

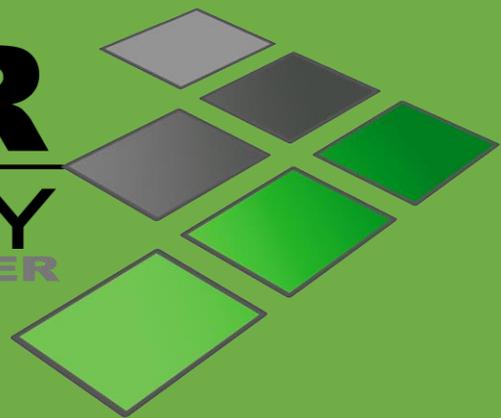
# MEDICAL ASSISTANT PROGRAM STUDENT HANDBOOK

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CAPE GIRARDEAU PUBLIC SCHOOLS

CAPE GIRARDEAU  
**CAREER**  
&  
**TECHNOLOGY**  
CENTER



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# MEDICAL ASSISTANTS

Medical assistants work alongside physicians and other healthcare professionals, primarily in medical offices and clinics. Medical assisting is a fast growing career with increased local demand due to new healthcare regulations.

Students will be trained to perform administrative and clinical duties. Administrative training will include computer applications, maintaining patient medical records, coding, billing, and filing insurance forms, medical terminology, anatomy and physiology, greeting patients, scheduling appointments, arranging for lab services and hospital admissions, bookkeeping, and general correspondence. Clinical training will include taking medical histories, preparing patients for exams, assisting the physician during exams, drawing blood, administering medications, preparing lab specimens, and educating patients about treatment procedures, medications, or special diets.

Students who successfully complete the program will receive a certificate of completion. These students will also have to opportunity to receive a national certification by taking the Certified Clinical Medical Assistant exam.

This is a one-term program which meets Monday through Friday from 8:20 am to 3:00 pm with a 40 minute lunch for a total of 900 clock hours (160 hours of internship). The fall term meets August through April. The spring term meets January through August.

## ACCOMMODATIONS FOR STUDENTS WITH SPECIAL NEEDS

### **Notification and Assessment Requirements:**

Students requesting accommodations for special needs must notify the school of their needs. In order for the school to make appropriate accommodations, students must provide current (less than one year old) assessments identifying their needs. The assessment is to be accompanied with recommendations for accommodations that are made by the agency performing the assessment. Such assessments are at the student's expense.

### **American with Disabilities Act of 1990**

If you have special needs as addressed by ADA, please discuss this with your instructor once you are accepted to the Medical Assistant program. Reasonable efforts will be made to accommodate your special needs.

## NOTICE OF NONDISCRIMINATION

The Cape Girardeau Public School System is committed to the concept of equal opportunity for all individuals, regardless of, race, color, national origin, sex, or handicap as defined in Section 504, PL. 93-112 in its employment procedures and in its operation of education programs and activities. The Cape Girardeau Public School System is required by Title IX of the Education Amendments, Public Law 92-318 not to discriminate on the basis of sex in above mentioned areas. Persons who feel they have been discriminated against in violation of this policy may appeal to the Compliance Official responsible, 301 North Clark, Cape Girardeau, MO 63701. Telephone 573.335.1867.

## APPROVAL STATUS

The Medical Assistant Program of the Cape Girardeau Public Schools was formerly known as the Medical Office Specialist program and was established in 2009. It is located in the Cape College Center, Rooms 104, 105, 106, 1050 South Silver Springs Road, Cape Girardeau, Missouri. This program is under the control of the Cape Girardeau Board of Education, District #63, Cape Girardeau, Missouri, and is supervised by the State Department of Elementary and Secondary Education.

The Cape Girardeau Career & Technology Center received accreditation from the Council on Occupational Education (COE)—Commission on Accreditation and School Improvement in February 2015. Our next accreditation visit will be in 2021.

## COOPERATING CLINICAL FACILITIES

Arrangements have been made with the following health care facilities to provide the clinical experience opportunities for the medical assistant students:

Other agencies will be utilized for shadowing, demonstrations, and internship experiences.

Saint Francis Medical Center 211 Saint Francis Drive Cape Girardeau, MO 63703 573.331.3000	Southeast Missouri Hospital 1701 Lacey Street Cape Girardeau, MO 63701 573.334.4822
Urology Associates 3 Doctors Park Cape Girardeau, MO 63703 573.334.7748	
More facilities will be added as needed. This list is not complete.	

# MISSION, VALUES, AND POLICY OF THE CAPE GIRARDEAU CAREER & TECHNOLOGY CENTER

## *OUR MISSION*

The Cape Girardeau Career and Technology Center will provide high quality educational programs, resources, and practical experiences to meet the evolving needs of secondary students, post-secondary students, and area industry.

Our Center will be a vital contributor to the continued economic development of the region.

## *OUR VALUES*

Design real-world experiences to allow students to achieve their highest potential.

Enable students to achieve 21st century skills through hands-on learning.

Stimulate the development of leadership qualities and team-building.

Foster the development of problem solving and continuous learning.

Encourage work standards of the highest ethics and integrity.

Develop and utilize appropriate occupational safety practices.

Provide direction for further education and employment

## *OUR POLICY*

The Cape Girardeau Public School System is committed to the concept of equal opportunity for all individuals, regardless of race, color, national origin, sex or handicap as defined by section 504, P.L. 93-112, in its employment procedures and in its operation of educational programs and activities. The Cape Girardeau Public School System is required by Title IX of the Educational Amendments, Public Law 93-318 not to discriminate on the basis of sex in above mentioned areas. Persons who feel they have been discriminated against in violation of this policy may

appeal to the Compliance Official responsible at:

301 N. Clark Ave., Cape Girardeau, Missouri 63701.

Telephone (573) 335-1867.

Americans with Disabilities Act of 1990:

If you have special needs as addressed by ADA, please discuss this with your instructor at enrollment. Reasonable efforts will be made to accommodate your special needs.

# GRADUATE COMPETENCIES

## CAPE GIRARDEAU CAREER & TECHNOLOGY CENTER – Medical Assistant Program

Graduate competencies identify the individual behaviors expected of a graduate upon completion of this program. These competencies are:

- To demonstrate safe practice of basic skills and knowledge required of an entry level medical assistant in a variety of health care settings.
- To exhibit a caring attitude in the delivery of quality holistic care and patient teaching throughout the life span.
- To utilize the principles of the medical assisting process along with the current research for evidence-based practice in the delivery of care.
- To be accountable for one's own actions within a legal and ethical framework.
- To demonstrate effective communication, critical thinking, and clinical reasoning as a collaborative member of the health care team.
- To recognize and accept the responsibilities of the medical assistant in health promotion, restoration, maintenance, and illness prevention for individuals and families using cultural and spiritual sensitivity.

## ADMISSION CRITERIA

The admission criteria include elements that evaluate an individual's potential to complete the medical assistant program. With that in mind, in order for an applicant to be considered for admission into the Cape Girardeau Career & Technology Center – Medical Assistant Program, he or she must:

Be at least 17 years of age.

Submit a completed application form with a \$20.00 application fee.

Be a high school graduate or have passed the GED examination.

Home schooled applicants are asked to provide:

- A plan book, diary, daily log, or other written record indicating the subjects taught and the activities engaged in with the student.
- A portfolio containing samples of the student's academic work.
- A record of evaluation of the student's academic progress.
- Other written or credible evidence equivalent to the above.

Note: Home schooled applicants are highly encouraged to complete the GED as a part of the application process due to the expectations of many employers.

Provide official copies of all educational transcripts (high school, college, etc.) GED test scores, and other health related certificates (CNA, CMT, EMT, etc.).

Successfully pass the Workkeys tests. Achieved a minimum score of Level 4 on the Applied Math & LocWorkKeys Test\*

\*WorkKeys Test:

- Consists of three (3) sections: Applied Mathematics, Locating Information, and Reading for Information.
- Each section is 55 minutes long
- Preparing for Test:

A prep quiz and post-test for the WorkKeys Test is available through KeyTrain at [www.act.org/workkeys/practice](http://www.act.org/workkeys/practice). This prep session is an online version of KeyTrain and can be completed at applicant's own pace. (Adobe Flash Player and Adobe Reader must be on your computer.) You must earn 80% or higher on all quizzes and post-tests to be successful. There is \$5.00 fee for this prep session.

The WorkKeys Test may be retaken for an additional \$12.00 per section. It is recommended that applicant remediates between re-testing.

Applicants for whom English is a second language must meet the same general admission requirements as other applicants. These applicants must show English proficiency by scoring in the high level for reading and listening and in the good level for speaking and writing on the TOEFL (Test of English as a Foreign Language). These applicants may postpone taking the TOEFL until they have passed the Workkeys and/or have been accepted into the Medical Assistant program.

Employment or experience in a health care setting is not a mandatory requirement, but will be noted as a positive aspect when considering applicants for admission.

## FINAL ACCEPTANCE

### Final Acceptance into THE MEDICAL ASSISTANT PROGRAM

**Please note that final acceptance into the program is contingent upon criminal background and/or felony history.**

If an individual has pled guilty to or has been convicted of a felony, whether or not sentence was imposed, or has been involved in a violent crime, Southeast Missouri Hospital and Saint Francis Medical Center will be notified. These two health care institutions are clinical sites for our students. A designated person or persons at these health care institutions will make the decision whether the individual will be allowed to participate in the clinical portion of the medical assistant program at their facility. The applicant may be asked to appear before a designated person or persons at Southeast Missouri Hospital and/or Saint Francis Medical Center. To that meeting the applicant shall take certified copies of court documents (i.e. docket sheet, complaint, and final disposition) and a separate personally written notarized statement fully describing the event(s) in question. Again, it is the decision of the designated person or persons at the health care institutions as to whether or not this individual can participate in clinical experiences as a Student Medical Assistant at their health care institution. If the decision is **NO, THIS INDIVIDUAL CANNOT PARTICIPATE IN DIRECT HANDS-ON PATIENT CARE AT THE HEALTHCARE FACILITY, THEN THIS INDIVIDUAL WILL NOT BE ALLOWED TO ENTER THE MEDICAL ASSISTANT PROGRAM.**

All students accepted into the Medical Assistant program must have a criminal background check on file at the school.

### LATE ADMISSION

No student shall be admitted to the Medical Assistant program later than five days after the established entrance date of the program.



**Obligation for Payment:** Registration constitutes a financial contract between students and the school. Students are ultimately responsible for payment of amounts owed to the school, including instances where anticipated financial aid becomes unavailable. If students do not make payments of amounts owed to the school when they become due, the school has the right to cancel students' registration; to withhold their grades, transcripts, diplomas, certificates, and to refuse admittance to final exams.

## REFUND POLICY

### Healthcare Career Programs Updated Fall 2015

It is intended that a fair and equitable pro rata refund be made to those students who find it necessary to withdraw or fail to maintain pre-determined requirements and minimum performance standards as stipulated in each program. The following refund policy has been structured to both support a reasonable and cost-effective tuition base and at the same time render a fair and equitable refund to the student.

