



Cleveland Clinic

School of Medical Laboratory Science

Program Handbook

2019 -- 2020

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MISSION AND VISION

THE MISSION OF THE CLEVELAND CLINIC

The Mission of the Cleveland Clinic is to provide better care of the sick, investigation into their problems, and further education of those who serve.

THE MISSION OF THE CLEVELAND CLINIC SCHOOL OF MEDICAL LABORATORY SCIENCE

To provide the highest quality classroom and laboratory education preparing students to be proficient medical laboratory scientists.

THE VISION OF THE CLEVELAND CLINIC SCHOOL OF MEDICAL LABORATORY SCIENCE

To sustain excellence in the practice of laboratory medicine through the study of contemporary theory and methods supporting world class care.

THE ROBERT J. TOMSICH PATHOLOGY AND LABORATORY MEDICINE INSTITUTE ORGANIZATIONAL STRUCTURE

Brian Rubin, MD, PhD

Robert J. Tomsich Pathology and Laboratory Institute, Chair

- The Two Departments of the Institute
 - Laboratory Medicine
 - Eric Hsi, MD, *Department Chair*
 - Pathology
 - John Goldblum, MD, *Department Chair*
- The Center for Pathology Education
 - Fadi Abdul-Karim, MD, MEd, *Vice Chair Education, RT-PLMI*
 - Paul Suchy, DM, MSM, MT(ASCP), *Administrator, Center for Pathology Education*
- The Five Sections of Laboratory Medicine
 - Clinical Biochemistry
 - Blood Banking and Transfusion Services
 - Clinical Hematology
 - Clinical Microbiology
 - Molecular Diagnostics and Cytogenomics

PROGRAM FACULTY AND ADMINISTRATION

DIRECTORS

Susan Harrington, Ph.D. D(ABMM), MLS(ASCP)^{CM}
Medical Director, Mycobacteriology and Specimen Processing, Microbiology
Medical Director, School of Medical Laboratory Science

Barbara Zingale, MSIT, MLS(ASCP)^{CM}
Program Director, School of Medical Laboratory Science

LABORATORY EDUCATION SPECIALISTS (LES)

Jessica Alban, MLS (ASCP)^{CM}, Microbiology

Sonja Bruketa, MT (ASCP), Immunology

Ryan Collison, MLS (ASCP)^{CM}, Chemistry

Barb Martien, MT (ASCP)SH, Hematology

David Martinez Herrera, CG(ASCP)^{CM}, MB^{CM}, Cytogenomics and Molecular Diagnostics

Andrea Nadas, MBA, MLS (ASCP)^{CM}, Blood Bank

Pinal Patel, MLT (ASCP), MT(AMT), Hematology

ADVISORY BOARD

Karl Theil, M.D.
Pathologist, Medical Director, Hematology
Medical Staff representation

Chi-Hua Chiu, Ph.D.
Program Director, Kent State University
Ad hoc affiliate representation

Deanna Bell, MBA, MT(ASCP)
Administrator, RT-PLMI
Administration Representation

Linda J Stricker, MSN, RN, CWOCN
Director, WOC Nursing Education, Cleveland Clinic
CC Allied Health Program representation

Claire McGrath, MT (ASCP) SBB

Manager, Immunohematology Reference Laboratory, American Red Cross
Regional Laboratory Representation

Rosanne Kelley, MBA, MT (AMT), MLT (ASCP)
Program Director, Regional Education, RT-PLMI
Pathology Education representation

Anne Bordner-Blank, MBA, MT (ASCP)
Manager, Clinical Biochemistry, RT-PLMI
Management representation

Andrea Nadas, MBA, MLS(ASCP)^{CM}
Laboratory Education Specialist, TBD
Laboratory Education Specialist representation

Alexander Phillips, MLS (ASCP)^{CM}
Medical Laboratory Scientist, Clinical Biochemistry
Program Graduate representation

The Cleveland Clinic School of Medical Laboratory Science's Advisory Board is a representative group of the school's community of interest. The Advisory Board's purpose is to provide the structure to integrate quality throughout the program, implement measures to ensure the program educates students to excel in academic achievement, and help ensure continued successful academic and professional outcomes. In this way it helps to ensure the quality of the program and its graduates. The Advisory Board meets twice a year. Minutes are kept at each meeting.

CLEVELAND CLINIC SCHOOL OF MEDICAL LABORATORY SCIENCE PROGRAM INFORMATION

The program is designed to train either 3+1 students, working on their degrees, or 4 + 1 students, who have completed their degrees, having completed all required college prerequisites.

MLS students are classified as full time (40 hours per week), temporary students in a Cleveland Clinic sponsored program. This entitles students to receive a parking assignment, access to laboratory supplies, and instructor and Program Director time.

Students' performance (both at the Cleveland Clinic and on certification exams) is used by accreditation agencies, prospective students, future employers of our graduates, and the Cleveland Clinic itself to judge the quality and value of our program.

ADMISSIONS CRITERIA

The School of Medical Laboratory Science seeks student applicants who:

- Demonstrate familiarity with clinical laboratory science.

- Match personal attributes with those required for practice of clinical laboratory science

Applicants must demonstrate a capacity for academic achievement:

- Minimum Cumulative GPA of 2.5
- Minimum Chemistry GPA of 2.5
- Minimum Biology GPA of 2.5
- Minimum Mathematics GPA of 2.5

Desirable Attributes of Applicants:

- Logical thought processes facilitating problem solving
- Strong oral and written communication skills
- Dependability and a sense of responsibility
- Courtesy and respect in personal relationships
- Internal motivation
- Integrity
- Maturity
- Interests or hobbies that enrich personal satisfaction
- Ability to follow directions
- Ability to react appropriately and to maintain poise and control under stressful conditions
- Manual dexterity

ACADEMIC REQUIREMENTS

- Applicants must be enrolled as a medical laboratory science student at an affiliated school as described below. Students not attending an affiliate institution as a 3+1 student must have a bachelor's degree in a biological, chemical or physical science or medical/clinical laboratory science or medical technology prior to the first day of the clinical year.
- Cleveland Clinic School of Medical Laboratory Science has formal affiliation agreements with a number of universities and colleges. Contact the program advisor or the School of Medical Laboratory Science for affiliation status.
- The applicant must have a minimum of 90 semester hours (135 quarter hours) of academic credit in a baccalaureate degree program from an accredited institution, including the following courses:

- Chemistry:
 - A minimum of 16 semester hours (24 quarter hours) acceptable toward a chemistry major is required. A course in organic chemistry or biochemistry must be included. Biochemistry is strongly recommended.
- Biological Sciences:
 - A minimum of 16 semester hours (24 quarter hours) acceptable towards a biology major is required. Microbiology and immunology are required. Genetics and parasitology are strongly recommended.
- Mathematics:
 - One course in college mathematics is required. Remedial mathematics courses do not satisfy the mathematics requirement. A course in statistics is strongly recommended.
- Before admission to the program, students must have completed all required pre-clinical courses and be eligible for a baccalaureate degree at the completion of the clinical program or already have a baccalaureate degree.
- Degrees granted by foreign schools must be evaluated and judged to be equivalent of U.S. degrees. See the Applicants with Foreign Credentials sections on the website for more information.
- All pre-requisite coursework must be taken within seven years of the class enrollment date. Any deviation from this requirement is at the sole discretion of the Program Director.
- All students who do not have a baccalaureate degree before entering the program must submit evidence that they are enrolled in an affiliated 3+1 program. Generally, a current college transcript is sufficient for this purpose.
- If deadlines are not met, the program cannot guarantee the applicant will be considered for the July entrance date.

NON-ACADEMIC REQUIREMENTS

In addition to academic requirements, students must meet the following:

- Documented proof of negative two-step TB test within one year of the start of the program
- Documented proof of appropriate immunizations for measles (Rubeola), mumps, German measles (Rubella), and chicken pox (Varicella)
- Documented proof of the DT (Diphtheria/Tetanus) or DTaP (Diphtheria/Tetanus/Polio) booster within the last 10 years
- Documented proof of Hepatitis B immunization/immunity or signed waiver assuming the risk of exposure

- Documented proof of the Influenza vaccine within the last year (can be completed during the clinical year)

ESSENTIAL REQUIREMENTS

In addition to the Program's academic demands there are non-academic demands. Every applicant is expected to meet these requirements in order to participate in the Program.

PHYSICAL AND MOTOR SKILLS

Students must:

- Have fine motor dexterity to collect patient samples, use a microscope, and operate and repair laboratory equipment
- Have gross motor dexterity to process samples, physical mobility to collect blood specimens from patients, and stamina to tolerate a physically demanding workload
- Be able to stand for long periods of time and maneuver through crowded spaces to collect specimens

SENSORY/OBSERVATIONAL SKILLS

Students must:

- Be able to participate in lab and clinical practical demonstrations
- Have visual acuity sufficient to use microscopes to perform analysis requiring distinguishing structural details and staining characteristics of cells and microorganisms
- Be able to view computer screens for extended lengths of time
- Be able to visually identify reactions on slides, test tubes, microwells, and probe colors on slides

COMMUNICATION SKILLS

Students must:

- Be able to communicate in English, both verbally and in writing to all staff, employees, students, patients and other healthcare workers
- Be able to complete written assignments and participate in classroom discussions

INTELLECTUAL AND QUALITATIVE SKILLS

Students must:

- Have the ability to calculate, measure, interpret and evaluate laboratory data and other research materials

- Have the ability to organize their work, solve problems, think critically, and make appropriate judgments

PROFESSIONALISM AND SOCIAL BEHAVIOR

Students must:

- Have the ability to follow directions, manage time, and meet deadlines
- Be able to function as part of a team and act as a professional
- Have the ability to work under pressure, maintaining a calm demeanor and demonstrating maturity
- Be able to adhere to the regulations of accrediting agencies, comply with safety regulations of the laboratory and maintain a safe environment for themselves and others
- Be able to act as a professional by wearing appropriate dress, using proper behavior and maintaining personal honesty and integrity.

