College of The Albemarle

Human Services Technology Student Handbook

Effective: July 2024

Developed: April 2014
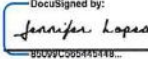
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08/24 LG						

COLLEGE OF THE ALBEMARLE
DIVISION OF HEALTH SCIENCES & WELLNESS PROGRAMS
DEPARTMENT OF ALLIED HEALTH
HUMAN SERVICES TECHNOLOGY PROGRAM
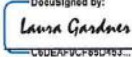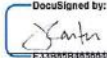
HUMAN SERVICES TECHNOLOGY STUDENT HANDBOOK

Approved:

Dr. Jack Bagwell	8/19/2024		_Dr. Jennifer Lopes_	8/14/2024
Dr. Jack Bagwell	Date		Dr. Jennifer Lopes	Date
President			Vice President of Learning	

Robin Harris	8/14/2024		_Laura Gardner_	8/7/2024
Robin Harris	Date		Laura Gardner	Date
Dean			Program Coordinator	
Health Sciences & Wellness Programs			Human Services Technology Program	

Jeffrey Carter	8/12/2024
Jeffrey Carter	Date
Department Chair	
Allied Health Programs	

I. Welcome

College of The Albemarle Human Services Technology Faculty would like to welcome you into the program of Human Services Technology. This handbook has been prepared to inform each Human Services Technology student of the policies and guidelines specific to the Associate Degree. This handbook serves as a supplement to the College catalog which covers the general institutional policies as they relate to students in the College. The handbook is available at orientation and/or prior to enrollment in the Human Services Technology, thus allowing the applicant ample time to become familiar with the programs' policies and procedures.

It is the responsibility of each Human Services Technology student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the Human Services Technology program.
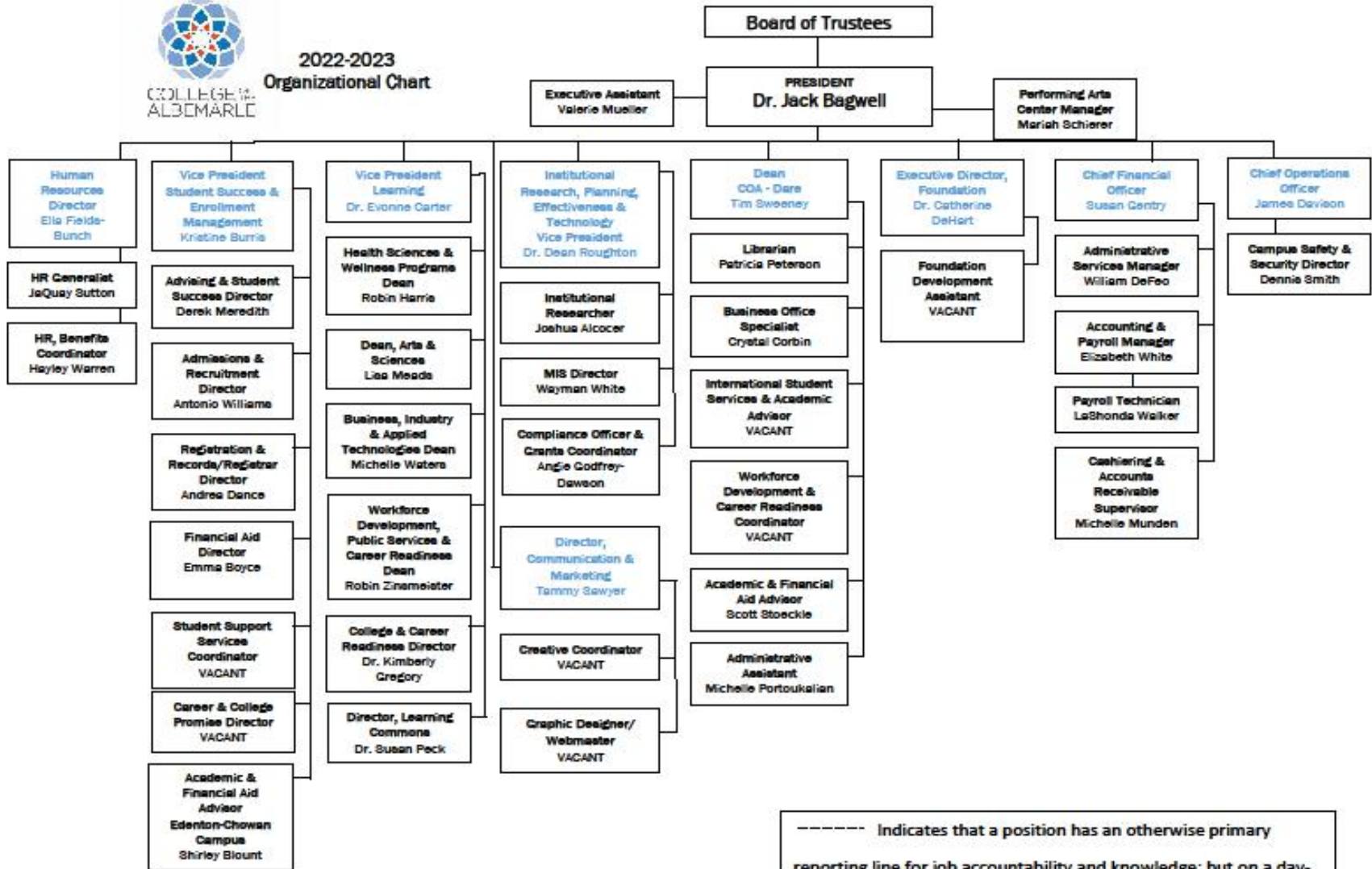
This Human Services Technology Handbook supplements the policies and procedures adopted by the COA Board of Trustees. In the event of any conflict between a Board of Trustees' policy and any policy of provision of this Handbook, the Board of Trustees' policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this Handbook may impose greater obligations, expectations or responsibilities on students in the Human Services Technology Program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program's coordinator. The Program Coordinator may confer with the Department Chair, Division Chair, Vice President of Learning/Chief Academic Officer and other administrative officials to resolve any such issue or conflict.