**Tuition:** A partial refund to a student's account will be granted to students leaving a Healthcare Career program with up to 40% of the days remaining in the term. After 60% of the term has elapsed no refunds will be made.

**Books and Fees:** Where possible, refunds will be made to a student's account for books and fees when these costs have not been incurred by the Cape CTC.

**Tuition Refund Determination:** During the first 60% of a payment period, refunds of tuition will be made to a student's account based simply on the percentage of days completed for that payment period. For example, a student's account will receive a 80% refund of tuition for a payment period in which the student exited from the program after only 20% of the payment period. If a student exits after 60% of the payment period, the student will owe all tuition for the entire payment period.

**Those students receiving federal and/or state financial assistance should understand that non-completion of a program could result in having received unearned financial aid funds. As a result, the student will be held directly responsible for the repayment of those funds. Unearned funds will be calculated using the pro-rata refund guidelines and policies as set forth by the U.S. Department of Education.**

**Refund processing takes approximately four (4) weeks.**

Refunds due shall be applied in the following order:

1. Federal Stafford Guaranteed Student Loan (Title IV)
2. Pell Grant (Title IV)
3. Workforce Investment Act (WIA) or other agency
4. Access Missouri Grant
5. Private Scholarships
6. Personal Funds

# SCHOOL CALENDAR

Student medical assistants will receive a yearly calendar clearly outlining classroom and clinical activities. Changes in the schedule will only be made when necessary. The students and instructors will be given adequate notice of changes in order to adjust necessary arrangements. This information is also found in the syllabus.

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## Medical Assistant 2020-2021 Schedule

**August 24, 2020 – April 12, 2021**

**6 hour days**

Monthly Classroom hours

Month	Days	Hours
August	6	36
September	20	120
October	21	126
November	18	108
December	13.5	81
January	17	102
February	18	108
March	22.5(13 days are 8 hr days)	161
April	8 (7 days are 8 hr days)	62
Total	(124 *6 ) +(20*8)	904

Days off

Month	Date	Reason	Missed hours
September	7	Labor Day	6
October	30	PD Day	6
November	25-27	Thanksgiving break	18
December	18	Half day Christmas break	3
December	21-31	Christmas break	60
January	1	Christmas break	6
January	15	PD day	6
January	18	MLK Jr.	6
February	15	President's Day	6
February	26	PD day	6
			123

Notes:

First day in the classroom is August 24th, 2020, which will also be orientation.

Last day in the classroom is April 12th , 2021. This day will consist of internship follow-up and CCMA prep.

CCMA Exam: April 13th, 2021

Expected graduation: April 14th, 2021 6-8pm

All days are 6 hour days except for March 15- April 9, 2021 which are 8 hour days.

## Spring Medical Assistant 2021 Schedule

**January 11, 2021-August 16, 2021**

**6 hour days**

Monthly Classroom hours

Month	Days	Hours
January	13	78
February	18	108
March	22	132
April	19	114
May	19	114
June	22	132
July	10 Classroom 13 internship	164
August	1 classroom 7 internship	62
Total		904

Days off

Month	Date	Reason	Hours
January	15	PD	6
January	18	MLK Jr	6
February	15	President's Day	6
March	19	Off	6
April	1	PD	6
April	2-5	Spring break	12
May	31	Memorial Day	6
July	2, 5	Summer break	12
			60

Notes:

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First day in the classroom is January 11, 2021, which will also be orientation.

Last day in the classroom is August 16th , 2021. This day will consist of internship follow-up and exam prep if needed.

CCMA Exam: August 17th, 2021

Expected graduation: August 18th, 2021 6-8pm

All days are 6 hour days except for July 19th- August 13th which are 8 hour days during the student's internship.

# TEACHER'S ATTENDANCE POLICY

In an accelerated learning model, interaction is foundational to synergy. In other words, we are covering material that most Community Colleges cover over an 18 month period. We are doing it in 30 weeks. The format, therefore, necessitates class attendance. In the event of an emergency, adult learners should contact the facilitator as early as possible to review make up policy. All participation points will be lost the day of an absence. Participation points vary from subject to subject. 10%-20% deduction can be possible. Homework assigned for that day, must be turned in the following school day to get full potential points. If handed in late, a 20% deduction will automatically be taken off. If a student is tardy coming or leaving class by 25 minutes or more, they will lose half of the participation points for that day or half points on exams and other work completed that morning.

***When it comes to attendance, this program is to be viewed as “your employer”. Excessive absences, recurrent tardiness, not calling in properly to report absences are not tolerated in an employment setting. Employers take all of these very seriously – so does this program.***

**Cape Girardeau Career and Technology Center  
Medical Assistant  
Attendance, Tardy, and Call-in Policies and Procedures**

## ATTENDANCE

Students are to maintain regular attendance at all scheduled class meetings and internship dates. However, the Cape Girardeau CTC understands that our adult students have responsibilities and emergencies that might prevent them from attending class.

Therefore, students are allowed 40 hours of absences, before financial aid and certification are affected.

If a student exceeds 40 hours of absence, he or she can appeal in writing to the school's director. Along with the appeal, the student should include any supporting documentation regarding the reason for the absence.

No absences will be excused (nor will an appeal be accepted) until the student has exceeded 40 hours of absence.

If the appeal is accepted and hours are excused, the student can make up 20 hours of absent hours.

If a student exceeds 60 hours of absence, the student will be exited from the program.

Tardy:

If a student is late to class by 25 minutes or more, that student must notify the instructor or it will be documented as a no call no show (NCNS) and one hour will be deducted from their missed hours sheet. If the student leaves class early by 25 minutes or more, that student must notify the instructor or it will be documented as a no call no show (NCNS) and one hour will be counted as an hour of absence.

Call-in:

Students are to call-in to their instructor whenever they are unable to attend class, or work at their internship site. Our phone system will allow messages to be left for the instructor if our switchboard has not yet opened for the day. IF student fails to notify the instructor my phone or email, they will be considered a NCNS.

### **REPORTING AN ABSENCE IN THE CLASSROOM AREA**

The student who is going to be absent or late to class is to speak directly to an instructor or the program administrator, send an email or leave a message on the voicemail stating that the student will be absent or late to class. In the event a student must leave the classroom during school, he/she must report directly to one of the medical assisting faculty.

Mrs. Emily Lanpher 573-334-0826 x 8005

Ms. Michelle Stoverink 573-334-0826 x 8003

### **REPORTING AN ABSENCE DURING THE INTERNSHIP**

**The student who is going to be absent or late to their internship is to speak directly to an instructor or the program administrator or leave a message on the voicemail stating that the student will be absent or late to their internship site prior to the start time or their scheduled day.** In the event a student must leave the internship, he/she must report directly to one of the medical assisting faculty. They **MUST** contact the Practice Manager at the facility where they are interning at as well **AT LEAST 60 MINUTES BEFORE THE SCHEDULED CLINICAL STARTING-TIME.**

Mrs. Emily Lanpher 573-334-0826 x 8005

Ms. Michelle Stoverink 573-334-0826 x 8003

***A student who is absent from class or internship and does not call in properly will be subject to disciplinary action.***

### **NO CALL NO SHOW**

When a student does not call in to report absence or tardy for classroom or clinical, that absence or tardy will be termed "No Call, No Show" (NCNS) and the following disciplinary action will occur:

First occurrence.....a written warning (counseling record) and a meeting with the Medical Assistant Program Administrator

Second occurrence....the absence will be recorded as time and a half (for example: a 6 hour NCNS absence will be

recorded as 9 hours of absence) and the student will meet with the Assistant Director of the CTC

Third occurrence.....termination from the Medical Assistant program unless there is proof that the student was incapacitated and unable to phone due to severe injuries, severe illness, severe weather conditions, etc.

### **ATTENDANCE PROBATION**

A student who is **absent more than 40 HOURS** shall be **placed on ATTENDANCE PROBATION.**

Once on probation, if the student **accumulates an additional 20 HOURS (a total of 60 hours of absence)**, it will be considered that the student has failed to meet minimum academic/clinical requirements and the student will be **TERMINATED FROM THE PROGRAM.**

Prolonged absences due to illness or emergency situations, or a request for a leave of absence, will be **CONSIDERED ON AN INDIVIDUAL BASIS.**

## PHONE POLICY

The medical assisting program administrator must have a current listing of the student's home phone number and address.

Please notify the program administrator of any change(s) in phone number and/or address. The student must supply a number at which he/she can be reached or a message left.

Use of the program administrator's /instructors' phone for the student's personal use is not allowed except in emergency situations.

The students are discouraged from receiving personal telephone calls at school or at clinicals, except in emergencies.

Students should provide family members with school and hospital phone number to be used for emergencies only. Be sure the family member asks for the instructor and specific medical assisting unit on which the student is working.

Mrs. Lanpher's Computer Lab: 573-334-0826 x 8012

Ms. Stoverink Clinical Lab: 573-334-0826 x 8009

## CELL PHONE POLICY

***Cell phones and other electronic communication devices are distractions in the learning environment.***

Cell phones and other electronic communication devices **are not** to be used by students **during class or clinicals**. It is best to **not** have your cell phone with you in the classroom or clinical setting at all. Students who have cell phones with them are to use them **only at breaks and lunches outside the school building and away from patient care areas in the health care facilities during clinicals.**

If it is witnessed or reported that you are using your cell phone or other electronic communication devices while you are in the classroom or clinical setting, you will meet with the Medical Assistant Program Administrator, and a counseling form will be filed. In the event of repeat occurrences, the student will be subject to disciplinary action.

## PHONE NUMBERS

### ADMINISTRATION AND MEDICAL ASSISTANT INSTRUCTORS

Name	School Phone Number
Dr. Libby Guilliams, Director Career & Tech Center	573.334.0826, extension 6556
Mr. Brock Crowley, Assistant Director Career & Tech Center	573.334.0826, extension 6551
Mrs. Lesley Essex Financial Aid	573.334.0826, extension 6515
Mrs. Jeanna Lohman Financial Aid	573-334-0826, extension 6510
Mrs. Emily Lanpher Program Administrator	573.334.0826, extension 8005
Ms. Michelle Stoverink Instructor—Clinical	573.334.0826, extension 8003
Mrs. Heidi Hitt Allied Health Care Administrative Assistant	573-334-0826, extension 6723

## SMOKING POLICY

### **SMOKING IS NOT PERMITTED IN THE SCHOOL OR ON THE SCHOOL GROUNDS.**

When at a health care facility, students are to follow the established smoking policy.

