

COLLEGE OF THE CANYONS

CLINICAL LABORATORY SCIENCES
CERTIFICATE PROGRAM

STUDENT HANDBOOK

“Saving Lives Behind the Scenes”

FALL 2024



COLLEGE OF THE CANYONS

Medical Laboratory Technician

TABLE OF CONTENTS

Contract – Office Copy..... 4
Contract – Student Copy 5
Consent for Release of Personal Information for Clinical Placement – Office Copy 6
Consent for Release of Personal Information for Clinical Placement – Student Copy 7

Section I – Overview of Program 8

Accrediting Agencies and Program Approval..... 8
Clinical Facilities 8
Program Overview 8-9
Mission Statement..... 9
Program Objectives 9
Entry Level Competencies 10
Outcomes 10
Philosophy..... 10-11
Scope of Practice 11
Essential Functions or Technical Standards..... 11-12
Curriculum Design 13-14

Section II – General Information 15

Department and Campus Extensions 15
Tuition and Fees 15
Financial Aid and Scholarships 15
Learning Resources 15-16
Admissions Criteria 17
Student Selection Process 17
Program Admission Deferment..... 17
Clinical Site Assignment/Placement Process..... 18
Student Accountability at Clinical Facilities and Clinical Rotation..... 18
Teach Out Plan for Didactic and Practicum Courses..... 18-19
Requirement for Graduation..... 19

Section III – Policies and Standards 20

Health/Clinical Requirements Upon Entrance..... 20-21
Health/Clinical Requirements Each Semester 21
Health Requirements 21
Meeting Deadlines..... 21
Clinical Site On-Boarding Requirements 22
Office Email Correspondences 22
Information on Student Rights and Responsibilities..... 22
School of Health Professions and Public Safety Office 22
Reporting Accidents 23
Pagers and Cellular Telephones 23
On Campus Behavior..... 23
Identification 23

Gifts 23

Advising and Guidance	23
Grading Policy	24
Passing CLS Courses – Process.....	24
Clinical Rotation	24
Clinical Rotation Technical Competency Checklists.....	25
Criteria for Successful Completion of the CLS Program.....	25-26
Disciplinary Measures	26
Attendance Policy	27
Clinical Absence	27-28
Clinical Work Performance Policy/Service Work Policy	28
Responsibilities in the Clinical Site and Service Work Policy.....	28
Program Continuation.....	28
Failure/Withdrawal From Course	28-29
Grievance Policy.....	29
Audit Policy	29
Readmission Policy	29
Incomplete Grade Policy.....	29
Examination Issues	30
Academic Dishonest / Cheating.....	30
Standards of Student Clinical Appearance	30-31
Standard Precautions.....	31
Student Impairment by Alcohol, Drugs, and/or Emotional Illness	31-32
HIPAA Regulation.....	32
Use of Patient Charts/Medical Records.....	32-33
Professional Code of Conduct.....	33-35
SECTION IV – Licensure and Professional Organizations	36
Licensure.....	36
Professional Organizations.....	37
SECTION V – Information and Resources	38
Blood Borne Pathogens	38-39
Hepatitis	39-40
Possible Vaccine Side Effects	40
Contraindications/Pregnancy/Nursing Mothers	40
COVID-19 Acknowledgement of Risk and Consent Form for Students, Vendors, and Visitors.....	41

OFFICE COPY
Clinical Laboratory Science Student Contract

By signing below, the Clinical Laboratory Science (CLS) student verifies that he/she has read and understands the information in the College of the Canyons Catalog pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

The CLS Student must abide by the dress code policies established by the individual Clinical Affiliates and College of the Canyons as stated in the CLS Student Handbook. I understand that the dress code policies may vary according to the Clinical Site assignment. I also understand that I am representing College of the Canyons in the CLS program while at the Clinical Site and must conduct myself according to the policies established in the Student Handbook.

The student also verifies that he/she has read and understands the information contained in the CLS Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

Print Name

Date

Signature

STUDENT COPY
Clinical Laboratory Science Student Contract

By signing below, the Clinical Laboratory Science (CLS) student verifies that he/she has read and understands the information in the College of the Canyons Catalog pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

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The student also verifies that he/she has read and understands the information contained in the CLS Student Handbook and will comply with all policies and requirements, including any addendums and updates as they occur.

Print Name

Date

Signature

Signature

OFFICE COPY

Consent for Release of Personal Information for Clinical Placement

By signing below, the CLS student verifies that he/she has read and understands the information in the College of the Canyons Catalog and CLS Student Handbook as pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

By signing the below, the student gives College of Canyons CLS Program their expressed consent to share immunization records, criminal background and toxicology screening results with its clinical education affiliates, for the purpose of gaining access to the clinical facility in accordance with our Educational Affiliation Agreement.

The student acknowledges that College of the Canyons and its educational affiliates will use this information only to facilitate clinical placement and holds College of the Canyons faultless for any negative actions that may result from release of this information to our educational affiliates.

Print Name

Date

Signature

STUDENT COPY

Consent for Release of Personal Information for Clinical Placement

By signing below, the CLS student verifies that he/she has read and understands the information in the College of the Canyons Catalog and CLS Student Handbook as pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

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Print Name

Date

Signature

SECTION I
OVERVIEW OF PROGRAM

ACCREDITING AGENCIES AND PROGRAM APPROVAL

California Department of Public Health
Laboratory Field Services
850 Marina Bay Parkway Bldg. P
Richmond, CA 94804

CLINICAL FACILITIES The following clinical facilities have educational clinical affiliation agreements with College of the Canyons and are used by the CLS program as clinical training sites

- Community Memorial Hospital Health Systems, Ventura, CA
- Henry Mayo Newhall Memorial Hospital, Valencina, CA
- Verdugo Hills Hospital USC, Glendale, CA

CLS PROGRAM OVERVIEW

Clinical laboratory scientists are integral members of the allied health care team that perform diagnostic testing on blood, body fluids, and other biological specimens to provide healthcare providers (physicians, nurses, pharmacists, and other members of the healthcare team) information that is utilized in making critical decisions for treatment and monitoring therapeutic interventions.

The Clinical Laboratory Science training program will offer a didactic curriculum in the clinical laboratory sciences that is approved by the California Department of Public Health and Laboratory Field Services. To qualify for a CLS license in the state of California, completers of the certificate program must also submit documentation of the required completed practicum hours in a CDPH/LFS approved training site.

CLS PROGRAM MISSION STATEMENT

With its innovative approaches, the College of the Canyons Clinical Laboratory Scientist Certificate Program aims to prepare clinical laboratory scientists with the technical competency, management, leadership, critical thinking, and professional skills to fulfill the roles of a Clinical Laboratory Scientist, as an integral member of the healthcare team.

CLS PROGRAM GOALS

In pursuit of the CLS program mission, the faculty endeavors, throughout the program to:

1. To prepare technically competent graduates who are able to evaluate, interpret, validate, and correlate data produced in the clinical laboratory.
2. To equip graduates with professional skills required for integration with the entire health care team, including use of technology, communication, and customer service skills.
3. To instill in graduates the use of the highest ethical standards to guide their behavior, decision-making, and judgments.
4. To produce graduates who satisfy the requirements for CLS licensure, including successful completion of the national CLS certification exam, according to the California Department of Public Health/ Laboratory Field Services.
5. To promote lifelong learning, community engagement, and professional development to program graduates, enabling them to deliver quality patient care.

Upon successful completion of all courses specific to the CLS Certificate program and the CDPH/LFS required practical training hours at a CDPH/LFS- approved clinical training sites, students will be eligible to sit for a CDPH/LFS approved board examination and apply for a CDPH/LFS-issued Clinical Laboratory license, as required for employment in the state of California.