All statements in the Human Services Technology Student Handbook are announcements of present Human Services Technology program's policies and are subject to change at any time. While every effort will be made to give advance notice of any change in Human Services Technology program's policies, such notice is not guaranteed nor required.
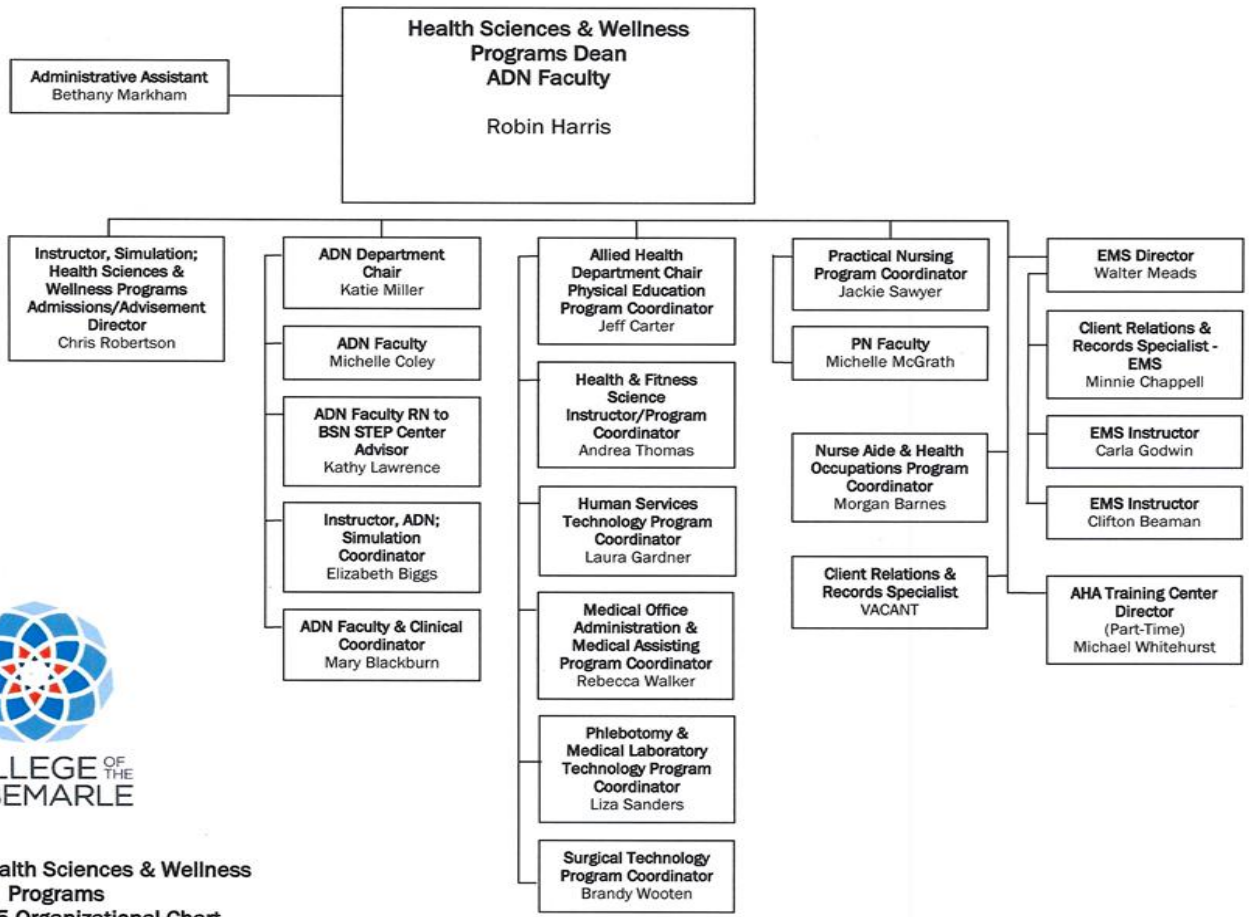
If there are questions concerning information in this handbook, the Program Coordinator should be consulted.

College of the Albemarle — 2022-2023 Organizational Chart

Board of Trustees

PRESIDENT
Dr. Jack Bagwell

Executive Assistant
Valerie Mueller

Performing Arts Center Manager
Mariah Schierer

Human Resources Director — Ella Fields-Bunch
- HR Generalist — JaQuay Sutton
- HR, Benefits Coordinator — Hayley Warren

Vice President Student Success & Enrollment Management — Kristine Burris
- Advising & Student Success Director — Derek Meredith
- Admissions & Recruitment Director — Antonio Williams
- Registration & Records/Registrar Director — Andrea Dance
- Financial Aid Director — Emma Boyce
- Student Support Services Coordinator — VACANT
- Career & College Promise Director — VACANT
- Academic & Financial Aid Advisor Edenton-Chowan Campus — Shirley Blount

Vice President Learning — Dr. Evonne Carter
- Health Sciences & Wellness Programs Dean — Robin Harris
- Dean, Arts & Sciences — Lisa Meads
- Business, Industry & Applied Technologies Dean — Michelle Waters
- Workforce Development, Public Services & Career Readiness Dean — Robin Zinsmeister
- College & Career Readiness Director — Dr. Kimberly Gregory
- Director, Learning Commons — Dr. Susan Peck

Institutional Research, Planning, Effectiveness & Technology Vice President — Dr. Dean Roughton
- Institutional Researcher — Joshua Alcocer
- MIS Director — Wayman White
- Compliance Officer & Grants Coordinator — Angie Godfrey-Dawson
- Director, Communication & Marketing — Tammy Sawyer
- Creative Coordinator — VACANT
- Graphic Designer/Webmaster — VACANT

Dean COA - Dare — Tim Sweeney
- Librarian — Patricia Peterson
- Business Office Specialist — Crystal Corbin
- International Student Services & Academic Advisor — VACANT
- Workforce Development & Career Readiness Coordinator — VACANT
- Academic & Financial Aid Advisor — Scott Stoeckle
- Administrative Assistant — Michelle Portoukalian

Executive Director, Foundation — Dr. Catherine DeHart
- Foundation Development Assistant — VACANT

Chief Financial Officer — Susan Gentry
- Administrative Services Manager — William DeFeo
- Accounting & Payroll Manager — Elizabeth White
- Payroll Technician — LaShonda Walker
- Cashiering & Accounts Receivable Supervisor — Michelle Munden

Chief Operations Officer — James Davison
- Campus Safety & Security Director — Dennis Smith

- - - - - - Indicates that a position has an otherwise primary reporting line for job accountability and knowledge; but on a day-to-day operational basis receives direction, supervision and support from an on-campus dean.

Health Sciences & Wellness Programs Dean
ADN Faculty

Robin Harris

Administrative Assistant
Bethany Markham

Instructor, Simulation; Health Sciences & Wellness Programs Admissions/Advisement Director
Chris Robertson

ADN Department Chair
Katie Miller

ADN Faculty
Michelle Coley

ADN Faculty RN to BSN STEP Center Advisor
Kathy Lawrence

Instructor, ADN; Simulation Coordinator
Elizabeth Biggs

ADN Faculty & Clinical Coordinator
Mary Blackburn

Allied Health Department Chair Physical Education Program Coordinator
Jeff Carter

Health & Fitness Science Instructor/Program Coordinator
Andrea Thomas

Human Services Technology Program Coordinator
Laura Gardner

Medical Office Administration & Medical Assisting Program Coordinator
Rebecca Walker

Phlebotomy & Medical Laboratory Technology Program Coordinator
Liza Sanders

Surgical Technology Program Coordinator
Brandy Wooten

Practical Nursing Program Coordinator
Jackie Sawyer

PN Faculty
Michelle McGrath

Nurse Aide & Health Occupations Program Coordinator
Morgan Barnes

Client Relations & Records Specialist
VACANT

EMS Director
Walter Meads

Client Relations & Records Specialist - EMS
Minnie Chappell

EMS Instructor
Carla Godwin

EMS Instructor
Clifton Beaman

AHA Training Center Director
(Part-Time)
Michael Whitehurst

COLLEGE OF THE ALBEMARLE

Division of Health Sciences & Wellness Programs
2024-2025 Organizational Chart

III. Human Services Technology Program Faculty

	Extension	Office
Program Coordinator Laura Gardner, MAEd Laura_gardner40@albemarle.edu	2363	OC 204
Staff Bethany Markham Administrative Assistant, Health Sciences bethany_markham70@albemarle.edu	2283	OC 102
Chris Robertson Director, Health Sciences and Wellness Programs Admissions/Advisement chris_robertson37@albemarle.edu	2304	OC 107

IV. PURPOSE OF HUMAN SERVICES TECHNOLOGY

HUMAN SERVICES DEFINED

Human Services is defined as a profession charged with the responsibility to meet the needs and rights of the whole person--and to make society more whole in the process. Human Services has a cohesive underlying philosophy and ethic; a range of clearly defined tasks and goals; a specific body of knowledge; a unique set of skills; and a career ladder for its professionals. The Human Services Worker today is seen as generalist worker and can be defined as one who works with clients or families in consultation with other professionals to provide an array of human services as needed. Human Services Professionals are able to work cooperatively with all of the existing professions, and are familiar with a number of therapeutic services and techniques.

The Human Services Technology Curriculum is designed to train and to prepare graduates to fulfill a wide range of consumer needs in a variety of human service settings, in order to enable their clients to live a more satisfying, more autonomous, and more productive life. Graduates should qualify for positions in mental health, childcare, family services, social services, rehabilitation, correction, and educational agencies. Graduates choosing to continue their education may select from a variety of transfer programs at other colleges and universities. The program combines liberal arts education, human service courses, and specialty courses. A major emphasis is placed on experiential learning. Information is presented in the classroom situation and/or online, as laboratory exercises and as work based learning. Personal growth, attitudes, knowledge, and skills are distinct components of the human service program.