## ALCOHOL/DRUG POLICY

The Cape Girardeau School District No 63 is concerned with the health, welfare and safety of the students as well as our patients. Therefore, use, sale, transfer, distribution, possession or being under the influence of unauthorized prescription drugs, alcohol, narcotic substances, unauthorized inhalants, controlled substances, illegal drugs, counterfeit substances and imitation controlled substances is prohibited on any school or clinical site property. This prohibition also applies to any school-sponsored or school-approved activity, event or function, such as a field trip, where students are under the jurisdiction of the school district and/or are representing the Medical Assistant program. The use, sale, transfer or possession of drug-related paraphernalia is also prohibited.

For the purpose of this policy a controlled substance shall include any controlled substance, counterfeit substance or imitation controlled substance as defined in the Narcotic Drug Act, Section 195.010, RSMo., and in schedules I, II, III, IV and V in section 202(c) of the Controlled Substances Act, 21 U.S.C. 812 (c).

Students may only be in possession of their own prescription or nonprescription medication as detailed in the Cape Girardeau School Board Policy.

**The school administration shall have the right to conduct searches, which are reasonable in scope, of persons reasonably suspected to be in violation of this policy. Such searches shall be conducted in accordance with the Cape Girardeau School Board Policy. Upon discovery of any prohibited substance, the local law enforcement agency will be notified.**

Any student who, after given an opportunity to present his or her version of the incident, is found by the administration and/or staff to be in violation of this policy shall be subject to immediate termination from the medical assisting program and referral for prosecution. Strict compliance is mandatory. The Medical Assistant program administrator/faculty shall immediately report all incidents involving a controlled substance to the Director and/or Assistant Director of the Career & Technology Center who will in turn notify the local law enforcement agency and the superintendent. All controlled substances shall be turned over to local law enforcement.

Students with disabilities who violate this policy will be subject to the same disciplinary action as any other student in accordance with the Cape Girardeau School Board Policy.

Students are subject to alcohol and/or drug screening when there is reasonable suspicion that student may be under the influence of alcohol and/or drugs. Refusal to submit to testing or positive test results will result in dismissal from the medical assisting program. Cape Girardeau School District reserves the right to select the alcohol/drug screening lab.

Some clinical sites may require random alcohol/drug test screenings as a condition by which students are allowed the privilege to participate in clinical rotations at their facility. These clinical rotations are required for the completion of the Medical Assistant program.

**Students will read and sign the Student Drug/Alcohol Testing Policy Acknowledgement and Consent Form during the first week of school.**

# PROCEDURES AND POLICIES RELATED TO WEATHER AND SAFETY

## **SNOW POLICY**

Updated Spring 2013

*When the Cape Girardeau Public Schools are closed due to snowy and hazardous road conditions, **MEDICAL ASSISTANT CLASSES** will be canceled. The announcement will be made over the local radio stations and KFVS-TV and will also appear on the KFVS-12 and Cape Public Schools websites: [www.kfvs12.com](http://www.kfvs12.com) and [www.capetigers.com](http://www.capetigers.com)*

If the Cape Girardeau Public School District schedules a make-up day(s), it will be necessary for the Medical Assistant students to also make-up this/these day(s). The School of Medical Assistant make-up schedule, however, may be different from that of the Cape Public School System.

Please note that a make-up day may be scheduled for one of the previously noted vacation or holidays.

## **TORNADO & SEVERE WEATHER PROCEDURE**

Updated Summer 2012

1. Classes will be alerted of a tornado warning or drill by a runner on the intercom system.
2. All student and teachers exit in single file in an orderly manner to the hallway nearest their room keeping clear of any windows or doors with glass.
3. All students and teachers are to assume the protective squatting position against a wall with head covered with hard cover book or notebook or with hands locked at back of neck.
4. Be prepared to evacuate the building if damage occurs.
5. Account for all students (teachers take roll) and await instructions

## **FIRE PROCEDURE**

Updated Summer 2012

1. When fire is detected, sound the fire alarm using one of the pull stations located in each hallway.
2. Evacuate the building following the primary evacuation route. If the primary evacuation is blocked, the teacher will choose an alternate route. Walk briskly in a single file. Move a safe distance from the building.
3. The teacher will make sure doors and windows are closed and lights are turned off.
4. Once assembled outside, the teacher will take roll.
5. Await further instruction. Do not return to the building until instructed to do so.

## **EARTHQUAKE PROCEDURE**

Updated Summer 2012

Earthquakes strike without warning. The instructors are responsible for keeping the class calm.

- If you are inside when the earthquake hits, stay inside. Do not leave the building until the quake has stopped.
- Get under a substantial supporting structure, such as their chair or desk. Cover head with coat, clothing or hands. If no cover is available, crouch against an inside wall and cover head. Stay away from outside walls, windows, or expanses of glass.
- After the quake has stopped, each class should exit the building using the primary or secondary fire routes. If these routes are blocked, find the best possible way out.
- Leave the building in an orderly fashion.

- After you are out of the building, **DO NOT GO BACK INSIDE THE BUILDING FOR ANY REASON!** Keep in mind that aftershocks may cause the building to collapse.
- If you are outside when the earthquake hits, stay outside. Get clear of all buildings, trees, exposed wired, or other hazards that may fall. The safest place is in the open.
- Stay as a group. The instructor will take roll and check for injuries and will have injured students escorted to the first aid station.
- Await further instructions. Do not return to the building until instructed to do so.

## **INTRUDER PROCEDURE**

Updated 2014

The only unlocked access to the school from the outside is at the main entrance next to the front office. Visitors are to report to the front office.

If an intruder is inside the building and becomes violent or displays a weapon, instructors will be notified "Intruder in Building" or evacuate the building. The notification can also be gunfire or witnessing violence or a person with a weapon.

- **LOCK DOWN** (only if it is not safe to evacuate the students)
  - Close and lock classroom doors. Tie the door down and barricade the door with anything available
  - Cover the windows.
  - Look for alternate escape routes
  - Call 911
  - Move out of the doorway in case gunfire comes through it
  - Silence all cell phones
  - Once secured, do not open the door for anyone
  - Gather weapons (coffee cups, chairs, books, pens, etc), mentally prepare to defend yourself and students.
  - Put yourself in position to surprise the active shooter should they enter the room.
- **COUNTER**-This is proactive techniques should the active shooter enters the classroom.
  - Throw things at the shooter's head to disrupt their aim
  - Create as much noise as possible
  - Attack in a group
  - If you have control of the shooter, call 911, tell police where you are, and listen to their commands when officers arrive on the scene.
  - Never pick up the gun and point it at the shooter. Put the trash can over the gun and sit on the trash can.
- **EVACUATE**-Remove yourself and students from the danger zone as quickly as possible.
  - Decide if you and your students can safely evacuate
  - Run in a zigzag pattern as fast as you and your students can run.
  - Make sure all students are with you while you are running to safety.
  - Bring something to throw in case you encounter the active shooter
  - Have students climb out of the window and run first, then the teacher. Make sure you decide on the meeting place prior to leaving the building.
  - DO NOT DRIVE FROM THE AREA**

### Secondary issues

- Responding Police will have their weapons drawn and ready to use. They will probably point the weapon at you. Remain calm and follow any directions they may give. You may be asked questions, patted down, and given order to exit certain ways.
- Responding Police are there to stop the Active Shooter. They will bypass injured people and will not help you escape. Only after the shooter is stopped will they begin to provide other assistance.
- If you come into possession of a weapon, do not touch it.
- Be prepared to provide first aid.
- If you are in lockdown for a long period of time, give consideration to issues such as bathroom use, keeping people calm, etc.

## DRESS CODE AND GROOMING

Good grooming, cleanliness, and a professional image are basic requirements expected of students in the Medical Assistant program. These standards are expected of each student in both the clinical and classroom setting.

- Frequent showers/baths. Use of deodorant daily.
- Clean fingernails that are trimmed and manicured
- Clean hair, simply styled, well-groomed. No unusual hair colors or styles.
- Scrubs only
- Students are to wear tennis shoes with socks.
- Hat, caps, and other head wear are prohibited in the school buildings.
- Tattoos are to be kept covered.
  
- Scrubs should be clean, pressed, and fit appropriately for the body build of the student
- The mode of dress should reflect a wholesome attitude toward school without creating offense or distraction, nor is disrupting the school learning environment.
- Students are NOT permitted to wear clothing which reveals/exposes body anatomy due to the tight fit, the nature of the material of the garment, and/or inadequate coverage of the body.

### **CASUAL DAYS**

On designated casual days, students can wear jeans, sweats, capris, tennis shoes/sneakers/ athletic shoes, flip flops. All the other standards above must be followed.

### **CLINICAL DRESS CODE**

Students are to be in uniform when caring for clients in the clinical area. The clinical dress code is as follows:

Scrubs  
School name tag

When in uniform, the student must be well-groomed and clean.

Jewelry is to be limited to a wristwatch, engagement and wedding rings. No necklaces, bracelets, etc.

Tattoos are to be kept covered.

Hair is to be worn off the collar and in a style that will prevent hair from falling or touching others while working. No unusual hair color or style will be permitted. Barrettes, bands, etc must be same color as hair.

Make-up shall be moderate and have a natural look. No fake eyelashes permitted.

Fingernails must be clean, trimmed and manicured. No fake nails or nail polish permitted.

**~If you have questions about the dress code and grooming, see the Program Administrator.~**

## CLASSROOM REGULATIONS

1. Rooms 104, 105, and 106 are the classrooms used by the Medical Assistants
2. ALL CELL PHONES AND OTHER ELECTRONIC COMMUNICATION DEVICES MUST BE **TURNED OFF OR SILENCED** BEFORE ENTERING CLASSROOM, LIBRARY, OR LAB. See Cell Phone Policy
3. Please keep all classroom doors CLOSED.
4. The student's classroom schedule is as follows:

Monday through Friday 8:20a.m. to 3:00p.m.
5. Be attentive in class. Develop the art of concentration during lectures and class discussions. Take notes during class. **Read the textbook assignments prior to class.** Be sure you understand the material being presented in classroom lecture. Material cannot be learned unless it is first understood. It is the student's responsibility to ask for clarification or meet with the instructor as needed to increase understanding of the material presented.
6. Bathrooms are at various locations throughout the building. Students are excused to go to bathroom as needed.
7. Medical Assistant students have permission to eat lunch/dinner in the Medical Assistant break room. Each student is responsible for cleaning up after him/herself. Students are not allowed to be eating during class time. A microwave is available for all to use. Food is not permitted in the classrooms. Drink with a lid are allowed in certain areas. **There is a break room with vending machines in the lobby.**
8. At the end of class each day, straighten up your work area, place your chair under the table, pick up trash, etc. The breakroom area must to be cleaned and straightened up at the end of each class day/evening.

## CLINICAL SKILLS LAB

The clinical skills lab may be used during Fundamentals of Medical assisting. Fundamentals of Medical assisting instructors will organize, inventory, and order supplies throughout the year. Requests for supplies will be submitted to the front office staff. New equipment requests will be submitted to the Director of the CTC. Steri-safe from Steri-cycle will be used for sharps disposal. For disposal of broken and/out-dated equipment, notify the Assistant Director of the CTC.