NONDISCRIMINATION STATEMENT

Cleveland Clinic does not discriminate in admission, employment, or administration of its programs or activities, on the basis of age, gender, race, national origin, religion, creed, color, marital status, physical or mental disability, pregnancy, sexual orientation, gender identity or expression, genetic information, ethnicity, ancestry, veteran status, or any other characteristic protected by federal, state or local law. In addition, Cleveland Clinic administers all programs and services without regard to disability, and provides reasonable accommodations for otherwise qualified disabled individuals. The program will make available reasonable requests to accommodate the learning and testing needs of those with learning disabilities, and will confidentially discuss on an individual basis. If a student has a special need while enrolled to this program please notify the program director.

If a student who believes they have been subjected to (1) sexual harassment by Cleveland Clinic program faculty, staff or employee; or (2) any other form of gender discrimination under Title IX, the student may report such misconduct or file a formal complaint with the Title IX Coordinator in the Education Institute, Administration Office, Main Campus, NA22. Complaints must be submitted in writing.

If a student who believes they have been or are the victim of sexual harassment, including sexual assault, sexual violence or other sexual misconduct, by another student, that student may report such conduct or file a complaint under Title IX with the Title IX Coordinator in the Education Institute, Administration Office, Main Campus, NA22. Complaints must be submitted in writing.

PROGRAM GOALS AND EXPECTATIONS

Behaviors demonstrated by students are expected through their course of training and as they assume a role in the clinical laboratory as a medical laboratory scientist.

Ethical behavior – Students conduct themselves with honor and do not cheat or falsify academic information or laboratory data at any time

Respect – students make every effort to maintain effective relationships and communication with their peers, instructors and laboratory staff

Diligence – Students strive to be on time, prepare daily, complete assignments and apply themselves to study

Knowledge – Students assimilate the knowledge required to achieve competency as a medical laboratory scientist

Integrity – Students follow required lab practices and maintain an organized work space

Judgment – Students exercise their best judgment in analysis and problem-solving

Competency – Students sustain grades to remain in good standing in the program

Quality – Students are mindful that quality in all phases of school or work is essential and is foundational to accurate diagnostics and the best patient care

Certification – Students pass a certification examination on completion of studies and maintain certification throughout their career

Continuous learning – Students commit to the personal responsibility of keeping abreast of new information and practice

PROGRAM COURSE DESCRIPTIONS

The program curriculum is comprised of both didactic and laboratory sessions with emphasis on clinical hands-on opportunity. Students take written and practical examinations frequently throughout the school year. Several individual and group projects are also part of the curriculum. Sections such as Microbiology or Chemistry are used to define the discipline being taught, but each course in a section is graded separately.

The School of Medical Laboratory Science uses a blended learning approach. The majority of the work is currently completed in a face to face classroom or laboratory setting with examinations and supplemental resources available online. An online learning management system is used by the program.

Section Name	Course #	Course Name
Clinical Microbiology	5101	Bacteriology I
	5102	Bacteriology II
	5103	Mycology
	5104	Parasitology
Clinical Hematology	5201	Hematology I

	5202	Hematology II
	5203	Coagulation
	5204	Urinalysis and Fluids
Clinical Immunology	5301	Immunopathology I
	5302	Immunopathology II
Clinical Immunohematology	5401	Immunohematology I
	5402	Immunohematology II
Clinical Chemistry	5501	Chemistry I
	5502	Chemistry II
Laboratory Operations	5601	Laboratory Operations I
	5602	Laboratory Operations II
	5603	Laboratory Operations III
Cytogenomics and Molecular Diagnostics	5701	Cytogenomics and Molecular Diagnostics

SECTION OF CLINICAL MICROBIOLOGY

BACTERIOLOGY I (4 CREDITS)

Lectures present the principles of basic laboratory techniques, microbiology lab safety, specimen collection, handling and infection control, application of quality assurance, quality control and proper specimen handling and storage. Additional lectures will cover the medically relevant Gram positive species. Pathogenic species are discussed in comparison to normal flora. Laboratory work emphasizes isolation, identification, and antibiotic susceptibility testing using stock organisms and clinical cultures.

Upon completion of the lectures, exams and laboratory exercises, the student will apply the knowledge and skills necessary for lab safety, specimen handling, storage and transport, quality assurance and control, as well as the isolation, identification, and follow-up work of clinically significant organisms and other related microorganisms.

BACTERIOLOGY II (4 CREDITS)

Lectures present the medically relevant non-fermenting and fastidious Gram negative organisms and anaerobic species, antimicrobials and susceptibility testing, viral culture and identification. Laboratory work emphasizes the strategies for isolation and identification of clinically significant Gram negative bacteria, anaerobes, and viruses.

Upon completion of the lectures, exams and laboratory exercises, the student will apply the knowledge and skills necessary for the isolation, identification and follow-up work of clinically significant organisms and other related organisms.

MYCOLOGY AND MYCOBACTERIOLOGY (1 CREDIT)

Lectures cover the morphology and isolation of clinically significant yeasts, molds and other fungi, their identification and clinical significance. Additionally, identification, isolation and antibiotic susceptibility testing for the medically relevant mycobacteria are covered.

Upon completion of the lectures, exams and laboratory exercises, the student will describe the process of cultivation and identification of yeasts, molds and other fungi.

PARASITOLOGY (1 CREDIT)

Lectures cover life cycles, diagnostic morphology and pathology of human parasites. The course also emphasizes the detection and microscopic identification of diagnostic forms of parasites and detection of blood in fecal specimens.

Upon completion of the lectures, exams and laboratory exercises, the student will summarize and compare clinically significant parasites and the ability to perform methods used in their detection and identification.

SECTION OF CLINICAL HEMATOLOGY

HEMATOLOGY I (3 CREDITS)

Lectures and reading assignments cover the production, function and morphology of hematopoietic cells, discussion of hemoglobins, the identification of diseases associated with abnormal hemoglobins and the principles of laboratory tests employed in their diagnosis. The course also covers manual and automated enumeration and identification of the cellular components of blood and performance of diagnostic test procedures. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will describe the production and function of hemoglobins and disorders that affect them, perform diagnostic laboratory determinations, analyze the results and apply that knowledge to correlate test results to disease conditions.

HEMATOLOGY II (3 CREDITS)

Lectures and reading assignments cover the production, function and morphology of blood cells. Discussion includes the diagnostic features of hematologic disorders and principles of laboratory tests employed in their diagnosis. The content also includes accurate identification of red and white blood cells, performance of diagnostic test procedures and the diseases associated with abnormal cell populations. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will describe the production and function of blood cells and disorders that affect them, perform diagnostic laboratory determinations, analyze the results and apply that knowledge to correlate test results to disease conditions.

COAGULATION (2 CREDITS)

Lectures cover the process of hemostasis, hemorrhagic and thrombotic disorders and the principles and performance of laboratory procedures used in the diagnosing and monitoring disorders. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will evaluate the hemostasis of the coagulation system including the coagulation, fibrinolysis and the production and function of platelets and disorders that affect them, exhibit the ability to perform diagnostic laboratory determinations and correlate the results and apply the knowledge to examine and correlate test results to disease conditions.

URINALYSIS AND FLUIDS (2 CREDITS)

Lectures cover the physiology and clinical importance of examining urine and body fluids. The course also covers the anatomy and physiology of the kidney in health and disease and the chemical and microscopic examination of urine and body fluids. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will describe the characteristics and components of body fluids and urine, illustrate and explain kidney anatomy, kidney function and dysfunction, describe specimen collection, processing, and handling and will apply the knowledge of the principles, interpretation, QC, and clinical significance to physiochemical tests performed on urine. Additionally, the student will be able to discuss and differentiate the properties and physiologic makeup of body fluids.

SECTION OF CLINICAL IMMUNOLOGY

IMMUNOPATHOLOGY I (2 CREDITS)

Lectures cover the characteristics of antigens, antibodies, their reactions and the principles of laboratory tests involving antigen-antibody reactions. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will be able to apply the knowledge of the immune system, its components, function, dysfunction and evaluation, summarize various serodiagnostic tests, including the theory and clinical importance of their results and discover the correlation between serologic, hematologic, urinalysis, chemistry and microbiologic results.

IMMUNOPATHOLOGY II (2 CREDITS)

Lectures cover the function and dysfunction of the immune mechanism and the laboratory tests used to measure its integrity. A survey of infectious diseases for which serologic testing is of diagnostic importance is also covered. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will be able to apply the knowledge of the immune system, its components, function, dysfunction and evaluation, summarize various serodiagnostic tests, including the theory and clinical importance of their results and discover the correlation between serologic, hematologic, urinalysis, chemistry and microbiologic results.

