant Program at CCCC. All dental assisting courses completed more than 3 years prior for re-admission or transfer must be repeated.

Students who have received credit for DEN courses from a former period of admittance at CCCC are encouraged to retake or audit all DEN courses when re-entering the Dental Assisting Program. The Dental Assisting faculty members feel strongly that students benefit by retaking these classes, as it updates previously learned material and refreshes student memory prior to applying and taking the National Board.

All students entering CCCC’s Dental Assisting Program will be asked to sign a document entitled “Confirmation of Information at the New Student Orientation” to acknowledge that they have been informed about the training requirements of CCCC’s Dental Assisting Program.

ADVANCED PLACEMENT

The dental assistant program may grant advanced standing to students via two methods transfer of courses from an accredited Dental Assisting program or via successful completion of a challenge exam. Neither method will allow the student to complete the dental assisting program in less time, nor will they require the faculty to develop a special curriculum for such students. Students are granted credit for select courses and are strongly encouraged to Audit the courses in preparation for the Dental Assisting National Board.

If students attended an ADA accredited dental assisting program from outside the state of North Carolina, course descriptions are obtained from the student and are evaluated compared to the NC course descriptions. When possible, course syllabi and outlines are obtained.

Challenge exams may be offered for DEN 112 Dental Radiography and DEN 104 Dental Materials, if students have passed these courses in the past. If students are able to successfully
pass the challenge exam, credit is awarded for the class. However, it is the discretion of the Program Director as to whether or not a student should be allowed to take a challenge exam based on prior grades and time since the course was taken. Students will be encouraged to attend any lectures perceived as areas of weakness in order to improve upon their knowledge.

**TRAINING PROCEDURES; STUDENT REQUIREMENTS**

Students are advised that the Dental Assisting training at CCCC entails the use of manikins, student partners, family/friends, non-acquaintances from campus, and scheduled patients. All students are expected to participate in all phases of training to include acting as a “patient” for your partner. Students with medical problems requiring prophylactic antibiotic premedication will be expected to self-administer the current AHA/AMA regimen of antibiotic premedication and serve as partners/patients as scheduled.

If there are any reasons that make you incapable of participating fully in CCCC’s Dental Clinic, you are responsible for submitting the required documentation to the Special Populations Office (See Disability Statement) at the beginning of the semester or at the onset of the condition.

All students entering CCCC’s Dental Assisting Program will be asked to sign a document entitled “Confirmation of Information at the New Student Orientation” to acknowledge that they have been informed about the training requirements of CCCC’s Dental Assisting Program. Students will also be asked to sign a “Non-Discriminatory Treatment of Patients” to acknowledge that they are aware of CCCC’s non-discriminatory policy toward patient treatment and the mandate that all patients be treated in accordance with the Patient Bill of Rights, the ADHA Code of Ethics, and the American Disabilities Act.

All students are expected to practice all clinical skills and to exercise optimum critical thinking to prevent endangerment to patients. Training requires much studying and practicing above and beyond regular clinic/preclinic hours. Students who demonstrate the inability to progress their skills to an acceptable and safe level will be removed from patient care. The terms of the remediation policy for that course will determine pass/fail.

**NON-DISCRIMINATION IN PATIENT TREATMENT**

All students enrolled in the Dental Assisting Program will treat all patients in accordance to the Code of Ethics for Dental Assisting and in compliance with the American Disabilities Act.

All students entering CCCC’s Dental Assisting Program will be asked to sign a document entitled “Non-Discriminatory Treatment of Patients” to acknowledge that they have been informed about the non-discriminatory treatment requirements of CCCC’s Dental Assisting Program.

**CRIMINAL BACKGROUND HISTORY**

All students need to be aware that they may be expected to undergo a criminal background check in order to participate in dental office rotations. It is up to the individual office to decide if a student will be allowed to participate in that office. Students with a history of felonies or multiple misdemeanors may not be accepted. The college cannot control which dental offices allow participation. The clinical coordinator will determine if there are major issues with locating a
dental office that will accept a student. The dental assisting program will have to determine if a student should continue through the program, if locating a rotation site appears difficult.

Students are also warned that there may be complications with licensure when attempting to complete the Dental Assisting National Board. They may also have difficulties securing state level credentials depending on the location of seeking employment.

Some rotation sites are required by all students to attend, such as Fort Bragg/Pope dental offices. If a student cannot meet the requirements of these types of facilities, they will not be allowed to continue the program.

Completing dental office rotations is a requirement by the Commission on Dental Accreditation and the state of North Carolina according to specific course requirements. Exceptions will not be made.

VACCINES/HEALTH CARE

Medical records as required by the CCCC Dental Program Director must be completed uploaded to Certified Background. All students are required to obtain all vaccinations/immunizations prior to entering clinic; immunizations minimize acquisition of diseases. Hepatitis B is the most critical occupational hazard for dental personnel; therefore, it is mandatory that all dental students be vaccinated against Hepatitis B. Those with documented allergies to the vaccine must sign a waiver form. The deadline for receiving all vaccinations to include the 2nd HepB is by the Spring semester in which DEN 106 occurs. Documentation must be provided to the Program Director via Certified Background in order to continue clinical training. Students will be required to have a yearly PPD test evaluation of exposure to tuberculosis. Students must have received their second vaccination prior to rendering intraoral treatment and/or training. Students who miss lab session because they have failed to receive their second vaccination will be considered absent and will receive a zero for that lab session.

PREGNANCY

Students who are pregnant must present documentation from their physician that it is safe for them to continue in the program. Students should procure a Pregnancy Release Form from the Program Office Manager to hand carry to their obstetrician. Laboratory and radiology instructors must be notified immediately if pregnancy is suspected. Any student who becomes pregnant should inform her obstetrician of her exposure to disinfectants, lab materials, and radiography.

Students who are absent from class, lab, or clinic must make up missed requirements as well as lab/clinic time. Students missing training time in excess of what can be made-up may drop from the program up to the withdrawal date without receiving a “F”. After that date, “0’s” will be entered for all requirements and training assignments missed. Refer to the Re-Admittance Policy if re-admittance is desired.

CARDIOPULMONARY RESUSCITATION REQUIREMENTS

Each dental auxiliary student is required to achieve and maintain current (bi-annual) certification in cardiopulmonary resuscitation prior to patient care. Current CPR certification will also be required to practice dental hygiene in North Carolina. Students should upload a copy of both sides of their CPR card to Certified Background within the first week of classes. Upon
recertification, a copy of both sides of the card should be submitted to the Program Director. *The deadline for submitting proof of CPR certification is the first day of class.*

Certification or recertification is required for treatment of classmates and/or patients in clinic. Students will not be allowed in clinic or on rotation without current CPR documentation. Failure to achieve, maintain, and provide documentation will result in “0’s” to be entered for all requirements and training assignments missed due to non-compliance. *The deadline for submitting proof of CPR certification is prior to the first day of class.*

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**DENTAL ASSISTING PROGRAM REQUIREMENTS**

**LAB AND PRECLINIC/CLINIC APPEARANCE**

**GENERAL EXPECTATIONS OF DENTAL ASSISTING STUDENTS**

- All clothing apparel must have shoulder straps that are at least 2” wide. Necklines should be high enough not to expose cleavage.
- Skirts/shorts, with arms down and shoulders level: the garment must be at least fingertip length.
- Female students must wear a bra while on campus and while in attendance at all related CCCC functions.
- While in clinic, undergarments must be flesh tone/neutral in color.
- No thong undergarments are permitted to be visible.
- No undergarments should be visible.
- No midriff, waistline or cleavage may be exposed.
- Clothing/bandages should cover all body tattoos.
- No exposure of skin due to holes or cut-outs will be allowed in blouses, skirts, slacks, jeans, or shorts.
- No pants with large letters, or words, on the rear end.
- Do not wear pajamas and/or bedtime slippers.
LABORATORY AND PRE-CLINIC ATTIRE (NO PATIENT CARE)

- A clean and pressed laboratory coat will be worn over street clothes during pre-clinic and laboratory classes that do not involve patient (or classmate) care/contact. Neat and clean jeans may be worn under the lab coat only when students are not seeing patients.
- Students must wear the required lab coats purchased at the beginning of the program. The lab coat must display the name of the college and student name through the embroidery provided by Triangle Uniforms.
- Clinic shoes should be professional, clinic shoes with heels and toes covered. Shoes should be clean prior to each clinical session. Shoes with laces are not allowed. There is currently no restriction on color of clinic shoes.
- Students will be responsible for purchasing safety glasses. Side flaps or shields are required. Safety glasses may be included in the uniform package purchased at Triangle Uniforms. Students may find safety glasses elsewhere.
- Hair must be neat, clean, and secured back from the face and off the collar. Hair color should be professional in appearance. Hair must be secure (anchored). Ponytails or pigtails must be pinned up, off the collar. If movement of the head (thus, hair) interferes with, or poses a threat to, asepsis and/or patient treatment, the student will not render treatment until the hair infraction is corrected. Hair clips should be unobtrusive and no more than 4” in size. Bangs should not brush over glasses or masks. Infractions will be decided by the clinical instructors.
- Additional instructions are discussed separately. The following apply to Lab and Pre-Clinic Attire:
  - Behavior and Language
  - Body Adornments
  - Jewelry
  - Personal Care
  - Miscellaneous

CLINIC ATTIRE (PATIENT CARE)