MISSION STATEMENT – HUMAN SERVICE TECHNOLOGY

The mission of the Human Services Technology Program is to meet the educational needs of students in the areas of human services to contribute to the social, cultural, economic, and political well-being of the community.

V.   Human Services Technology Goals and Student Learning Outcomes

The goals of the Human Services Technology program are:
- To prepare graduates for a career in Human Services.
- To prepare graduates to effectively match consumer needs with available community resources.
- To increase the capacity for self-awareness and personal growth.
- To develop a thoughtful, genuine, and empathetic attitude toward human beings.
- To expand and implement knowledge, skills, and attitudes necessary to help people help themselves.
- To develop the necessary marketable skills to obtain and retain employment.
- To facilitate articulation with Bachelor degree programs.

The Student Learning Outcomes of the Human Services Technology program are:
1. Demonstrate the ability to identify and access human services resources, including face to face and on-line data bases, directories, and referral centers.
2. Develop the ability to initiate, plan, manage and terminate different types of groups related to human services practice.
3. Conduct interviewing and counseling skills appropriate to entry level human services practice.
4. Demonstrate an understanding of and compliance with professional ethical standards common to the human services field.
5. Understand and apply professional skills that meet the standards and expectations of entry level human services practice.

Program Outcomes

College of The Albemarle's Human Services Technology Program uses the following criteria as outcome measures of the effectiveness of the program.
- I.   70% of those entering the Human Services Technology diploma program will graduate from the program.
- II.   70% of graduates will find positive placement in employment in a Human Services agency or organization.
- III.   80% of graduate survey responders will "Strongly Agree" or "Agree" when asked to rate the overall quality of their preparation as a human services professional.
- IV.   80 % of employers will "Strongly Agree" or "Agree" when asked "Overall, this graduate is a well prepared employee?"

VI.   Admissions

Students may enter the Human Services Technology program curriculum in either fall, spring or summer semesters, once admission to the program is completed. Student should follow the requirements for program admission as noted in the program's Admission fact Sheet – available online as well in the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107. The outline of the process if as below:

PHASE I: PRE-ADMISSION REQUIREMENTS

Applicants seeking admission into the Human Services Technology program must complete the following steps in order to be considered for acceptance in the Human Services Technology program.

A. **Complete and submit a written COA Application for**

B. **Bring or send an official high school transcript and official post-secondary transcripts**, if applicable, to the Admissions Office.

C. **Attendance at a Health Science Orientation Session is highly recommended,** for a review of the admission process. Check with the admission department or the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107 for scheduled dates and times. On-line orientation can be viewed at:
http://newalbemarle.mediasite.mcnc.org/mcnc/Play/b70d20c908fc4b8dba0fdc9320c6dc241d

D. **Achieve minimum English, Math, and Reading competencies.**

E. **Achieve and maintain a 2.0 minimum cumulative grade point average** on the transcript of record (most recent transcript with 12 accredited credit hours or more) AND the COA transcript, when applicable (if the most recent 12 hour transcript of record is the high school transcript, the **unweighted GPA** will be used). Achieve a minimum of "C" grade on each relevant COA or transfer course. Only grades of "C" or better will be accepted for transfer purposes, and program completion.

F. **Applicants must have completed one unit of biology in high school** with a grade of "C" or "77" or higher or the equivalent at a post-secondary institution (BIO 090 or higher).   An official transcript must be provided.

REQUIREMENTS A, B, C, D, E, and F must be met in entirety before applicants may move to Phase II.

PHASE II: HUMAN SERVICES TECHNOLOGY APPLICATION REQUIREMENTS

G. **Read and review the HST Handbook prior to admission to the program.** The handbook is available online at the college website: www.albemarle.edu under Academics: Catalogs and Handbooks or from the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107.

H. **Sign all required forms related to admission to the program located at the back of the HST Handbook.** Students should make an appointment with the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107 to meet and sign and turn in all required forms for the program.

I. **COMPLETE THE HST ADMISSION APPLICATION.**

   Once students have met all preadmission criteria A,B,C,D, E, F, G and H – students must complete an application for the COA HST Program.

   Applications may only be obtained from the Director, Health Sciences and Wellness Programs Admissions/Advisement Office – OC 107, ext 2304. Applications will only be given to students who demonstrate completion of preadmission requirements A-H.

   Only those students who have completed an application form in its entirety will be considered for admission to the program. All applications must be received in the Health Science Admissions/Advisement Director's office (Owens Center, Office 107) by 4 p.m. on the last day to register for classes for each semester. Late applications will NOT be accepted for any reason.

HUMAN SERVICES TECHNOLOGY CURRICULUM SCHEMA

The Human Services Technology curriculum prepares students for entry-level positions in institutions and agencies that provide social, community, and educational services.

SEMESTER/COURSES	SHC			
Semester –1st Fall	**Class**	**Lab**	**Clinical**	**Credits**
ACA 111 College Student Success (or ACA 122*)	1	0	0	1
CIS 111 Basic PC Literacy (or CIS 110*)	1	2	0	2
ENG 111 Writing and Inquiry	3	0	0	3
PSY 150 General Psychology	3	0	0	3
MED 121 Medical Terminology I	3	0	0	3
SOC 210 Introduction to Sociology	3	0	0	3
HSE 110 Introduction to Human Services	2	2	0	3
			TOTAL CREDITS	**18**
Semester – 1st Spring				
ENG 112 or 113 Writing/Research or Literature-Based Research	3	0	0	**3**
PSY 241 Developmental Psychology	3	0	0	3
BUS 151 People Skills	3	0	0	3
MED 122 Medical Terminology II	3	0	0	3
HSE 112 Group Process I	1	2	0	2
HSE 123 Interviewing Techniques	2	2	0	3
			TOTAL CREDITS	**17**
Semester – 2nd Fall	**Class**	**Lab**	**Clinical**	**Credits**
BIO 163 Basic Anatomy and Physiology (or 168&169*)	4	2	0	5
GRO 120 Gerontology	3	0	0	3
HEA 120 Community Health (or HEA 110)	3	0	0	3
SOC 220 Social Problems	3	0	0	3
HSE 125 Counseling	2	2	0	3
HSE 210 Human Services Issues	2	0	0	2
			TOTAL CREDITS	**18**
Semester – 2nd Spring	**Class**	**Lab**	**Clinical/Work**	**Credit**
OST 149 Medical Legal Issues	3	0	0	3
Humanities Elective (PHI 240 preferred or HUM 115 preferred)	3	0	0	3
HSE 225 Crisis Intervention	3	0	0	3
Select One Option from below:				
Option 1 - HEA 112 **&** WBL 110 World of Work **&** WBL 112 Work-Based Learning I	1/1/0	2/0/0	0/0/20 (work)	5
Option 2* - SOC 225 – Social Diversity **&** SWK 110 Intro to Social Work	3/3	0/0	0/0	6
			TOTAL CREDITS	**14-15**
GRAND TOTAL				**68-69**

Suggested courses/options for those interested in college transfer.

OTHER IMPORTANT INFORMATION RELATED TO THE HST PROGRAM ADMISSION PROCESS

Depending on the options selected, some HST students may have to meet additional requirements prior to entering some courses or internships. Therefore, these items are not required on admission to the program, but this is to notify applicants that they may be required to provide additional information or certifications, at their expense, during the HST program including:

A. **Documentation of current CPR Certification – <u>BLS</u> if required by any agencies or internships.**

B. **Some internships sites may require that the student have a recent health care examination indicating physical and emotional health and provide a record of immunizations. A third party has been chosen to assist students in complying with this facility requirement.**

C. **A criminal background check and/or drug testing may be required by some sites prior to participation in any internship or observer components of this program**. Progress toward graduation may be limited by any inability to complete these portions of the program. Students with certain misdemeanor or felony convictions may have limited internship and employment opportunities. By applying for admission to the Human Services Technology program, a student consents to drug and alcohol screening and criminal background checks. A written consent form must be signed by each student prior to the performance of a background check and drug screen. Information obtained within the criminal background check and sex offender check will be provided to any work based learning site prior to the internship.