ENTRY LEVEL COMPETENCIES

The CLS training program at College of the Canyons is designed to produce a Clinical Laboratory Scientist with entry-level competencies such that they are well prepared academically, technically, and professionally to enter the Clinical Laboratory Science profession. The training program will also promote continued learning as they seek advancement in the health care industry. Upon completion of the CLS training program, the students will be able to:

1. Perform pre-analytical, analytical, and post-analytical procedures to evaluate and ensure the quality of clinical laboratory data and results.
2. Perform all laboratory tests of all complexity levels in all areas of the clinical laboratory.
3. Explain the principles and methodologies of each test that is performed in the clinical laboratory.
4. Correlate the clinical significance of laboratory results, relevant to diagnosis, treatment, and health maintenance.
5. Integrate clinical laboratory data from various departments to critically think and problem solve.
6. Select appropriate follow-up testing upon evaluation of patient results.
7. Prioritize laboratory requests to promote a seamless work-flow, accomplishing tasks efficiently.
8. Perform phlebotomy to obtain acceptable blood samples for testing.
9. Apply principles of Quality Assurance to ensure the accuracy and reliability of laboratory data.
10. Maintain instrumentation by performing procedures relevant to corrective and preventive maintenance.
11. Apply the principles of method evaluation and validation to evaluate and select new methods and instrumentation.
12. Apply the principles and best practices of laboratory management in the areas of budget creation, supervision, and administration.
13. Demonstrate understanding of effective test utilization.
14. Demonstrate compliance with all standard safety regulations.
15. Utilize the laboratory information systems to enter and retrieve laboratory information, communicate with other healthcare team members, and produce relevant clinical laboratory documents.
16. Develop training or instructional materials to present information to laboratory colleagues and trainees.
17. Demonstrate effective verbal and written communication with laboratory personnel, patients, other health care team members, and the general public.
18. Utilize professional interpersonal skills to interact with patients, laboratory personnel, other health care team members, and the general public.
19. Demonstrate compliance with ethical standards and laws (local, state, and federal) with all information relevant to the patient's medical information and care.
20. Demonstrate the importance of integrating efforts with other healthcare team members to deliver quality patient care.

PHILOSOPHY

The CLS program is an integral part of the College of the Canyons and aligned with the objectives and mission statement of the college. In addition, the College of the Canyons CLS faculty ascribe to the following beliefs:

CLS Education

Development of professional competence, personal growth, and effective patient care through quality laboratory practices are at the core of our teaching philosophy in providing the community and the profession with entry level Clinical Laboratory Scientists.

Laboratory medicine is a dynamic and ever-changing profession. This dynamism is reflected in both the teacher/student relationship as well as in the changing nature of the health care system. The CLS faculty believes that the student is the locus of learning and that the teaching-learning process is reciprocal and interactive. Therefore, the faculty sees their role as one of facilitator – using multiple learning and teaching methods to meet the educational needs of students with diverse backgrounds and diverse learning styles. To further enhance learning, the faculty encourages the use of college learning support services such as the Teaching Learning Center, the library, learning disability specialists, counseling, financial aid, the Student Health Center, and other student resources on the campus. In addition to facilitating learning, the faculty seeks to foster self-direction and a commitment to life-long learning. Learning experiences are designed to proceed from simple to complex and general to specific to maximize the students' learning and professional growth. The program adjusts to changes within the laboratory medicine body of knowledge as well as changes in the health care system as new knowledge and modalities of practice emerge.

SCOPE OF PRACTICE

In California, a licensed CLS can perform all levels of testing without supervision. They must complete 12 hours of continuing education from an approved provider each year to maintain licensure in the state of California.

As members of the laboratory medicine profession, entry-level CLS are expected to have assumed the responsibility for their own ethical, professional, and legal practice. They are expected to practice within the legal guidelines established by the state of California. They are able to practice ethically and legally in diverse settings and to participate in improving the quality of care in all settings.

ESSENTIAL FUNCTIONS OR TECHNICAL STANDARDS

Technical Standards are the essential non-academic requirements of the program that a student must be able to perform in order to successfully participate in the CLS program and become employable. For individuals with documented disabilities, reasonable accommodations will be provided on an individual basis but will need to be able to perform these tasks independently. Program participants will not be discriminated based upon race, creed, color, gender, age, marital status, national origin, or physical or mental disability, providing mandatory standards can be met.

Visual Skills: A student in the CLS program must possess sufficient visual skills to accurately perform and aid in the interpretation of laboratory assays, including the ability to:

- Read calibration lines on pipettes and laboratory instruments that are one millimeter apart.
- Distinguish between solutions that are clear, opaque or particulate in test tubes and/or on glass slides.
- Identify stained and unstained cellular components in the range of one-micrometer using a binocular bright-field microscope.
- Differentiate color reactions.
- Be able to easily distinguish between numbers (computer screen and printed).

Motor Function: A student in the CLS program must possess adequate movement skills to perform a variety of laboratory assays, including the ability to:

- Move safely and freely in the laboratory.
- Perform moderately difficult and repetitive tasks continuously, often with prolonged sitting or standing over the course of several hours.
- Perform phlebotomy and other non-blood specimen collection from patients safely.
- Operate laboratory instrumentation during specimen analysis and perform maintenance and calibration procedures.
- Navigate the laboratory information systems (LIS) to input patient information and report results.

Cognitive Skills: A student in the CLS program must possess intellectual skills that enable him/her to:

- Comprehend written procedures, measure, problem solve, perform mathematical calculations, reason, integrate, and analyze information.
- Utilize judgment and reasoning skills to recognize, evaluate, and troubleshoot errors as they occur.
- Retain a sequence of steps and go through a sequence of steps unassisted.

Communication Skills: A student in the CLS program must be able to:

- Read, write, and communicate by using the English language effectively.
- Effectively interface with customers, co-workers, physicians, and administrators: practice good hospitality habits and communication skills.
- Prioritize actions during an emergency, seek needed assistance and attempt to prevent undesirable secondary effects.

Affective or Behavioral Requirements: The student must be able to:

- Demonstrate time management skills to prioritize and complete tasks within realistic constraints.
- Demonstrate stress management skills to adapt to uncertain situations such as ambiguous test ordering, emergent demands-"stat" test orders, distracting environment-high noise levels, crowding, complex visual stimuli.
- Work with biological samples.
- Maintain honest behavior at all times.
- Respect patients, peers, and faculty.
- Comply with established professional ethics.
- Accept responsibility for own actions.
- Remain receptive to change.
- React to life threatening situations in an appropriate manner and according to established policies and procedures.
- React WITHOUT impulsiveness, belligerence, and argumentative or intrusive behavior.

Please sign this form to indicate that you have read and understood the program technical standards and believe that you can meet them. **This form must be submitted to the School of Health Professions and Public Safety office.**

Student Signature _____

Date _____

CURRICULUM DESIGN

<u>(Fall) FIRST SEMESTER/# of weeks in clinical rotations</u>	<u>UNITS (SEMESTER)</u>
CLS 200 Phlebotomy and Specimen Management/3 weeks	1.5
CLS 203 Clinical Microbiology/ 9 weeks	3
CLS 204 Clinical Parasitology/ 3 weeks	2
TOTAL: 15 weeks	6.5
<u>(Winter) SECOND SEMESTER/ # of weeks in clinical rotations</u>	<u>UNITS (SEMESTER)</u>
CLS 207 Clinical Urinalysis/ 4 weeks	2
TOTAL: 4 weeks	2
<u>(Spring) THIRD SEMESTER/ # of weeks in clinical rotations</u>	<u>UNITS (SEMESTER)</u>
CLS 201 Clinical Chemistry/ 12 weeks	4
CLS 205 Clinical Immunology and Serology/ 4 weeks	3
TOTAL: 16 weeks	7
<u>(Summer) FOURTH SEMESTER/ # of weeks in clinical rotations</u>	<u>UNITS (SEMESTER)</u>
CLS 202 Clinical Hematology, Hemostasis, and Body Fluids/ 8 weeks	3
TOTAL: 8 weeks	3
<u>(Fall) FIFTH SEMESTER/# of weeks in clinical rotations</u>	<u>UNITS (SEMESTER)</u>
CLS 206 Clin Immunochem/Pre-Transfusion Services/4 weeks	3
CLS 208 Lab Management and Education / 3 weeks	3
Board Exam Review / 2 weeks	
TOTAL: 5 weeks	6
Total Weeks in Program: 52 weeks	24.5

SECTION II
GENERAL INFORMATION

DEPARTMENT AND CAMPUS EXTENSIONS

Campus resources can assist students in many ways. All extensions listed can be reached directly by dialing (661) 362 – and the extension.

Department	Extension	Instructor/CA CLS License # *	Extension/Email
School of HPPS Office	3369/3557/3647	Dr. Hency Chu, Program Director MTQ00000022	3777 Hencelyn.Chu@canyons.edu
Child Development	3541		
Computer Center	3302		
DSPS	3341		
Learning Center	3331		
Library	3359		
Student Develop.	3261		
Tutorial Lab	3344		
Dean: Dr. Kathy Bakhit	3107		Kathy.Bakhit@canyons.edu

Instructor Faculty Office Hours

Instructor Faculty Office Hours can be accessed in the course syllabi provided to students at the beginning of each semester. If a student would like to meet with an instructor outside of the published office hours, students are encouraged to send an email to the specific instructor to set up a meeting appointment.