Students must adhere to clinical attire requirements when working with patients or shadowing and/or practicing. All guidelines discussed under “Laboratory and Pre-Clinic Attire” apply to “Clinic Attire” with the following exceptions and/or additions:

- The student will wear uniforms selected by the department that consist of two pairs of scrub pants, two short-sleeve scrub tops and two long-sleeve clinic jackets. The long sleeve jackets will be monogrammed by Triangle Uniform with the name of the college and the name of the student. Also required will be one blue lab coat to be worn during radiology and dental materials laboratories.
- The student will purchase a name pin that may be required on days in which students are not wearing scrubs, but need identification. This may be at a meeting in which scrubs are not required.
- Anklet socks are not allowed due to exposure of legs
- The hemline of uniform pants will not fall below the top of the shoe.
- Clinic jackets are to be worn during all clinical procedures to include patient treatment, patient dismissal/rescheduling, and pre-and post-operative disinfection procedures. Students who fail to have their clinic jackets with them will not be allowed to enter the clinic on patient days. Substitute clinic jackets will not be provided by the program instructors. It is highly suggested to keep an extra clinic jacket available at all times.
• Clinic jackets must be left in designated clinic areas when leaving the clinic area. Soiled jackets are to be bagged and labeled prior to leaving clinic for laundry services by the student. Under no circumstances should soiled jackets be worn when consuming food and/or beverages. Patient jackets must not be worn outside before treating patients.  
• **Do not** enter any patient treatment area in street clothes unless covered with a clean lab coat. 
• Additional instructions are discussed separately. The following apply to Lab and Pre-Clinic Attire:
  ▪ Behavior and Language
  ▪ Body Adornments
  ▪ Jewelry
  ▪ Personal Care
  ▪ Miscellaneous

**GUEST SPEAKER/FIELD TRIP ATTIRE**

• Business attire only. 
• Those not meeting requirements will not be permitted to participate.

**BODY ADORNMENT**

• No visible tattoos are permitted in class or clinic. Tattoos must be covered with bandages. 
• No visible body piercing is permitted, i.e. nose, eyebrows, lips, tongue, etc. 
• No ornamental tooth coverings are allowed on anterior teeth; students should present a natural, tooth-colored smile while enrolled in the program.

**JEWELRY**

• Watches with safety chains may not be worn; otherwise, watches are permitted as long as the watchband can be disinfected before each patient. 
• Necklaces of a single chain/strand may be worn around the neck as long as that chain stays within the neckline of the uniform. 
• Bracelets are not permitted. 
• Only one (1) small earring per earlobe is allowed to be worn in clinic. No other earrings are to be worn on or near the face, to include tongue, nose and brow rings. 
• Those students who are married and wish to wear their wedding rings may wear the wedding band as long as it is not so ornate as to harbor bacteria. 
• Jewelry infractions will be decided by the clinical instructors.

**PERSONAL CARE**

A professional attitude is reflected in a professional appearance. Students are asked to be very conscientious in maintaining a clean and professional environment for their patient. Particular areas of which to be aware are:

• **Body odor:** due to the warmth of the clinic and grading sessions which can elevate nervous conditions, please be sure to apply ample amounts of effective deodorants.
• **Mouth odor/oral hygiene**: avoid heavily seasoned foods (onions and garlic particularly) 24-48 hours prior to patient reception. These foods have a lingering effect on your breath. Optimal oral hygiene is a MUST for students so that a positive example can be established for our patients.

• **Smoking** is highly discouraged due to its damaging effects to the soft tissues of the mouth, lungs, and overall health. Students will not be permitted in clinic/lab if their clothes, hair, breath, and/or fingers smell of smoke.

• **Hand care**: nails should be short, clean, and well manicured and should not be longer than 2mm from the nail bed. Sculptured or acrylic nails are not allowed. Tinted nail polish is not allowed. Proper hand care promotes asepsis and patient confidence in the clinician. Please avoid cuts/torn cuticles, etc. as these are entry for pathogens.

• **Cosmetics** should not be excessive. Proper application should reflect a neat, natural appearance.

• **Perfumes and fragrances** may not be worn on clinic days.

**BEHAVIOR/LANGUAGE**

Dental assisting students represent the Dental Department and Central Carolina Community College, in general. **At all times**, a professional attitude should be reflected in speech and in dress attire. **At all times**, dental assisting students are expected to dress and behave with respect for themselves and with the highest respect and regard for others on campus. Students who are reported to have embarrassed classmates, faculty and/or staff in regards to their wardrobe/behavior/language on campus or on rotation sites/community assignments will be referred for a conference with the Program Director. Serious and/or repetitive infractions could result in probation or dismissal from the Dental Assisting Program.

**MISCELLANEOUS**

- Gum is not to be chewed in any clinic or other patient treatment areas.
- When in the clinic, a student should store her/his books and personal belongings in an assigned cabinet.
- No food or drink is allowed in the dental hygiene clinic area.
- Students may not enter the clinic when patients are present unless in clinical uniform (buttoned lab coat, long pants, clinic shoes, and with hair pulled back off the collar and anchored). No interruptions of clinic sessions will be allowed. Professionalism points will be deducted for infractions of this rule.

Non-compliance with any stated policy will result in disciplinary procedures as noted. See “Disciplinary Procedures”.

**PROFESSIONAL DECORUM**

As a professional, the student must recognize that the patient is the primary consideration throughout the clinical session. Discussion should center on methods of improving patient dental health; errors and discrepancies should always play a secondary role and should take place after the patient is dismissed. The patient should never be made aware of the grading procedure.

At no time should students display argumentative outbursts and conflicts within proximity to patients or guests. Should students encounter conflict with a fellow classmate(s), the students should first attempt to solve the grievance amongst themselves away from the clinical area. If not
resolved, the student(s) should consult with the instructor in charge of the area. Should the student encounter a conflict with an instructor, proper protocol must be followed for conflict resolution. The student(s) should attempt, first, to solve their grievance/complaint, with the instructor. Should the grievance not be resolved, the program director should be consulted to meet with the instructor and student(s); failing resolution at that point, the department chairperson should be consulted. Failure to resolve complaints/grievances at this level will warrant consultation with the department chair or director and should be followed at all times.

**FILING CHANGE OF ADDRESS/NAME CHANGES**

Students should immediately notify the Registrar’s Office, the Department Chairperson, Program Director, and Program’s Office Manager of any changes of address, telephone number, or surname.

**Dental Assisting Technical Standards**

Central Carolina Community College has developed the following technical standards according to the nature of the work required in dental practice and the educational requirements of the dental assisting curriculum. To be successful in the Dental Assisting program, students will need to demonstrate mastery of these basic skills/abilities.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Standard</th>
<th>Expected Outcomes (not all inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERPERSONAL</td>
<td>Interpersonal abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural, physical, medical and intellectual backgrounds</td>
<td>• Able to communicate effectively with patients, clients, families, and colleagues.</td>
</tr>
</tbody>
</table>
| COMMUNICATION     | Communication abilities sufficient for interaction with others in verbal and written form. | • Able to collect and assess data and be able to communicate the rationale for planned treatment and patient educational aids.  
• Able to document legibly either in written or computer format assessment findings or treatment rendered. |
| CRITICAL THINKING | Critical thinking ability sufficient for clinical judgment.               | • Able to identify cause and affect relationship in clinical situations by developing dental hygiene care plans specific to patients needs.  
• Able to assimilate knowledge from lecture, laboratory and clinical arenas.  
• Able to utilize basic mathematical skills. |
| MOBILITY          | Physical abilities sufficient to move around rooms in the dental environment, maneuver in small spaces and reach needed equipment. | • Able to move around clinical operatories, dark room, sterilization room, and other treatment areas.  
• Able to position chair-side in close proximity to patient.  
• Able to administer CPR and BLS procedures.  
• Able to reach radiographic equipment which is approximately 5-6’ off floor.  
• Able to transfer patients from wheel chairs to dental chairs and back. |
| MOTOR SKILLS      | Gross and fine motor abilities sufficient to provide safe and effective assistance to the dentist, client and co-workers. | • Able to move, calibrate, use equipment and supplies including sharp instruments.  
• Able to therapeutic or oral therapy aids chair-side – mannequins, small equipment, etc. |
| AUDITORY          | Auditory ability sufficient to monitor and assess health needs.           | • Able to hear patients, cries of distress, sound of instruments being properly utilized, sound of slow speed hand piece and ultrasonic scaler, and monitor vital signs. |
VISION  
Visual ability sufficient for physical assessment, performance of dental procedures and maintenance of environmental safety.

- Able to observe patient responses and assess variation changes. (Example: skin color and facial expression. Notes gingival description and pocket depths (read probe) – healthy vs. disease state including color changes)
- Able to monitor vital signs.
- Able to evaluate radiographs for technical quality.
- Able to note color changes in dental materials which indicates reactions occurring.
- Able to read and comprehend the material.

TACTILE  
Tactile ability sufficient for assessment and performance of dental chairside procedures including safe expanded functions.

- Able to perform DA II advanced functions utilizing small instruments (example: placing gingival retraction cord, sealants, temporary crowns, coronal polishing, etc).

Please contact Special Populations Director (919-718-7416) if accommodations are needed.