   COA does not guarantee the admission of any student to any intern facility or clinical site.   A student's acceptance, participation and continuation at any site is subject at all times to the approval and consent of the site. Students must be able to attend and progress in the assigned facility for each course. Alternate assignments will not be made because of inability to progress in an assigned setting.

   For these reasons, all students must understand that it is critical that they comply with all policies and procedures of these sites and that they must satisfactorily perform and conduct themselves at any site at all times. Students are under a continuing obligation to supplement the information provided to COA and any facility concerning background checks, immunizations, health status, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from an intern facility or clinical site and/or from the program.

D. **Other information or requirements may be required at the discretion of clinics and agencies prior to providing access or internships to HST students.**

E. **Liability Insurance**
   Each student may be required to have Liability insurance. Human Services Technology students are enrolled in a group policy through C. Berry & Smith Insurance Company with the premium being paid by the applicant to the Business Office when Spring Semester tuition and fees are collected.

F. **Bloodborne Pathogens**

Each student will **be required to review a copy** of the Health Sciences Program's Exposure Control Plan on Bloodborne Pathogens. Each student will sign a statement reflecting that they have received and understand the Bloodborne Pathogen Exposure Control Plan. This statement will be filed in the student's folder located in the Human Services Technology Program Office. Bloodborne pathogens training during the first course of the program will be required.

The College may take a number of steps and precautions at all campuses providing additional information and resources related to COVID 19 for students; implementing additional health and safety protocols; adjusting some facility, physical space and campus operations; and modifying classes and academic delivery as needed.

Students should understand that COVID-19 and other communicable diseases are a public health risk; that COA and clinical facilities cannot guarantee safety or immunity from any infection; and that each student voluntarily assumes all risks associated with participating in health science programs related activities on campus and at clinical facilities, including the risk of exposure or infection with COVID-19 and other infectious diseases.

G. Estimated Program Fees and Costs
(all quoted fees and charges are subject to change or may vary)

2024-2025 Tuition Rates
Resident rate per credit hour:	$76.00
Maximum tuition charge per semester:	$1,216.00
Nonresident rate per credit hour :	$268.00
Maximum tuition charge per semester:	$4288.00
CPR/First Aid Certification:	$35.00
Books per semester:	$600.00

H. Americans with Disabilities Act

The Human Services Technology program complies with the provisions contained in the 1990 "Americans with Disabilities Act".

The Human Services Technology faculty believes that the practice of Human Services Technology involves cognitive, sensory, affective and psychomotor performance requirements. Therefore, the essential eligibility requirements for participants in a Human Services Technology education program shall be further defined according to the following physical and emotional standards.

Physical and Emotional Standards

Human Services Technology students should possess and be able to demonstrate the following:

1. *Critical Thinking*: Critical thinking ability is essential.   For example, a student must be able to identify cause-effect relationships; collect and analyze data to aid in problem solving.

2. *Interpersonal Skills*: Interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of social, emotional, cultural and intellectual backgrounds. For example, student shall establish rapport with patients/clients and team members.

3. *Communication Skills*: Communication abilities sufficient for interaction with others in verbal and written form. For example, explain procedures; initiate teaching; document and interpret interventions and actions and patient/client responses.

4. *Mobility*: Physical abilities sufficient to maneuver in small spaces and to stand and walk for extensive periods of time. Ability to maneuver in clients' homes and community settings.

5. *Motor Skills*: Gross and fine motor abilities sufficient to provide safe and effective Human Services Technology services. For example, calibrate and use equipment, document care, position and move patients/clients, administer cardiopulmonary resuscitation procedures, and perform skill procedures.

6. *Hearing*: Auditory ability, sufficient to communicate with clients and co-workers.

7. *Visual*: Visual ability sufficient for observation and assessment necessary for relating to clients.

8. *Weight-bearing*: Ability to lift and manipulate/move 45-50 pounds daily. For example, position patients/clients and move equipment.

9. *Cognitive Abilities*: Ability to be oriented to time, place, and person; organize responsibilities and make decisions. For example, student shall assess patient/client complaints, provide prioritized services and implement appropriate plans.

The above examples are illustrative only and are not all inclusive!
If a Human Services Technology student or applicant believes that he or she cannot meet one or more of the standards without accommodations or modifications, the student should confer directly with the Program Coordinator to determine whether or not any additional accommodations can be provided and whether such accommodations are feasible. Students needing any form of accommodation are expected to engage in an interactive process with the Program Coordinator, and any other administrative officials, to determine what modifications or accommodations may be reasonable and appropriate. Please refer to the College catalog for specific information.

SPECIAL ADMISSION CIRCUMSTANCES – "DEFERRED ACTION FOR CHILDHOOD ARRIVALS (DACA)" AND "UNDOCUMENTED IMMIGRANT" STUDENTS

COA Health Sciences and Wellness programs will allow the admission of students with DACA classification. However, DACA students should be aware of the following:
   a. Neither federal law, nor North Carolina law permits individuals with DACA classification to receive professional licenses. See 8 U.S.C. § 1621(a) and (c)(1)(A). Ability to obtain other certifications may also be limited.
   b. It is the current position of the State Residence Committee that individuals with DACA classification do not have the capacity to receive in-state tuition.

COA Health Sciences programs will allow the admission of students with "undocumented immigrant" classification. However, undocumented immigrant students should be aware of the following:
   a. For the purposes of this Section, "undocumented immigrant" means any immigrant who is not lawfully present in the United States.
   b. An undocumented immigrant admitted shall not be considered a North Carolina resident for tuition purposes.
   c. Federal law prohibits states from granting professional licenses to undocumented immigrants. Ability to obtain other certifications may also be limited.

d. Students lawfully present in the United States shall have priority over any undocumented immigrant in any class or program of study when capacity limitations exist.

VII. Progression Policy

A. College Advisement System

Student Success and Enrollment Management personnel assign curriculum students to full-time faculty members for academic advisement. Advisors are responsible for working with their advisees as needed during registration periods, posted office hours, and by appointment. Specifically, advisors are responsible for assisting students with registration functions, dropping/adding, withdrawing, as well as for graduation and transfer planning, in addition to other related tasks.

Students are encouraged to discuss their course selections and educational plans with advisors. It is the responsibility of the student to know the Program requirements and to register for these classes each semester. It is the ultimate responsibility of the student who plans to transfer to a four-year institution to know the program requirements and the graduation requirements of the senior institution.

B. Academic Progression

1. Grading Scale

The grading scale in all Human Services Technology courses is as follows:

Letter	Numerical Equivalent	Quality Points Per Quality Hour
A	100-93	4
B	92-85	3
C	84-77	2
D	76-70	1
F	Below 70	0
I	Incomplete	
W	Withdrawal	
A	Audit	

A student must successfully complete each general education course with a "final letter grade of "C" or better. A student must maintain a grade of C or better in any Human Services Technology course. A grade point average of 2.0 is required for a student to enter, progress, re-enter, or graduate.

2. Sequence of Courses

Students may not take Human Services Technology (HSE) courses out of pre-requisite sequence, and must comply with all departmental and pre-requisite and co-requisites assigned to HSE courses.

All students who successfully complete all the required courses will be eligible to apply for an associate degree in Human Services Technology.

All other general education courses required in the Human Services Technology program are suggested to be taken in the curriculum suggested pathway, but ***must*** be taken in sequence based on any pre-requisite or co-requisites assigned to those courses. General

education courses may be taken prior to enrollment in the Human Services Technology courses. In order to progress in the program, the student must successfully complete (1) each Human Services Technology course with a final grade of "C" or 77 or better, (2) each general education course with a final letter grade of "C" or better, and (3) must maintain a minimum cumulative grade point average (GPA) of 2.0 each semester.