TUITION and FEES

Application Fee

There is no fee to apply to attend College of the Canyons and the CLS Program. Applications are available during the open application period. **The link to apply may be found on:**

<https://www.canyons.edu/academics/cls/prospective/application.php>

Enrollment Fee

The current enrollment fee for all students, including non-residents, is \$46.00 per unit. The current tuition rate and additional fee information, including refund policy can be accessed at:

<https://www.canyons.edu/administration/instruction/catalog/>

Other Fees and Expenses

Textbooks, supplies, living expenses, and cost of transportation to campus and clinical facilities are not included in the enrollment fees/tuition. The information for the required textbooks is available on your course syllabi and the College bookstore. There are other fees that CLS students are responsible for including: purchase of liability insurance, background check costs, immunizations, antibody titers, drug screen, health evaluations, national certification exams, and licensing fees.

Financial Aid and Scholarships:

Financial aid opportunities are available on this link:

<https://www.canyons.edu/student-services/financial-aid/>

LEARNING RESOURCES

Library and Tutoring Learning Computer Lab (TLC):

The library is used by CLS students to research material as well as to watch assigned videos and read articles put on reserve by the professors. You may request help and orientation to the library resources from the librarians. Your student ID card is also your library card. Your card is your permanent card and is used from semester to semester. Once you enroll at the College of the Canyons and obtain an ID card you may use the library resources even when you are not enrolled in a class. You must present your ID card when checking out materials.

Learning Disability:

There are resources on campus to assist with the identification of learning disabilities (DSPS Office). If any student has been diagnosed with a learning disability, and has documentation from the DSPS office, it is the student's responsibility to notify the faculty member. As a matter of student confidentiality, the DSPS office does not do this, the student must do it directly. The department is willing to meet any reasonable request for assistance and accommodation. However, the responsibility remains with the student to provide relevant and recent documentation from a learning specialist that such a disability exists as well as the recommendations made by the learning specialist for helping the student. Since student disability test results are governed by legislation guarding privacy and can only be given to the department by the student, they are responsible for providing the above information to each of their instructors in each course in the program.

If you are having trouble in class even after getting help from tutors and instructors, you might consider being tested for a learning disability at the Disabled Students Programs & Services office located in Seco Hall – 103 www.canyons.edu/offices/dsps; 661-362-3341 or TDD 661-255-7967.

ADMISSIONS CRITERIA

Applicants who are admitted into the program must show proof that they have:

1. A California Department of Public Health/ Laboratory Field Services (CDPH/LFS) issued Clinical Laboratory Scientist (CLS) Generalist Trainee License. The program will verify with CDPH/LFS the validity of the CLS Trainee License. To apply for the CLS Trainee License, visit <https://www.cdph.ca.gov/programs/ospfld/lfs/pages/cls-trainee.aspx>
2. A California Department of Public Health/ Laboratory Field Services (CDPH/LFS) issued Medical Laboratory Technician (CLS) License. To obtain a CLS license, visit <https://www.cdph.ca.gov/Programs/OSPFLD/LFS/Pages/CLS.aspx>
3. Completed and signed the CLS Certificate Program application. Applications must be submitted by the deadline indicated on the CLS/CLS website homepage. Completed but late applications will be considered on a space availability basis. It is the applicant's responsibility to follow through and confirm their application status with the School of HPPS office.

STUDENT SELECTION PROCESS

Depending on the clinical site availability, applicants will be admitted in the order that verified and completed applications are received. Applicants who are accepted for training will be notified of their admission no later than June 30 of the application year.

Admitted applicants are required to notify (by email or letter) the program within a week of notification of their intent to join the CLS program. Applicants who fail to notify the program within the specified deadline will automatically invalidate their application. Accepted applicants who fail to attend the mandatory orientation without notification will automatically invalidate their application.

Students admitted into the program are required to successfully pass background, drug, and immune status screens through an approved vendor. A valid social security number is required per background check requirements and in order to obtain CLS license in the State of California (pursuant to the authority found in section 1224 of the Business and Professions Code and in section 100275 of the Health and Safety Code, and as required by section 17520 of the Family Code, providing the social security number of the applicant is mandatory for CLS licensure).

PROGRAM ADMISSION DEFERMENT

Students admitted to the program may defer admission one time. Deferral is allowed due to extenuating circumstances that may prevent the student from starting the program. Examples of those extenuating circumstances include, but are not limited to, severe financial hardship, health (mental and/or physical) emergency. Students must submit a letter via email to the CLS program

director and the dean to explain the extenuating circumstances and request deferment. Students who are granted deferment must submit an application for the next available application cycle to secure admission. Students who the subsequent offer of readmission or fail to submit an application will be required to apply to the program as a new applicant, required to complete the admission requirements.

CLINICAL SITE ASSIGNMENT/PLACEMENT PROCESS

The final decision regarding final clinical site placement considers two factors: outcome of the clinical site meeting and evaluation and input from faculty and program director. The program director will coordinate the clinical site interviews for all students officially admitted to the CLS program. These meetings will take place in June or July preceding the first fall semester. All factors aim to place students in clinical sites where they will be most successful. Students will be notified of their clinical placements by Aug 1st. For a variety of reasons, clinical placements may become unavailable prior to the beginning of the fall semester, resulting in insufficient clinical site capacity for eligible CLS students.

In the event that this occurs, the CLS program will make every effort to ensure that the previously unplaced, eligible CLS students are prioritized for placement in the next available clinical site within 6 months to 1 year. During the interim, students will still have access to course instructors, training modules, and library services.

In summary, placement of students in the clinical rotations will be determined by the following criteria:

- a. Completion of all CLS program requirements
- b. Approval by the clinical site
- c. Best clinical site to support student's development (technical skills/ competencies) and success in the program.

STUDENT ACCOUNTABILITY AT CLINICAL FACILITIES AND CLINICAL ROTATION

Students in the CLS program are expected to act as ambassadors of College of the Canyons and the CLS program. Students are expected demonstrate their highest adherence to good clinical practice standards. Because of our involvement with the health care facilities in the community, all CLS students must comply with the policies and procedures as stated in the guidelines of the clinical facility to which the student is assigned. Students may be assigned to a number of different clinical sites during his/her rotations. There is no guarantee that any student will spend his/her entire rotation at one clinical facility. The student must be willing and able to adapt to different environments and circumstances.

While completing rotations at the clinical sites, students are expected to demonstrate professionalism as members of the clinical laboratory team. They should conduct themselves in a manner as if they are employed in the facility. Students must have their own transportation to the clinical sites.

TEACH OUT PLAN FOR DIDACTIC AND PRACTICUM COURSES

In the event that a catastrophic event that interrupts the college's ability to operate the CLS Program on the main Valencia/Santa Clarita campus, efforts will be made to teach the courses in an online format and/or move the program to an affiliate campus in Canyon Country. Should the campus also become incapacitated, efforts will be made to accommodate teaching/ training at clinical affiliate sites. If a catastrophic event also halts the operation of the CLS clinical affiliate sites, students will be placed at other functional clinical sites to complete the semester and/or their

training requirements. In the event that the program closes, this will be advertised a year in advance and a plan will be developed to ensure that currently enrolled students in the program are allowed to complete.

COLLEGE OF THE CANYONS REQUIREMENTS FOR COMPLETION ACADEMIC COUNSELORS

Prospective CLS program students are encouraged to meet with academic counselors, specifically when CDPH/LFS informs the student of course deficiencies in their application for a CLS Generalist Trainee License. The academic counselors may be able to assist with determining how to meet the course deficiencies.

To make an appointment with an academic counselor, visit
<https://www.canyons.edu/student-services/counseling/about/index.php>

SECTION III **POLICIES AND STANDARDS**

HEALTH/CLINICAL REQUIREMENTS UPON ENTRANCE

Students must complete the following by the deadline set in orientation. There will be no exceptions!

- Current physical
- Current TB clearance: 2-step process
- Immunizations AND positive titers (Hep B, Mumps, Measles, Rubella, Varicella)
- Diphtheria/tetanus/pertussis vaccine within 10 years (TDap)
- Seasonal flu vaccination
- 10-panel Drug Screening
- Current CPR Card
- Current Fire Life Safety Card
- Malpractice Insurance
- Background Check
- CA Certified Phlebotomy Technician certification (if already in possession)

Vaccinations can be obtained from the Student Health and Wellness Center at College of the Canyons.

Items must be current for the entire semester. For example, if something expires in March of the Spring Semester, it must be renewed prior to the established deadline and documentation for the renewal submitted to the Office.