### Expectations for students in the Clinical Skills Lab

- Set priorities and organize your practice of skills during lab time.
- Carefully observe demonstrations of skills very carefully, and then practice the new skills repeatedly.
- Ask the instructor for assistance or clarification.
- Use lab time wisely. If all available equipment is being used by other students, use this time for reviewing procedure videos or reviewing theory-related information in textbooks.
- Practice check-off skills until competent, then seek the instructor to check-off.
- After lab time, MAs are responsible for assisting the instructor in putting supplies/equipment away and straightening up the lab area.
- All clinical skills assigned by the instructors must be checked off before the end of Fundamentals of Medical assisting.
- Students who have not checked off on clinical skills in the lab **will not be allowed** to do those skills in the clinical setting during Fundamentals of Medical assisting. This could result in not meeting the clinical criteria for Fundamentals of Medical assisting.

# LEARNING RESOURCE CENTER (LRC)

(LIBRARY-COMPUTER LAB) Room 314

**The Learning Resource Center is not a student lounge.** It is to be a quiet, study area...not a place for socializing. **No food or drinks are allowed in the LRC.** It is the responsibility of each MA to keep the LRC neat and organized.

## Books and Medical assisting Journals

The books and medical assisting journals in the LRC are to be used in the library or classroom. They are not to be taken from the CTC. Faculty will stamp books with the school's stamp and will organize the books by subject on the two free-standing bookcases in the LRC. Once a year faculty will remove and dispose of books that are older than 5 years and journals that are older than 3 years.

Students are encouraged to utilize the internet for current information on health care. Faculty will give directions as to which sites to use for specific assignments.

**Ebscohost (CINAHL) is an electronic journal service that students can access at school or off campus.**

To access at the CTC: type '[search.ebscohost.com](http://search.ebscohost.com)' in the web address

To access off campus: type '[search.ebscohost.com](http://search.ebscohost.com)' in the web address

For ID: type "CTC!20" For Password: type "healthcare"

## Library and Educational Resources at Local Health Care Facilities

<b>Southeast Missouri Hospital</b> Hours: Mon-Thurs 7 a.m. - 8:30 p.m., Fri 7 a.m. - 4:30 p.m. Location: 2 <sup>nd</sup> floor of the building across from the hospital Websites utilized: A-Z health online through sehosp.org Mayo clinic, St. Louis Children's Hospital Hardcopies of multiple journals, videos, & books	<b>St. Francis Medical Center</b> Hours: Mon - Fri 8 a.m. - 4 p.m. Location: 3 <sup>rd</sup> floor of Healing Arts building Intra-library loan through National Library of Medicine Hard copies of many different medical assisting journals
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The computers located in the LRC are for use by the health careers programs: Respiratory Therapy, Practical Nursing, Medical Assistant, EMT, Paramedic, Physical Therapy Assistant, CNA/CMT.

All students of the Career & Technology Center must sign a form regarding internet usage. The use of the computers and printer shall be for school assignments only. **Abuse of this privilege will result in disciplinary action.** To prevent viruses, only diskettes, flash drives, etc. provided by the instructors may be used in the computers in the LRC. **DO NOT CHANGE SETTINGS ON THE COMPUTERS. DO NOT TURN OFF COMPUTERS.**

If a computer is not working properly or you need assistance with the computers, please notify a Medical Assistant instructor or the program administrator. The technical support person in the CTC will be notified.

## DVD Library

DVDs are kept in locked cabinets in the classroom. Viewing DVDs usually occur during class time. A student can request to view a DVD as needed by speaking to an instructor. DVD players are located in the classroom and the clinical lab. The DVD must be returned to the instructor after viewing. Students will not be allowed to take /DVDs away from the CTC. A listing of available videos/DVDs will be available to the students upon request.

## SIMTICS

Experience each procedure in a rich variety of ways - video demonstration, text explanation, and the anatomy you will encounter. Then learn, practice and test yourself in the simulations and quizzes. This multi-dimensional experience optimizes your learning curve and gets you results. Access SIMTICS in any way to suit your learning preference, your prior knowledge, or the time you have available. As you learn, you'll be building a strong, multi-stranded cognitive knowledge that will stay in your memory and serve you well in labs and externships.

Each student will receive a username and password for 12 months at the start of the program.

# STUDENT SERVICES SECTION

## MEALS

Students are responsible for their own meals.

When at the Career Center, students may eat in the student break room

## SOCIAL & RECREATIONAL ACTIVITIES

Student will be informed of recreational resources in the community.

## HOUSING

Students are to provide their own housing.

## OUTSIDE EMPLOYMENT

Students can work during the entire academic year. However, the homework load during the 7 months in the program can be tough. The last four weeks of the program, we advise the student not to work. Internship hours will consist of four 40 hour weeks.

## PERSONAL BELONGINGS

**DO NOT LEAVE TEXTBOOKS, NOTEBOOKS, VALUABLES, ETC., IN THE CLASSROOM.** Other individuals/groups use the Medical Assistant classrooms. **NEVER LEAVE PURSES OR OTHER VALUABLES UNATTENDED ANYWHERE IN THE SCHOOL.**

**Special note:** Students are strongly discouraged from taking valuables (handbag, purse, billfold, large sums of money, etc.) with them to the clinical setting. The school, hospital, or health care agency is not responsible for property or valuables lost on their premises.

## EXTRACURRICULAR ACTIVITIES

During the school year, students may be asked to participate in a community and/or hospital-sponsored activity, health fair, etc. If the date/time for one of these activities is outside the regular school schedule, every attempt will be made to "give this time back" to the students.

In most cases, participation in an extracurricular activity will be counted toward a classroom grade.

## HEALTH CARE SERVICES

The student is personally responsible for his/her own health care services, health care insurance, etc.

By the start of school, students must have on file in the school office their immunization record. Students will not be allowed to work in the clinical areas without the required immunizations.

The "Student/Instructor Health Histories Policy and Employee Health Policies" are found in the Policy and Procedure Manuals of Southeast Missouri Hospital and Saint Francis Medical Center. Students are expected to comply with these policies as outlined for students.

A student who has a negative titer for chickenpox and is then exposed to the disease, must report this immediately to the Medical Assistant Program Administrator.

Medical Assistant students are encouraged to take the Hepatitis B vaccine series. Neither OSHA nor the cooperating health agencies require student medical assistants to receive this series of three injections. However, this is a potentially dangerous disease, and Medical Assistant students attending this program are strongly encouraged to complete the immunization series.

It is the student's responsibility to report illness and seek medical attention when ill. Students with infections of the eye, skin, upper respiratory or gastrointestinal system will not be allowed to work in the clinical area.

If a student experiences an illness or injury that could impact his/her ability to perform the student role, the student shall obtain a note from his/her physician stating that s/he can participate in activities in the classroom/clinical setting or describing any restrictions or limitations that must be followed. This statement will be kept on file in the Program Administrator's office..

For example, if a student becomes pregnant, she shall provide the Program Administrator with a statement from her doctor stating that she can participate in activities in the clinical setting and/or a description of any restrictions or limitations that must be followed.

## PLAN FOR EMERGENCY CARE

Students are responsible for expenses related to personal health care emergencies that might arise either in the classroom or clinical setting. Students will provide the Program Administrator with the name and phone number of the individual to contact in case of a health care emergency.

Students must inform the program administrator and/or instructors of any medical conditions (such as diabetes, seizure disorder, asthma, etc) or medications which could result in a change in level of consciousness and/or the ability to function. **Students who have a change in level of consciousness and/or are unable to function in a safe manner will not be allowed to stay in the classroom or clinical setting.**

If a health care emergency occurs in the classroom setting, the MA's emergency contact person will be notified and/or 911 will be called.

If a health care emergency occurs in the clinical setting, the MA's emergency contact person shall be called and/or the individual will be taken to the Emergency Room at that facility.

In either case, an "Accident/Incident Report" will be filed by instructor and/or student; (these forms are available in the front office).

1 - copy to the Assistant Director of the Career Center
1 - copy will go into the student's file
1 - copy will be given to the student

## GRADING

### Grading Scale

96-100%	A
90-95%	A-
87-89%	B+
83-86%	B
80-82%	B-
77-79%	C+
73-76%	C
70-72%	C-
67-69%	D+
63-66%	D
60-62%	D-
0-59%	F

## TEST REQUIREMENTS

Passing tests and finals show the student's competency and understanding of that specific subject. Since the knowledge learned in each unit of instruction is a building block for the next unit of instruction, it is essential that the student's knowledge in that unit of study be adequate.

### MISSING A SCHEDULED TEST

If a student is absent or is unable to take a test on the scheduled date and time, it is the student's responsibility to speak to the instructor and arrange a date and time to make-up the test **before** the original test date.

When a student takes a test **after** the originally scheduled test date and time even if scheduled with an instructor, 10% shall be deducted from his/her test score.

If a student takes a test prior to the scheduled test date and time, no points will be deducted from his/her test score. (If this situation arises, please make specific arrangements with the appropriate instructor.)

When a student is tardy and misses the test, the student can make up the exam that day but a deduction will be made.

If a student turns an assignment in late, 10% will be deducted from his/her score.

### MISSING A POP QUIZ

Pop quizzes cannot be made up. Attendance is necessary for taking a pop quiz.

### Hands on Clinical Lab Tests

Hands-on examinations in the clinical lab cannot be made up.

### TEST ETIQUETTE

#### **Before testing begins:**

1. All backpacks, purses, cell phones, and other belongings will be placed at the back of the classroom ***Students will not be allowed to have anything at their tables except pens/pencils, erasers, earplugs, stress balls, and the testing materials provided by the instructor.***
2. Workbooks or other assignments will be placed in an area designated by the instructor.
3. Students will move to their designated seating position for tests.
4. The instructor will tell the students where to place the completed test and/or answer sheet.
5. The instructor will point out test corrections before testing begins.

**During the testing session:**

1. If additional test corrections are noted, the instructor shall write these corrections on the board.
2. If a student has a question regarding the test or a test question, he/she is directed TO RAISE HIS/HER HAND AND THE INSTRUCTOR WILL COME TO THE STUDENT.
3. Students and instructors are to refrain from making distracting noises.
4. There shall be no communication between students.
5. Before turning in their test and/or answer sheet, students are encouraged to check the board for additional written corrections.

**Timing of tests when remote**

The length of time allowed for a test is determined by the number of questions on the test (generally one minute per question).

- Prior to beginning the test, the instructor shall announce the maximum testing time.
- The student may not cheat during this time while taking the exam remotely

**Returning graded tests**

Generally speaking, graded tests are returned to the students the next school day. Students are reminded that test results are a private and personal matter.

Upon returning the graded tests and/or answer sheets to the class, the instructor shall review the test questions with the students. The MAs are encouraged to look up correct answers for questions missed as this is an effective learning tool.

Students are not allowed to take returned tests and/or answer sheets out of the classroom area.