C.   Attendance Policy

The general attendance policy for College of The Albemarle as stated in the College catalog will apply to all courses. Human Services Technology students are expected to meet all scheduled classes, labs, and work based learning internship hours. Excessive absences is defined as in excess of ten percent (10%) of total class hours, ten percent (10%) of total lab hours, or ten percent (10%) internship hours. Excessive absences in one course or across multiple Human Services Technology courses may result in disenrollment from the program. These Human Services Technology requirements will be strictly enforced.

Tardy is defined as not being on-site at the beginning but entering within the time of any hour of instructional time. Three (3) tardies = 1 hour of absence. Not being present during any time of an instructional hour is counted as an hour of absence. Excessive absences or habitual tardiness may be cause for dismissal.
If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. Whenever a student is ill and/or absent from class, lab, or internship, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend an internship session, he/she is to notify the assigned affiliating agency and the instructor per the internship instructor's guidelines. If a student is absent for any testing, no makeup exam will be offered unless the absence is excused or the instructor is notified prior to the exam. <u>Make up exams may or may not be the same format as the original exam.</u>

When inclement weather occurs (snow, storms, etc.), students should check the local radio stations, area TV stations, main college switchboard (252-335-0821) or COA Website (www.albemarle.edu) for information about the closing of the College. Individual instructors will discuss with students the procedure to follow when trying to ascertain road conditions for safe travel.

D.   Online Attendance

Students in online and hybrid courses are **required to complete the first assignment by 11:55 pm on the third day of the course starting date**. Failure to complete the first assignment will result in the student being withdrawn from the course. If the student is unable to log on to myCourses, it is the student's responsibility to notify the instructor. Failure to communicate with the instructor will result in withdrawal from the course.

E.   Withdrawal Policy

Students may withdraw from class after ten percent but prior to the completion of seventy-five percent of a class. Prior to the seventy-five percent date students may also be withdrawn for non-attendance. Withdrawals through completion of seventy-five percent will result in a "W" grade. After the seventy-five date withdrawals are only given in rare circumstances with approval of the instructor and department chair.

F.   Religious Observance Policy

In compliance with the North Carolina Administrative Code, Title 23, Chapter 2, Sub-Chapter 2C, Section .0213 requirement as authorized by Section 115D of the NC General Statutes, College of The Albemarle will grant any student of the College two excused absences each academic year for religious observances required by the faith of the student. The two excused absences may be taken at any time during the academic year either on separate days or on two consecutive days and must be taken within the absences allowed in the College's approved attendance policy as published in the COA Academic Catalog and specific program handbooks for those students enrolled in a program. Students must submit a "Request to be Excused For Religious Observance Form" to the Vice President of Student Success and Enrollment Management within the first two weeks of the semester in which the absence will occur.

G. Health Status for Work Based Learning Internships

Students, who pose a risk to the health, safety or well-being of patients or other students, whether due to infectious diseases or otherwise, may be removed from internship settings. If a student should contract or be a carrier of any infectious disease whether acute, chronic, active or inactive, it is the student's responsibility to report this immediately to the course/internship instructor. Patient/client well-being, safety and health are the primary concerns of all internship sites. All internship sites, as well as COA, reserve the right to require medical verification that a student may participate in an internship setting without posing a risk to the health, safety or well-being of patients, other students or staff.

The College may take a number of steps and precautions at all campuses providing additional information and resources related to COVID 19 for students; implementing additional health and safety protocols; adjusting some facility, physical space and campus operations; and modifying classes and academic delivery as needed.

Students should understand that COVID-19 and other communicable diseases are a public health risk; that COA and clinical facilities cannot guarantee safety or immunity from any infection; and that each student voluntarily assumes all risks associated with participating in health science programs related activities on campus and at clinical facilities, including the risk of exposure or infection with COVID-19 and other infectious diseases.

Update of Health and Other Requirements
If requested by the work based learning internship site, students are accountable to monitor and maintain compliance with all health screening requirements. Student records will be assessed for expiration dates of CPR, PPD, and required vaccines. Failure to comply results in inability of the student to attend internship site until file is complete. Students unable to attend internship due to incomplete health records will be counted as absent.

VIII. Non-Progression

A. Withdrawal

If a student, for any reason, desires to withdraw from the program, he/she is required to follow the procedure outlined below in order to maintain a complete academic record:

1. Confer with both his/her faculty advisor and course instructor;

2. Write a letter of resignation to the Program Coordinator stating the reason(s) for withdrawal;

3. Confer with Director of Financial Aid, if applicable, in his/her case.

4. Any student who exits the Human Services Technology program for any reason should complete an exit interview with the program coordinator.

B.   Dismissal

The Human Services Technology faculty reserves the right to recommend the dismissal of a student from the Human Services Technology program. The Program Coordinator has the right, authority, and responsibility to make a decision on such a recommendation.

Causes for Dismissal

The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Human Services Technology program.

1. **Failure to meet the academic standards as set forth in the College Catalog and the Human Services Technology Student Handbook.**

2. **Health problems**. A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Human Services Technology faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.

3. **Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.**

4. **Falsification of information in any form – verbal or written**. Any student who submits false, incorrect, and/or incomplete information as part of the Human Services Technology Program Admission Process or while enrolled in the program may be dismissed from the program.

5. **Cheating.** It is expected that all Human Services Technology students will be honest in their dealing with members of the faculty and staff at COA as well as with staff members and patients at all practicum facilities. Students are expected to report any observed instances of dishonesty to the instructor in charge. Failure to do so makes the observer morally as guilty as the one who is cheating. Any instructor who discovers possible cheating or to whom it is reported will investigate the matter fully. If after careful consideration of all evidence the instructor documents that cheating has occurred, the evidence will be presented to the Program Coordinator who will meet with all parties involved. If the Program Coordinator concurs that cheating has occurred, the student will be dismissed from the program and will receive a grade of "F" for the course grade.

   - Cheating in any form will not be tolerated and could result in automatic, immediate dismissal from the program and the student will receive a grade of "F" for the course grade.

- Students that are discovered making or receiving notes of any kind that contain information covered in any testing situation will be found guilty of cheating.

- Students who are found in possession of any information on test content may also be found guilty of cheating.

6. **Plagiarism is the use of someone else's words, writings, thoughts, or ideas without giving proper credit.** Taking a section of a book, Internet, or magazine article and copying it essentially word for word without giving proper credit to the author is one example of plagiarism. The use of Artificial Intelligence (AI) to create or assist in the completion of writing assignments, papers, reports, or other academic work without properly documenting or acknowledging sources will be considered plagiarism. All papers and assignments may be subject to screening via plagiarism and AI detection software.
   The instructor who detects plagiarism will review with the student the circumstances that constitute plagiarism. The student will be required to re-submit the work to receive credit and the student's grade will be adjusted accordingly. A second instance of plagiarism during any period of the Human Services Technology program will be considered cheating and treated as such. **Refer to Policy 4-18 as printed in the College Catalog on Plagiarism.**

7. **Infraction of work based learning site policies while on affiliation in that agency.** Each student is to review a copy of the Contractual Agreement between the college and the work based learning site as well as the policy regulations of the affiliating internship agency at the beginning of the course. It is the student's responsibility to understand and abide by these policies.

8. **Violation of the client/patient's right to confidentiality.** The Human Services Technology student is legally (privilege Doctrine and HIPAA Regulations) and ethically obligated to maintain confidentiality regarding any information concerning a client/patient's illness or treatment that is obtained in the normal course of his/her professional duties. No client/patient information is to be revealed without the patient's permission. It is appropriate to discuss client/patient condition and needs in a learning situation such as instructor/student conference with the understanding that said discussion will not be repeated outside of the conference setting.