Failure to meet deadlines:

Students are mandated to meet all deadlines for submitting the required paperwork and registration for the CLS program. The paperwork is necessary to meet our contractual obligations. We will not be allowed to use clinical facilities without correct documentation of all requirements. Meeting deadlines is a part of the professional role of the CLS. The student's ability to meet the deadlines is a reflection of this professionalism. Therefore, if the student fails to meet the deadlines, the student will be dropped from the program. It is a minimum requirement that students are able to follow directions and accomplish tasks in a specific timeline.

There will be no extensions of the deadline and there are no exceptions except those listed below. One exception is if your medical insurance will not allow you to have a physical exam before the deadline. For example, if you had a yearly physical exam on March 1 and you cannot have it before March 1 of the following year you are allowed to wait to have the physical at the time permitted by your insurance company. However, to be granted this exception, you must complete a form provided for you by the School of HPPS Office. If you do not have insurance coverage for yearly physicals and have to pay for one, then this exception does not apply to you and you must comply with the deadline.

Immunizations cannot be done before they are due. To be granted this exception, you must complete a form provided for you by the Office.

If either of these exceptions applies to you, it remains your responsibility to meet the requirements as soon as you are able. There will be no reminders to you at that point. If you fail to do complete the requirement by the date indicated on the form you sign, you will be dropped from the program.

HEALTH/CLINICAL REQUIREMENTS EACH SEMESTER

The following requirements need to be current each semester and for the entire semester:

- Current Physical
- Current TB
- Immunizations (i.e. flu, TDap, Hepatitis B)
- Current CPR Card
- Current Fire Life Safety Card
- Current Malpractice Insurance
- Background Check and OIG/GSA

Meeting Deadlines:

These requirements must be maintained throughout the CLS program. Each clinical facility mandates that students complete and maintain the above infection control standards. It is your responsibility to meet all requirements. Regulations are such that we cannot allow students into the clinical area without the required documentation. Therefore, if these are not completed with documentation submitted to the Office by the deadlines established each semester, you may be dropped from the program and your place given to an alternate.

HEALTH REQUIREMENTS

Students must be free from any condition (e.g., communicable diseases, infections, injuries, or any physical or psychological disorder) that would prevent the safe and successful performance of responsibilities and tasks required by the CLS program. Any condition described above which a student develops after admission to the program may be considered sufficient cause for dismissal or suspension from the program. If a student's health status changes during the program, they must notify the Program Director.

The Director of the CLS Program reserves the right to request that a CLS student be examined by a health care provider if there is evidence that the student is not able to perform as described above. The provider completing the examination must be acceptable to the Director.

If at any time during the semester a student is injured, becomes seriously ill, has surgery, or becomes pregnant, a physician's note must be provided before returning to class or clinical. This release must specifically state that the student may participate in both clinical and classroom sessions without restrictions. The note is to be given to the clinical instructor and Office for placement in the student's file.

You should not go to your clinical assignment if you are ill. See the absence policy for the procedure to follow if you are ill. Dismissal from the clinical area due to illness is at the instructor's discretion. Documentation from a physician may be required to return to the clinical facility.

Please review the campus policy on HIV/AIDS that can be found in the college catalog.

CLINICAL SITE ON-BOARDING REQUIREMENTS

While most clinical sites have the same on-boarding requirements as the CLS program requirements for clinical training, some will have specific on-boarding requirements. Please be advised that the CLS Program administration will not send any confidential student paperwork to a third party (for example, the clinical site/ affiliate) on the student's behalf as this is considered a violation of FERPA. It is against the law. Students are required to keep copies of the clinical requirements and submit them to the clinical sites, if they request for them.

The CLS Program will send the clinical affiliate notification that the student has completed the clinical training requirements at least 1 week before the semester for clinical training begins. No copies of such clinical training requirements will be sent to the clinical sites. This is the student's responsibility.

OFFICIAL EMAIL CORRESPONDENCES

Students are required to provide their current mailing address, email address (alternative to the College of the Canyons email account), telephone number, and emergency contact information to the CLS Program. Any changes to the information provided requires the student to notify the School of HPPS office immediately. All private information is kept confidential.

Please be advised that the program administration and faculty will communicate with the students by using the College of the Canyons email account only, for all course and program information.

INFORMATION ON STUDENT RIGHTS AND RESPONSIBILITIES

The CLS student handbook has supplementary information to the College of the Canyons Catalog (website resources included). Students are expected to adhere to the College of the Canyons catalog.

SCHOOL OF HEALTH PROFESSIONS and PUBLIC SAFETY OFFICE

The staff of the School of HPPS Office manages all departments in the Health Professions: CLS Program, RN Program, Continuing Education courses, EMT, Medical Assisting, Nursing Assistant, Phlebotomy, Health Science courses, Fire Technology, and Administration of Justice. One of the main functions of this office is to manage applicants for the CLS program including maintaining the waitlist and tracking all applicants from application submission to entry into the program. This office also maintains records for all students in the CLS program. In addition, the School of HPPS Office staff maintains records for all CLS faculty and administrators as well as preparing reports to statewide and nationwide accrediting agencies.

All health data and specific CLS student requirements are mandated by the State of California and clinical facilities used during the four semesters of the CLS program. This health data is received by the office and is maintained through the program as well as two years post-graduation. A copy of the certificate of CLS program completion will be maintained for at least 5 years.

Students may visit the School of HPPS Office Monday-Thursday 0800-1630 and Friday 0800- 1200. These hours are subject to change. You may call the office at 661-362-3369, 661-362-3557 or 661-362-3647. Email is an appropriate way to communicate with this office as well.

REPORTING ACCIDENTS

You must immediately report to the instructor any accident/injury occurring in connection with the school's regular curriculum program, in the clinical or classroom areas, which involved injuries to the student or others. The accident/injury must be reported to the School of Health Professions and Public Safety within 24 hours of the incident. In addition, the student must complete a Worker's Compensation form available from Human Resources. It is the student's responsibility to report all injuries and seek follow-up.

ALWAYS THINK SAFETY. You can help prevent injury to yourself and others by following general rules, eliminating hazards that might cause accidents, reporting unsafe equipment to the instructor, and doing psychomotor assignments in a thoughtful and careful manner.

PAGERS AND CELLULAR TELEPHONES

Pagers, cell phones, and electronic devices need to be turned off in the classroom during lecture, unless the devices are used for note-taking, online quiz activities, or research required in class. You will have breaks where you can check for messages. Pagers may be put on vibrate in the clinical area. Use of electronic devices in the hospital and healthcare settings must comply with the facilities' policies. It is required that students do NOT use electronic devices during the clinical externship hours, unless specified by the instructor.

ON CAMPUS BEHAVIOR

CLS students are expected to act professionally at all times. It is a violation of professional behavior for students to cause a disturbance in any college area. In addition, students must be dressed appropriately when on the campus of any clinical facility. Students who are reported to the CLS department for having behaved unprofessionally will receive a clinical probation for that behavior.

IDENTIFICATION

Students are required to have picture COC ID for use on campus. In addition, students may have to get separate hospital ID when orienting to a specific facility.

GIFTS

The department has a long time policy of requesting that no gifts are given to faculty. If you feel you want to express your appreciation to your instructor, we encourage you to write a note to the faculty member.

ADVISING AND GUIDANCE

The College Counseling Services, the CLS Program Administrators, and the clinical affiliate liaisons are available to correspond and/or meet with students and clinical trainees for academic advising purposes. Confidentiality is maintained in all academic advising meetings with the student. College of the Canyons maintains student records to ensure the privacy of all such records in accordance with statutes set forth in the Family Educational Rights and Privacy Act of 1974 (FERPA). Students are encouraged to seek academic advisement. It is recommended that students adhere to the following procedures:

- a. The student must direct course-related questions, issues, and academic performance concerns

to the course instructor first.

- b. Should the course instructor fail to provide a resolution or advisement that is satisfactory to the student, the student should request to meet with the CLS Program Director.
- c. Should the CLS Program Director fail to provide resolution or advisement that is satisfactory to the student, the student should request to meet with the Health Professions and Public Safety Dean.

All such sessions will require documentation (on-campus with the college counselors, instructors, program director, and/or the Dean, and off-campus with the clinical affiliate liaisons).

GRADING POLICY

The lecture instructor will explain the requirements and grading method at the beginning of every course. The following percentage groupings determine the letter grades used in CLS courses.

A = 91-100%

B = 86-90%

C = 80-85%

D = 75-79%

F = <75%

There will be no rounding when calculating grades. Calculations will not be extended past the tenths place.

PASSING CLS LECTURE COURSES – PROCESS

Students must achieve an 80% cumulative grade on all lecture courses to satisfy the CLS program requirements. Failure to achieve the 80% level in lecture will result in failing the course.