SECTION OF CLINICAL IMMUNOHEMATOLOGY

BLOOD BANK I (3 CREDITS)

Lectures cover the ABO and Rh blood group systems as well as other common blood group systems including their inheritance, antigen and antibody characteristics, and clinical significance, the identification, resolution, and cause of ABO type discrepancies, and serologic procedures performed prior to blood transfusion. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control, and result interpretation.

Upon completion of the lectures, exams, and laboratory exercises, the student will explain the principle of tests performed in the blood bank and their importance to the physician and the patient. They will be able to recognize antigen and antibody characteristics of various blood group systems and explain how these might affect patient care. The student will also identify ABO type discrepancy and resolve them patient.

BLOOD BANK II (4 CREDITS)

Lectures cover the collection and processing of donor units, donor screening, component preparation, transfusion therapy, and adverse effects of blood transfusion. Additionally, Hemolytic Disease of the Fetus and Newborn, various types of autoimmune hemolytic anemia, the HLA blood group system, hematopoietic stem cell transplantation, and some molecular testing methods are investigated. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control, and interpretation.

Upon completion of the lectures, exams, and laboratory exercises, the student will explain the causes and sources of error in the tests performed. They will be able to identify and describe adverse effects of blood transfusion using a variety of test methods. The student will explain the process of donor screening and component preparation and its importance in providing safe blood products for patients. The student will explain the significance of hemolytic disease of the fetus and newborn and autoimmune hemolytic anemia and perform testing to help identify them. The student will also describe the significance of hematopoietic stem cell transplantation and HLA and molecular testing.

SECTION OF CLINICAL CHEMISTRY

CHEMISTRY I (4 CREDITS)

Lectures, reading assignments and hands-on practice are used to present basic laboratory principles of medical laboratory science techniques including quality control, laboratory statistics, pipetting, glassware and function verification/preventative maintenance (FVPM). Safety including basic knowledge of various chemical and biological hazards, proper methods of handling and disposing of them, body

fluid precautions and laboratory safety is also covered. The correct use of appropriate safety equipment and techniques is stressed during daily laboratory assignments.

The homeostasis of the human body with respect to acid-base balance, blood gases, water balance and electrolytes are examined as are the testing methodologies and requirements for specimen handling. The enzymatic processes of the patient and their pathological malfunctions are discussed and the testing explained. The substrates on which the enzymes act and the use of enzymes as reagents are additionally explained.

A survey of laboratory methods used to measure various classes of chemicals, their interpretation and clinical application is also covered. Laboratory work will give the student hands-on experience with instrumentation and manual methods to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will be able to describe the biochemistry, physiology and measurement of various classes of chemicals and explain how to interpret and correlate the laboratory test results. The student will be able to apply quality control principles, reagent preparation, and to correlate the principles of laboratory calculations.

CHEMISTRY II (4 CREDITS)

Lectures, reading assignments and hands-on practice are used to guide the student through a survey of the proteins of the human body. The non-protein nitrogens, lipids and vitamins are explained and the historical and more recent testing are described and practiced in the student lab with an aim to diagnose both chronic and acute conditions. Exogenous substances both prescribed and illicit will affect the body in numerous ways and how the body acts on the substances is defined. The specifics of the processes are examined and the testing discussed with an emphasis placed especially on the purposes both for taking therapeutic drugs and testing for various analytes. The regulation of complex systems of the body are carried out by the endocrine system. Several of the most important endocrine axes are diagramed pathological increases and decreases in hormones or their precursors are explained and diagnosed both in case studies and in the student lab.

A survey of laboratory methods used to measure various classes of chemicals, their interpretation and clinical application is also covered. Laboratory work will give the student hands-on experience with instrumentation to assist with the understanding of troubleshooting, quality control and result interpretation.

Upon completion of the lectures, exams and laboratory exercises, the student will be able to describe the biochemistry, physiology and measurement of various classes of chemicals and explain how to interpret and correlate the laboratory test results. The student will be able to apply quality control principles, reagent preparation, and to correlate the principles of laboratory calculations.

SECTION OF LABORATORY OPERATIONS

LABORATORY OPERATIONS I (3 CREDITS)

Lectures and demonstration are used to present basic laboratory principles of venipuncture. The student will learn to effectively obtain blood specimens using the multi-sample evacuated tube system.

Knowledge and understanding of medical terminology and jargon is a necessary part of effective communication skills. Self-instructional textbook assignments, a written exam and day-to-day exposure during lab activities enable the student to develop these skills.

Lectures and reading assignments cover the ethics and principles of clinical research, governmental regulations and their associated organizations, and basics of data analysis. Students will complete a written research project, using testing data to illustrate the methods used when validating a test in the clinical laboratory.

Upon completion of the lectures, exams, laboratory exercises and projects, the student will be able to apply the process learned to future test validation and research projects. In addition, the student will describe the most effective way for obtaining blood specimens from a patient.

LABORATORY OPERATIONS II (2 CREDITS)

Lectures and reading assignments throughout the year cover the basics of management, leadership and educational principles. In order to demonstrate the practical application of these principles as they apply to laboratory management and education, the student is required to complete a capstone project.

Upon completion of the lectures, exams and projects, the student will differentiate the principles of management and define educational processes as they pertain to the laboratory.

LABORATORY OPERATIONS III (3 CREDITS)

The last week of the program is devoted to a review of the year's work and successful completion of the program's comprehensive examinations.

Upon completion of the exams, the student will successfully apply the knowledge gained during the program for the comprehensive exams and extrapolate that knowledge to the ASCP BOC exam.

SECTION OF CYTOGENOMICS AND MOLECULAR DIAGNOSTICS (CMD)

CYTOGENOMICS AND MOLECULAR DIAGNOSTICS (3 CREDITS)

Lectures and reading assignments expose the student to different test methods and techniques. Lessons include cell culture, karyogram preparation, nucleic acid extraction from eukaryotes and prokaryotes, whole genome studies, and a general overview of the molecular technology as applied to microbiology.

Upon completion of lectures, exams and laboratory exercises, the student will be able to correlate genomic aberrations at different resolutions with neoplastic or hereditary diseases. In addition, the student will explain the pre-analytic, analytic and post-analytic components as well as compare and contrast the advantages and limitations of selected techniques in the cytogenomics and molecular biology field.

TEXTBOOKS

Students are responsible for purchasing their own textbooks. A list of required texts is provided to each student prior to the start of the program.

The following table lists the required textbooks for the 2019-20120 school year:

Required Textbooks				
Discipline	Title	Author	ISBN	Publisher
Blood Bank	<i>Modern Blood Banking & Transfusion Practices, 7th Ed.</i>	Harmening	978-0803668881	F.A. Davis
Chemistry	<i>Clinical Chemistry: Principles, Techniques and Correlations, 8th Ed.</i>	Bishop	978-1496335586	Wolters Kluwer
Hematology	<i>Hematology, Clinical Principles and Applications, 5th Ed.</i>	Rodak	978-0323239066	Elsevier
Hematology	<i>Urinalysis and Body Fluids, 6th Ed.</i>	Strasinger & DiLorenzo	978-0803639201	F.A. Davis
Immunology	<i>Immunology and Serology in Laboratory Medicine, 6th Ed.</i>	Turgeon	978-0323431477	Mosby
Laboratory Operations**	<i>Quick & Easy Medical Terminology, 8th Ed.</i>	Leonard	978-0323359207	Elsevier
Laboratory Operations	<i>Laboratory Management, Principles and Processes, 3rd Ed.</i>	Harmening	978-0943903125	D. H. Publishing
Microbiology	<i>Textbook of Diagnostic Microbiology, 6th Ed.</i>	Mahon	978-0323613170	Elsevier
CMD	<i>Molecular Diagnostics: Fundamentals, Methods, and Clinical Applications, 3rd Edition</i>	Buckingham	978-0803668294	F.A. Davis

ACCREDITATION

The Cleveland Clinic School of Medical Laboratory Science program is accredited by the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS).

Further information can be obtained by contacting NAACLS at 5600 N. River Road, Suite 720, Rosemont, IL, 60018, by phone at 773-714-8880 or by visiting the NAACLS website at www.naacls.org. It is also approved by the Committee on Allied Health Education and Accreditation.

GRADUATION REQUIREMENTS

Acceptable performance in all courses must be achieved in order to complete the program. A student must complete the entire program to be eligible to sit for any certification examination. This includes satisfactory academic and laboratory performance along with satisfactory completion of the comprehensive final examinations. Criteria for acceptable performance are determined by the student's

performance throughout the entire school year. The criteria are outlined in the Student Academic Standards section of this handbook.

Successful completion of the program entitles the graduate to a Certificate of Completion from the Cleveland Clinic School of Medical Laboratory Science. It may also be credited toward a baccalaureate degree through affiliated colleges. The Certificate of Completion will not be contingent upon a candidate having passed a Medical Laboratory Science certification examination.

CERTIFICATION EXAMS

Graduates are eligible to sit for certification examinations given by the Board of Certification (BOC) of the American Society of Clinical Pathologists (ASCP).

The ASCP BOC certification examination is given throughout the year. The BOC is the oldest and largest certification agency for laboratory professionals having certified more than 560,000 individuals since its establishment. It has become the gold standard for certification of clinical laboratory personnel. Detailed information regarding application, eligibility and testing sites can be found on the ASCP website at www.ascp.org.