***Dishonesty shall result in the immediate dismissal  
from the Medical Assistant program.***

***It is each student's ethical obligation to report  
cheating done by others to medical assisting faculty.***

**ONGOING REPORTING OF STUDENT'S GRADES**

Students are encouraged to keep a record of their grades on all tests, quizzes, and other assignments. Students will have access to the IC grading system and can check their grades when they want. If the student has questions regarding posted grades, speak to the instructor of that particular class.

## **ACADEMIC ADVISEMENT**

The Program Administrator and Faculty have the primary responsibility in providing academic advisement for the Medical Assistant students. If there are additional questions or concerns, the student should consult the Assistant Director.

The Medical Assistant Faculty will keep the Program Administrator informed of each student's academic standing. If there is a concern about a student's grade in a course and/or if the student has a grade of 72% or less:

- The instructor will initiate a counseling form that states the student's current grade, and outlines the remaining course work.
- The student will meet with the Program Administrator to go over the counseling form and discuss strategies to improve the grade.
- The student will meet with the Assistant Director of the Career Center as needed to discuss the concerns and the plans.
- All parties involved will sign the counseling form with copies going to the student, the Program Administrator, and the Assistant Director of the Career Center.

## **CLINICAL INFORMATION**

The Medical Assistant student will spend close approximately 160 hours in clinical practice under the supervision of a medical office manager. The student will be given written clinical criteria for the clinical portion of the internship.

### **TIPPING**

Tipping (receiving money for care given) is not permitted in the any health care facility in which the students work. Gifts from patients should not be accepted.

### **ROUNDING WITH DOCTORS**

Students are encouraged/required to make rounds with their assigned patient's doctor(s). Students are expected to provide their patient's doctor(s) with correct and appropriate patient information.

Students are not allowed to take verbal or phone orders from physicians. Please tell the physician that as a student you are not allowed to take orders, and you will find a staff nurse who can do so.

Stopping doctors in the hospital/medical office and asking for advice regarding personal health needs is strictly prohibited.

### **CONFIDENTIAL PATIENT INFORMATION**

The right to privacy is the right of a person to be free from unwarranted and unwanted exposure or publicity. It is the right to not have one's body, name, picture, or private affairs exposed or made public without consent.

The information contained in a patient's chart is confidential, as is the information that the patient communicates to the medical assisting students or other health care members. Patient information, therefore, may not be discussed with friends, family, or other acquaintances, or in a nonprofessional setting.

A student may safely discuss patient information with a health care team member who is involved in that patient's care; however, those discussions should take place only where they cannot be overheard. Students shall also keep confidential any written assignments containing patient information...use only the patient's initials on written assignments.

Students are not allowed to observe a procedure performed on a patient without permission to do so. The instructor, staff nurse, or patient's physician should obtain that permission from the patient.

## **LIABILITY INSURANCE**

Some of the areas for which the student Medical Assistant can be held legally responsible are:

1. Observing symptoms and reactions of patients and for taking prompt, correct action when indicated.
2. Properly using equipment.
3. Accurately recording all patient information.
4. Supervising others under your level who are engaged in medical assisting care.
5. Medical assisting judgments: medical assisting decisions and problem solving.
6. Carrying out lawful orders of physicians.
7. Patient teaching.

It is essential that each Medical Assistant student carry liability insurance while enrolled in this program. The cost of the student's liability insurance is covered in their tuition fees. The student is covered under this policy for only the year(s) they are in school.

It is the student's responsibility to obtain his/her own professional liability insurance prior to graduation. The policy should cover claims as well as costs of legal counsel that may arise from negligence or damage or both occurring while giving care. With liability insurance, one is covered even if the claim is false, groundless, or fraudulent.

Liability insurance can be obtained through:

**You can also check with your own insurance agent to see what is available.**

## **CLINICAL EVALUATION**

On evaluation day at the appointed time, the student meets with the instructor and program administrator. The student will receive the summative evaluation and will be allowed time to read through the evaluation prior to coming into the conference.

During the conference, the student is expected to maintain a positive attitude, self-control, and maintain an open line of communication with the medical assisting faculty. The student is encouraged to ask for clarification on any point(s). If the student disagrees with specific written comments or grades, a space is provided on the form for the student to make written comments.

At the end of the clinical evaluation conference, the student will sign and date the evaluation form. The signature means that the student has read, understands, and has discussed the evaluation with the medical assisting faculty. It does not mean that the student necessarily agrees with the evaluation comments and/or grade (met/not met).

**Students not meeting or having difficulty meeting the minimum standards in clinical will be counseled on an individual basis.** Areas of concern will be identified and goals for improvement will be developed. The process will involve the student, the clinical instructor, and the program administrator.

The student will not take the original evaluation form out of the assigned area. The student may have a copy of the original evaluation form upon request.

A student's evaluation is considered confidential. Discussing one's evaluation with other Medical Assistant students is discouraged.

## COUNSELING AND GUIDANCE

Students will be counseled regarding any problem(s) that affects his/her performance as a student medical assistant in the classroom or clinical setting. Problems that are not within the scope and practice of the faculty will be referred to other appropriate persons within the school or community setting.

The Medical Assistant Program Administrator will have the primary responsibility for counseling the Medical Assistant students.

A student who wants to have a conference with the instructor or program administrator needs to make an appointment with that individual.

Children of Medical Assistant students may not be in the same room in which a student/instructor/coordinator conference is taking place. If it is unavoidable to bring a child to a conference, the child must remain in the classroom area with appropriate adult supervision.

It is critical that the student evaluate their clinical performance, consult with the medical assisting faculty, set goals, and improve performance as required to meet the objectives of the program throughout the school year.

Upon successful completion of the Medical Assistant program, evaluation, counseling, guidance, and probation forms are removed from the student's file.

**STUDENT COUNSELING FORM**

**DISPOSITION:** To be filed in student's folder by the Program Administrator. Attach any paper which may amplify, explain or clarify the contents of this form.

**STUDENT'S NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**NATURE OF COUNSELING RECORD:**

\_\_\_\_\_ Academic

\_\_\_\_\_ Clinical

\_\_\_\_\_ Affective

\_\_\_\_\_ Other

**STATEMENT OF PROBLEM OR CONCERN:**

**STUDENT RESPONSE:**

\_\_\_\_\_ I agree with this appraisal

\_\_\_\_\_ I do not agree with this appraisal

\_\_\_\_\_ I agree except for the following

Student Comments:

Student's signature: \* \_\_\_\_\_ Date: \_\_\_\_\_

\*The student's signature indicates that he/she has had the opportunity to read, discuss, and review this counseling record the Medical Assistant Instructor and Program Administrator and has been given a copy of this completed counseling form.

Instructor's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Program Administrator's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assistant Director of Career Center signature: \_\_\_\_\_ Date: \_\_\_\_\_

## PHASE ONE

### *Identification of Concerns and Development of Goals for Improvement*

If a student is consistently not meeting in one or more areas of the stated criteria during a clinical rotation, the following steps shall be taken:

**Step #1:** A "Student Counseling Record : Phase One" form will be filled out by the clinical instructor identifying the student's area(s) of concern.

**Step #2:** The clinical instructor shall develop specific goals for improvement.

**Step #3:** The student shall meet with the Assistant Director of the CTC, by a specific date.

**Step #4:** A date and time will be established to re-evaluate the student's clinical performance will be set.

**Step #5:** If the stated goals for improvement are **MET** by the specified date, the following options exist:

- \_\_\_ 1. The same goals will continue in order to maintain the student's clinical performance.
- \_\_\_ 2. New goals will be developed to strengthen the student's clinical performance.
- \_\_\_ 3. No additional goals will be developed, and the issue has been resolved.

**Step #6:** If the stated goals for improvement are **NOT MET** by a specified date, the following options exist:

- \_\_\_ 1. Continue with the same goals for improvement allowing more time to improve/meet written goals. Establish a date and time to re-evaluate the student's clinical performance.
- \_\_\_ 2. Revise goals for improvement. Establish a date and time to re-evaluate the student's clinical performance.
- \_\_\_ 3. Be placed on clinical probation. Phase II counseling record will be filled out.

**Step #7:** The student will be asked to respond to the counseling record and make written comments.

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## PHASE TWO

### *Placement on Clinical Probation*

If the **GOALS ARE NOT MET** (meaning the student has not shown improvement in and/or met the area(s) of concern within the time specified) the student shall be **placed on probation**.

- Step #1:** A "Student Counseling Record: Phase Two" form will be filled out by the clinical instructor identify the student's area(s) of concern.
- Step #2:** The clinical instructor will write a probationary statement.
- Step #3:** The clinical instructor will establish goals for improvement.
- Step #4:** The student will schedule an appointment to talk with the Assistant Director of CTC, by a specific date to discuss his/her clinical performance and probationary status.
- Step #5:** The clinical instructor/program coordinator will set a date and time to re-evaluate the student's clinical performance. See "Student Counseling Record: Phase Three".
- Step #6:** Outcome of clinical probation status.
- Step #7:** The student will be asked to respond to the counseling record and make written comments.

**Of special note: If a student who is on clinical probation performs an unsafe act in the clinical setting, the following actions will follow:**

- 1. The student will not be allowed to stay in the clinical setting. MAs will report to school.**
- 2. Talk with the program administrator and document the incident on a counseling record.**
- 3. The student may be immediately terminated from the program.**

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## PHASE THREE

### *Outcome of Placement on Clinical Probation*

**STEP #1:** On a "Student Counseling Record: Phase Three", the clinical instructor will identify one of two possible outcomes as a result of the student being placed on clinical probation:

Outcome #1: If the developed goals for improvement are **MET** by a specified date and the clinical criteria for the following clinical rotation is **MET**

1. The **NOT MET** clinical grade can be changed to **MET** and the student will progress in the program.
2. The student will remain on probation with goals to maintain or further improve clinical performance.

Outcome #2: If the goals for improvement are **NOT MET** by a specified date and/or the clinical criteria for the following clinical rotation is **NOT MET**:

1. The clinical grade will remain **NOT MET**.
2. The student will be terminated from the program.

**STEP #2:** The student will be asked to respond to the counseling record and make written comments.

### PROBATION

To be "placed on probation" is the condition under which a student is allowed to remain in the Medical Assistant program when he/she has failed to meet the minimum standards in one or more of the clinical criteria and/or has failed to comply with the rules and/or regulations. There are two categories of probation: clinical probation and noncompliant probation (includes attendance probation).

At a student/instructor/Program Administrator conference, the student shall be given a written warning stating the problems and the goals that must be met. At this time, the student is given the opportunity to agree or disagree in writing, and to confer with the Medical Assistant Instructor and Program Administrator, and Assistant Director of the school.

If the student does not meet the goals by the specified date, the student will have a conference with the Medical assisting Program Administrator and be placed on probation: clinical or noncompliant. The probationary statement will identify:

1. The problem that has resulted in placing the student on probation.
2. Specific goals that must be met.
3. Determine the dates that these goals must be met in order to remain and progress in the program.