In order to receive a passing grade in the CLS program, you will be expected to achieve a grade of 80% or better in the lecture component of the course.

1. The course instructor determines the weighting of quizzes/exams.
2. Unit examinations are kept in the individual student's file. After grading, the student may make an appointment with the instructor to review completed exams. This must be done within a week of the exam.
3. Unless otherwise specified, all final exams will be held on campus, in person on a paper/Scantron format.
4. The ability to make up a missed test and/or quiz is left to the instructor's discretion. Any quiz or exam taken late may result in a 10% penalty. In the case of extreme necessity, and following full faculty consideration, modification of the above penalty may occur.
5. The ability to turn in required assignments at a later date than the due date is left to the instructor's discretion. Students are allowed to submit assignments after the due date may also suffer a 10% (or higher) penalty on their earned grade. This will be up to instructor's discretion.

CLINICAL ROTATIONS AND TRAINING SCHEDULES

Clinical rotations are under the supervision of the CDPH/LFS approved training sites and preceptors. Successful documentation of the clinical training experience includes the following:

1. Documentation of daily training attendance in days and hours per day. Each entry will be signed by the preceptor in charge of training. The documents will be kept at the clinical site. Copies may be requested by the CLS program director for their records. It is strongly recommended that students retain a copy of their attendance records for all of their rotations.
2. Documentation of successful completion of tasks in the department checklists. All tasks will be evaluated with the following criteria:

“3”: Exceeds Expectations

“2”: Meets Expectations

“1”: Does not meet expectations and require remediation.

Clinical preceptors will notify the CLS Program Director when students receive a “1” on their evaluations so that a Remediation Action Plan can be created to help the students succeed.

Students who fail to demonstrate performance of ALL tasks in the checklists at a rating of “2” or better will fail to successfully complete the CLS program requirements.

The documents will be kept at the clinical site. Copies may be requested by the CLS program director for their records. It is strongly recommended that students retain a copy of their task performance/ checklist records for all rotations.

The clinical site has the final decision on training schedules. Typically, the training days are M-F, 0600-1430, 52 weeks per academic year.

CLINICAL ROTATION TECHNICAL COMPETENCY CHECKLISTS

At the beginning of the clinical rotation in each laboratory department, each student will have access to a clinical manual that will include a skills lists, schedules, worksheets, and evaluations

The skills lists in detail the laboratory procedures to be performed. Each student is responsible for having the skills lists signed by the clinical site preceptor once performance has been satisfactorily completed. Each student **MUST KEEP** a logbook and current record of the clinical tests, which they have observed, assisted in and/ or performed. In addition, all attendance must be maintained and signed by the clinical site preceptor on a daily basis. Failure to maintain an up-to-date logbook may impact your completion of your skills list.

The skills checklists will be your guideline during the clinical rotation as you are learning clinical and technical skills under the supervision of a clinical site instructor. Students must achieve an acceptable level of performance per skill to “pass” a clinical rotation. Near the end of each rotation, your clinical competency will be evaluated. You will be asked to perform and demonstrate the skills you have been introduced to and used during the rotation in the hospital setting.

Each student will receive a clinical rotation evaluation by the clinical site instructor(s). The student will be evaluated by the clinical instructor on both technical and non-technical performance. Both the student and clinical instructor will sign each evaluation. A rating of “2” or better must be achieved. Areas of disagreement may be included on your evaluation sheet and placed in your student file. These evaluations will take place on the last day of the rotation.

Once a rotation and all associated graded items have been completed, the clinical instructor calculates the final grade based on achievement of the clinical performance objectives as stated in the course outlines and, where applicable, the clinical competency examination. The faculty instructor reviews the forms with you and retains these records in your student file along with the completed skills list. These lists are also turned into admission and records as evidence of activity during the clinical rotations. Attendance time sheets are documented and may be submitted to the California Department of Public Health Laboratory Field Services, upon request, as verification of fulfillment of clinical training hours required by the State of California.

CRITERIA FOR SUCCESSFUL COMPLETION OF THE CLS PROGRAM

To successfully complete the CLS Program, trainees must have a complete program transcript, which includes:

- a. Documentation of an acceptable level of performance on the exams given during lecture
- b. Documentation of an acceptable level of performance (rating of 2 or better) on practical examinations and final skills checklists given during the clinical practicum.
- c. Documentation of an acceptable level of professionalism (rating of 2 or better) during interaction with co-workers, patients, and other customers of the laboratory (nurses, doctors, administrators).
- d. Documentation of effective (rating of 2 or better) communication skills, productivity, aptitude for problem solving and initiative.
- e. Documentation (attendance time sheet) that the student is punctual and conforms to the schedule given to him or her by the clinical affiliate.

The student's performance in these areas at the clinical affiliate will be evaluated by the Program Director or Education Coordinator (with assistance of the clinical laboratory scientists training the student) at least once each rotation. A copy of each of these evaluation forms will be reviewed and signed by the student and placed in his/her file. Students are required to keep track of these documents and are ultimately responsible in ensuring that the document copies are maintained at the clinical site and original copies are submitted to the Program Director.

When the student has passed all the required courses and practicums, he or she will be awarded a certificate of CLS program completion. **The student is not required to pass state or national license exams to graduate from the program and completion of this program makes the student eligible to take a CDPH/LFS approved licensing exam agency.** However, licensure is not guaranteed as it will be up to the student to prepare and achieve this by applying and successfully taking the state exam.

DISCIPLINARY MEASURES

It is expected that all COC CLS students exhibit the highest standards of ethical and professional behavior in their clinical and scholastic endeavors. Laboratory technicians provide care and advocacy for vulnerable populations and must conduct themselves with integrity at all times. Behaviors which would be cause for faculty review and referral to the Vice President of Student Services with possible failure, suspension, or dismissal include but are not limited to the following:

(For the complete description of each item listed, please consult the most updated version of the College Catalog).

1. Academic Dishonesty: Cheating, participating in other academic dishonestly such as copying another student's work, discussion of material that is prohibited by the instructor, sharing exam copies without instructor permission, and using other types of information or devices that are not allowed or prohibited by the instructor. Examples include: plagiarism, voice-recording of instructor's lectures without permission, or unlawful distribution of materials for commercial purposes. See your college catalog for the full description of what constitutes as academic dishonesty.
2. Inappropriate student conduct: This constitutes disruptive behavior, defiance of authority, abuse of college personnel and staff, threat of violence or force towards college personnel and/or students, assault, possession (sale or otherwise furnishing) any firearm, knives, explosive or other dangerous substances, possession (use, sale, offering to sell) and being under the influence of any controlled substances and alcoholic beverages, intoxication, participating to commit or attempt to commit robbery or extortion, causing or attempting to cause College District property or clinical affiliate property, steal or attempt to steal or conspire to steal College District property or clinical affiliate property or any type of private property, harassment (based on race, sex, gender, religion, sexual orientation, age, national origin, disability, or status under protection by law), intimidation or bullying of students or college personnel (direct physical contact, verbal or physical assault, and other activities associated with bullying), forgery and/or misrepresentation, lewd or indecent behavior, and violation of any laws and college regulations.

ATTENDANCE POLICY

Attendance Requirement (Lectures Online Live or on Campus)

The CLS program faculty believe competency in laboratory medicine theory and practice **requires regular mandatory attendance**. Absences should only occur in the event of personal illness or emergency situations. **More than 2 absences will require the student to drop the course**. Business or personal appointments, including medical and dental appointments, should not be made during school hours. After an absence, it is the responsibility of the student to check with the instructor about the completion of all missed assignments.

In the event a student must be absent, it is his/her responsibility to notify the instructor and the School of HPPS Office for the absence. Voice mail is available at 661-362-3777. You may also email your instructor to document your absence.

Attendance Requirement (Clinical Practicum)

The CLS student will attend all clinical rotations as assigned, except in the case of personal illness, death in the immediate family, and/or at the discretion of the clinical instructor and education coordinator. **Attendance is mandatory and must be documented and tracked on the Attendance Form Document provided**. Transportation is the responsibility of each student; lack of transportation does not constitute a reason for absence. Students are expected to attend all clinical days assigned. Clinical preceptors and education coordinators at each site will monitor student attendance. However, it is the student's responsibility to make sure that the Attendance sheet is updated daily and signed by the clinical preceptor. Students are NOT allowed make changes to the schedule unless the changes have been approved by the clinical preceptor. It is the student's responsibility to notify his/her assigned clinical instructor and education coordinator, prior to the start of a clinical day if the student is going to be absent or late. Failure to telephone the clinical instructor and the education coordinator at the facility will weigh heavily on the clinical rotation evaluation.