9. **Negligent acts resulting in harm to client/patient.**

10. **Student behavior in the internship setting that (1) indicates difficulty in making appropriate judgments in the internship setting or (2) conflicts with patient/client safety essential to safe practice**. Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the internship setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.

11. **Drug/Alcohol Use**

    (a) The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden on campus, at campus sponsored functions, at internships, at laboratory experiences or any time while representing COA as a student. Violations of the chemical abuse policy of the Program will render a student subject to disciplinary action up to and including immediate dismissal from the

Program with a grade of "F" and removal from all Program courses.

(b) Any student who diverts any controlled substance from a work based learning site will be dismissed from the Human Services Technology program.

(c) Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or non-prescribed controlled substances, any chemical that alters cognitive functions, and/or is abusing prescribed medications may be required to submit to a breath analysis, saliva test, urinalysis, or blood analysis. Human Services Technology faculty may make the determination that reasonable suspicion exists. Refusal to offer the required sample will be grounds for dismissal from the program. A positive test indicating use of controlled substances, mind-altering chemicals, or alcoholic beverages will be grounds for dismissal from the program. The student will be responsible for the cost of testing.

Any student dismissed from the human services technology program for the above reasons with the exception of 1, 2, and 3 is not encouraged to apply for readmission to the program. Student's dismissed from the program related to items numbered 3, 4, 5, 6, 7, 8, 9, 10, and 11 will receive a final course grade of "F". Students dismissed from the program related to item 2 will result in a grade of "W".

The Dismissal Process

Any student who is recommended for dismissal from the Human Services Technology program will have a conference with the instructor to discuss the reason(s) for the dismissal. Then the student, the instructor, and the Program Coordinator will discuss the reason(s) for recommendation of the dismissal. The student will receive a letter stating the reason(s) for dismissal. The dismissal will take effect immediately and the student will not be allowed to return to class, lab, or internship.

C. Appeals Process

The student disciplinary procedure set forth in Section 4-15 of the COA Policy and Procedure Manual shall apply to all students in the Human Services Technology program. Students removed from the program shall have the right to appeal his/her suspension or removal from the program as provided in the disciplinary appeals procedure set forth in the COA Policy 4-15.

IX. Graduation

Graduation Requirements

A student is subject to the graduation requirements of the college. In addition, Human Services Technology students must:

1. Progress satisfactorily through the Human Services Technology curriculum as defined in the Progression Policy.

2. Maintain a minimum grade point average of 2.0 and earn a grade of "C" or better in all the required courses of the curriculum

3. Demonstrate physical and emotional health which underscores their ability to provide safe Human Services Technology care to the public.

X. General Policy Information

A.   HUMAN SERVICES TECHNOLOGY STUDENT'S PROFESSIONAL BEHAVIOR

General Guidelines

The following guidelines for professional behavior are required of Human Services Technology students. Failure to follow these guidelines may result in an unsatisfactory grade in classroom, lab, and/or internship evaluation and consequently in dismissal from the Human Services Technology program.

Each Human Services Technology student must comply with:

a.   Policies of the work based learning internship site as stated in current Policies and Procedures Manual;

b.   Client/Patient's Bill of Rights;

c.   NOHSE's Ethical Standards for Human Service Professionals

The Code of Ethics of the National Organization for Human Service Education sets forth principles of ethical and moral conduct as they relate to Human Services professionals. All Human Services Technology Students are expected to abide by these standards:

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO CLIENTS

STATEMENT 1: Human service professionals negotiate with clients the purpose, goals, and nature of the helping relationship prior to its onset, as well as inform clients of the limitations of the proposed relationship.

STATEMENT 2: Human service professionals respect the integrity and welfare of the client at all times. Each client is treated with respect, acceptance and dignity.

STATEMENT 3: Human service professionals protect the client's right to privacy and confidentiality except when such confidentiality would cause harm to the client or others, when agency guidelines state otherwise, or under other stated conditions (e.g., local, state, or federal laws). Professionals inform clients of the limits of confidentiality prior to the onset of the helping relationship.

STATEMENT 4: It if is suspected that danger or harm may occur to the client or to others as a result of a client's behavior, the human service professional acts in an appropriate and professional manner to protect the safety of those individuals.
This may involve seeking consultation, supervision, and/or breaking the confidentiality of the relationship.

STATEMENT 5: Human service professionals protect the integrity, safety, and security of client records. All written client information that is shared with other professionals, except in the course of professional supervision, must have the client's prior written consent.

STATEMENT 6: Human service professionals are aware that in their relationships with clients power and status are unequal. Therefore they recognize that dual or multiple relationships may increase the risk of harm to, or exploitation of, clients, and may impair their professional judgment. However, in some communities and situations it may not be feasible to avoid social or other nonprofessional contact with clients. Human service professionals support the trust implicit in the helping relationship by avoiding dual relationships that may impair professional judgment, increase the risk of harm to clients or lead to exploitation.

STATEMENT 7: Sexual relationships with current clients are not considered to be in the best interest of the client and are prohibited. Sexual relationships with previous clients are considered dual relationships and are addressed in Statement 6 (above).

STATEMENT 8: The client's right to self-determination is protected by human Service professionals. They recognize the client's right to receive or refuse services.

STATEMENT 9: Human service professionals recognize and build on client strengths.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO THE COMMUNITY AND SOCIETY

STATEMENT 10: Human service professionals are aware of local, state, and federal laws. They advocate for change in regulation and statutes when such legislation conflicts with ethical guidelines and/or client rights. Where laws are harmful to individuals, groups or communities, human service professionals consider the conflict between the values of obeying the law and the values of serving people and may decide to initiate social action.

STATEMENT 11: Human service professionals keep informed about current social issues as they affect the client and the community. The share that information with clients, groups and community as part of their work.

STATEMENT 12: Human service professionals understand the complex interaction between individuals, their families, the communities in which they live, and society.

STATEMENT 13: Human service professionals act as advocates in addressing unmet client and community needs. Human service professionals provide a mechanism for identifying unmet client needs, calling attention to these needs, and assisting in planning and mobilizing to advocate for those needs at the local community level.

STATEMENT 14: Human service professionals represent their qualification to the public accurately.

STATEMENT 15: Human service professionals describe the effectiveness of programs, treatments, and/or techniques accurately.

STATEMENT 16: Human service professionals advocate for the rights of all members of society, particularly those who are members of minorities and groups at which discriminatory practices have historically been directed.

STATEMENT 17: Human service professionals provide services without discrimination or preference based on age, ethnicity, culture, race, disability, gender, religion, sexual orientation or socioeconomic status.

STATEMENT 18: Human service professionals are knowledgeable about the cultures and communities within which they practice. They are aware of multiculturalism in society and its impact on the community as well as individuals within the community. They respect individuals and groups, their cultures and beliefs.

<u>STATEMENT 19</u>: Human service professionals are aware of their own cultural backgrounds, beliefs, and values, recognizing the potential for impact on their relationships with others.

<u>STATEMENT 20</u>: Human service professionals are aware of sociopolitical issues that differentially affect clients from diverse backgrounds.

<u>STATEMENT 21</u>: Human service professionals seek the training, experience, education and supervision necessary to ensure their effectiveness in working with culturally diverse client populations.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO COLLEAGUES

<u>STATEMENT 22</u>: Human service professionals avoid duplicating another professional's helping relationship with a client. They consult with other professionals who are assisting the client in a different type of relationship when it is in the best interest of the client to do so.

<u>STATEMENT 23</u>: When a human service professional has a conflict with a colleague, he or she first seeks out the colleague in an attempt to manage the problem. If necessary, the professional then seeks the assistance of supervisors, consultants or other professionals in efforts to manage the problem.

<u>STATEMENT 24</u>: Human service professionals respond appropriately to unethical Behavior of colleagues. Usually this means initially talking directly with the colleague and, if no resolution is forthcoming, reporting the colleague's behavior to supervisory or administrative staff and/or to the professional organization(s) to which the colleague belongs.