Again, the student has the opportunity to respond in writing and to confer with appropriate persons regarding the probationary status. Once a student is placed on probation, he/she remains on probation until either withdrawing or graduating from the program. Being on probation is considered sufficient warning and further warnings will not be given. A student who does not meet the stated goals as outlined in the probationary statement will be terminated from the program.

# GRADUATION POLICY

In order to graduate, a student must satisfactorily complete the course of study.

In order to progress in the program...

A student must have a minimum of a 72% at the end of each theory course of study.

## **Attire for the Graduation Ceremony**

### Female Graduates

Business Casual: Dark color clothes, slacks or knee length skirt/dress, collared shirt, button ups, blouse that is not low in the chest.

### Male Graduates

Business Casual: Dark color clothes, slacks, button up shirt with collar, tie is optional.

# CERTIFICATION

**Step 1: Set up NHA account by visiting <https://cerportal.nhanow.com/register/> to set up an account**

**Step 2: Register for the Certified Clinical Medical Assistant (CCMA) exam. Exam date will be set up by the MA Program Administer. There will only be one date to choose from.**

**Step 3: Study for the exam using your printed study guide that will be given to you by your instructors and access practice assessments online after given an access code by the Program Administrator.**

## CCMA CERTIFICATION EXAM DETAILS

- 150 questions, 20 pretest questions
- Exam time: 2 hours, 50 minutes

## GETTING YOUR RESULTS

NHA will officially post your certificate results to your account page within two days of taking the test, and your printed certificate will arrive within two weeks.

If you take the written exam, results will be posted within two weeks on your personal account page.

**GENERAL EXAM RULES**

- No communication is permitted between candidates while taking the exam. Candidates are expected to work independently.
- All candidates should begin testing at the same time.
- Food and drink are prohibited during the exam unless it is deemed necessary due to a documented medical condition.
- Candidates are not allowed to bring any additional materials with them to use during testing.
- Calculators are prohibited.
- Every examinee may be provided with two sheets of standard 8.5" x 11" scratch paper. These sheets must be provided by the institution, numbered sequentially, and assigned in order by roster. The sheets must be blank except for the numbering system. When the exam is complete, verify that all scratch paper is returned. If any sheets are missing, refer to the roster to see which student did not return his scratch paper. Failure to return scratch paper at the end of the administration will result in NHA invalidating the candidate's score. Shred all scratch paper after collected and audited
- Candidates should be instructed to use the restroom prior to the start of the exam.
- Candidates are not allowed to leave the room once testing begins without express permission from the proctor.
- A candidate may be granted permission to use the restroom during the exam. However; the candidate will not be allowed to make up the time missed. If only one is proctor available, only one candidate may use the restroom at a time. If more than one proctor is available, a second proctor may escort multiple candidates to the restroom at the same time during the exam.
- If a candidate is permitted to leave the room during testing, he or she may not take personal belongings outside of the room.

## DETAILED TEST PLAN

[http://nhanow.com/docs/default-source/pdfs/exam-documentation/test-plans/2017-ccma-test-plan-documents/nha-2017-ccma-test-plan\\_public\\_detail--final](http://nhanow.com/docs/default-source/pdfs/exam-documentation/test-plans/2017-ccma-test-plan-documents/nha-2017-ccma-test-plan_public_detail--final)

## ACCOMMODATIONS FOR CANDIDATES WHO HAVE DISABILITIES

According to the U.S. Department of Education's Section 504 of the Rehabilitation Act of 1973, a candidate with a disability may be defined as any individual who: (i) has a physical or mental impairment which substantially limits one or more major life activities; (ii) has a record of such an impairment; or (iii) is regarded as having such an impairment. Special exam accommodations are available for people who have disabilities or other special needs. The participants or their representatives can submit a request, in writing, and appropriate documentation of the disability to NHA by using the "Request for Accommodations" form available on the NHA website. The request should include an explanation of the disability and the participants' specific requirements. For questions about special accommodations, call NHA's corporate office at 1-800-499-9092. Requests for special accommodations must be submitted to NHA's corporate office at least 30 days prior to the exam date via certified mail or fax. Some accommodations take longer than 30 days to process. NHA must approve accommodations before the exam date. Because processing time is not guaranteed for accommodations, students are advised to refrain from scheduling their exam until after they have received written notification that their accommodations have been granted.

## NOTICE OF PRIVACY RIGHTS OF PARENTS AND STUDENTS

Parents and eligible students (age 18 and over) are guaranteed by federal law certain rights as to the privacy of their educational records as well as personal access to these records. These rights are guaranteed by the "General Education Provisions Act", title IV, P.L. 90-247, as amended by section 5123, P.L. 93-380 and section 2, P.L. 93-568. Each educational institution must notify eligible students and parents annually of their rights under this regulation.

These regulation guarantees parents and eligible students the right to inspect their educational records, the assurance that personally identifiable information within these records (other than "Directory Information") will not be revealed to other than authorized personnel without the consent of the parent and/or student, and the right to challenge items within the record. Further, the regulations require that each educational record must contain therein a list of the individuals to whom personally identifiable information has been released, when it was released, and the usage to be made of this information.

The Board of Education of Cape Girardeau Public School District #63 has adopted a policy to assure compliance with the privacy regulation. Dr. Jim Welker, at the Cape Girardeau Board of Education Office, has been named by the Board of Education as the responsible person to whom inquires concerning the privacy regulation should be directed. A copy of the "Board" policy, a description of the information declared to be "Directory Information", procedures to be used to gain access to a student's records, and the right to challenge the content of these educational records may be secured from:

Dr. Jim Welker  
301 North Clark Avenue  
Cape Girardeau, MO 63701  
573.335.1867

Department of Health, Education, and welfare regulations pertinent to privacy rights of parents and students are contained in the federal Register for Thursday, June 17, 1976, and a copy of these regulations is available for inspection at the Cape Girardeau Board of Education Office at 301 North Clark Avenue, Cape Girardeau, Missouri.

## RELEASE OF INFORMATION ABOUT STUDENTS TO OTHERS

Information identified by the Cape Girardeau Are Career Center as "Directory Information" may be released without the student's consent and includes the following without limitation:

1. Student's name
5. Date of attendance

- |                            |   |
|----------------------------|---|
| 2. Address                 | 6. Major field of study   |
| 3. Phone number            | 7. Degrees, certificates, awards conferred                          |
| 4. Place and date of birth | 8. Most recent previous educational agency or institutions attended |

A student may request in writing that any or all "Directory Information" not be released by the office of the Director of the Cape Girardeau Area Career Center.

## RECORDS THAT ARE NOT ACCESSIBLE

The Right of Privacy Act defines certain records which are outside the definition of "Educational Records" and therefore not open to inspection by the students and their parents.

1. Confidential letters and statements of recommendation maintained prior to January 1, 1975.
2. Records of instructional, supervisory, and administrative personnel of the maker and which are not accessible or revealed to anyone.

## STUDENT RIGHTS

The Cape Girardeau Career & Technology Center recognizes that students are both citizens and members of the academic community. As citizens, students enjoy the same freedom of speech and assembly, freedom from harassment and coercion, and the right to due process that all citizens enjoy. As members of the academic community, students have the responsibility to fulfill their academic obligations and to comply with existing responsibilities.

## STUDENT CONDUCT

Upon enrolling in the Cape Girardeau Career & Technology Center - School of Medical Assistant Program, each student assumes an obligation to conduct him/herself in a manner compatible with the school's function as an educational institution and to obey the laws enacted by federal, state, and local government. If this obligation is neglected or ignored by the student, the school must, in the interest of fulfilling its function, institute appropriate disciplinary action.

Misconduct which may subject a student to disciplinary action, in addition to the above, include the following:

1. Dishonesty in the classroom or clinical setting.
2. Obstruction or disruption of teaching, classroom procedures, disciplinary procedures, or other school activities, including public service functions, or of other authorized activities on or off school premises.
3. Physical abuse of any person on school owned or controlled property or at school sponsored or supervised functions, or conduct which threatens or endangers the health or safety of any such person.
4. Theft or damage to property on the school premises or at Authorized school functions.
5. Unauthorized entry to or use of school facilities.
6. Use of, being under the influence of, possession of, or distribution of alcohol or illegal drugs on campus or at school-sponsored functions.
7. Failure to comply with directions of school officials acting in the performance of their duties.
8. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on campus or at school-sponsored activities.
9. Failure to comply with the rules and regulations set forth by the school.
10. Inappropriate use of the internet.

Any student found in violation of any of the above described situations shall be immediately referred to the Assistant Director of the Cape Girardeau Career & Technology Center for a decision on the proper disciplinary action.

## GROUNDS FOR IMMEDIATE DISMISSAL FROM PROGRAM

The following offenses may result in immediate dismissal from the Medical Assistant program. They include, but are not limited to the following:

1. Revealing confidential information
2. Falsification of records and reports
3. Criminal conviction
4. Insubordination
5. Gross neglect of assigned clients in the clinical area
6. Being under the influence of alcohol/drugs while in a student capacity
7. Misuse of drugs in the clinical setting
8. Misuse of school, hospital, or medical assisting home property
9. Dishonesty, cheating or stealing
10. Fighting
11. Use of profane or abusive language
12. Sleeping in the clinical area
13. Patient abuse

## GRIEVANCE PROCEDURE

### CAPE GIRARDEAU PUBLIC SCHOOL DISTRICT #63

The Cape Girardeau Public School System does not discriminate, either in employment or in its offerings for students, on the basis of race, color, national origin, sex, or handicap as defined in section 504, P.L. 93-112. The School system is forbidden to practice such discrimination by federal regulations.

1. Any person or persons who feel(s) that he/she or they have been discriminated against in violation of the Board Policy prohibiting discrimination on the basis of race, color, national origin, sex, or handicap, in violation of P.L. 93-112, P.L. 380 or P.L. 586, shall apply for redress in writing to school official or teacher next responsible for the activity concerning which the alleged discrimination occurred. School official or teacher upon receiving such complaint shall forward same, together with statement of results of his/her investigation of the allegation and any action taken, through administrative channels to the designated coordinating official.

The Superintendent designated as the Title IX Coordinator is Dr. Jim Welker, 301 North Clark, 335-1867. The Program Administrator for the Handicapped Program is Ms. Deena Ring, 301 North Clark,

Any person who does not receive satisfaction in response to the appeal to "next responsible official" may appeal directly to the designated Coordinating Official (named above), who shall investigate and recommend appropriate resolution as prescribed by Paragraph 86.8 (a), Title IX, Educational Amendments Act of 1972, and/or Paragraph 84.9, Section 504, of the Rehabilitation Act Amendments of 1974. Appeals may also be made to the Regional Commissioner of Education, 601 East 12<sup>th</sup> Street, Kansas City, MO 64108.