Clinical time is highly structured; therefore, there will be NO MAKE-UP time for clinical practicums if the student has been absent excessively. **More than 2 absences constitute as excessive absence. Please keep in mind that the State of California Laboratory Field Services and the examination boards have specific number of hours required for training**. Too many absences can result in failure to meet the time obligation required by the accrediting agencies and the licensing boards. Absences may result in dropping a particular rotation; resulting in enrollment at another time, as space is available.

CLINICAL ABSENCE

In the event of a clinical absence, the student must contact the clinical faculty at least 2 hours before the clinical starting time. THIS IS YOUR #1 PRIORITY! Asking a fellow student to inform the clinical instructor of the absence is not acceptable. The student must inform the clinical instructor personally by calling the facility and speaking directly to the clinical instructor.

When a student is absent from clinical rotations due to illness, the instructor may request a written approval from the student's physician before the student returns to the clinical area.

In the event of a catastrophic situation (death in the immediate family, hospitalization), and you cannot attend the clinical rotation, the clinical instructor must be notified immediately. No scheduled personal appointments are to be made during clinical hours.

All procedures performed by the student during clinical hours must be done under supervision at all times by an assigned clinical preceptor at the clinical site. Students will not be allowed to perform procedures in the clinical laboratory without direct supervision.

Students however are expected to be professional and work as a team with other laboratory professionals. It is important that students be willing to help, in appropriate settings, their instructors and other members of the staff. Students should not make the excuse that they are “only students” and be unwilling to help and work as a team member in the laboratory. Remember that your professional behavior includes your willingness to help and be resourceful in the laboratory. (See the evaluation checklists).

PROGRAM CONTINUATION

Students must receive a grade of “C” in every CLS course to continue in the program. Failure to do so will result in course failure and dismissal from the program.

FAILURE/WITHDRAWAL FROM COURSE

Re-entry into the CLS program after failing a course or withdrawing from one is subject to specific policies.

If a student withdraws from or fails a course, he/she will be allowed to re-enter the program on a

space available basis. This student must also complete the remediation program designed by the department by the specific deadline for completion.

When a student decides to drop/withdraw from a course, it is his/her responsibility to drop it before the drop/withdrawal deadline. Refer to the COC catalog for drop and withdrawal procedures.

GRIEVANCE POLICY

A student having a grievance with a faculty member will be initially required to consult with that faculty member to resolve the issue. If resolution is unsuccessful, arrangements should be made to meet with the Director, CLS program. If the student continues to feel the issue is unresolved, then they may make an appointment with the Dean of the School of HPPS.

If further guidance is needed, see the "Student Grievance Policy" in the College of the Canyons catalog under "Regulations and Policies."

AUDIT POLICY

The college audit policy is found in the college catalog under "Academic Policies."

READMISSION POLICY

A student may re-enter the COC CLS Program only one time after failing a course, dropping a course, or withdrawing from the program. If the student wishes to be placed on the waitlist for re-entry, he/she must notify the School of HPPS Office in writing stating that he/she would like to return at the first available seat. After two failures or withdrawals, a student may not return to the program.

Students who re-enter the program will be subject to all current CLS program policies as defined by the student handbook, catalog, and published materials and must fulfill all entrance requirements. Re-entry students will be admitted on a space available basis only.

INCOMPLETE GRADE POLICY

Incomplete grades may be assigned when course requirements are not met due to unforeseen circumstances. This grade will be given in accordance with the College of the Canyons grading policy as found the College catalog. Students must meet with faculty to discuss the reasons for the incomplete, whether or not an incomplete is appropriate to the circumstances, and ways the situation can be resolved.

An incomplete grade does not indicate that the student has satisfactorily completed the course objectives. An incomplete grade must be replaced with a grade of "C" or better in order to be eligible to advance in the sequence of CLS classes. Replacement of the incomplete with a "C" or better must take place before the start of another class in the program sequence. If an incomplete grade in a CLS course is not removed by the timeline indicated, the student will be dismissed from the program.

EXAMINATION ISSUES

Exams: Each instructor in the CLS program may have a different policy on missed examinations make-up opportunities. See your course syllabus to determine the course policies as set forth by your instructor. CLS students will be given written final exams at the end of each rotation. There will be no provisions given to make up these exams unless there is (a) a death in the immediate family or (b) illness. Both (a) and (b) conditions must have documentation in order for the instructor to determine whether or not the student can make up the examination.

Quizzes: Quizzes in lecture and clinical absences may be made up only at the discretion of the instructor.

Students need to check with each individual instructor to review exams. During the review students are prohibited from writing down questions and/or answers, taking photos of the exam question and answer sheets, and/or voice recording the exam contents and answers. No books, pencils, pens, or cell phones are allowed while reviewing an exam, unless permitted. Students should spend their time reviewing missed questions and concentrating on questions that were incorrectly answered. Test reviews are not meant to be study sessions. Exams will not be available for review until all students have taken the exam.

ACADEMIC DISHONESTY / CHEATING

It is expected that College of the Canyons CLS students will exhibit the highest standards of ethical behavior in their clinical and scholastic endeavors. CLSs provide care and advocacy for vulnerable populations and must conduct themselves with integrity.

In the event that any student in the CLS program is determined guilty of cheating, he/she will be subject to disciplinary action as stated in the College of the Canyons catalog. Besides cheating on tests, it is considered cheating to submit another student's graded work as your own. It is also considered cheating to provide another student with information in a manner that misrepresents that student's knowledge or work. This too will be subject to disciplinary action.

Plagiarism is grounds for disciplinary action as noted in the college catalog and schedule of classes. Be sure you understand how to properly cite references and the correct use of quotation marks for items that are taken directly from a source. At the same time, it is inappropriate to submit a paper that is all quotations. Students must demonstrate understanding of material by being able to write papers in their own words keeping quotations to a minimum. If assistance is needed or you are unsure about preparing an assignment or research paper, please contact your instructor who can provide referrals and guidance.

STANDARDS OF STUDENT CLINICAL APPEARANCE

Students must adhere to all policies and standards set forth by the clinical site.

Whenever you are in a hospital you must dress appropriately. It is inappropriate to wear jeans, shorts, sandals or open-toed shoes, exercise gear, or revealing clothing when in the hospital even if a lab coat is worn. Your photo ID provided by the clinical site must be worn at all times.

Lab Coat: An approved lab coat must be worn at all times in the laboratory. A lab coat or surgical gown from the testing area should remain in the testing area. Lab coats may leave the testing site only to be laundered (if the hospital does not provide a laundry service).

Clothes: Clean and unwrinkled pants/skirts/dress with shirt/blouse covered with a white lab coat.

Shoes: Shoes and laces must be kept clean. Open toed/ open backed shoes are not allowed in clinical facilities. White shoes with soft white soles to prevent slips/falls on hard surface floors are recommended.

Hair: Hair should be clean and neat. If your hair is shoulder length or longer, it must be worn pulled back and off the collar. At no time should the hair interfere with or obstruct the students' ability to see clearly (regardless of length).

Facial hair: Men's facial hair must be short and neatly trimmed to allow for proper fit of isolation masks. Men without beards or mustaches must be clean-shaven

Jewelry: For safety reasons, no jewelry other than wedding rings and wristwatches should be worn

Gum: Gum is not allowed in the testing areas.

Smoking: Smoking is not allowed in clinical facilities. Those who wish to smoke should do so only in designated areas.

Perfume/Aftershave/Deodorant: Perfume and aftershave should not be used when caring for patients. These odors may be nauseating for an ill person or cause allergic reactions. Please use a reliable deodorant. The synthetic fabric of some uniforms picks up body odor that may be difficult to eliminate. Good oral hygiene is also necessary.

Belongings: Hospitals do not provide lockers for students.

STANDARD PRECAUTIONS: Gloves must be worn at all times when working with biological materials. Protective eyewear, if glasses are not worn, will be worn at all times when working with any procedure or equipment that could create an aerosol. These precautions will be enforced in the clinical laboratories and the classroom laboratory.

STUDENT IMPAIRMENT BY ALCOHOL, DRUGS, AND/OR EMOTIONAL ILLNESS

An CLS student who abuses drugs (prescription or non-prescription) or alcohol or has an emotional illness may become a danger to self and jeopardize the safety and well-being of patients,

peers, and staff. It is the responsibility of the student who suffers from any of these diseases to seek voluntary diagnosis and treatment. If left untreated, this could lead to disciplinary action and may prevent licensure in California. The Counseling and Student Health Center can provide accurate information regarding treatment centers.