MENTAL/PHYSICAL/EMOTIONAL HEALTH

Students must exhibit physical and emotional health that would indicate the ability to render safe patient care. Students who do not exhibit the physical and emotional health required to render safe patient care will be referred to the Office of Special Populations and may be dismissed from the Dental Assisting Program upon appropriate physician diagnosis and referral.

Students must also ensure that they are sleeping enough each night prior to class. This is especially important the night before clinic or any other type of patient treatment. If sleep impairment causes performance deficiencies, students may be evaluated for the ability to continue the program concerning safety for program students, faculty, and clinical patients.

All students have the right to “due process” as defined in the current CCCC Student Handbook/College Catalog.

PHYSICAL AND EMOTIONAL STABILITY

Students must be physically and emotionally healthy and stable to perform dental assisting delegated functions and to provide safe patient care. (Refer to Dental Assisting Technical Standards)

Physical stability is defined by the dental faculty as the ability to undergo any training process in the lab or clinic or to carry out dental assisting responsibilities without undue fatigue, palsies, strain or exacerbation of an already existing disability. The student must have the sensory-perceptual capabilities to carry out assessment, planning, implementation (treatment) and evaluation that are required in all phases of dental practice.

Emotional stability is defined by the dental faculty as the ability to respond to directions and constructive feedback with a positive attitude, to carry out assigned duties in a logical and timely sequence, and to respond to faculty, staff, patients, and family members in an appropriate manner.

If the student is found to be unstable physically or emotionally by a professional diagnosis and the condition does not respond to treatment within a reasonable time, the student will not be allowed to continue in the dental assisting program.

All students have the right to “due process” as defined in the current CCCC Student Handbook/College Catalog.
ALCOHOL/DRUG USE OR ABUSE

Chronic use or abuse of alcohol or illegal drugs is grounds for dismissal from the program. Students will be dismissed immediately if they arrive to class or clinic under the influence of alcohol or drugs. A zero will be recorded for all classes and clinics missed.

All students have the right to “due process” as defined in the current CCCC Student Handbook/College Catalog.

HONESTY POLICY

Academic Dishonesty Policy for Health Sciences

The Central Carolina Community College Health Sciences Programs expects the highest level of academic honesty and integrity from its students at all times. Academic dishonesty is defined as taking or acquiring possession of any academic material (test information, research papers, notes, etc.) from a member of the college staff or student body without permission; receiving or giving help on tests or other academic assignments when it is not permitted by the instructor; submitting papers or reports (that are supposed to be original work) that are not entirely the student's own; not giving credit for others’ work (plagiarism). Plagiarism is the use of someone's words, writings, thoughts or ideas without giving proper credit. Examples of various types of academic dishonesty can be found in the CCCC Student Handbook (http://www.cccc.edu/studentlife/sga/handbook/).

Disciplinary sanctions include, but not limited to reprimands, general or restricted probation, loss of academic credit or grade, suspension, or expulsion or dismissal.

Escalating Penalty Policy:

First Infraction: The student will receive an automatic “0” for the quiz/exam/practical/assignment. In addition, a meeting between the student(s), instructor, program director, and department chair will occur where disciplinary actions will be discussed and implemented. The infraction will also be reported to the Vice President of Student Services as a Student Code of Conduct violation.

Second Infraction: Upon a second academic dishonesty infraction, the student will be dismissed from the course and will receive an “F” as a final course grade. A final course grade of F will result in program dismissal. The infraction will also be reported to the Vice President of Student Services as a Student Code of Conduct violation.

Third Infraction: Upon a third academic dishonesty infraction within any health sciences program, the student will be dismissed from the program without re-entry into any CCCC Health Sciences Program. The infraction will also be reported to the Vice President of Student Services as a Student Code of Conduct violation.

**Infractions are cumulative for the length of the program**

When a student is accused of academic dishonesty, the resolution of the accusation is between the professor and the student. If the solution is unsatisfactory, there is an inherent right to appeal.
The appeals process is outlined in the CCCC Student Handbook (http://www.cccc.edu/studentlife/sga/handbook/).

Disclaimer: All infractions are handled on a case-by-case basis to include faculty discretion.

*The above list is not inclusive; infractions of the honesty policy are discussed under Disciplinary Procedures of the Dental Assisting Program.

**DENTAL ASSISTING PROGRAM**

**GRADE POLICIES**

**CURRICULUM GRADE REQUIREMENTS TO SUCCESSFULLY ADVANCE TOWARD GRADUATION**

**Dental Classes:** Students are required to maintain at least a 70% proficiency (C-average) in all dental courses to progress in the program and to graduate:

<table>
<thead>
<tr>
<th>DEN 100</th>
<th>DEN 105</th>
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<tbody>
<tr>
<td>DEN 101</td>
<td>DEN 106</td>
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<tr>
<td>DEN 102</td>
<td>DEN 107</td>
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<tr>
<td>DEN 103</td>
<td>DEN 111</td>
</tr>
<tr>
<td>DEN 104</td>
<td>DEN 112</td>
</tr>
</tbody>
</table>

A “D” or “F” in any of the DEN courses listed above will result in dismissal from the Dental Assisting program. Students must re-apply if they wish to re-enter the program.

**Biology Courses:** Students are required to maintain at least a 70% proficiency (C-average) in each of the following Biology courses.

| BIO 106 |

A “D” or “F” in any of the BIO courses listed above will result in dismissal from the dental Assisting program. Students must re-apply if they wish to re-enter the program.

**General Education/Humanities:**

In addition to the above requirements, students must have a “C” or better in ENG 102, PSY 150. Students must have an overall GPA of 2.0 to progress from one semester to the next and to graduate from CCCC.

**Course Promotion:**

At the completion of each semester, the department promotions committee will meet to insure that all students are progressing satisfactorily in each course within the program. The committee
will determine whether or not a student should be promoted into the next semester of study, or be recommended for graduation upon completion of the final semester of study.

**Promotion Recommendations will be based on:**

- Course grade(s) in both DEN classes and non-DEN classes enrolled in once accepted into the program.
- Attendance record
- Psychomotor skill development

**Unconditional Advancement:**

To advance to the next semester, a student must:

- Achieve a minimum grade point average of 2.0 each semester
- Successfully complete all prescribed courses and semester requirements
- Earn a satisfactory grade in each course taken (minimum grade of “C”)
- Successfully meet professionalism and semester clinical requirements
- Is deemed to be safe to continue to work on patients

**Withdrawal Policies**

According to the [CCCC Student Handbook/College Catalog](#), a student who finds it necessary to withdraw from a course(s) or the College is encouraged to confer with the advisor, although permission of the advisor is not needed in order to withdraw just a signature. However, due to the nature of the dental assisting curriculum, students MUST consult with their advisor and the Program Director, including an exit interview, prior to withdrawing from any class or the program. Since coursework must be completed in the scheduled order, withdrawing from a course will cause the student to not be able to progress within the curriculum. Also, since there is a competitive admissions process with limited seats being available, students will be counseled prior to withdrawing from the program and college, since their seat could have been occupied by another student. For valid reasons, students will be allowed to withdraw. Failing grades is considered an academic issue and not a reason for withdrawal unless deemed necessary by the department faculty.

**Dismissal:**

Failure to meet the Advancement Requirements will result in dismissal from the program. As per the [CCCC Student Handbook/College Catalog](#), the college reserves the right to suspend or dismiss any student who violates student regulations and student conduct when it is determined such action is in the best interest of the college or the student. Students may be recommended for dismissal from the Dental Assisting program for the following reasons:

- A grade of D or F is earned in any course in program (to include non-DEN courses required by the curriculum that are taken once admitted to the program)
- A course is failed while the student is on probation (students who reenter and restart are on probation for all future semesters enrolled in the program)
- The student is determined to be a threat to patients
- Academic dishonesty occurs that results in administrative dismissal
Students wishing to appeal the course grade or dismissal from the program should follow the policies for grade appeal and/or student grievance as outlined in the CCCC Student Handbook/College Catalog.

Students who are dismissed from Dental Assisting for failure to pass course(s) may be considered for reentry or restart. Those who wish to be considered for reentry must meet with the program director upon exiting the program to complete the form “Reentry Requirements for Student Exiting Dental Assisting Diploma Program”. Then the student must notify the program director in writing of their intent to be considered for reentry at least 30 days prior to the start of registration for the semester the student wishes to be considered for reentry. Applicants for the restart program must follow the normal admissions protocol, meeting the normal deadlines, via the Office of Admissions and may have point deductions incurred from the admissions score, depending on the circumstances surrounding the restart.

Students dismissed for administrative reasons or for being a threat to patients will NOT be eligible for reentry or restart within the program.

Advanced Standing

Those eligible for reentry include:

- Those whom have successfully completed at least one semester, but who failed one or more courses in the second and third while enrolled in the Dental Assisting Program at Central Carolina Community College with at least a 2.0 GPA in all DEN courses.
- Students whom wish to return within one year of the dismissal from the program.

Candidates may apply ONCE for Advanced Standing to the Central Carolina Community College Dental Assisting Program

- Students dismissed after having the opportunity for one advanced standing in which exited and one re-admission will not be accepted into the program ever again.
- Students dismissed for administrative reasons or for being a threat to patients will NOT be eligible for reentry within the program.

All reentry decisions for qualified candidates will be made on a space-available basis.

- If space is not available for all who wish to reenter, candidates will be ranked based on their previous admissions score as well as their GPA in the DEN courses while enrolled. Those earning the most points will be offered the first available seat.