PROGRAM OUTCOMES

Year	Graduation Rate	Job Placement	BOC First-Time Pass Rate	Attrition Rate
2015	100%	100%	100%	0%
2016	91%	100%	100%	9%
2017	100%	100%	91%	0%
2018	100%	100%	100%	9%
2019	100%	100%	100%	0%

TUITION PAYMENTS AND REFUNDS

Tuition for the 2018-2019 clinical year is \$7500. 4 + 1 students are responsible for their own tuition payments. 3 + 1 student tuition is paid from the tuition the student pays to the degree-granting institution, except when the affiliation agreement states otherwise. In that instance, the student is responsible for the out of pocket tuition cost. It is the 3+1 student's responsibility to confirm how their tuition is to be paid.

Upon acceptance to the program, a non-refundable deposit of \$250 is required from all students. This payment is applied to the total tuition cost. The program uses this payment to cover the cost of the ASCP BOC exam at the end of the clinical year for all of the students that are expected to successfully complete the program.

Payment being made directly to the Cleveland Clinic School of Medical Laboratory Science can be made in a lump sum or in two installments of \$3625 each. If paying in installments, the first payment is due the first week of training and the second is due no later than January 31st during the clinical year. Other

arrangements may be made, if necessary. Payment is to be made online or by check made payable to Cleveland Clinic. Cash is not an acceptable form of payment.

Tuition is non-refundable after the first week of the program. Students that do not pay tuition within the agreed upon timeframe will no longer be eligible to participate in the program until such time as the tuition is paid. Any decisions regarding tuition payments and due dates are at the sole discretion of the Program Director.

OTHER EXPENSES

- Textbooks – approximately \$600
- Supplies – notebooks, shoes, etc.
- Medical insurance
- Vaccinations or lab tests proving immunity

IMPORTANT TELEPHONE NUMBERS

Medical Emergencies:

Code Blue (individual not breathing, pulseless, or unresponsive)	111
Medical Emergency Team (MET) [all other requests for medical help]	122
Security Emergency	42222

PROGRAM CONTACT NUMBERS:

School of Medical Laboratory Science	216.448.5503
Barbara Zingale, Program Director	216.448.5338 (office) <u>OR</u> 216.310.0671 (cell)
Jessica Alban, Microbiology	216.905.6125
Sonja Bruketa, Immunology	216.905.4388
Ryan Collison, Chemistry	216.905.3821
Barb Martien, Hematology	216.904.8674
David Martinez Herrera, CMD	216.308.0801
Andrea Nadas, Blood Bank	216.904.8694
Pinal Patel, Hematology	216.905.3314

STUDENT DRESS CODE

- Scrubs can be worn on a regular basis. Scrubs can be in any color, with the exception of all white, hunter green, navy blue and surgical blue. Those colors can be worn but only as either top or bottom, not both.
- Business casual attire is also acceptable. Unacceptable attire includes, but is not limited to jeans, t-shirts, mini-skirts, exercise clothing, and shorts. Men's shirts must have a collar. Blouses must have sleeves. Socks or stockings must be worn. Skirts cannot touch the floor. Clothing must fit properly, not too tight or too loose. Tops and bottoms must always be overlapping, even when arms are raised. It may be helpful to wear a t-shirt or tank top under clothing to prevent bare skin from showing when raising arms or sitting down.
- Tattoos must be covered during working hours. Students with exposed tattoos will be asked to cover them.
- If hair is longer than shoulder length, it must be pulled back when working in the clinical labs or student lab.
- No hats or caps are permitted during working hours. Headcoverings for medical or religious reasons are exempt from this rule.
- No more than two piercings in each ear. All other piercings must be removed or covered during working hours.
- Shoes must cover the entire foot, have non-slip soles and be made of non-absorbent material.
- Disposable, nonabsorbent lab coats are worn while in the laboratory area.
- The student ID Badge should be worn above the waist and with the photo ID facing outward.
- Good personal hygiene is expected of all students.
- The hospital recognizes that exposure to strong scents and fragrances in the environment can be offensive to others. Therefore, the use of only minimally scented perfumes, colognes, and other fragrance products is encouraged.
- Failure to adhere to standards of dress and grooming will result in progressive disciplinary action.

SCHOOL CALENDAR

The school year begins the second week of July each year.

Total Length: 50 weeks

Instruction: 47 weeks

Breaks: 3 weeks

Fall:	Thanksgiving week
Winter:	Christmas week
Spring:	One week in spring
Holidays:	3 days
Labor Day	
New Year's Day	
Memorial Day	

PART TIME EMPLOYMENT

Students may be employed during the school year as long as the following conditions are met:

Student employment must be outside the regular Program hours. It is strongly recommended that a student work less than 20 hours per week while in the Program.

- Work hours or responsibilities must not interfere with academic hours or activities.
- The student must maintain acceptable performance in all areas (academic, technical, professional) as defined in acceptable performance policies.
- Students may not expect to begin work before 4:00pm or to work after 7:30am on weekdays during the academic program.

Students must be able to remain flexible in their Program start times and end times as required by any unique situations during the Program rotations.

If these conditions are not met, the student may be asked to resign from their work position or drop out of the program.

ATTENDANCE

Students are expected to be in attendance Monday through Friday, 7:30 am to 4:00 pm

- **Exceptions:** Some laboratory areas may require a start time of 7:00 am.
- **Lunch:** Up to 60 minutes taken at the discretion of the instructor and at a time that accommodates the laboratory schedule and work flow. The lunch break may be shortened if the student lab, lecture or clinical experience runs over into the lunch break. Lunch breaks will be taken between 12:00 and 1:00pm.
- **Breaks:** Breaks may be taken at the following times: 7:30-8:00am, 9:30-10:00am, and 3:00-4:00pm. These times are flexible and can change based on whether the student is in the didactic or clinical experience portion or the semester. Breaks are not guaranteed and are dependent on the learning activities for the day.

- **Staying Late:** Some laboratory work may require staying beyond 4:00 pm to complete the laboratory work or assignment.

EXPECTATIONS

MLS students are training to become professionals. It is, therefore, reasonable to expect each student be in attendance 40 hours per week, and develop attitudes and habits characteristic of professionals. Maintaining a stable and reliable work force is critical to the effective and efficient delivery of health care services. Excessive tardiness and absenteeism negatively affect patient care and employee morale and are considered unacceptable.

A student's general attitude, attendance record, and promptness are heavily considered when judging dependability and willingness to accept responsibility. It is anticipated that a student will want to seek employment at the Cleveland Clinic when training is completed and the impression they make on the staff and employees in various departmental rotations will be taken into consideration when hiring decisions are made. In any case, attendance is an important consideration wherever one may seek employment.

It is the responsibility of the MLS student to:

- Attend ALL scheduled lecture and laboratory sessions, arriving on time and demonstrating respect for the speaker/instructor and an interest in the material being presented.
- Prepare ahead of time for every lab or lecture. Most course materials are online and students are expected to maximize class time by reviewing and learning the material prior to the lecture/lab.
- Use any spare time during the scheduled eight-hour day working on assigned projects or studying, without the expectation of regular time out of the laboratory for this activity.
- Be in attendance AND available between the scheduled hours of 7:30 am and 4:00 pm each day
- Be patient and flexible, remembering patients first. An instructor may be immersed in patient work and unavailable to work with students at the exact time noted on the class schedule. Students are encouraged to assist with the task at hand, if possible.
- Make a reasonable attempt to report as scheduled despite inclement weather conditions.
- Swipe in and out at the time clock closest to where the student is scheduled each day.
- Be available at all times during the day. Breaks are not to be used for activities that should be done on personal time such as going to the gym.

All hours of attendance are recorded electronically using the Kronos timekeeping system. It is the responsibility of the student to record arrival and departure times in Kronos with their identification badge daily. Failure to do so must be immediately reported to the Program Director. The time recorded in Kronos is the official attendance record.

Absences are classified as Excused, Unexcused, or Tardy/Leave Early. Students must send an email to the Program Director at least one hour prior to the designated start time to report an absence. Habitual or excessive absences may result in a grade of Incomplete for the clinical section rotation and progressive disciplinary action. Text messages are not acceptable notification. If a text message is received, the time will be counted as unexcused.

Swipe “windows”:

Students must swipe in between 7:15 and 7:30am each day. At the end of the day, students may not swipe out any earlier than 3:45pm. If the student swipes outside of these times, they will be penalized with points for tardy, leave early or improper swipes.

Personal Time off (PTO):

- 16 hours of PTO will be allowed each semester for illness, emergent or personal situations.
- If no PTO is used during the first semester, the student will get five extra points added to their Professionalism grade. If no PTO is used during the second semester, the student will get ten extra points added to their Professionalism grade.
- If more than 16 hours are used in a semester, each additional hour will count against the Professionalism grade.

Excused Absences:

- Illness
 - Taking time off for an illness WILL count against the PTO allotment.
 - If the student will be out for more than 2 days (using greater than 16 hours PTO) due to illness, a doctor’s note will be required to be submitted upon the student’s return.
 - If a student comes in when sick (fever, cough, etc.) and is sent home, they will forfeit the PTO for the day AND will be penalized 5 points on their Professionalism grade. Cleveland Clinic and the MLS program strongly suggest that employees and/or students do not come into their facilities while sick to prevent the spread of illness to patients or other caregivers.
- Early dismissal/day off approved by Program Director or LES – will NOT count against the PTO allotment.
- HR appointments
 - Time off for Cleveland Clinic-related pre-employment appointments and orientation are NOT counted towards the student’s PTO allotment, but must be approved by Program Director in advance. Student must bring in evidence of an HR appointment or it will be counted against the PTO allotment.
 - Time off for non-Cleveland Clinic employment issues is counted against the PTO allotment.
- Attendance at a professional (MLS) meeting will not count against the PTO allotment. Student must obtain prior approval and bring in evidence of attending the entire meeting or it will be counted against the PTO allotment. The exception to this documentation rule is attendance at the ASCLS Meeting and Academic Bowl competition with the rest of the class.
- Bereavement leave
 - Student may take up to three days for the death of an immediate family member (defined below).