A faculty member has the responsibility and authority to take immediate corrective action with regard to student conduct and performance in the classroom or clinical setting if a student is impaired due to drugs or emotional illness. Students suspected of impairment may be removed immediately from the classroom or clinical setting. The student will be dismissed from all class activity at that time and referred to the Dean of Students Services for further action.

It is recognized that the nature of these illnesses requires extensive and thorough rehabilitation. Therefore, reinstatement would be considered only after documentation of aggressive, continuous rehabilitation and recommendation from a physician indicating satisfactory health status.

NOTE: The CLS Department is subject to College of the Canyons policy regarding drug and alcohol abuse by students. A student will be dismissed from the program if he/she is deemed unsafe to practice. Students are advised to read the College of the Canyons policies governing student rights and responsibilities in the College catalog.

Every attempt will be made to help a student find appropriate agencies to help in rehabilitation. Crisis counseling is available in the Student Health and Wellness Center.

HIPAA REGULATIONS

The nature of laboratory medicine requires intelligence, honesty, integrity, and a mature approach to responsibility. As an CLS student soon to be an CLS, remember that personal information regarding a patient is privileged and confidential in nature. At no time are you to discuss any information about your patients with your family or friends. Do not discuss your patients outside of the classroom or laboratory. Even when discussing patient care in the hospital make sure that you are not overheard by someone who is visiting the unit or the clinical laboratory, such as in outpatient designated areas or patient blood draw stations.

Patient information should only be obtained on patients specifically assigned to a student. No patient's name should be used on any documentation leaving the hospital. Patient records may not be copied or removed from clinical sites. Any information needed for COC assignments must be handwritten for later use, without any evidence of patient health information. A patient's privacy is protected by the Health Insurance Portability and Accountability Act (HIPAA) and severe penalties may be incurred if the laws are broken.

USE OF PATIENT CHARTS/MEDICAL RECORDS

Each facility has a different procedure for use of medical records. Consult with your instructor for the policy in your clinical facility for using the Medical Records department. While at the hospital it is important that you are officially identified as a student at the College of the Canyons by the nursing staff and the medical records staff. Wear your photo ID badge, lab coat, and dress appropriately as described earlier in this document.

Remember you cannot remove charts from these areas and you are not allowed to have any patient contact at this time. Under no circumstances may you photocopy, take hard copies, or take photos with cell phones of patient information from the hospital area.

PROFESSIONAL CODE OF CONDUCT

Upon accepting admission to this program, you are embarking on a noble career deserving of individuals who carry themselves with the utmost professionalism. Working effectively as a member of a team is a key to success in health care. As an CLS student your first role as a team member begins in the classroom. You represent The College of the Canyons CLS program on campus and in the community. When you begin your clinical rotation you are a member of a clinical team that includes your clinical instructor. When you graduate and work as a licensed CLS you will be a member of a team of coworkers. As a student and a team member you must abide by a professional code of conduct, as set below, and make it a part of your daily routine.

1. In order to function within the scope of your practice as a future licensed CLS:
 - a. Never discuss your own personal, financial, or health issues with patients or your co-workers in the laboratory. Avoid telling “all” about yourself. Be a good listener.
 - b. Never suggest alternative methods that are not in the Standard Operating Procedures.
 - c. When you are in doubt about anything, check with your instructor so that you may avoid making a mistake.
 - d. Always clean up after yourself.
 - e. At the end of each clinical day, students must meet with the instructor before leaving the clinical area.

2. You must be self-motivated in promoting an environment of teamwork. The following describes how you can do this:
 - a. You must listen carefully, think before you say or do something, and be organized when you ask a question. Be an active thinker and not a passive receptacle of information.
 - b. Value your own time and your instructor’s time by BEING PUNCTUAL.
 - c. Accept the diversity in everyone’s style. Even though you know yourself best, be aware that other approaches may be just as effective as yours.
 - d. Be honest at all times.
 - e. Treat yourself and all team members with respect and courtesy. (Don’t burn bridges!)
 - f. Seek out opportunities to obtain all of the skills and knowledge of laboratory medicine. Consider the “see one, do one, teach one” motto as a means of mastering the many skills required of you.
 - g. Listen openly to new ideas and other perspectives.
 - h. Walk a mile in each other’s shoes. Especially, consider those in a different role than your own. Ex: doctors, nurses, patients, instructors, etc. An effective and efficient team is composed of individuals who work jointly toward a common goal. Delivering quality patient care is the goal that is carried out by everyone from the housekeeping staff to the hospital CEO.

- i. Commit to resolving conflict without resorting to using power. Always follow the chain of command in resolving problems. Consult your instructor for ANY and ALL concerns. Many conflicts are due to misunderstanding or a lack of communication. You must communicate over and above what you think is the bare minimum. Communicate in a fair and nonjudgmental manner, be objective.
 - j. Take responsibility for your own emotional well-being (For example: If you feel bad about something, it is your responsibility to do something about it.)
 - k. Ensure that you work well as a team member in the lab by doing the following:
 - i. Stay focused on the cumulative goal of the laboratory and assume responsibility for achieving that goal.
 - ii. Make decisions together as much as possible. Students need to collaborate and consult with the team members, including other clinical laboratory scientists, instructors, and fellow students.
 - iii. Be accountable for your actions and consequences of those actions.
 - iv. Prioritize your tasks. It is NOT ACCEPTABLE for a student to say no to a procedure simply because he or she does not want to do it.
3. Foster open communication and a positive work environment by the using the following ideas:
- a. Use the concept of “The Golden Rule” (“Do unto others as you would have them do unto you”). Communicate clearly with sincerity and honesty. Be aware how miscommunication or a lack of communication can lead to conflicts. Strive hard to be clear and specific in your communication style. Also put the same effort toward understanding others. To ensure you understand, you can clarify by repeating in your own words what you believe has been said.
 - b. Be acutely aware of specific details when you are given instructions and also when you are giving someone instructions. Do not assume something is obvious. Repetition is better than misunderstanding.
 - c. Acknowledge and apologize if you have caused an inconvenience or have made a mistake. Begin by notifying your instructor IMMEDIATELY. “It should be fine” is not a good statement to repeat to yourself and others, especially if you know that something was done in error and your instincts are telling you that an error has been done.
 - d. Make sure you know all of the facts that are relevant to the issue before you draw conclusions about anything.
 - e. Maintain confidentiality as it relates to patient information as well as information related to your classmates. Redirect classmates who are talking about someone to speak directly to the person. Gossiping is unprofessional behavior.
 - f. Avoid the spread of rumors. Rumors are generally a negative force that does not contribute to a positive work environment.
 - g. Discuss with your instructor if you become aware of unsafe or unethical behavior. Be prepared to describe it specifically and objectively. In other words, describe the facts without judgment.
 - h. Use the principle of communication that stresses the effectiveness of using “I” statements. For example: “I feel/ I believe/It is my perception...” rather than “You make me feel...” or “You did...”. A “You” statement implies that you are blaming someone and can make someone feel like they are being attacked. It puts them in a position to be defensive. The goal is to have a pleasant and positive work environment.

4. Be approachable and open to feedback by doing the following:
 - a. Take responsibility for your actions and words. Be accountable by following through on your commitments. Do what you say you will do.
 - b. When you are given advice or criticism, take time to reflect on it, rather than blaming, defending, or rejecting. Think of it as an opportunity to improve on your weaknesses and be receptive to improving yourself. Experts in the field of communication report that there is always a little bit of truth in every criticism.
 - c. When in any doubt, ask for clarification of the behavior you have perceived.
 - d. Stay focused on what you can learn from a situation.

References

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SECTION IV
LICENSURE AND PROFESSIONAL ORGANIZATIONS

LICENSURE

Certification is the process by which a non-governmental agency or association grants recognition of competence to an individual who has met certain predetermined qualifications, as specified by that agency or association. The most common mechanism to achieve certification is through successful completion of a standard examination.

Two agencies currently administer certification examinations for the state of California: The American Society of Clinical Pathologists (ASCP) Board of Registry and American Association of Bioanalysts Board of Registry (AAB). Agencies that are approved under California Law will be determined by the State of California, Department of Health Services, Laboratory Field Services Division. Students must pass a certification examination from a California approved agency in order to be qualified to apply for a California state CLS license.

Founded in 1928 by the ASCP, the Board of Registry is the oldest, most established, and most recognized agency-providing certification for medical laboratory professionals. The Board of Certification (BOC) is an administratively independent certification agency that prepares relevant standards and develops procedures that will assure competence of clinical laboratory personnel.