Students' who have reentered, (Advanced Standing), will do so in the semester at which they were released.

- All students who have Advanced Standing will do so on probation and must pass all subsequent courses within the dental assisting program with a “C” or better or be dismissed.

The procedure for Advanced Standing is valid for candidates for one calendar year from the date he/she leaves the dental assisting program. After one calendar year, a candidate
who wishes to be enrolled in the program must reapply and follow the protocol for re-admission.

During the Advanced Standing program, all dental prefix (DEN) course transfer credit must be assessed by the program director before registration of the first semester of reentry. All DEN courses are valid for three years. A candidate for Advanced Standing may be required to demonstrate proficiency of clinical or laboratory skills prior to registration. If it is ascertained that the skill level is less than satisfactory, the candidate may be required to repeat a course, based on space being available.

Related science courses are valid for use in dental assisting program for five years prior to the semester in which the candidate will be reentered. If the course is over five years old, it must be repeated prior to reentry.

All other related courses (non-DEN prefix courses) that meet the college’s criteria for transfer may be accepted without a time restriction.

RE-ADMISSION TO CURRICULUM

Those eligible for restart (re-admission) include:

- Students who withdraw or fail to pass any or all courses in the first semester of the program are not eligible for reentry (they must follow the instructions in this section to reapply to restart the program).

Candidates may be accepted only ONCE for restart (re-admission) to the Central Carolina Community College Dental Assisting program.

- Students dismissed after having the opportunity for one reentry and one restart will not be accepted into the program ever again.
- Students dismissed for administrative reasons or for being a threat to patients will NOT be eligible for restart within the program.

All policies for admission must be met by restart applicants.

- All applicants for restart must apply to the Dental Assisting program and be ranked in the top 12 candidates for the incoming class.
- Related science courses are valid for use in the dental Assisting program for five years prior to the semester in which the candidate will be restarted. Courses over five years old must be repeated prior to restarting the program.
- Applicants who apply for restart are NOT eligible to earn bonus points based on the waiting list.
- Point deductions in the admissions process may occur as a result of the program dismissal.

All students who restart will do so on probation and must pass all subsequent courses within the Dental Assisting program with a “C” or better or be dismissed.

REMEDIATION POLICY

Remediation opportunities will exist for those students demonstrating difficulty in clinic or lab. Repetitively high point losses will constitute a need for this assistance. The specifics will vary from semester to semester and will be outlined in each semester’s syllabus. The student with
scores falling below the specified minimum at mid-semester will be notified in writing. The student will have three (3) days in which to schedule and receive remediation. It is the responsibility of the student to make this appointment. It is also the responsibility of the student to be aware of their grade standing on a weekly basis.

**DISCIPLINARY PROCEDURES/POLICIES OF THE DENTAL ASSISTING PROGRAM**

Students enter into the Dental Assisting Program for the **purpose** of learning course information and skills necessary to become a well-trained **dental professional**. CCCC Dental Programs faculty are dedicated to providing students access to all information needed to accomplish that goal; however, they cannot achieve an optimum learning environment when students fail to comply with training procedures. Compliance to all policies, rules, regulations, and course requirements helps ensure that each student is offered the best opportunity to be competent in all areas of dental training.

Disciplinary procedures are designed to:
- Realign a noncompliant student into the proper training form.
- Reinforce compliance for chronic disregard of Program policies.
- Provide **safety mechanism for patients** by applying a grade reflective of the severity of the violation.

**ESCALATING PENALTY POLICY: NON-COMPLIANCE IN CLINICS/LABS**

**CRITICAL ERROR POLICY FOR CLINICS AND LABS**

Critical errors include those violations that are of grave consequence to the professional and ethical training of the student and/or the safety of all persons present in the clinical and/or lab area. The intent of this policy is to encourage students to:

- Maintain ethics and care in the treatment of patients.
- Maintain safety of all persons working in the clinic as it pertains to asepsis, the use of sterilization equipment, monitoring of sterilization, and dissemination of sterile instruments.

_Critical Errors applying to all DEN courses and clinic: These critical errors include but are not limited to:_

**NON-CUMULATIVE CRITICAL ERRORS; PENALTIES DO NOT CARRY OVER FROM 1ST YEAR TO 2ND YEAR**

- All infection control errors; however, mass asepsis errors are cumulative errors (see next section)
- Chronic non-compliance with established policies and protocols.
- Medical History:
  - Failure to communicate medical history with faculty.
  - Failure to obtain a medical consult.
  - Failure to obtain appropriate signatures.
• Failure to take a new medical history.
• EOE/IOE:
  o Does not perform EOE/IOE.
• Management:
  o Fails to obtain appropriate signatures.
• Communication
  o Fails to provide consulting faculty with appropriate information regarding patient treatment.

**Examples are not all inclusive**

CUMULATIVE CRITICAL ERRORS; PENALTIES CARRY OVER FROM 1ST YEAR TO 2ND YEAR

• Mass Asepsis Critical Error: any breach in asepsis protocol that places the students, faculty, staff and/or patient population at risk. A critical violation of asepsis involves failure to maintain and follow established clinic protocol such as:
  o Failing to operate and/or monitor sterilization equipment according to training procedures/established protocol;
  o Disseminating instruments that have not been adequately sterilized;
  o Using or preparing to use instruments that have not been sterilized;
  o Other violations based on failure to follow established protocol in clinic that predisposes patients (and others) to infection or harm

A critical mass asepsis error places groups of people at a health risk; it is not an isolated incident where a student breaks the chain of asepsis and exposes themselves to pathogens from their scheduled patient or vice versa.

**Examples are not all inclusive**

Disclaimer: These lists are not all inclusive. Additional areas may be incorporated/assigned if necessary to increase compliance to clinical policies. Students will be informed via class announcements, clinical discussions, and/or notations made on clinical grade sheets or progress notes prior to imposing additional penalties.

PENALTIES FOR CRITICAL ERRORS OF CLINICAL TRAINING

NON-CUMULATIVE CRITICAL ERRORS: The student will be required to comply with the following penalties/reprimands:

1st offense:
• A grade of ZERO (0) for that patient will be given.
• Remediation with clinical coordinator.

2nd offense:
• A grade of ZERO (0) for that patient will be given.
• Remediation with clinical coordinator.
• Student will receive a letter of warning.
• Student must meet with the Dental Assisting faculty and sign an Admission of Critical Error Form that states his/her knowledge of the repercussions of a 3rd offense: (signature denotes acknowledgement not always agreement)
Complete up to three (3) proficiency/competency evaluations on applicable clinical skills; student must score a minimum of 80% to be considered competent. Less than 80% will necessitate remediation in accordance to the instructions outlined in the course syllabus.

3rd offense:
- Dismissal from program.
- Student will receive a dismissal letter.
- Possibilities of re-admittance will be discussed with the student.
- NOTE: Re-Admission or Advanced Placement Standing Policy will be followed if students desire to re-enter program.

**students are allowed 2 non-cumulative critical errors/semester prior to dismissal**

CUMULATIVE CRITICAL ERRORS: The student will be required to comply with the following penalties/reprimands:

1st offense:
- A grade of ZERO (0) for that patient will be given.
- Remediation with clinical coordinator.
- Student not allowed in clinic until remediation is successfully completed. Any missed clinical sessions will result in a ZERO (0).
- Meet and discuss lessons learned/prevention techniques with the Dental Assisting faculty prior to re-admittance to clinic.
- Complete up to three (3) proficiency/competency evaluations on applicable clinical skills; student must score a minimum of 80% to be considered competent. Less than 80% will necessitate remediation in accordance to the instructions outlined in the course syllabus.
- Student must sign an Admission of Critical Error Form and state his/her knowledge of the repercussions of a 2nd offense: (signature denotes acknowledgement not always agreement)

2nd offense:
- A grade of ZERO (0) for that patient will be given.
- Remediation with clinical coordinator.
- Student will receive a letter of warning.
- Student must meet with the Dental Assisting faculty and sign an Admission of Critical Error Form that states his/her knowledge of the repercussions of a 3rd offense: (signature denotes acknowledgement not always agreement)
- Complete up to three (3) proficiency/competency evaluations on applicable clinical skills; student must score a minimum of 80% to be considered competent. Less than 80% will necessitate remediation in accordance to the instructions outlined in the course syllabus.

3rd offense:
- Dismissal from program.
- Student will receive a dismissal letter.
- Possibilities of re-admittance will be discussed with the student.
• NOTE: Re-Admission or Advanced Placement Standing Policy will be followed if students desire to re-enter program.

**students are allowed 2 cumulative critical errors over the course of the entire program prior to dismissal**

ALL INFRACTIONS ARE CONSIDERED ON A CASE-BY-CASE BASIS AND FACULTY DISCRETION MAY BE USED.

GROUNDS FOR DISMISSAL*

Upon proof of any of the following, the student will be referred to the appropriate person(s) for discussion and evaluation of the violation. In accordance with the policies noted in the Dental Assisting Handbook/Orientation Manual and/or CCCC Student Handbook/Catalog, positive findings of the following may result in the student being dismissed from the program.