<u>STATEMENT 25</u>: All consultations between human service professionals are kept confidential unless to do so would result in harm to clients or communities.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO THE PROFESSION

<u>STATEMENT 26</u>: Human service professionals know the limit and scope of their professional knowledge and offer services only within their knowledge and skill base.
<u>STATEMENT 27</u>: Human service professionals seek appropriate consultation and supervision to assist in decision-making when there are legal, ethical or other dilemmas.

<u>STATEMENT 28</u>: Human service professionals act with integrity, honesty, genuineness, and objectivity.

<u>STATEMENT 29:</u> Human service professionals promote cooperation among related disciplines (e.g., psychology, counseling, social work, nursing, family and consumer sciences, medicine, education) to foster professional growth and interests within the various fields.

<u>STATEMENT 30</u>: Human service professionals promote the continuing development of their profession. The encourage membership in professional associations, support research

endeavors, foster educational advancement, advocate for appropriate legislative actions, and participate in other related
professional activities.

STATEMENT 31: Human service professionals continually seek out new and effective approaches to enhance their professional abilities.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO EMPLOYERS

STATEMENT 32: Human service professionals adhere to commitments made to their employer.

STATEMENT 33: Human service professionals participate in efforts to establish and maintain employment conditions which are conducive to high quality client services. They assist in evaluating the effectiveness of the agency through reliable and valid assessment measures.

STATEMENT 34: When a conflict arises between fulfilling the responsibility to the employer and the responsibility to the client, human service professionals advise both of the conflict and work conjointly with all involved to manage the conflict.

THE HUMAN SERVICE PROFESSIONAL'S RESPONSIBILITY TO SELF

STATEMENT 35: Human service professionals strive to personify those characteristics typically associated with the profession (e.g., accountability, respect for others, genuineness, empathy, pragmatism).

STATEMENT 36: Human service professionals foster self-awareness and personal growth in themselves. They recognize that when professionals are aware of their own values, attitudes, cultural background, and personal needs, the process of helping others is less likely to be negatively impacted by those factors.

STATEMENT 37: Human service professionals recognize a commitment to lifelong learning and continually upgrade knowledge and skills to serve the populations better.

d.   Contractual Agreement between COA and work based learning internship sites

e.   Program Professional Behavior Expectations

- Report situations accurately, regardless of reflection upon self or others. If situation requires agency occurrence report or the equivalent, student will complete report according to the agency policy
- Ask for supervision and assistance when needed
- Interact professionally, courteously, and respectfully with faculty, peers, health team members, clients/patients, and family members
- Address clients/patients, family members, health team members, instructors and staff by Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.
- Demonstrate self-confidence in providing services

- Utilize time efficiently and constructively

- Display initiative and self-motivation

- Perform self-evaluation regarding attainment of course objectives

- Complete all work on time

- Demonstrate punctuality for class, lab, and internship

- Maintain a reliable means of communication and transportation, valid telephone and email address via the COA e-mail & myCourses

- Check their COA e-mail regularly Monday-Friday during each semester enrolled.

- Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding COA, the Human Services Technology program, any member of the COA campus community or affiliated internship sites and their employees. Criticisms of or concerns regarding these issues should be expressed in a way in which they may be addressed, as opposed to in a manner which could disrupt the program or operations at practicum sites. Students are also prohibited disclosing confidential information through such media or from discussing confidential information in any other manner that may reach third parties outside of COA staff or clinical site personnel.

- COA Health Sciences and Wellness Programs Social Media Policy does not allow students in clinical/practicum/internship related activities to post ANY pictures or information depicting or while engaged in activities relating to hospital, practicum, and/or internship activities, facilities, staff, volunteers and/or patients without express, written consent from the College and the facility. This includes, but is not limited to, "selfies" taken while at these facilities and social media posts about facility events or staff.

- Such actions have the tendency to disrupt program activities, to portray the student and COA staff in a negative and/or unprofessional light, to potentially violate the rights of facility staff, volunteers or patients, and to otherwise negatively impact COA's programs and reputation.

- Students should be constantly aware that they represent the health science program and the College to the public at their internship sites and that they will be viewed by the College, by other professionals, and by the public in general as representatives of COA. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the college. The COA health science program and the College reserve the right to dismiss any student whose on or off campus behavior violates any of COA's rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by COA policy; or any other conduct or behavior particularly while wearing a COA badge or otherwise while representing COA that tends to portray the student, the program or COA in a negative fashion or otherwise tends to cause harm to the reputation of the program or COA.

B. CLASSROOM/LABORATORY/ INTERNSHIP BEHAVIORS

- Each Human Services Technology student will demonstrate appropriate behavior in regard to faculty and fellow students in the classroom/laboratory/internship setting.
- Students are expected to be on time and appropriately prepared for class/laboratory/internship.

- Any information learned about a client/patient is considered confidential. There will be no discussion of internship experiences in public places (elevators, stairs, hallways, etc.). Discussion should occur only in internship conferences or in private conversations with instructor and/or fellow students. Students are not to make copies of any part of clients/patients' records nor be in possession of copies of any part of patients' records. Violation of this confidentiality policy will result in a grade of unsatisfactory in the internship, consequently an "F" in the Human Services Technology course, and dismissal from the Program.
- If a violation of confidentiality becomes evident after completion of a course, the student is subject to dismissal from the Program.
- A student who is responsible for an act of negligence or deviation from expected performance in the internship will complete an agency report per agency policy. At the discretion of the faculty member, the student will meet with the Instructor and the Program's Coordinator to discuss this area of concern and the student's retention in the program. The Human Services Technology faculty member is to submit a written descriptive memo regarding such an incident to the Program Coordinator, Department Chair, and Division Chair.
- When at all possible, a student will not be assigned to the same internship site where he/she is or has been an employee and/or volunteer.
- Students should not wear the COA name badge in public places such as grocery stores, malls, etc.
- Students shall not visit units in assigned or unassigned health care or human services agencies in a visitor role while wearing the Human Services Technology student badge.
- Students shall not make or receive any personal phone calls while on duty in an internship facility unless it is an absolute emergency and the instructor has given permission. Use of cell phones or electronic devices (such as tape recorders, pagers, smartphones, etc.) is not allowed in the classroom during testing or test reviews, and all such devices are to be turned off during class, lab, and internship.
- Students should refrain from wearing perfume or heavily scented products, after shave, cologne, hair spray while on duty in internship facility.
- Outside visitors are not to visit with students during scheduled internship experiences.
- Students are not to leave the facility unless the instructor has been notified and consent has been given.
- Students are expected to adhere to the College's Drug-Free and Smoke-Free Environment Policies and Student Code of Conduct. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations of the College Student Code of Conduct are allowed in college vans, campus buildings, campus parking lots, or in or on the grounds of internship facilities or any time while wearing a COA badge.
- Students may not buy, sell or consume alcoholic beverages or illicit drugs while wearing COA badge. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the course, and immediate dismissal from the Program and all program courses.
- Students may not smoke while on site for the internship. The smell of smoke on a student will be considered unprofessional in the internship setting and a "noxious odor". The student will be removed from the internship setting until they are able to return without the odor as determined by the internship instructor. Any missed time will count under the attendance policy as absent internship time for the course.

Repeated violations of this policy may result in disciplinary action up to and including failure and dismissal from the internship site, and/or consequently dismissal from the program.