## CAMPUS CRIME AWARENESS

### Introduction

The Cape Girardeau Career & Technology Center, 1080 South Silver Springs Road, Cape Girardeau, Missouri. The classes are conducted six days per week both day and evening hours with approximately 9,000 students during a calendar year.

### Campus Security Statement

It is the goal of administration at the Cape Girardeau Career & Technology Center is to provide a totally safe environment that will enhance the educational atmosphere.

### The Crime Awareness and Campus Security Act

In November of 1990, a federal law addressing student's right to know and campus security act was signed into law. The federal law requires that various crimes be reported and kept on file beginning September 1, 2002 at all campus locations. This information must be made available upon request to any present student or prospective student. This information along with the federal crime bill is kept on file and made available for your review during normal business hours. If you have any questions, please contact the Director/Assistant Director of the Career and Technology Center.

### **Campus Alcohol Policy**

The Cape Girardeau Career & Technology Center's alcohol policy does not permit any alcohol on the grounds or inside the buildings. Any violation of such policy will result in immediate disciplinary action being taken.

### **Illegal Drug Policy**

Illegal drugs will not be permitted on the grounds or inside the buildings. Any violation of such policy will result in immediate disciplinary action being taken.

### **How To Report A Crime**

In the event that you witness a crime or become a victim of a crime on this campus, immediately report it to administration. Administration will then be responsible for reporting it to the appropriate authorities. This information should be reported in a timely manner to ensure that a proper investigation/notification can be made.

### **How To Report A Security Concern**

If you should observe something that you feel is a security concern or a potential security problem, report it immediately to campus administration so appropriate action can be taken to correct this issue. Example: If you should see a parking lot light that is not working, please report it immediately. Example: If a lock is broken on a door, report it to administration.

### **Monthly Building and Grounds Inspections**

The campus administration will be responsible for ensuring that monthly building and ground inspections are conducted. The purpose of these inspections are to ensure that immediate action be taken to correct the problems.

### **Important Phone Numbers**

Cape Girardeau Career & Technology Center	573-334-0826
Cape Girardeau Police Department	573-335-6621
Cape Girardeau Fire Department	573-335-6621
Cape Girardeau Ambulance Service	573-335-3305
Southeast Missouri Hospital	573-334-4822
Saint Francis Medical Center	573-331-3000

### **Conclusion**

Hopefully, this Crime Awareness Information has given you a better understanding of the Cape Girardeau Career & Technology Center as related to safety and security issues. If you have any additional questions or concerns, please feel free to contact the administration at any time.

# SEXUAL HARASSMENT

The School District is committed to providing an environment free from intimidating, hostile, or offensive behavior, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or communication constituting sexual harassment. Sexual harassment by an employee, student, or other person in the district against any person is prohibited.

Sexual harassment of students of either sex by employees or other students of opposite or same sex is strictly prohibited in the Cape Girardeau No. 63 School District. For purposes of sexual harassment and sexual discrimination policies only, an employee includes any person employed by the district, and any student teacher, intern or school volunteer. A student is any person enrolled in the school district or in district instructional programs. Sexual harassment is defined as sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature made by a member of the school staff to a student or when made by any student to another student when:

Submission to such conduct is made either explicitly or implicitly a term or condition of a student's academic status or progress; or

Submission to or a rejection of such conduct by a student is used as the basis for evaluating the student's performance within a course of study or other school-related activity; or

Such conduct has the purpose or effect of interfering with a student's educational performance or creating an intimidating, hostile or offensive educational environment.

Such conduct has the effect of favoring another student.

Allegation of sexual harassment shall be investigated and, if substantiated, corrective or disciplinary action taken, up to and including suspension and/or expulsion of the student or suspension and/or termination of the employee. You may refer to Board of Education Policies ACA, ACAA, ACG, GBAA, and JBA for additional information.

## NONDISCRIMINATION COMPLIANCE GRIEVANCE PROCEDURE

### I. Harassment Definitions

A. **Hostile Environment – “Harassment”**: Harassment, including sexual harassment and racial harassment, is one theory of establishing that a person has been illegally discriminated against. Behavior, based upon the protected classifications listed in policy AC, whereby the school or work environment becomes permeated with intimidation, ridicule and insult that is sufficiently severe or pervasive to alter the conditions of a student's participation in the district's programs and activities, or of an employee's employment, can amount to prohibited discrimination and is therefore within the prohibitions of policy AC. Any intimidation, ridicule or insult that is based on a reason listed in policy AC, including sex or race, is to be reported to the nondiscrimination compliance Program Administrator. In addition, unwelcome sexual advances, unwelcome requests for sexual favors and other unwelcome verbal, nonverbal or physical conduct of a sexual nature can contribute to rendering an environment hostile, and thereby discriminatory, on the basis of sex. A person's age and the relationship between the parties are factors which can make conduct unwelcome even in the absence of an obvious negative reaction by the victim. The harassed and the victim need not be of a different sex, race, etc.

B. **“Quid pro Quo”**: This is another form of behavior that can amount to discrimination on the basis of sex. This occurs when an employee's supervisor makes job benefits or refraining from adverse action conditional upon submission to unwelcome sexual advances, unwelcome requests for sexual favors and other unwelcome verbal, nonverbal or physical conduct of a sexual nature. Similarly, “quid pro quo” harassment also occurs when an employee of the district, in real or apparent authority over a student, conditions the student's participation in the district's programs or bases educational decisions upon submission to unwelcome sexual advances, unwelcome requests for sexual favors and other unwelcome verbal, nonverbal or physical conduct of a sexual nature. It is extremely important that any person who knows of or experiences such “quid pro quo” behavior, whether or not the threatened action or promised favor was carried out, immediately notify the district's nondiscrimination compliance Program Administrator.

C. If harassment is occurring, there may be a variety of witnesses to discrete actions that may not of themselves seem of particular gravity. Also, victims may be unwilling to report or, because of their youth, may not understand the prohibited nature of some conduct. Only a central repository of all such reports from the entire district community can allow the compliance Program Administrator to effectively detect and remedy potentially illegal discriminatory harassment before its severity or pervasiveness causes the district to fail in its compliance obligations. What constitutes discrimination by harassment depends on the facts of each situation, and therefore doubt as to whether to report to the compliance Program Administrator should be resolved in favor of reporting, so that the compliance Program Administrator has more, rather than less, information about a situation.

## **II. Procedure**

1. General
2. This grievance procedure exists to provide formal resolution of complaints that policy AC has been violated. It does not prohibit the informal adjustment of any complaint. Pursuit of in formal adjustment is not a valid reason for missing a filing deadline, but a timely filed complaint may be continued by consent of the parties in order to allow pursuit of informal adjustment.
3. The nondiscrimination compliance Program Administrator should be informed of the progress of all informal adjustments and grievances at each step by the district employee responsible for each step of grievance, so that the compliance Program Administrator may keep abreast of all matters concerning policy AC and be ready at any time to report on the same to the superintendent, Board or an outside agency.
4. Where a statute, administrative rule, or Board policy provides a scheme for resolutions of complaints arising under that statute, rule or policy, this grievance procedure shall not be applicable.
5. When, based upon reported information and/or investigation, the compliance Program Administrator finds a likely violation of policy AC, the compliance Program Administrator shall so inform the superintendent, regardless of whether a complaint has been filed. Lack of a complaint will not preclude appropriate remedial action by the district upon a finding by the superintendent of a violation of policy AC, nor will the existence of a complaint or its outcome hinder the superintendent in enforcing policy AC. Lack of a remedial action does not preclude a disciplinary action, and vice versa.
6. In addition to keeping the superintendent informed of likely violations of policy AC throughout the district, the compliance Program Administrator should also confidentially contact putative victims of likely violations of policy AC to investigate, further explain policy AC if necessary, and make sure the putative victim is aware of the grievance procedure.
7. Actions involving employees or students implemented as remedial action for a violation of policy AC are not exempt from such constitutional due process requirements as apply case-by-case to such an individual and/or the nature of the action taken. However, this regulation is not meant to provide any additional substantive or procedural rights to employees or students who must be involved in remedial actions.
8. If a person designated to hear a complaint or appeal is the subject of the complaint, the next highest step in the grievance process will be used.

9. Deadlines herein are directory only, and not mandatory, upon district. If more than twice the allotted time has expired without a response, appeal may be taken to the next step.
10. Persons alleged to have violated policy AC, and/or persons necessarily involved in resolution of complaints, will have access to written grievance materials only in the event that remedial or disciplinary action is actually implemented, and then only on a need-to-know basis or as required by the constitution. Participants must understand that FERPA may prevent the disclosure of some records or actions to complainants, including in the written responses called for in these regulations.
11. Failure to prosecute an appeal within the time lines given will be deemed as acceptance of the findings and any remedial action of the last level used.
12. All documents, communications and records pertaining to this grievance procedure will be kept separate from personnel records of employees.
13. The district will not be relieved of its responsibility to respond to a complaint filed under this grievance procedure by the fact that an outside enforcing agency has received a complaint arising from the same circumstances.
14. The compliance Program Administrator will make follow-up inquiries on completed grievances and informal adjustments to assure that remedial actions have been effective, and to assure that no violation of policy AC persists or has been caused by the grievance or adjustment itself.

#### B. **Definitions**

1. *Complaint* - Submission to the responsible district official of a written and signed allegation that there has been a violation of policy AC, which states: date of filing, discrimination category at issue (e.g., sex, national origin, etc.), names of persons involved including possible witnesses, facts alleged to have happened, a statement of why the facts constitute a violation of policy AC, a suggestion of the remedy desired, and a statement of any informal adjustment attempts or progress within the complainant's knowledge as of the date of the complaint. Exhibits may be attached.
2. *Complainant* - A person who, by the filing of a complaint under this procedure, claims to be the victim, or the parent or guardian of a student who claims the student was a victim of discrimination in violation of policy AC.
3. *Appeal* – An appeal requires the filing of the original complaint and exhibits, all decisions rendered by district officials at any lower levels in the grievance process, a statement of why the decision being appealed from is inadequate or incorrect, and a statement of the progress of any informal adjustment known to the complainant.

#### C. **Procedure**

##### Level I –

A complaint is to be filed with the principal of the building concerned, who may assign an assistant principal to handle the matter. The principal or designee will inform the compliance Program Administrator of the existence of the complaint and send a copy of the filed materials to the compliance Program Administrator. Within a normal limit of five (5) working days after submission of a complete complaint, the principal or designee shall conduct an investigation, including such hearings or *ex parte* interviews as are reasonably necessary, including contacting witnesses identified by the complaint. The principal will then issue a written response to the complaint: (1) Summarizing the facts, (2) Making conclusions on whether they constitute a violation of policy AC and (3) if a violation of policy AC is found, stating what remedial action will be implemented at the school level or sought from the central administration

*Level II –*

Within five (5) working days after receiving the *Level I* decision, appeal may be taken to the nondiscrimination compliance Program Administrator. The compliance Program Administrator will meet with the complainant as soon as workably possible to review the appellate materials, further discuss the complaint and take any additional evidence the complainant has to offer. The compliance Program Administrator may make additional investigations, including hearings or *ex parte* interviews, or may remand the complaint to *Level I* for further investigations. Within a normal limit of five (5) working days, the compliance Program Administrator will issue a written response to the appeal summarizing his or her findings and stating what if any, remedial actions will be recommended to the superintendent and/or the building-level administration for implementation.