• Neurological, sensory, physical and/or emotional problems that inhibit training or jeopardize the safety of the patient.
• Significant problems with eye/hand coordination that jeopardizes the safety of the patient and does not respond positively to training in a timely fashion.
• Drug and/or alcohol abuse
• Insubordination
• Disregard for Program policies
• 3rd Offense Mass Asepsis Errors
• Insufficient grades
• Excessive absences
• Stealing
• Cheating on quizzes, tests, or exams
• Plagiarism
• Falsifying Information: Recording or allowing to be recorded any information that is not the truth. Falsifying of information may occur in many ways: on medical histories, periodontal charts, treatment records, appointment plans, clinical assignments/reports, etc. Falsifying information may result in health concerns for the patient and thus legal action against the school: this cannot be allowed.
• Refusal to Treat a Patient: refusal to treat a patient who has been approved for treatment by the Program Director and/or Dental Assisting faculty is discriminatory and constitutes a critical error.

*Disclaimer: These lists are not all inclusive. Additional areas may be incorporated/assigned if necessary to increase compliance to clinical policies. Students will be informed via class announcements, clinical discussions, and/or notations made on clinical grade sheets or progress notes prior to imposing additional penalties.

STUDENTS APPEALS PROCESS

Students are entitled to appeal academic decisions according to the student appeals process outlined in the CCCC Student Handbook/Catalog. The chain of command should be utilized before requesting an appeal; students should first consult the instructor, then Program Director, then Department Chairperson, and then Dean to determine if the appeal can be handled in-house. If not, the student may appeal as noted in the CCCC Student Handbook/Catalog.
STUDENT RESPONSIBILITIES

As college-level consumers of education, students in the Dental Assisting Program are expected at all times to:

1. Be aware of their academic standing, comply with all stated requirements, and seek counseling when appropriate.

2. Address instructors and classmates professionally and with civility; settle differences maturely.


4. Follow infection control protocol explicitly.

5. Keep patient information confidential.

6. Be prepared to begin class/clinic/lab at the appointed time.

7. Properly maintain clinical equipment according to directions, be responsible in reporting misuse.

8. Keep the drawers in cabinets clean, neat, and filled with necessary supplies.

9. Keep the floor around your unit clean and clear.

10. Demonstrate teamwork.

11. Maintain ethical and professional interactions with peers and faculty.

12. If the student will be absent or tardy from class, he or she must notify the classroom instructor via the department administrative assistant or by the instructor’s direct phone extension.

13. In the event of illness on a clinic/lab day:
   i. Contact the appropriate dental assisting faculty.
   ii. Contact the appropriate dental assisting faculty on the first day you return to class and discuss how to make up missed assignments.
   iii. Students are required to notify the programs Office Manager on any day it is necessary to be absent or tardy from clinic.

PROGRAM PHILOSOPHY REGARDING STUDENT RESPONSIBILITIES

Attending college implies that the student has accepted adult responsibilities regarding their chosen course of study. It is the opinion of the faculty in this program that this means the student is responsible for the following:
1. After receiving a course outline/syllabus, being familiar with attendance policies, grading policies, make-up/remedial policies, and components of the grade for the course.
2. After receiving a course outline/syllabus, being responsible for course assignments, learning activities, and readings.
3. Completing assigned work by stated deadlines or accepting the consequences for work completed late/not completed.
4. Keeping a personal record of grades earned on tests, quizzes, and other assignments; in other words, knowing what type of progress is being made in a given course.

Attending public primary and secondary schools is a right in the United States. Attending college is a privilege earned by academic performance at the secondary level and maintaining acceptable performance necessary to complete a course of study. Community Colleges in North Carolina have an “open door” admission practice; however, selected programs, such as dental assisting have restricted admissions policies. Your admission to the program is a privilege extended to you by the Admissions Office and Dental Assisting Program and was based upon your academic performance, department interview/review process, and your overall potential for succeeding in the program and becoming a competent practitioner. The dental assisting faculty has a responsibility to the state of North Carolina, i.e., the public, to insure the following:

1. That academic standards are identified and maintained.
2. That standards of clinical performance, in accordance with the American Dental Association Commission on Dental Accreditation, be maintained.
3. That students completing the program are eligible to take National, Regional, and/or State licensure examinations based upon achievement of minimal competency standards established by the American Dental Association Commission on Dental Accreditation and/or program faculty.

While the faculty in the program are hired to serve the students in an educational capacity, faculty in any professional education program have the additional responsibility, as part of the license to practice granted to them by the state, to protect the public and assure competency of program graduates.

When you accepted your class position in the Dental Assisting Program, you accepted the responsibility to fulfill the academic and clinical requirements established by the faculty. It was the assumption of the Student Development Office and the Dental Assisting Program that your goal was to become a dental assistant.

**No one promised you it would be easy.** If you wish to attain your goal, then you must do the work necessary to achieve it and accept the fact that only you can determine how much effort you wish to extend towards meeting that goal. Be assured that the only way to accomplish your goal is by doing the work assigned, either here or at any other institution conducting a dental assisting program.

**One component of professionalism is appropriate use of the English language.** Because communication is a major part of health care delivery, and communication with other professionals involved in patient care is a daily occurrence, students in the Dental Assisting Program will be expected to use proper English in all interactions with patients, faculty, and other professionals who may be contacted through clinical or didactic experiences.

**All faculty, full-time and adjunct, are to be addressed respectfully and by title.** This also applies to all clinical and laboratory rotation experiences.
No student is to call a faculty member at home unless given prior permission by the faculty member to do so. This applies to calling adjunct faculty at home or at their office. It is unacceptable to interrupt the schedule of a practitioner or to interrupt the personal life of any faculty member after school hours.

*copied, with permission, from Virginia Western Community College and Fayetteville Technical Community College

**STUDENT ACTIVITIES**

Central Carolina Community College, in cooperation with the Student Government Association, attempts to enrich the academic and social growth of the student with a wide range of student activities. Students are encouraged to participate in as many activities as time permits. Membership in all student organizations shall be open to all students without regard to race, sex, color, creed, age, disability, religion or national origin.

Dental Assisting students are strongly encouraged to become members of the Student American Dental Assistants’ Association (SADAA). Students are to pay membership dues in the Fall semester. The membership entitles each student to membership in the National organization. Students receive monthly professional journals and quarterly newsletters after having paid dues. *Attendance is expected* since participation in the professional activities fosters knowledge and a sense of belonging and pride. Component participation is encouraged as well.

Students are encouraged to attend all continuing education classes offered in the area. Conventions usually include: Hinman Dental Meeting in Atlanta, Dental Assisting State convention (location varies yearly), and Scientific Meetings, and District meetings.

**VETERAN ACTIVITIES**

The Veterans Services Office is located in the Student Development Services. The VSO provides counseling, clarification of VA regulations, and certification for pay to the appropriate Department of Veterans Administration office. Veterans are responsible for obtaining each instructor’s signature on the attendance sheet at the appropriate time and setting per instructor directions. Do not interrupt an instructor in class or clinic for a signature.

**LICENSURE INFORMATION**

**NATIONAL BOARD**

Dental Assisting National Board (DANB) examinations are offered in either a computerized or written format. Computerized DANB exams are administered throughout the year at over 200 Pearson VUE Testing Centers
across the United States. Scheduling convenience and site location are two reasons that more than 90% of individuals sitting for DANB exams, test in a computerized format.

*Please note that applications must be complete, including all required documentations and fees, before they will be considered.* DANB returns all incomplete applications, retaining a $50 application fee. DANB is not responsible for applications returned after the deadline date. Candidates are encouraged to make application early to test at their desired time.

For those dental assistants who meet the eligibility and examination requirements, certification may be earned in one or more areas.

**Certified Dental Assistant (CDA) Certification Exam**

CDA examination focuses on General Chairside Assisting and is DANB’s primary certification. In addition to a General Chairside component (GC), the CDA exam contains separate components covering Radiation Health and Safety (RHS) and Infection Control (ICE) topics. Many states are using the CDA examination or one of the components as part of dental assisting regulatory requirements. There have been over 100,000 certifications awarded and currently there are over 30,000 professionals maintaining credential.

Applications and instructions are given to students in class in a timely fashion. Students must adhere to all deadlines set by the Program Director in order for forms to be mailed out by CCCC in time to reach the ADA Council on Accreditation. Students who do not meet set deadlines will be responsible for mailing their applications separately. Ultimately, it will be the student’s responsibility to complete all application requirements and to ensure that the application has been mailed prior to the stated deadline.

Students are urged to keep and organize all notes and materials from all science courses as well as dental courses in order to facilitate review for the National Board Exam.

*NOTE: Passing labs/clinics at CCCC is not a guarantee of success on National Board Exams.*

**EMERGENCY SAFETY**

**EMERGENCY SAFETY PROCEDURES PLAN**

The safety of students and employees is very important; therefore, it is essential that proper safety measures and practices be stressed and adhered to in all classrooms, shops, laboratories, and at all college activities. The following Emergency Safety Procedures Plan should be available to all students, faculty, and staff in the Dental Department for thorough understanding of established safety procedures so that panic can be avoided and care will be optimum should an emergency occur. Safety equipment locations are noted for the Dental Department located in the WB Wicker location.

**Relaying of Information:**

**Faculty:**

Faculty members are responsible for informing students of evacuation routes and procedures at the first meeting time of each new semester per classroom utilized.
Staff:
Upon employment, staff members in the Dental Department will be given a Departmental Orientation Manual containing Emergency Safety Procedures. It is the responsibility of the Department Chairperson or Program Director/Lead Instructor to inform staff of emergency procedures if questions arise.