Both the BOC and the AAB certify those individuals who meet academic as well as clinical prerequisites and who achieve acceptable performance levels on the respective agency's examination. After completing all CLS program requirements, the student is eligible to take one or both of these national certifying examinations. Students passing the BOC examination can use the designation CLS (ASCP) while students certified through the AAB can use CLS (AAB). Applications forms for these examinations will be provided by the Program Director. Each examination has a firm application deadline and fee. Information concerning deadlines and fees will be provided by the Program Director.

ASCP- American Society of Clinical Pathologists
33 West Monroe Street, Suite 1600
Chicago, IL 60603
800-267-2727 op 2
www.ascp.org

AAB- American Association of Bioanalysts
906 Olive Street, Suite 1200
Saint Louis, MO 63101
314/241-1445
www.aab.org

California Dept. of Public Health
Laboratory Field Services
850 Marina Bay Parkway, Bldg. P, 1st Floor
Richmond, CA 94804-6403
510/620-3800
www.cdph.ca.gov

PROFESSIONAL ORGANIZATIONS

Student membership in one or more of these associations is encouraged to enhance your professional and personal growth.

AMERICAN SOCIETY OF CLINICAL PATHOLOGISTS (ASCP) www.ascp.org

The American Society of Clinical Pathologists has a designation for student and a reduced fee for membership. Membership entitles the student to receive the official publication of the ASCP (Laboratory Medicine), eligibility to apply for scholarships and reduced fees for continuing education classes.

AMERICAN SOCIETY FOR CLINICAL LABORATORY SCIENCE (ASCLS) www.ascls.org

The ASCLS is a national professional society for laboratory personnel and includes a broad spectrum of personnel in the clinical laboratory sciences. Students may join at a reduced rate. Membership entitles the students to receive the official publication of ASCLS (Clinical Laboratory Sciences), eligibility to apply for scholarships and reduced fees for continuing education classes.

AMERICAN MEDICAL TECHNOLOGISTS (AMT) www.amtl.com

The American Medical Technologists is a professional society for health professionals. Students may join at a reduced rate and are entitled to receive the official publication of AMT (AMT Events), eligibility to apply for scholarships and reduced fees for continuing education classes.

CALIFORNIA ASSOCIATION OF MEDICAL LABORATORY TECHNOLOGY (CACLS) www.caCLS.org

CACLS is a statewide professional society for laboratory personnel, primarily medical laboratory testing personnel. Associate membership is available to ancillary health care professionals. Students may join at a reduced rate and are entitled to receive the official publication and attend workshops that are often given locally.

SECTION V
INFORMATION AND RESOURCES

BLOOD BORNE PATHOGENS

Laboratory personnel must constantly be aware of the potential that they have for spreading and contracting infectious diseases. Adherence to strict infection control procedures helps to prevent contracting infectious diseases in the laboratory environment.

The following procedures are designed to help prevent the spread of infectious diseases and employ the concept of "STANDARD OR UNIVERSAL PRECAUTIONS". This concept treats every specimen or patient contact as if it is capable of transmitting infection. Strict adherence to these procedures will help protect the laboratory worker as well as the patient.

- A. Disposal of Sharps - Sharps consist of needles, syringes with integral needles attached, razor blades, stylets, broken glassware, or other sharp cutting objects.
 - a. All sharps shall be discarded into rigid walled sharps containers.
 - b. There shall be no recapping or cutting of needles or other sharps before disposal.
 - c. Syringes (without needles attached) may be placed in containers lined with autoclavable biohazard bags
 - d. When the rigid walled sharps container is filled, it shall be sealed and placed in containers lined with autoclavable biohazard bags.
 - e. Broken glass shall be handled by mechanical means (never to be picked up directly with the hands) and discarded into containers that are designed to be puncture resistant.

- B. Specimen Collection
 - a. Specimens shall be collected with care in regards to the patient, student, and equipment.
 - b. Patient drawing area surfaces shall be cleaned with 10% sodium hypochlorite (bleach) solution or approved disinfectant, prior to performing any invasive procedure.
 - c. Gloves must be worn when collecting blood from any patient and shall be changed between patient contacts.
 - d. Good hand washing technique must be performed between patient contacts.
 - e. Reusable items shall be washed well and/or chemically disinfected, sterilized, or properly disposed.

- C. Specimen Handling
 - a. All specimens are to be handled as if they are infectious.
 - b. Gloves must be worn while handling specimen containers.
 - c. There shall be no pipetting by mouth at any time.
 - d. Specimen disposal:
 - i. Serum, blood, or blood components:
 - 1. blood and its products may be flushed down the commode or
 - 2. may be placed in the containers lined with autoclavable biohazard bags.
 - ii. Feces, urine, or other body fluids:
 - 1. after exam, the specimen shall be flushed down the commode
 - 2. and the containers disposed of in containers lined with

3. autoclavable biohazard bags; or may be placed in the containers lined with autoclavable biohazard bags.

D. Decontamination of Reusable Items

- a. Reusable items, material, or apparatus is to be placed into 10% sodium hypochlorite (bleach) solution or soap solution for six hours prior to being cleaned for reuse.

E. Disposal of Infectious Pathological, Surgical, or Biological Wastes

- a. All pathological, surgical, and autopsy material is to be placed in containers lined with autoclavable biohazard bags.

F. Personnel

- Lab coats
 - Shall be worn and buttoned at all times when working in the laboratory areas
 - Shall be removed before leaving the laboratory areas.
 - Shall be changed and cleaned when soiled.
- Gloves must be worn at all times while working in the laboratory. Gloves should be removed before answering telephones
- Safety glasses, goggles, or face shield shall be worn at all times while performing any task that has the risk of splashing liquid (biological or chemical) into the eyes.
- Contact lenses should not be cleaned or handled while working in the laboratory.
- No eating, drinking or smoking shall be allowed in the laboratory work area at anytime.
- Good hand washing technique must be performed immediately prior to beginning work, after removal of gloves, any time the hands/gloves become soiled and upon leaving the laboratory area.
- Visitors are not allowed in the laboratory area.

G. Environment

- All spills and breakage involving infectious material shall be cleaned immediately with a 10% bleach solution.
 - Liberally apply bleach solution.
 - Cover with paper towels and leave for five minutes.
 - Using gloves, wipe up area.
 - Reapply bleach solution, wipe, and allow to air dry.
- If a significantly large spill occurs, cover with paper towels to try and contain and minimize the spill. Notify instructor or supervisor immediately.
- Each student is responsible for cleaning the work surfaces and equipment of the area in which they are working prior to beginning work, any time surfaces of equipment are visibly soiled, and upon completion of work with a 10% solution of bleach or approved

HEPATITIS

Hepatitis means inflammation of the liver. Hepatitis B, which is a viral infection, is one of the multiple causes of hepatitis. Most people with Hepatitis B recover completely, but approximately 5-10% becomes chronic carriers; 1-2% dies of fulminated hepatitis. In the group of chronic carriers, they may have no symptoms and appear well, yet can transmit the virus to others. The Hepatitis B Virus (HBV) also appears to be a causative factor in the development of liver cancer. Thus, immunization against HBV can help prevent acute hepatitis and also reduce sickness and death from chronic active hepatitis, cirrhosis and liver cancer.

Acute hepatitis generally begins with mild symptoms that may or may not become severe. These symptoms may include loss of appetite, a vague feeling of oncoming illness, extreme tiredness, nausea, vomiting, stomach pain, dark urine and jaundice (yellow eyes and skin). Skin rashes and joint pain can also occur. Hepatitis B virus can be transmitted by contact with body fluids including blood (including contaminated needles), semen, tears, saliva, urine, breast milk and vaginal secretions.

Health care workers are at high risk of acquiring Hepatitis B because of frequent contact with blood or potentially contaminated body fluids and therefore, vaccine is recommended to prevent the illness. There are a number of vaccines available, consult your physician about what is appropriate for use. A high percentage of healthy people who receive three doses of the vaccine achieve high levels of surface antibody (anti-HBs) and protection against Hepatitis B.

Persons having less response to three doses of vaccine over a six-month period provide immunity for 96% of the individuals tested. The duration of immunity is unknown at this time. Persons who have been infected with HBV prior to receiving the vaccine may go on to develop clinical hepatitis in spite of the immunization.

POSSIBLE VACCINE SIDE EFFECTS

The incidence of side effects is relatively low. The most frequently reported side effects are injection-site soreness, fatigue, induration, erythema, swelling, fever, headache, and dizziness. Other more serious adverse reactions have occurred infrequently. If you have any questions about Hepatitis B or Hepatitis B vaccine, please ask your family physician.

CONTRAINDICATIONS/PREGNANCY/NURSING MOTHERS

Consult your physician about individual conditions or concerns before receiving the Hepatitis B vaccine.