*Level III –*

Within five (5) working days after receiving the *Level II* decision, appeal may be taken to the superintendent. The superintendent may refer the matter to an assistant or associate superintendent, general counsel, or outside counsel, to act as designee and prepare a final decision for signature and implementation. The superintendent or designee will review the appeal materials, conduct further investigations or hearings at the superintendent's or designee's discretion, and seek counsel if necessary.

Within a normal limit of ten (10) working days, the superintendent will issue a written decision upon the appeal stating whether a violation of policy AC is found and, if so, stating what remedial actions will be implemented. A copy of the appeal and decision will be sent to the compliance Program Administrator by the superintendent.

*Level IV –*

Within five (5) working days after receiving the *Level III* decision, appeal may be taken to the Board of Education by filing the appeal with the superintendent. The matter will be placed on the agenda of the next scheduled meeting of the Board, for closed sessions unless law requires otherwise. The complainant will be allowed to address the Board, and the Board may call for the presence of such other persons as the Board deems necessary to advise it on the matter and the maintenance of its compliance obligations. The Board may conduct its procedure upon the appeal as it sees fit, and shall normally render a written decision upon the appeal within 30 working days, for implementation by the administration. For district purposes, and without waiving the right to take any actions later deemed necessary for nondiscrimination mandate compliance, the Board's decision and any actions taken are final. A copy of the appeal and decision will be sent to the compliance Program Administrator by the Board secretary.

This paragraph does not include the records of a collateral disciplinary action. Records of disciplinary actions for violations of policy AC are kept in the same manner as any other discipline record

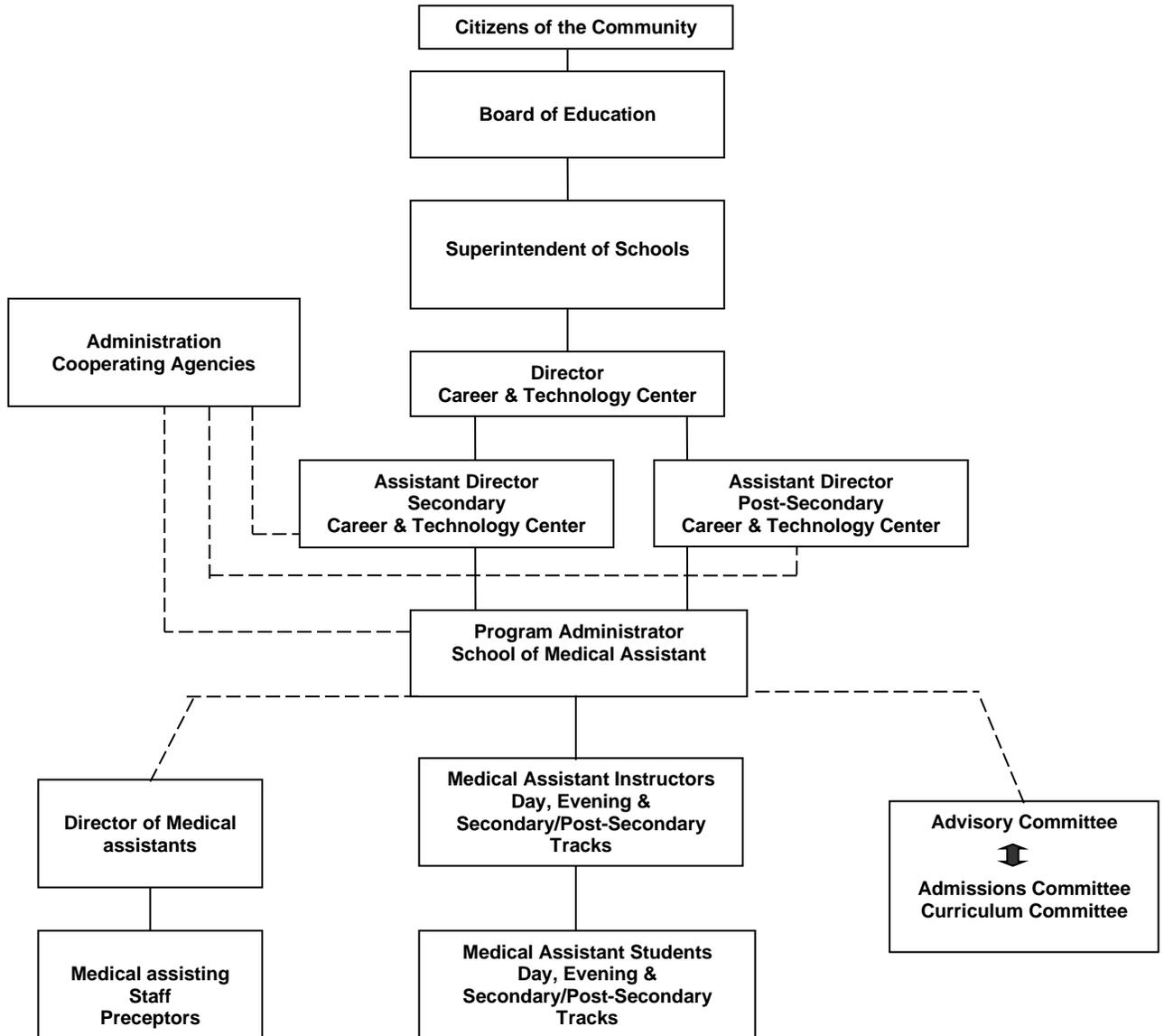
Adopted: 06/21/1999

Cape Girardeau School District No. 63, Cape Girardeau, Missouri



# ORGANIZATIONAL CHART

Cape Girardeau Career & Technology Center ---School of Medical Assistant



# CONTRACT AGREEMENT

## Cape Girardeau Career & Technology Center – School of Medical Assistant STUDENT AND FACULTY INTERPERSONAL RELATIONSHIPS

Upon entering the Cape Girardeau Career & Technology Center – School of Medical Assistant, it is to be understood from the very beginning of the educational experience that there shall be a positive working relationship between students and faculty. This is a setting where learning is to take place....and all individuals involved shall conduct themselves as responsible, caring adults.

If a negative atmosphere develops in either the classroom or clinical setting, the person(s) involved shall be counseled **immediately**. If the Issue cannot be managed within the Medical Assistant Department, the matter shall be taken to the Assistant Director of the CTC..

### STUDENT AND FACULTY INTERPERSONAL RELATIONSHIPS

1. The classroom and clinical settings shall be viewed as sites where professional people are learning and working together...these two areas shall be viewed in the same light as one would view a work setting.
2. As part of maintaining the professional instructor/student relationship, students will address the Medical Assistant instructors by their titles and last names.....such as Mrs. Johnson.
3. Students and instructors shall respect the feelings of each other and shall demonstrate mature interdependent relationships.
4. It is understood that students and instructors work closely together in both the classroom and clinical settings. With that in mind, ***disrespecting a student or an instructor shall not be tolerated!*** If such a situation presents itself, the person(s) shall be counseled by the Medical Assistant Program Administrator and/or Assistant Director of the Cape Girardeau Career Center.
5. Students and instructors shall use sound judgment when conversing with each other in both the classroom and clinical setting.
6. Students and instructors shall resist discussing personal and family matters, related illnesses, surgeries, and personal problems in the classroom and clinical settings.
7. One person (student or instructor) shall not monopolize the conversation in either the classroom or clinical setting.
8. Students and instructors shall be friendly, helpful, courteous, supportive, and encouraging. This is the expected standard of conduct.
9. Students and instructors shall respect the property and belongings of others.
10. Students shall participate in classroom activities and discussions and shall encourage and support others to do so.
11. Students shall be active listeners and shall be awake and alert in both the classroom and clinical settings.
12. Students shall demonstrate a positive attitude toward self and others and shall view new learning experiences as "opportunities to grow professionally".
13. Students shall develop a sense of teamwork within the structure of the classroom and clinical settings.
14. When an issue arises that needs to be discussed/resolved, the process shall be conducted in a calm, responsible, and mature manner where all parties concerned utilize effective communication skills and implement the art of compromise. If this is not the manner in which the issue is addressed or discussed, a Medical Assistant instructor will step in and settle the issue immediately.
15. Instructors shall be organized and prepared to lead the students in the learning experiences in both the classroom and clinical settings.
16. Instructors shall be professional role models who encourage accountability, self-evaluation, and critical-thinking and problem-solving skills.

I, \_\_\_\_\_, have read and shall abide by the statements listed above in regard to my conduct in the classroom and/or clinical setting. I understand that failing to comply with the above listed criteria will result in the student(s) and/or instructor(s) involved speaking with the Medical Assistant Program Administrator –and if necessary- meeting with the Assistant Director of the Cape Girardeau Career Center.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THIS COPY REMAINS IN YOUR STUDENT HANDBOOK.**

Cape Girardeau Career & Technology Center – School of Medical Assistant  
CONTRACT AGREEMENT: STUDENT AND FACULTY INTERPERSONAL RELATIONSHIPS

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Signature \_\_\_\_\_ Date \_\_\_\_\_

**SIGN THIS COPY AND GIVE IT TO THE PROGRAM ADMINISTRATOR. THIS COPY WILL BE PLACED IN YOUR FILE.**

## STUDENT HANDBOOK COMPLIANCE FORM

I, \_\_\_\_\_ have read and understand the contents of the Student Handbook furnished by the Cape Girardeau Career & Technology Center---School of Medical Assistant. As a condition of my enrollment in the program, I agree to comply with the rules set forth therein; failure to comply with the policies may result in disciplinary action and/or dismissal from the program.

**Please do not sign this form until Mrs. Lanpher and Ms. Stoverink answers any questions that you may have regarding the Student Handbook on the first day/evening of school**

Student's Name \_\_\_\_\_ Date \_\_\_\_\_

**THIS COPY REMAINS IN  
YOUR STUDENT HANDBOOK.**

## STUDENT HANDBOOK COMPLIANCE FORM

I, \_\_\_\_\_ have read and understand the contents of the Student Handbook furnished by the Cape Girardeau Career & Technology Center---School of Medical Assistant. As a condition of my enrollment in the program, I agree to comply with the rules set forth therein; failure to comply with the policies may result in disciplinary action and/or dismissal from the program.

**Please do not sign this form until Mrs. Lanpher and Ms. Stoverink answers any questions that you may have regarding the Student Handbook on the first day/evening of school**

Student's Name \_\_\_\_\_ Date \_\_\_\_\_

**THIS SIGNED COPY IS WILL BE PLACED IN YOUR PERMANENT FILE.**