Routes:
Evacuation instructions and route diagrams are posted by school authorities in every room where required by law. Students, faculty, and staff should be cognizant of the location of these posted routes.

PHYSICAL AND/OR ENVIRONMENTAL EMERGENCIES

Physical and/or environmental emergencies include fire, smoke, bomb threats, and severe inclement weather. The following procedures should be followed to ensure the safety of all:

FIRE AND SMOKE SAFETY

1. In the event a fire is detected occupants should be warned immediately, sounding the fire alarm to start the evacuation process. (Pull Alarm Boxes are noted on posted Evacuation Maps).
2. After engaging the alarm system, the administrative assistant will dial 911 and advise of the problem with directions, notify the administration, and arrange for someone to intercept the responder.
3. Evacuate the building quickly and quietly according to the Fire Evacuation Plan and assemble at the designated rally point and remain until an "all clear" signal is given.
4. Instructors should determine that all their students are out of the building and accounted for.
5. Notify the fire department personnel if someone is missing.
6. Designated fire emergency coordinators will ascertain that all occupants are out of the building.
7. Program Director/Lead Instructor or designees will keep access streets open for emergency vehicles.
8. Return to the building only after the fire department officials declares the area safe.

RULES:
1. Instructors shall take their class rolls with them when they evacuate the building.
2. Fire extinguishers may be used to fight small fires.

Emergency Exits

In the event of a fire, the last person out of the classroom should turn off the lights and close the door. Emergency exit signs are illuminated over each door/exit.

Emergency Phone Numbers:

The administrative assistant will notify:

Police/Fire Department (911)
Campus Security (718-7512)
Site Director, Wesner (777-7782)
Frank Bedoe, Director of Campus Security and Safety (718-7211)
CCCCC President and VP Administration (718-7246)
Dean Lisa Baker (777-7784)

Fire Emergency Equipment:

Fire alarm systems are located throughout the building.
Fire extinguishers are provided in the following locations:

Dental Clinic
Dental Materials/Simulation Laboratory Classroom
Radiology Clinic
Hallways

BOMB THREAT

If a student, faculty, or staff member receives a bomb threat, the procedures at CCCC are:

1. Remain calm; listen with all of your senses to collect as many clues as possible.
2. Retrieve and initiate the Bomb Threat Checklist which is included in every campus policy manual and is posted on the clinical bulletin boards.
3. Record every word said, especially the specifics of the threat.
4. Attempt to get the caller to talk: Where is the bomb? When is it set to go off? What type of bomb is it? How did he/she know to make/set the bomb? Listen for background noise, etc., to identify the location of the caller.
5. Continue to follow the Bomb Threat Checklist (see below).

BOMB THREAT CHECKLIST

a. When will the bomb explode? ____________________________
b. Where is the bomb now? ________________________________
c. What does the bomb look like? __________________________
d. What kind of bomb is it? _________________________________
e. What will detonate the bomb? ____________________________
f. Did you place the bomb? ________ why? __________________
g. What is your name? __________________________
h. How old are you? __________________________
i. Record the date, and time, sex and age (if possible) of the caller.
j. Note the characteristics of the caller's voice, i.e.
   a. calm       e. slurred       i. accented       m. ragged       q. angry
   b. crying     f. lisp          j. deep          n. soft         r. normal
   c. raspy      g. slow          k. loud          o. excited      s. cracking
   d. laughing   h. distinct      l. nasal         p. deep breathing
k. Determine if the voice is familiar to you? Like whom?
l. Remember the threat language. Was it?
   a. well spoken   c. foul/vulgar   e. serious   g. other
   b. irrational   d. incoherent   f. message read
m. Note the background noise. Was it?
6. Immediately after the caller hangs up, notify CCCC switchboard and:
   a. Give your name, location, telephone number and information obtained from the caller.
   b. Stay on the line until the operator has obtained all possible information.
7. Inform your supervisor, the vice president for administrative services or campus provost, who will evacuate the area.
8. Do not enter any evacuated area until authorized to do so.
9. DO NOT TOUCH ANY SUSPICIOUS OBJECTS
10. Thoroughly complete the BOMB THREAT CHECKLIST and submit it to the vice president for administrative services as soon as possible.
11. Report any unusual observations to campus security or the vice president for administrative services.

Evacuation Procedures:

1. Upon hearing the evacuation signal, the instructor teaching the class will direct the evacuation of the class. Remain calm; quickly and efficiently activate evacuation procedures in which all persons will be out of the building within 2-3 minutes.
2. A responsible student may be selected to lead the class along the designated evacuation route to a predetermined assembly point.
3. The instructor should designate one or more students to assist the elderly, very young, or disabled persons from the building.
4. Only valuable belongings at chairside should be taken with any given person upon evacuation. NO ONE SHOULD GO TO THEIR LOCKER OR ANY OTHER AREA TO RETRIEVE BELONGINGS.
5. If time allows, lights and clinical/lab equipment should be turned off, windows closed, and doors closed-BUT NOT LOCKED.
6. All persons should stand a safe distance from the building (at least 300 feet) and should meet at the designated assembly point for accountability.
7. No one will be allowed back into the building until emergency or school officials give the “all clear” signal.

INCLEMENT WEATHER:

When the weather is inclement, announcements via radio, television and webpage regarding closings will be made by 4:30pm for evening classes and by 7:00am for day classes if the weather conditions are severe enough to warrant closing the College. If CCCC is closed, there will be no classes or clinics. Classes and clinics missed due to inclement weather will be made up.

If CCCC is on a delayed schedule, students are expected to report to the class or clinic scheduled at the time school re-opens.

Please DO NOT call to see if the school will be closed due to inclement weather. The phone system can not handle the volume of calls.
CIVIL DISTURBANCES

Students should always be aware of their surroundings and be alert for civil disturbances. To avoid harm, students in the dental program should:

Student Responsibility:
1. Work within a “buddy system”. Never enter or work alone in a room/clinic/lab. Always have a classmate present. Instructors should be made aware of your presence as certain activities must be performed with an instructor present.
2. Report suspicious activity of persons who shouldn’t be in that “restricted” area.
3. Report sightings of weapons immediately to security or program director.
4. Be cognizant of the locations of phones.

Telephone Locations:
1. Dental Hygiene/Assisting Clinic: located in storage room on the wall to the right
2. Faculty Office Suite: at administrative assistant’s desk.

Central Carolina Community College
WB Wicker Campus

Lockdown Procedures

Purpose
Minimize accessibility to the building and rooms on the WB Wicker Campus to reduce the risk and protect the occupants from injury or danger who are in the vicinity of an immediate threat. This procedure will be used when it may be more dangerous to evacuate than stay locked inside.

Notification
Campus security will utilize the mobile radios to notify key members in the Pods and Main Building. Notification may also originate from emergency personnel should there be a threat in the neighborhood directly adjacent to the WB Wicker Campus.

Once a lockdown has been declared, faculty/staff become responsible for their students and must ensure that no one leaves a safe area or attempts to exit the Pods or main building. Students without faculty/staff must be directed to the nearest occupied classroom.

Lockdown Steps
Campus Security and selected staff members will proceed to lock all exterior doors of each Pod and the Main Building, if this can be accomplished safely. Campus Security will contact 911 and advise them of the emergency situation and the lockdown.

Occupants not already in a classroom must move immediately to the nearest open room that you feel safe in and secure the door.

Lock and barricade the room you are in
Turn off the lights, close blinds where possible

Stay away from windows and doors

Stay low and instruct everyone to remain calm and quiet

Cell phones should be placed in silent/vibration mode. No phone calls should be made that are not essential!

Do not let anyone leave the secured room until notified by Campus Security or Emergency Personnel

**DO NOT** open the door unless you are sure that Campus Security or Emergency Personnel are at the door. The assailant may bang on the door, yell for help, or attempt to persuade you to open a secure room

If a fire alarm is activated during a lockdown, remain where you are and await further instructions from Campus Security or Emergency Personnel

Emergency responders must initially consider everyone as potential threats. It is very important that everyone follows the instruction given by the responding police officers at all times to avoid harm to themselves

Once the “all clear” has been given, by campus security, campus administration or emergency personnel, police may require individuals to remain available for questioning following the lockdown.

**Recommended Responses to an Active Shooter**

**Evacuate**

Attempt to run away from the sound of gunfire putting as much distance between you and the shooter as possible. Evacuate the location even if others are not willing to leave, find a safe route and get out! Leave your belongings behind and keep your hands clear and visible so responding emergency personnel will know that you are not a threat.

**Hide Out**

If you cannot safely evacuate you need to find a place to hide where the active shooter is less likely to find you. If you are not already in a room with a door lock the door and blockade it with heavy furniture, office equipment or other large items. If you are in an open space, find the nearest open room and secure it using the methods previously described. Stay behind cover, it will help protect you in case of gunfire.

Remain quiet and silence your cell phone. Other sources of noise such as radios, televisions should be turned off.