- Spouse, child/stepchild, mother/stepmother, father/stepfather, mother-in-law, father-in-law, sister, brother, grandmother, grandfather
 - Student is responsible for completing any work missed during their absence.
 - This time will not be counted against the student's PTO allotment.
 - Student must bring in documentation for the bereavement leave or it will be counted against the PTO allotment.
- Jury duty
 - This time will not be counted against the student's PTO allotment.
 - Student is responsible for completing any work missed during their absence.
 - Student must bring in evidence of jury duty attendance or it will be counted against the PTO allotment.
- Military duty
 - This time will not be counted against the student's PTO allotment.
 - Student is responsible for completing any work missed during their absence.
 - Student must bring in evidence of participation in military duties during regular program hours or it will be counted against the PTO allotment.
- Weather emergencies
 - If Cleveland Clinic declares a weather emergency, students will not be charged with a tardy if they are late. If students do not come in at all, the time will be considered unexcused. The Program Director may deviate from this rule on a case-by-case basis.

Unexcused Absences:

- Any absence not listed above
- Failure to comply with the one-hour call in/email requirement
- Any unexcused PTO will be counted against the students' Professionalism grade.

Each occurrence of unexcused absence will result in progressive disciplinary action leading up to program dismissal.

Tardy/Leave Early/Improper swipes:

- Tardy – arriving after 7:30am. If a student arrives more than 30 minutes late, they will be penalized with a tardy AND will have to use their PTO for the balance of missed time.
- Leave Early -- leaving 15 minutes or more prior to the scheduled end time.
- Improper swipes – Students cannot swipe in any earlier than 7:15am, forget to punch in/out, double swipe in/out.

Failure to swipe in/out:

Beginning with the third point accrued for a failure to swipe in/out, unexcused tardy, leave early, improper swipe, unexcused absence or unavailable PTO, each subsequent occurrence will result in a one point reduction in the Professionalism grade. This will re-set at the beginning of the second semester

Forgotten ID badges will be counted as a single missed swipe for recordkeeping purposes.

Any deviation from these rules is solely at the discretion of the Program Director.

LEAVE OF ABSENCE

The purpose of this policy is to provide guidelines on the request of a leave of absence and the return of a student from a leave of absence.

Requests for leave of absence:

- Eligible students must be in good academic standing (see Student Academic Performance Standards) to request a leave of absence.
- Any requests for a leave of absence must include a projected return date prior to beginning the leave.
- All requests must be in writing and submitted to the Program Director as soon as the start of the leave is reasonably known.

Requirements during a leave of absence:

- Students are responsible for the completion of all work during their absence and all courses and/or rotations must be completed to the satisfaction of the LES(s) and the Program Director.
- Criteria for completion will be provided to the student in writing.

Return from leave of absence:

- Students who request a temporary leave may return during the current clinical year OR may request to be considered for placement in the program at a later date.
- Students that choose placement into the program at a later date will be given first preference for an open position in the next academic year.
 - Students that accept the open position in the next clinical year are automatically placed in the class, without application fees, interviews or other requirements expected of a standard applicant.
 - Students that do not accept the open position in the next clinical year will be allowed to re-apply to the program at a later date, but are not guaranteed placement in the program.

SPARE TIME

Students should not expect to be scheduled additional study time during the clinical experience part of each semester. If the laboratory work is slow or the instructor is busy and unable to work with the student, the student is expected to use this time for studying. There are several areas where this may be done:

- A designated area in the laboratory as identified by the LES
- One of the RT-PLMI conference rooms or libraries if not in use
- Huddle rooms or student cubicles

The LES must aware of the student's study location at all times so they can be located when needed.

Spare time is not to be used for sleeping, watching videos, viewing non-laboratory related websites, going to the on-site gym or any other non-laboratory related activities. Students that are caught doing non-laboratory related activities during working hours will be given one verbal warning to discontinue that activity. Subsequent findings of inappropriate behavior will result in progressive disciplinary action.

WEEKLY EXAMS

Exams begin promptly at 9:00am on Fridays. The exam schedule is made available to the students at the beginning of the clinical year. The exams will be given in L1-377 unless otherwise indicated.

1-1/2 hours is given to complete the exam. A student arriving late for an exam will be permitted to take the exam as long as the allotted time for that exam does not extend beyond 10:30am. If there is not enough time for completion by 10:30am, an alternate time fitting into the Program Director's schedule may be arranged.

If the student is absent (excused or unexcused) when an exam is given, it is the student's responsibility to coordinate a make-up date for the exam with the Program Director. The make-up exam must be taken within 5 working days of the original exam. Exceptions may be made only at the Program Director's discretion.

If a student misses the exam without an excuse, a reduction of 10% will automatically be assessed. Each subsequent missed exam will result in an additional 10% penalty.

Nothing is allowed in the exam room except for a pen/pencil. Calculators and scratch paper will be provided. Students are not allowed to bring in books, notebooks, binders, bookbags, cell phones, headphones, calculators, food or drinks. This is to mimic the environment at the testing center for the ASCP BOC exam.

Students are expected to report to assigned study areas or attend lecture when they have completed the exam.

SCHOOL LIBRARY

Reference materials are located in the Administrative Offices.

- School textbooks and study materials are not taken into laboratory work areas to prevent contamination.
- They may be used in libraries or conference rooms but are not to be left in these areas.
- Reference books may be borrowed overnight or for the weekend, with the exception of the APA style guides which are kept for the entire year.
- Program materials and texts used for weekly exams are to be returned on the day of the exam or on the final day of the corresponding rotation.

- Books should not be written in or marked in any way as they are used by all students.

STUDENT HEALTH SERVICES

Student health services are available to the student at the student's expense. Each student is permitted access to the Emergency Department located on the first floor of the E building in case of medical need.

Any student involved in an exposure incident (a specific eye, mouth, or other mucous membrane; non-intact skin; or parenteral contact with blood or other potentially infectious material) will follow the Occupational Exposures to Blood and Body Substances policy as outlined in this handbook. All incidents must be reported to the LES and to the Program Director immediately following the incident to assist the student with proper follow-up protocols.

STUDENT ACADEMIC PERFORMANCE STANDARDS

Good academic standing in all courses must be achieved in order to complete the program and be permitted to sit for national certification examinations. Criteria for acceptable performance are determined by the student's performance throughout the entire school year.

ACADEMIC COUNSELING

Academic counseling is available to any student upon request. The Program Director is available to confidentially discuss academic progress, learning challenges, grades, or any other academic concerns. Contact the Program Director to make an appointment.

It is the responsibility of the student to:

- Track their academic progress.
- Maintain awareness of their disciplinary status and to meet with the Program Director to ensure understanding of the policy.
- Request additional help or tutoring from the Program Director or the LES, if needed.

ACADEMIC STANDARDS

Definitions:

- Course: An individual subject that is taught for a length of time for which a student receives a final grade upon completion.
- Section: A group of courses that fall under a specific discipline of laboratory medicine, for example, Immunology I and Immunology II.
- Academic Watch: An academic probationary step that a student receives when their grade in a course falls below a certain threshold.

- Academic Probation: An academic probationary step that a student receives when their final grade in a course falls below a certain threshold.
- If a student scores below a 70% on any exam (written or practical), the exam is considered unsatisfactory.
- Students are required to complete all exams in every course. No extra credit will be given to increase the overall exam grade.
- A student is placed on Academic Watch when the overall (lab and lecture) score in a course (i.e. Chemistry I or Hematology I) drops below 80%. This watch step will be removed at the end of the Section, as long as the student is in good academic standing i.e. final score (lab and lecture) in course is $\geq 80\%$.
- A student is placed on Academic Probation when the overall score at the end of a course is below 75%. This probationary step will be removed if the student returns to good academic standing, i.e. attains an average score of $\geq 80\%$, for the next course.
- A student with a final course grade of $\geq 75\%$ - $< 80\%$ will remain in Academic Watch.
- If the student scores $\leq 75\%$ in three consecutive courses (as defined by didactic end dates), the student will be dismissed from the program. Program Dismissal guidelines can be found in this handbook in the "Dismissal from the Program" section.
- Students will be notified in writing when they are put on Academic Watch or Academic Probation. Students are required to sign the notice in acknowledgement. When the student has been removed from Academic Watch or Academic Probation, they will be again notified in writing and acknowledge with a signature. This documentation is kept in their permanent student file.
- It is the responsibility of the Lab Education Specialist to determine the academic standing of each student and communicate this to the Program Director after the exam scores are finalized every other week by the end of the Monday after the exam.

Grading Scale for Academic Examinations and Laboratory Performance			
% Score	Letter Grade	Points	Interpretation
93 – 100	A	4.00	Excellent
90 – 92	A-	3.70	Excellent
87 – 89	B+	3.30	Above Average
83 – 86	B	3.00	Above Average
80 – 82	B-	2.70	Above Average
77 – 79	C+	2.30	Average
73 – 76	C	2.00	Average
70 – 72	C-	1.70	Average
67 – 69	D+	1.30	Below Average
63 – 66	D	1.00	Below Average
60 – 62	D-	0.70	Below Average
0 – 59	F	0.00	Failure

STUDENT BEHAVIORAL GUIDELINES

Students are expected to adhere to all policies of both Cleveland Clinic and the Robert J. Tomsich Pathology and Laboratory Medicine Institute.