- Students are prohibited from secretly recording classroom, lab or clinical activities; and any conversations, meetings, or conferences or other interactions with faculty, COA employees, patients, or anyone in any setting/facility associated with the program's activities. Use of personal recording devices to record lectures in class, lab or clinical is prohibited. Students with documented accommodations that request recording capability must meet with the nursing department to determine appropriate means and parameters of making recordings.
-

C.   PERSONAL APPEARANCE - DRESS CODE

- Human Services Technology students are expected to be examples of healthy persons. This includes being clean and well-groomed, particularly when assigned to a work based learning internship setting. Good personal hygiene must be practiced. It is required that all students wear the appropriate Human Services Technology Program attire and name badge when reporting to their internship assignment unless otherwise directed.
- The required professional attire and name badge will be addressed in each course.
- Each student is required to have the appropriate professional attire the first day of internship or as designated by the program coordinator. The clothing must be neat, clean, well-pressed/ironed and well fitted throughout the student's participation in the program. Physical appearance must meet the guidelines developed by the Program faculty and worn properly at all times. Students will not be allowed to participate in work based learning if the guidelines are not met and any missed time will count as attendance hours missed.
- Students shall <u>not</u> visit units in assigned or unassigned health care or internship sites in a visitor role while wearing the COA name badge.
- Students should not wear the COA name badge in public places such as grocery stores, malls, etc. before, during, or after internship experiences.
- <u>The College Student Code of Conduct applies to students at all times they are dressed for their internship and wearing the COA name badge</u> – whether on or off campus; and whether or not they are actively engaged in a college sponsored event.
- It should be noted that the student's dress code may vary only with permission of the Program Coordinator.

    While representing the Human Services Technology program, the student will:
- Have his/her hair clean and pulled back away from the face and styled in such a manner that will prevent hair from falling forward. Beards, mustaches, and sideburns are to be neatly trimmed and groomed.
- Wear clean, polished closed- toe and closed-back shoes.
- Limit jewelry to one pair of small post-earrings in ear lobes only, one watch and, one smooth surface ring on either left or right third finger.
- No ear gauges are allowed.
- Have clean, short, manicured fingernails; only natural polish may be worn, if desired; artificial nails are prohibited.
- Wear only professional attire with name badge in the internship setting.

- Wear photo identification badge issued by COA. ID badge must be worn conspicuously with picture facing out so that it may be easily read.
- Refrain from chewing gum.
- Have no visible body piercing jewelry (with the exception of ear lobes) and tattoos must be covered.
- Hair should be of natural color.
- External artificial cosmetic enhancements (i.e. eye lashes, hair pieces, etc.) are not to be worn.

D.   STUDENT INJURY IN WORK BASED LEARNING INTERNSHIP AREA

Students will be assigned to an on-site supervisor for the internship. Students MUST follow agency protocol for patient care and fire and safety regulations. Should a Human Services Technology student sustain personal injury while participating in an internship assignment, he/she should report immediately to the supervisor and the Human Services Technology instructor. If the student is unable to summon the supervisor, he/she must notify the Human Services Technology instructor. An agency incident report with specific details of the injury must be completed. A COA incident report is to be completed and directed to the Human Services Technology Program Coordinator to be filed in the student's record. The college does not assume responsibility for fees incurred.

E.   SEXUAL HARASSMENT

Refer to current catalog —Policy 2-26 Unlawful Harassment Policy and Procedures.

F.   EXPOSURE CONTROL PLAN

If Human Services Technology students find themselves in a situation where there is a suspected infection exposure, they must immediately report to their supervisor/ practicum instructor for implementation of the Exposure Incident Evaluation and Follow-up as noted in the Health Sciences Program's Exposure Control Plan for Bloodborne Pathogens.

G.   LABORATORY/WORK BASED LEARNING INTERNSHIP HEALTH INSURANCE POLICY

Due to the student potentially being in a medical environment where infectious diseases may be transmitted, it is highly recommended for all students to have health insurance.

H.   TRANSPORTATION

The student is responsible for both providing his/her own transportation and the cost of that transportation to and from the internship facility assignment. Most facilities for the Human Services Technology program are within a seven-county area and are within a sixty-mile, one-way trip for the student.

I. ETHICS POLICY

The Human Services Technology students at College of The Albemarle are expected to conduct themselves as a professional at all times. Human Services Technology students are expected to adhere to the Code of Conduct established for all College of The Albemarle students. The college reserves the right to dismiss any student who demonstrates behavior which conflicts with safe and ethical Human Services Technology practice.

1. Patient/client confidentiality MUST be maintained at all times. There will be no discussion of internship experiences in public places (elevators, stairs, etc.). This will occur only in internship conferences. Violation of this policy must result in dismissal from the program.

2. Students are not allowed visitors during internship experiences.

3. Only phone calls of an emergency nature may be received by students during internship. These calls are to be directed to the internship instructor who will relay the message to the student. The instructor will delegate responsibilities to allow the student to take appropriate action of these calls.

4. Students must adhere to all policies of each work based learning facility to which he/she is assigned.

J. STUDENT ACTIVITIES/RESPONSIBILITIES

A. STUDENT SENATE ASSOCIATION

All Human Services Technology students are encouraged to participate in the Student Senate Association. The Student Senate plans and directs a program of activities and as well as lends financial support to student clubs, organizations, publications, intramural, and fine arts events.

B. STUDENT RESPONSIBILITIES

Human Services Technology students are subject to the same student responsibilities, regulations, and conduct as stated in the COA catalog.

C. COMPLAINT POLICY

Students have rights and responsibilities to express concerns regarding faculty-student matters and perceived problems. Students are encouraged to follow the chain of command and seek assistance from faculty members and academic advisors to resolve issues at the lowest level of authority. If the matter cannot be resolved at the level of occurrence, the student is to use the established policies for grievances and complaints in the college catalog. Complaints are defined as any written appeal that has been filed by a student in accordance with the student grievance procedures for Disciplinary, Sexual Harassment, or Non-disciplinary issues as noted in the college

catalog of the current year or any written complaints filed with agencies that have governance over the Human Services Technology program. A record of the student complaint and its resolution will be placed in the program's student file and a copy kept in a Complaint file located in the locked file cabinet that serves the Human Services Technology program.

XI.   Human Services Technology FORMS

Human Services Technology Program
CONFIDENTIALITY AGREEMENT

I understand that all patient information, all information regarding employees and contracted personnel, all healthcare information, and all information on facilities where I am placed as an HST student … is required by law to be kept private (collectively referred to as "confidential information"), in whatever form (including but not limited to electronic and/or digital format, printed, written, and/or spoken) and is confidential.

 I agree not to disclose, repeat, reveal or share any confidential information with anyone else unless I receive the express written permission of the facility or I am required by state or federal law. I understand that I may disclose private health information only for treatment, payment or health care operations and confidential information to others who need to know within the facility in accordance with the facility's policies.

I further understand and agree that I will only access such confidential information as reasonably needed for me to perform any internship or student responsibilities.

I agree to take all necessary and reasonable steps to prevent and limit the improper or unauthorized disclosure or misuse of confidential information including, but not limited to:

- keeping confidential information private and out of public viewing;
- securing or protecting information on my computer when leaving my workstation;
- copying or downloading data only to secured locations and only when required to perform duties; and
- not discussing confidential information in public areas.

I agree to abide by all facility and COA policies regarding confidentiality and security of confidential information. I further agree to comply with all applicable state and federal laws governing access to computer systems and protection of confidential information.

I accept complete responsibility for my actions, and I understand that any violation of this Confidentiality Agreement may result in immediate revocation of my access to confidential information, removal from facility premises, disciplinary action up to and including removal from the program and college.
My signature attests to the fact that I have read, understand and agree to abide by the terms of this Confidentiality Agreement at all times while in the HST program.

Date: ___/___/_____

Full Name (print):
First _____Middle_____Last_____

Signature: _____
College of The Albemarle
Department of Health Sciences

Human Services Technology Program

Human Services Technology Student Contractual Agreement

I, the undersigned, have

> (1) received a copy of;

> (2) read;

> (3) received an explanation of;

> (4) and have had the opportunity to have my questions answered regarding the policies and

> guidelines as stated in the Human Services Technology Student Handbook.

I understand that I must comply with and follow these guidelines and policies during my enrollment

as a Human Services Technology student at College of The Albemarle. I also understand that this signed

agreement will be filed in my student file.

_____
Signature

_____
Student ID

_____
Date

_____
Signature of Human Services Technology Program Coordinator (or designee)

_____
Date