**Disrupt/Incapacitate the Active Shooter**

When hiding from an active shooter is not possible, as a last resort, and only if your life is in imminent danger, you should attempt to disrupt and/or incapacitate the shooter by any means possible. Use whatever is available as a weapon and be as aggressive as you can.
The emergency evacuation route for the Dental Clinic
The emergency evacuation route for Radiology
The emergency evacuation route for the Simulation Lab and Classroom
MEDICAL EMERGENCIES & ACCIDENTS

The primary focus of action during a serious medical emergency is the immediate care of the injured person. Medical emergencies, which require immediate medical attention, should be handled by following these procedures:

**Serious Injuries/Medical Emergencies (General Locations)**

1. Stay with the injured person at all times; maintain an attitude of calm and reassurance.
2. Control the environment (including bystanders) to prevent further injury or loss of privacy for the victim.
3. Designate someone to call 911—describe the type of illness/injury and location.
4. Designate someone to call the CCCC Switchboard Operator at 919-718-7400. Advise the operator of the situation and steps taken already (“911 has been alerted”). The Switchboard Operator will notify the administration (Vice President and Dean).
5. If a doctor, dentist, or a more “trained” person should be present, the more responsible/trained person should take charge until EMS personnel take control.
6. Once the victim has been transported to an emergency care center, caretakers, should stay and write a descriptive, detailed report of the accident or illness for CCCC and/or OSHA forms (full name, social security number, telephone number, address, time, date, place, etc).
7. Submit copy of the report to the Dean of Allied Health. The dean will then communicate this information to the president, all vice presidents, and the public information officer.

**DO NOT:**

A. Allow movement of the victim if head, neck, or spinal injury is suspected.
B. Attempt to place anything into the victim’s mouth.

**Serious Injuries to Patients/Medical Emergencies in the Clinical Setting**

During the treatment of patients, if a serious emergency occurs, the student should:

1. Stay with patient at all times; instruct someone to immediately alert the supervising dentist and an instructor.
2. Maintain an attitude of calm and reassurance.
3. Control the environment (including bystanders) to prevent further injury or loss of privacy for the patient.
4. Maintain an open airway; loosen restrictive clothing.
5. Monitor and record the patient’s vital signs. (Include a time chronology with all entries).
6. Be prepared to administer cardiopulmonary resuscitation.
7. Be prepared to succinctly relay health data, the events leading to the medical emergency, and the symptoms to the dentist or instructor.

Upon arrival of the supervising dentist/instructor:

1. The dentist/instructor will be in charge of directing emergency medical care of the patient.
2. An instructor will be responsible for obtaining emergency equipment and supplies.
3. The student operator and/or instructor should monitor and record the patient’s vital signs and provide assistance as directed by the dentist/instructor.

If an ambulance is needed:

1. The dentist/instructor will direct a student to call 911, then the Switchboard Operator at 919-718-7400.
   a. Advise the operator that an ambulance is needed immediately at WB Wicker CCCC Dental Clinic. (Give address, etc.)
      i. 900 S Vance St, Suite 220E (if clinic)
      Sanford, NC 27330
   b. Give the nature of the emergency.
   c. Return to the dentist to relay any messages or acknowledgments that an ambulance is on its way.
2. The dentist/instructor will direct two or more students to monitor all building entrances and direct ambulance personnel to the emergency site.

Upon arrival of EMS personnel:

1. The dentist/instructor and necessary students will maintain care of the patient until EMS personnel are ready to take charge.
2. The dentist/instructor(s)/Program Director and involved students will relay information to the CCCC Administration with a written descriptive, detailed report of the accident or illness for CCCC and/or OSHA forms (full name, social security number, telephone number, address, time, date, place, etc).
3. Submit report to the VP of Student Learning, VP of Student Services, VP of Administrative Services, Dean of Health Sciences, Administrative Assistant to the VP of Student Services, Controller, and Safety Coordinator.
4. The dentist/instructor will be responsible for documenting all information in the patient’s record (with input from the student and instructor).

Miscellaneous:

All injuries (serious or minor) must be reported to the Department Chair and Dean. The Dean will then inform the President, all Vice Presidents and the Public Information Officer. CCCC Accident (Incident) Forms must be filled out and submitted within 12 hours of the incident.

ACCIDENTS

Non-threatening, non-invasive accidents occurring in the classroom, laboratories, and/or clinic will be cared for according to the following procedures:

1. Students should report the accident to the supervising instructor immediately.
2. The instructor will direct the care of the wound and send the student to their personal physician or emergency room for care.
3. CCCC Accident (Incident) and OSHA forms must be filled out and delivered to the President, the three Vice Presidents, and Public Information Officer within 12 hours.

Blood-Borne Incidents: Accidents resulting in blood borne pathogen exposures to the operator and/or patient will be cared for according to the following procedures:

1. Immediately go to the sink and flush the wound under very warm water.
2. Hold the site in a downward position; DO NOT SQUEEZE the flesh to extract/promote bleeding.
3. Have a classmate contact the instructor immediately.
4. The instructor will direct the care of the wound and send the student and/or patient to their physician or hospital emergency room for care.
5. CCCC Accident (Incident) and OSHA forms must be filled out and delivered to the President, the three Vice Presidents, and Public Information Officer within 12 hours.

Students are reminded that occupational exposure incidents occur; students are not punished in cases of instrument sticks. It is a flagrant error of judgment, however, to hide the incident and not report it to the instructors. All students who knowingly allow an incident/accident to go unreported are equally guilty of dishonesty and will be reprimanded in accordance to the Disciplinary Procedures of the Dental Hygiene/Assisting Program.

*for blood borne pathogen exposures, consult instructor immediately

Swallowing Foreign Object Policy

Protocol for incidents involving patients swallowing various foreign objects associated with dental treatment provision-rubber dam clamps, bur, implant parts and pieces of scaling instruments:

1. The provider should alert supervising faculty or the dentist.
2. The provider will stay with patient, monitor vital signs, observe for acute respiratory distress, and make a preliminary diagnosis from the clinical signs and symptoms and the patient’s response to careful questioning.
3. IN EVENT OF AN EMERGENCY CALL 911.
4. Patient will need to be transported to the hospital for x-rays.
5. Complete and Incident Report and forward it to the Student Development Services.
6. Make an entry in the patient’s record completely describing the occurrence, but DO NOT refer to the Incident Report in your entry.
7. If the patient refuses the radiograph, proper notation should be documented in the chart.

**EMERGENCY EQUIPMENT: LOCATION**

**First Aid Kits are Located:**

- Dental Clinic on cart labeled Emergency Cart
- Dental Materials/Simulation Laboratory Classroom: hung on wall near door
- Dental Radiology Clinic

**Oxygen Tanks and Masks are located:**

- Dental Clinic in the aisle.

**Emergency Drug Kit is located:**

- Dental Clinic on cart labeled Emergency Cart

**Eyewash Stations are located:**

- Dental Clinic, attached to sink between Op 1 and Op 2
- Dental Materials/Simulation Laboratory Classroom, attached to sink

**Emergency Equipment Location:**

- Dental Clinic, storage room on emergency cart

**First Aid Kits are located:**

- Dental Clinic on cart labeled emergency cart
- Dental Materials/Simulation Laboratory Classroom: located on the shelf near the door
- Dental Radiology Clinic

**Emergency Drug Kit is located:**

- Dental Clinic storage room on emergency cart

**EVALUATION OF EMERGENCY INVENTORY:**

Medical supplies should be updated routinely, at least once every three (3) months. The Dental Programs Office Manager is responsible for updating and replacing necessary medical supplies.
Students and staff should be informed/reminded of this policy on an annual basis. The Program Director/Lead Instructor will be responsible for informing staff members; instructors will be responsible for informing their respective classes.

**Eyewash Station**

**What Every Employee/Student Should Know**
1. Where the station is located in the clinic and laboratory
2. How to use the station
   a. Lift the dust covers off the spray heads.
   b. Push the kick plate to start the flow. If no water comes out, be sure the water flow is turned on from the wall.
   c. Push the pin and pull the knob towards you.
3. When to use the station – when any potentially hazardous material contacts the eye(s)
4. Eye Irrigation – First Aid Information
   a. Chemical exposure to the eye may cause damage from chemical conjunctivitis to severe burns. Therefore, remove all chemicals from the eye(s) quickly.
   b. Signs & Symptoms of Exposure – local pain, visual disturbances, lacrimation, edema and redness

**Basic Treatment for the Eye**
1. Flush with water using a mild flow from the eyewash station and continue for at least 15 minutes.
2. Ask the victim to look up, down, and side to side as they rinse in order to better reach all parts of the eye(s).
3. DO NOT let the victim rub his/her eye(s).
4. DO NOT let the victim keep his/her eye(s) tightly shut.
5. DO NOT introduce oil or ointment into the eye(s).
6. DO NOT use hot water.
7. Notify medical authorities when someone is injured.
8. Use the incident report form to record details of the injury

**AMERICAN DENTAL ASSISTANTS’ ASSOCIATION**

**MISSION STATEMENT**

“To advance the careers of dental assistants and to promote the dental assisting profession in matters of education, legislation, credentialing and professional activities which enhance the delivery of quality dental healthcare to the public.”

**MEMBERSHIP**

Dental Assisting students are strongly encouraged to become members of the Student American Dental Assistants’ Association (SADAA). Students are to pay membership dues in the Fall Semester. Membership dues are payable on the first day of Fall Semester.
ADAA-CODE OF ETHICS FOR DENTAL ASSISTANTS

Forward

As an organization charged with representing a part of the professional individuals involved in the practice of dentistry, the American Dental Assistants Association has delineated the Principles of Ethics and the Code of Professional Conduct for members, officers, and trustees. The Principles of Ethics are general goals to which each member should aspire and are not intended to be enforceable as rules of conduct for dental assistants. The Code of Professional Conduct is intended for use as a guide for the evaluation of elected officials and members.