STUDENT CONDUCT

Ethical conduct, especially honesty, is essential in the profession of Medical Laboratory Science. Any incident of personal misconduct may result in dismissal from the program.

Examples of prohibited conduct are listed below. This list is not exhaustive and it should not be inferred that unlisted activities are permissible.

- Cheating in any form on any quiz, examination, or written assignment
- Plagiarism
- Falsification of information
- Violation of the Cleveland Clinic policy on substance abuse
- Violation of HIPAA requirements as related to the confidentiality of protected health information (PHI)
- Legal infraction
- Violation of the Cleveland Clinic policy on weapon control
- Insubordination
- Inappropriate use of spare time during working hours
- Inappropriate conduct during working hours
- Use of cell phones in the laboratory

ACADEMIC INTEGRITY

Students are expected to adhere to the standards of academic integrity. Academic dishonesty is against the program as well as the Institute and Clinic standards. Academic dishonesty standards include, but are not limited to, the following:

Plagiarism: defined as submitting the language, ideas, thoughts or work of another as one's own; or assisting in the act of plagiarism by allowing one's work to be used in this fashion.

Cheating: defined as obtaining or providing unauthorized information during an examination through verbal, visual or unauthorized use of books, notes, text and other materials; obtaining or providing information concerning all or part of an examination prior to that examination; taking an examination

for another student, or arranging for another person to take an exam in one's place; altering or changing test answers exam completion, or falsifying academic records.

Discipline for violations of course academic standards may include any of the following: Reduction in the overall score by 2 letter grades, requiring the assignment to be repeated for a one letter grade reduction, or removal from the program entirely.

PROFESSIONAL ETHICAL BEHAVIOR GUIDELINES

Barbara M. Castleberry, PhD, MT(ASCP) and Steven D. Wright, MT(ASCP) developed the original ASCP BOC ethical behavior guidelines for certificants. The current guidelines, approved by the BOC Board of Governors in April, 2012, are as follows:

Recognizing that my integrity and that of my profession must be pledged to the best possible care of patients based on the responsibility of my work, I will:

- Treat patients with respect, care and thoughtfulness.
- Develop cooperative and respectful relationships with colleagues to ensure a high standard of patient care.
- Perform my duties in an accurate, precise, timely, and responsible manner.
- Safeguard patient information and test results as confidential, except as required by law.
- Advocate the delivery of quality laboratory services in a cost-effective manner.
- Comply with laws and regulations and strive to disclose illegal or improper behavior to the appropriate authorities.
- Continue to study, apply, and advance medical laboratory knowledge and skills; and share such with other members of the healthcare community and the public.
- Render quality services and care regardless of patients' age, gender, race, religion, national origin, disability, marital status, sexual orientation, or political, social, or economic status.

DISMISSAL FROM THE PROGRAM

All students enrolled in the School of Medical Laboratory Science are expected to remain in good academic standing throughout the clinical year. The disciplinary procedure for academic dismissal is as follows: Placement on Academic Watch (Step One) or Academic Probation (Step Two) is considered to be the warnings that could lead to program dismissal. If a student scores $\leq 75\%$ in three consecutive courses, the student will be dismissed from the program.

Students are also expected to adhere to all policies of both Cleveland Clinic and the Robert J. Tomsich Pathology and Laboratory Medicine Institute. The first instance of policy infraction with regard to inappropriate behavior will result in a Verbal Warning. The student will be scheduled to meet with the

Program Director to discuss the policy breach. All subsequent infractions will require a meeting with the Program Director to review the infraction and sign the disciplinary forms.

If any additional policy breach occurs, the student will be placed in disciplinary action as follows:

First infraction	Step 1	=	Verbal warning
Second infraction	Step 2	=	First written warning
Third infraction	Step 3	=	Second written warning
Fourth infraction	Step 4	=	Resignation/Dismissal

Once a student reaches Step 4 of the disciplinary action process, the student will be given the option of resignation or dismissal from the Program.

The dismissed student is responsible for returning any borrowed reference materials belonging to the School. The student must surrender their temporary ID badge and parking sticker prior to departure on the last day. There will be no reimbursement for any expenses incurred as a result of being in the Program.

STUDENT APPEAL PROCESS FOR CLEVELAND CLINIC IN-HOUSE TRAINING PROGRAM

PURPOSE

The Appeal Mechanism provides a thorough, timely and objective assessment and resolution of student concerns and assures that students are treated in a fair, reasonable and nondiscriminatory manner. An appeal can be any concern or complaint asserted by a student regarding interpretation, application or breach of any policy, practice or procedure.

ELIGIBILITY

This procedure is available to any student enrolled in a Cleveland Clinic enterprise in-house health science education program, who does not have any affiliation with a college/university. Those students who are in the program from an affiliated university will be handled through the university's appeals processes.

PROCEDURE

The Cleveland Clinic desires to resolve student grievances, complaints and concerns in an, expeditious, fair, cordial and professional manner. A student may resolve a grievance by initiating the following steps:

INFORMAL PROCESS

The student is advised to discuss the grievance informally with the person who is the source of the grievance. If the parties resolve the grievance, it is deemed closed. If the grievance is not resolved at this level, the student may request an informal review by the Program Director. It is expected that most problems or complaints of concern to students will be discussed and resolved in a timely fashion informally between the student and the Program Director. If the response from the Program Director is unacceptable to the student or if the Program Director is the basis of the complaint, the student may initiate the formal grievance procedure. The Health Sciences Educational Partnerships Director in the Center for Health Sciences Education will be notified immediately by the Program Director of an impending formal grievance.

FORMAL GRIEVANCE PROCEDURE

The formal grievance procedure begins when a dated written complaint is submitted to the program director. The written complaint may be submitted via email. An appeal must be initiated within 5 business days of the date on which cause of the appeal is known. A copy of the appeal must be sent to the Center for Health Sciences Education.

1. The first step of appeal should involve discussion with the Program Director. Every effort should be made to resolve the issue at this step of the process. The Program Director has five business days to respond to the student in writing following the initial appeal request by the student as to the decision rendered.
2. If the decision rendered at the first step is deemed unacceptable by the student, the second step of appeal should involve the Medical Laboratory Science program Medical Director. If the Medical Director is unavailable, the Health Sciences Educational Partnerships Director should be notified. The Medical Director or the Health Sciences Educational Partnerships Director has 5 business days to respond to the student in writing following notification of appeal as to the decision rendered.
3. If the decision rendered at the second step is deemed unacceptable by the student, the third step of the appeal involves the Health Professions' Education Council's Student Appeals Committee. The committee chairperson and one committee member will review each appeal. The decision and recommendations at this step are final. The Health Professions' Education Council has 10 business days to respond to the student in writing following notification of appeal as to the decision rendered.
4. An appeal should be filed with the Center for Health Sciences Education Office. The education office will assign someone to assist the student throughout the appeal process.
5. The student shall have the opportunity to appear in person before the reviewing party at each step of the appeal process.
6. Appeals at each step must be made in writing by the student within 10 business days after receipt of the reviewing party's response. Email is acceptable. The Center for Health Sciences Education must be copied on all communications at each step of the appeals procedure.
7. The Human Resources and Legal Departments are available, in a consultative capacity, to the Program Director, Program's Medical Director, system-wide Education Coordinator, Health Sciences

Educational Partnerships Director or to the Chairman, Education Institute as it relates to the student's appeal.

WITHDRAWAL FROM THE PROGRAM

A student may withdraw from the School of Medical Laboratory Science at any time. A written letter of intent indicating the anticipated date of withdrawal must be submitted to the Program Director. The reason for the withdrawal is not required. Once the letter of intent is received by the School, the Program Director will set up a meeting with the student to discuss the withdrawal.

The withdrawing student is responsible for returning any borrowed reference materials belonging to the School. The student must surrender their temporary ID badge prior to departure on the last day. There will be no reimbursement for any expenses incurred as a result of being in the Program. There will be no refund of tuition after the first week of the program.

The student will be asked to complete a final program evaluation prior to departure.

Students withdrawing from the program prior to January 31st of the clinical year will be considered withdrawn. Students withdrawing from the program after January 31st will be counted as incomplete and will be included in the published outcomes measures according to NAACLS Standards.

Students that do not pay tuition within the agreed upon timeframe will no longer be eligible to participate in the program until such time as the tuition is paid. Any decisions regarding tuition payments and due dates are at the sole discretion of the Program Director.

PROGRAM EVALUATION

An annual review of the School of Medical Laboratory Science will be conducted to determine if the program is meeting its objectives. Two of the primary objectives of the school are to educate and train students to perform analytical test procedures accurately and proficiently and to utilize critical thinking to assess laboratory data within the clinical context of the patient. Additional objectives address leadership and management, teaching ability, ethics, and laboratory development. Measures of program effectiveness may include graduation rates, employment rates, scores on the ASCP Certification Examination, scores on the Comprehensive Examination, and surveys of graduates and employers. Data derived from these measures will be used to assess program effectiveness.

Each measure will be used to assess one or more program objectives. The data will be compiled by the Program Director and reviewed by the Advisory Board twice each year. When data from previous years are available, trending analysis will be conducted. Upon advice of the Board, changes may be made to program content to better meet stated objectives. The impact of any changes made to the program will be evaluated annually using the measures defined within the plan.

STUDENT RECORDS AND RETENTION

RETENTION

- All student files are retained in a secure location.
- Current students' files are maintained in the Program Director's office.
- Past student files are kept indefinitely in a secure storage location within a locked file cabinet.

DISCLOSURE

- Current students have the right to review their file at any time.
- The student must submit requests for transcripts or other disclosures in writing to the Program Director.
- Disclosures will only be made to the parties authorized by the student.
- A record of the written request for disclosure is retained in the student's file.

CHANGE IN CONTACT INFORMATION

Any change to information provided at the onset of the program (e.g. address, phone number, email address) should be communicated to the Program Director as soon as possible. It is the student's responsibility to ensure all information is up to date.

CONFIDENTIAL INFORMATION

POLICY

During the course of the clinical year, students may have access to confidential information concerning CCF budgets, strategic business plans, patients, employees or other students. This information may be in the form of verbal, written, and/or computerized data.

The protection of this confidential information is a critical responsibility of each student. As such, the unauthorized acquisition, release, and/or discussion of any information related to CCF business, patient medical information, current and past employees, current and past students, job applicants and computerized data is considered a major infraction, subject to disciplinary action up to and including program dismissal

APPLICATION OF POLICY

PROTECTED HEALTH INFORMATION

Under the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), Protected Health Information (PHI) is any information that is created, received, and maintained by CCF related to an individual's health care (or payment related to health care) that directly or indirectly identifies the

individual. Use of PHI refers to the sharing, applying, or analyzing of PHI within CCF. "Disclosure" refers to the release of PHI outside CCF.

The use and disclosure of PHI by students shall occur only in accordance with HIPAA Privacy Policies. PHI may be accessed only by those individuals who, within the scope of their job responsibilities, have a legitimate need for such information for purposes of patient care, research, education, or administrative uses. Any other use or disclosure of PHI may be considered a major infraction of CCF policy, and may also be subject to criminal penalties.

Further, the taking of photographs or any other electronic or recorded images, videotaping, audiotaping, electronic or data recording by any mechanisms including but not limited to cameras, videocameras, movie cameras, cell phones or cell phone cameras, personal digital assistants or any recording device without the express written consent of the individual is strictly prohibited.

EMAIL USAGE

POLICY

Cleveland Clinic has established this policy with regard to access and disclosure of electronic messages created, sent or received by students using Cleveland Clinic's electronic mail systems.

GENERAL PROVISIONS

Cleveland Clinic maintains electronic mail systems. These systems are provided by Cleveland Clinic to assist in the conduct of business within the organization.

The electronic mail hardware is Cleveland Clinic property. Additionally, all messages composed, sent or received on the systems are and remain the property of Cleveland Clinic. They are not the private property of any student.

The use of the electronic mail systems is reserved solely for the conduct of business at Cleveland Clinic. It may not be used for personal business.

The electronic mail systems may not be used to solicit for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations.

The electronic mail systems are not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability.

Cleveland Clinic reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose. The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within Cleveland Clinic without the permission of the students.

Notwithstanding Cleveland Clinic's right to retrieve any electronic mail messages, such messages should be treated as confidential by other students and accessed only by the intended recipient. Students are not authorized to retrieve any electronic mail messages that are not sent to them.

Students shall not use a code, access a file, or retrieve any stored information unless authorized to do so. Students should not attempt to gain access to another student's messages without the latter's permission. All computer pass codes must be provided to the Program Director. No pass code may be used that is unknown to Cleveland Clinic.

Any student who violates this policy or uses the electronic mail system for improper purposes shall be subject to disciplinary action, up to and including dismissal from the program.

EQUAL EMPLOYMENT OPPORTUNITY/WORKFORCE DIVERSITY AND INCLUSION

PURPOSE

The purpose of this policy is to affirm the commitment of Cleveland Clinic to the principles of equal opportunity employment and workforce diversity and inclusion in its human resources policies and practices.

POLICY

Cleveland Clinic is an equal opportunity employer. It is the policy of Cleveland Clinic to prohibit discrimination and harassment of all kinds and afford equal employment opportunities to employees and applicants and to administer all terms and conditions of employment including, but not necessarily limited to, recruitment, employment, promotion, compensation and salary administration, benefits, transfers, training and education, working conditions and application of policies without regard to race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, nationality, ethnicity, ancestry, disability, military status, genetic information, or protected veteran status.

The policies and principles of equal employment opportunity also apply to the selection and treatment of independent contractors, personnel working on Cleveland Clinic premises who are employed by temporary agencies and any other persons or firms doing business for or with Cleveland Clinic.

Cleveland Clinic also promotes an inclusive organizational culture through diversity education, consultation, and programs that leverage differences to enhance innovation, quality of care, teamwork, and economic impact. Further, it is our policy to encourage all vendors, contractors, and others doing business with Cleveland Clinic to adhere to these same principles.

GENERAL PROVISIONS

COMPLAINT PROCEDURE

A student who has questions or concerns about behavior or actions which may constitute discrimination or harassment under Cleveland Clinic policy or state/federal laws, regardless of whether the discrimination or harassment is directed at the student individually or at another student, should communicate these concerns to the Program Director or the Center for Health Science Education Director for prompt investigation, follow up and appropriate remedial action.

POLICY VIOLATIONS

Violations of this policy, whether or not a law has been violated, are in direct conflict with the mission and values set by the organization, interfere with our ability to cultivate and retain diverse talent and will not be tolerated. Responsive action may include training, referral to counseling, reassignment, and/or disciplinary action up to and including dismissal.

False and malicious allegations of harassment, discrimination, or retaliation are taken seriously and may also be subject to appropriate disciplinary action.

STATEMENT OF NON-RETALIATION

Cleveland Clinic forbids retaliation against any individual who files a complaint of discrimination or harassment or who assists in the investigation of such a complaint whether internal or as part of an external agency charge.

IDENTIFICATION BADGES

PURPOSE

Identification badges are issued to provide students with a means of identification, to promote safety and security on Cleveland Clinic property, to be used for access controls, parking, timekeeping, and to assist in emergency identification as necessary. The identification badges assure Cleveland Clinic patients, visitors, and coworkers have the ability to identify students and the discipline in which they are employed.

POLICY

It is the policy of Cleveland Clinic to provide every individual who requires regular, unescorted, access to the interior of Cleveland Clinic facilities with an identification badge to be worn. Such badges must be worn above the waist at all times while the student is on property owned or leased by Cleveland Clinic. In addition, all volunteers, medical staff, privileged positions, contractors, consultants and vendors must wear identification badges. All badge holders are required to provide their identification badge to management and/or Protective Services, including the Cleveland Clinic Police Department and hospital security officer, upon request. Failure to properly display, or present, a valid Cleveland Clinic identification badge can result in the revocation of the badge and/or other appropriate disciplinary action.

Temporary employees, medical students, healthcare students, and visiting physicians as well as consultants and contractors must obtain a temporary identification badge during their Cleveland Clinic assignment. The temporary identification badge is valid for one year from the date of issuance. Cleveland Clinic uses colors to distinguish between the employee and non-employee populations:

White badges - all Cleveland Clinic employees and privileged positions

Blue badges - non-employees

Green badges - volunteers

Pink badges - authorized nursing staff clinically trained to provide care to babies

An identification badge shall not be used by anyone other than the individual to whom it was issued. Furthermore, an identification badge will not be issued until an appropriate background check, including debarment checks and criminal record checks, have been initiated and/or completed on the individual.

A Cleveland Clinic identification badge will not be displayed or worn in any forum that would lead a reasonable observer to believe the activity is Cleveland Clinic sponsored and/or approved and that the individual is representing the organization in an official capacity. The badge may be only worn for its issued, specific purpose within the individual's scope of work performed at Cleveland Clinic.

LOCKERS AND LOCKS

POLICY

Locker facilities are provided for students at no cost. They will be assigned a locker in the L and the LL buildings.

LOCKER ASSIGNMENT PROCEDURE

- Lockers and combination locks are issued by RT-PLMI.
- Students who withdraw or are dismissed from the program must surrender the locker on the day of dismissal.
- Student's lockers will be re-assigned at the end of the clinical year unless they were hired by Cleveland Clinic and are working close to where their locker is located.

INTERNAL DISASTER PROCEDURE

POLICY

It may be necessary to evacuate an area of the Cleveland Clinic because of the occurrence of one or more of the following possible events. If any of these events occur and evacuation becomes necessary, then the order to evacuate might originate with any of the persons listed below:

EVENT	PERSON ORDERING EVACUATION
Fire, Smoke, or Fumes	Area City Fire Department CCF Fire Marshall CCF Administration CCF Security Department
Bomb Threat	Area City Police Department CCF Security Department CCF Administration
Explosion, Tornado, Power Failure, or Flooding	CCF Security Department CCF Facilities Management CCF Administration

If evacuation is necessary and the student cannot move horizontally into another area, the department should then use the nearest preferred stairway and if not available, then use the alternative stairway that the department has determined for such evacuation emergencies.

LEs and the Program Director are responsible for the students awareness of the above procedure and must see that the students have reviewed their fire plan and walked each stairway to an exit at least once every three months.