Each individual involved in the practice of dentistry assumes the obligation and maintaining and enriching the profession. Each member may choose to meet this obligation according to the dictates of personal conscience based on the needs of the human beings the profession of dentistry is committed to serve. The spirit of the Golden Rule is the basic guiding principle of this concept. The member must strive at all times to maintain confidentiality, and exhibit respect for the dentist/employer. The member shall refrain from performing any professional service which is prohibited by state law and has the obligation to prove competence prior to providing services to any patient. The member shall constantly strive to upgrade and expand technical skills for the benefit of the employer and the consumer. The member should additionally seek to sustain and improve the local organization, state association, and the American Dental Assistants Association by active participation and personal commitment.

Conduct of Members

The conduct of every member shall be governed by the Principles of Ethics of the American Dental Assistants Association and of the constituent association and component society within which jurisdiction the member is located. The member shall maintain honesty in all things, obedience to the dental practice act of the state in which employed and adherence to the professional ethics required by the employer.

Obligations

Every member of this Association shall have obligation to:

1. Hold in confidence the details of professional services rendered by any employer and the confidences of any patient.
2. Increase abilities and skills by seeking additional education in the dental assisting field, through services provided by this Association, the constituent associations and component societies.
3. Participate actively in the efforts of this Association and the constituent associations and component societies to improve the educational status of the dental assistant.
4. Refrain from performing any service for patients which requires the professional competence of a dentist, or is prohibited by the dental practice act of the state in which the member is employed.
5. Support these Principles of Ethics and the Pledge.
The ADAA
Statement of Professional Commitment

As a professional dental assistant, I will promote the advancement of the careers of dental assistants and the dental assisting profession in matters of education, legislation, credentialing and professional activities which enhance the delivery of quality dental health care to the public.
THE DENTAL ASSISTANTS

Pledge

I solemnly pledge that,

in the practice of my profession, I will always be loyal
to the welfare of the patients who come under my care,
and to the interest of the practitioner whom I serve.

I will be just and generous to the members of my pro-
fession, aiding them and lending them encouragement
to be loyal, to be just, to be studious.

I hereby pledge to devote my best energies to the service
of humanity in that relationship of Life to which I con-
secrated myself when I elected to become a Dental
Assistant.”

Dr. C. N. Johnson

PRINTED AND DISTRIBUTED THROUGH THE AMERICAN DENTAL ASSISTANTS ASSOCIATION.
Creed
for Dental Assistants

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

— Juliette A. Southard

AMERICAN DENTAL ASSISTANTS ASSOCIATION
PATIENT RIGHTS

PATIENT BILL OF RIGHTS
(POSTED IN DENTAL CLINIC)

Patients can expect:
1. To be treated with respect and consideration for medical, dental, and oral health care.
2. To be well informed of all aspects of their case.
3. A thorough assessment of their needs.
4. To be treated as partners in care, participating in goal setting and planning treatment.
5. To be informed of appointment and fee schedules.
6. To have appointment times observed.
7. To receive current information and be assured quality treatment.
8. To receive appropriate treatment.
9. To be taught to maintain oral health, and how to prevent further dental/oral disease.
10. Reasonable continuity of care between our office and their private dental office.
11. Appropriate and timely referrals for other needed services.
12. To be treated by providers who model good personal health and hygiene.
13. Confidentiality of all information pertinent to their care.

DISCLAIMER STATEMENT

The policies/rules contained within this manual are not all inclusive; additional information may be relayed in class as necessary. Students are required to follow all rules and policies of the Dental Assisting Program as they are relayed in the Orientation Manual/Handbook, clinic handouts/booklets of instruction, and any changes to procedures as announced in class or clini
AGAIN, WELCOME TO THE DENTAL ASSISTING CLASS OF 2016!!!!

The first semester is probably the most difficult due to the volume of information students are required to know related to policies and procedures (all of this and the actual course work)!!! ☺ Students are advised to refer to the Handbook/Orientation Manual and other manuals containing information about clinical and classroom policies and procedures continuously during their training at CCCC.

Students will be held accountable for this material and will show documentation of having read the Handbook/Orientation Manual. We would suggest that this Manual be a constant companion in your book bag.

The faculty and staff of CCCC's Dental Assisting Program:

Welcomes you!

The faculty of CCCC's Dental Assisting Program will:

Train and challenge you clinically.

The faculty of CCCC's Dental Assisting Program will:

challenge you didactically.

The faculty and staff of CCCC's Dental Assisting Program will:

Support you in your endeavors to become a dental assistant!
ARE YOU READY TO ACCEPT THE CHALLENGE???
DENTAL ASSISTANT PROGRAM: CONFIRMATION OF INFORMATION AT THE NEW STUDENT ORIENTATION

1. To enable the prospective student to make an informed decision regarding their enrollment in the CCCC Dental Assistant Program, to ensure and maintain the quality of training provided by the Dental Assistant Program at Central Carolina Community College, and to further ensure the cooperation of our student enrollees, you are asked to read and sign the following Confirmation form stating that:

   a. The following policies and procedures were covered during the New Student Orientation on July 10th, 20014 (Class of 2015).
   b. You received this information both verbally and in written format (by handout: Power Point Presentation).
   c. Your decision to accept your seat in the CCCC Dental Assistant program has been made with full knowledge and recognition of your responsibilities and participation during the training program.
   d. You are willing to follow these policies and training procedures throughout your enrollment in the Dental Assistant Program.
   e. You have fully disclosed to the Program and/or Special Populations Coordinator, any physiological, neurological, emotional, or other reason for which special accommodations may be necessary during your training. Your complete cooperation is necessary for us to accommodate any special needs you have.

2. I, _________________________________________________, attest that I am aware of and will adhere to the policies and procedures of the CCCC Dental Assistant Program as they pertain to:

   a. Transfer of classes: For students who have transfer credits in dental courses from other programs or colleges, please read and initial your willingness to comply:

       As it applies to me, I will register for and participate by audit/credit all DEN courses assigned to the semester I am enrolled in (as well as subsequent semesters). I am aware that this Program Policy has been initiated in my best interest to better prepare me for the Dental Assisting National Board Examination.

       Accept     Decline     NA     Initial:__________

   b. Readmittance to Program: For students who were previously enrolled in Dental Assisting courses at CCCC but are not re-admitting to the curriculum, please read and initial your willingness to comply:

       As it applies to me, I will register for and participate by audit/credit all DEN courses assigned to the semester I am enrolled in (as well as subsequent semesters). I am aware that this Program Policy has been initiated in my best interest to better prepare me for the Dental Assisting National Board Examination.

       Accept     Decline     NA     Initial:__________

   c. Disclosure of Medical or Learning Disabilities/Special Accommodations Needs: For students who have special needs, please read and initial your willingness to comply:

       As it applies to me, I will discuss at the onset of the school year any limitations I have with the Special Populations Coordinator – whether it be physiological (medical)
concerns, emotional concerns, neurological concerns, etc. – that may interfere or prevent me from being successful in my training and responsibilities as a Dental Assisting student. I acknowledge that by processing the necessary documentation with the Special Populations Office, CCCC and the Dental Assisting Program will make every reasonable accommodation for my training. I accept responsibility for disclosing all necessary medical and/or special needs information in a timely fashion and for following the established protocol for my training.

Accept  Decline  Initial:__________

d. Training Procedures: I am aware that training will consist of the following:
   i. Use of a manikin during the earliest phase of my training
   ii. Utilization of each enrolled student (including myself) to act as a “patient”
   iii. Student procurement of friends and family, etc. to serve as “patients”
   iv. Departmental scheduling of paying patients
   v. Student procurement of students on campus to fill “no show” or cancelled appointments

I am fully aware and accept these training procedures to enable my classmates and me to receive the full extent of hands-on training necessary to prepare me for my role as a dental assistant.

Accept  Decline  Initial:__________

e. Professional Appearance: I am aware that I will be expected to follow and uphold the requirements for professional appearance as state in the Dental Assisting Orientation Manual, as discussed during the New Student Orientation, and as generally expected as part of the embodiment of a dental professional.

Accept  Decline  Initial:__________

f. Behavior and Attitude: I am aware that I will be expected to demonstrate a “can do” attitude and a positive learning behavior during all labs, classes, and clinics. I will accept instruction and constructive criticism in a positive manner as part of the learning process. I will exhibit professional behavior in all aspects of learning.

Accept  Decline  Initial:__________

g. General Departmental Policies and Procedures: I will accept the responsibility to read and follow policies and procedures set forth by CCCC and the Dental Assisting Program.

Accept  Decline  Initial:__________

h. Practice Hours/Student Functions: I am fully aware that part of my training will entail attendance at professional meetings, functions, and clinical practice hours outside of regular class hours. Attendance is required.

Accept  Decline  Initial:__________

3. Notification: If you decline one or more of the above statements, a review will be conducted by the Department Chairperson, Program Director, and relevant administrative personnel to determine your status for final approval into the Dental Assisting Program.
4. **CODA Complaints and Third Party Comments:** I have been made aware of the Complaints Policy and Third Party Comments Policy as required by the Commission on Dental Accreditation.

5. I attest by my signature that I have been informed of my responsibilities and the training procedures necessary to be a Dental Assisting student at Central Carolina Community College and will accept these conditions as an incoming student.

______________________________
Print Name

______________________________     ____________
Signature          Date