Copies of these instructions are available through the Safety Office or online through the CCF Intranet, Safety Handbook.

NON-DISCRIMINATION, HARASSMENT, OR RETALIATION

PURPOSE

This policy affirms Cleveland Clinic's commitment to provide a work environment that is free from discrimination or harassment, defines the types of prohibited harassment, and provides a process for reporting and investigating complaints of discrimination, harassment, and/or retaliation.

POLICY

Cleveland Clinic is committed to providing a work environment in which all individuals are treated with respect and dignity. It is the policy of Cleveland Clinic to ensure that the work environment is free from

discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information, or any other characteristic protected by federal, state, or local law. Cleveland Clinic prohibits any such discrimination, harassment, and/or retaliation. Conduct prohibited by these policies is unacceptable in the workplace or in any work-related setting outside the workplace, such as during school related activities after hours or off site at conferences. All students, regardless of time in the academic year, will be subject to severe disciplinary action, up to and including dismissal from the program, for engaging in acts prohibited by this policy.

OVERSIGHT AND RESPONSIBILITY

Our Executive Leaders, Administrators, Directors, Managers, and Supervisors are responsible for maintaining a work environment that is free from discrimination, harassment, and retaliation and for acting upon or reporting conduct that violates this policy. Students are responsible for reporting perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position.

DEFINITIONS

Sexual Harassment constitutes discrimination and for purposes of this policy, is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (sometimes referred to as "quid pro quo" sexual harassment); or
- submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual (sometimes referred to as "quid pro quo" sexual harassment); or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment (sometimes referred to as "hostile work environment" sexual harassment).

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending upon the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering; whistling; touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures, offensive images on the computer or email messages; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, graphic or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, gender, sexual orientation, nationality, ethnicity, ancestry, age, disability, marital status, pregnancy, military status, citizenship, genetic information, protected activity (i.e. opposition to prohibited discrimination or participation in the complaint or investigation process) or any other characteristic protected by law that:

- has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
- has the purpose or effect of unreasonably interfering with an individual's work performance; or
- otherwise adversely affects the individual's employment opportunities.

Harassing conduct can be physical, verbal, and/or nonverbal/visual in nature and includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; offensive images on the computer or email messages, and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

PROCEDURE

APPLICATION

This policy applies to all students and employees, whether related to conduct engaged in by supervisory and management employees, co-workers, or someone not directly connected to Cleveland Clinic (e.g. an outside vendor, consultant, or consumer). Conduct prohibited by these policies is unacceptable in the workplace or in any work-related setting outside the workplace, such as during business trips or business meetings.

REPORTING AN INCIDENT OF HARASSMENT, DISCRIMINATION, OR RETALIATION

Cleveland Clinic encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been subjected to discrimination, harassment, or retaliation are encouraged to immediately report their concerns to the Program Director, the Center for Health Sciences Education Director or to the confidential Cleveland Clinic Compliance Reporting Line at 1-800-826-9294.

In addition, Cleveland Clinic encourages individuals who believe they are being subjected to such conduct promptly to advise the offender that their behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Cleveland Clinic recognizes, however, that an individual may prefer to pursue the matter through formal complaint procedures.

In determining whether alleged conduct constitutes harassment, discrimination or retaliation, the totality of the circumstances will be thoroughly considered, including the type of conduct and the context in which it allegedly occurred. While no reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. To assist in the prompt and thorough investigation of the complaint, students are encouraged to provide a written summary of the acts complained of providing as much detail as possible including the name, title and department of the alleged harasser; a description of the alleged incidents

including dates, locations and the presence of witnesses; and the identity of other students who may have also been subject to the inappropriate treatment.

PROGRAM DIRECTOR'S RESPONSIBILITY/DUTY TO ACT

The Program Director will take any appropriate action to prevent retaliation or prohibited conduct from recurring both during and after investigation of complaints.

INVESTIGATION OF COMPLAINTS

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly. This investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

DISCIPLINARY ACTION

Misconduct constituting harassment, discrimination, or retaliation is in direct conflict with the mission and values of the organization and will not be tolerated. Responsive action may include, for example, training, referral to counseling, reassignment and/or disciplinary action, up to and including program dismissal, as appropriate under the circumstances.

CONFIDENTIALITY

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate disciplinary action.

STATEMENT OF NON-RETALIATION

Cleveland Clinic forbids retaliation against any student for reporting, testifying, assisting, or participating in any manner in an investigation, proceeding, or hearing conducted by Cleveland

Clinic or a federal, state, or local court or enforcement agency or bringing or lodging a complaint of discrimination or harassment or engaging in any other activity protected by law. Students should report any incidents of retaliation to the Program Director, to any other manager, or to the Center for Health Science Education Director immediately. Reports of retaliatory conduct will be objectively and thoroughly investigated in accordance with the procedure outlined above. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including program dismissal, will be taken.

NON-SMOKING

PURPOSE

To promote the safety, health, and wellness of our organization, enhance the quality of life for each other and those we serve, support state and local ordinances, and meet The Joint Commission standards.

POLICY

- Cleveland Clinic is committed to providing a safe and healthful environment for all students, employees, visitors and patients. Therefore, smoking, the use of electronic cigarettes, or the usage of any tobacco products is prohibited on all Cleveland Clinic owned and leased properties and private property adjacent to the facilities.
- No tobacco products will be sold on Cleveland Clinic properties.
- Students who violate this policy will be subject to disciplinary action.

OCCUPATIONAL EXPOSURES TO BLOOD AND BODY SUBSTANCES

PURPOSE

To ensure that students who experience occupational exposures to bloodborne pathogens receive the appropriate care for a post-exposure evaluation and follow-up in compliance with the requirements of the Occupational Safety and Health Administration (OSHA) Bloodborne Pathogens Standard. All students are strongly encouraged to report all exposures.

DEFINITIONS

Exposure - An exposure takes place when body fluids come in contact with eyes, mucous membranes, or non-intact skin through a needle stick, puncture wound or splash. Body fluids include blood, semen, vaginal secretions, cerebral spinal fluid, saliva, breast milk and any other body fluid visibly contaminated with blood.

PROCEDURE

- If a student sustains a needlestick, sharp injury or a mucous membrane splash of patient blood or other body fluids, that student should wash the exposed area with soap and water immediately. The next step is to notify the LES and the Program Director without hesitation.

- The student will be required to go to the Emergency Department for post exposure testing. Their personal medical insurance will be billed for this event. Worker's Compensation will not be billed for any procedures.
- The student does NOT go to Occupational Health for any follow up care for a needlestick or other bloodborne pathogen exposure.
- A SERS report must be filled out within 24 hours of the injury.

GENERAL PROVISIONS

- Student and source patient blood work results are confidential. Unauthorized review of test results is considered a breach of patient confidentiality and grounds for disciplinary action, up to and including program dismissal.

PREVENTION OF WORKPLACE VIOLENCE

POLICY

Cleveland Clinic is committed to maintaining a safe and productive work environment for its employees and students and to protecting the safety and well-being of its patients, their families and visitors. Violent, threatening, harassing or intimidating behavior, when exhibited by students, employees, contractors, vendors or visitors will be investigated promptly and appropriate remedial action will be taken.

PROCEDURE

Cleveland Clinic has adopted the following guidelines to deal with intimidation, harassment and other threats or acts of actual violence that may occur at Cleveland Clinic facilities or off-site during work related activities:

- ACTS OF VIOLENCE OR IMMINENT THREATS OF VIOLENCE SHALL BE REPORTED BY THE AFFECTED STUDENT, EMPLOYEE OR PROGRAM DIRECTOR. **Call Cleveland Clinic Police at: (216) 444-2222**
- Students who believe that they are being subjected to threats, threats of violence, harassment and/or intimidation while on Cleveland Clinic premises or while conducting Cleveland Clinic business shall report the situation to an LES or Program Director as soon as possible. Students are encouraged to bring any disputes with co-workers to the attention of an LES or Program Director before the situation escalates. When making a report of threatened or actual violence, students are encouraged to provide as many details as possible to assist in the investigation of the complaint. Cleveland Clinic will not retaliate against students making good faith reports of threatened or actual acts of violence or suspicious individuals or activities.

- LESs will notify the Program Director of any reports or incidents of violence or threats of violence and will assist, as requested, in any subsequent investigation. Cleveland Clinic will conduct a prompt and thorough investigation into all reports of violence and threatened violence. All activities related to such a complaint will be held in confidence to the fullest extent possible and the investigation will be conducted in a manner designed to protect the privacy of all concerned. However, due to the need to investigate complaints thoroughly, strict confidence cannot be guaranteed.
 - Following the investigation, the Program Director will determine the action(s) to be taken including, but not limited to, disciplinary action up to and including program dismissal.
 - If an investigation results in a finding that a complainant falsely and maliciously accused another individual of threatening, harassing, intimidating and/or violent behavior, the complainant will be subject to disciplinary action up to and including program dismissal.

DOMESTIC VIOLENCE

- Students who have obtained Emergency Protective Orders (restraining orders issued by a Court of Common Pleas or other court of competent jurisdiction) on another person are strongly encouraged to notify their Program Director and Cleveland Clinic Police of the situation. This information is for the protection of employees and students.
- When the possibility exists that an student's domestic situation could pose a danger to the student or others in the workplace, the Cleveland Clinic Police Department will work cooperatively with the student and Program Director to develop a plan to protect the students, employees, patients and visitors from violence or the threat of violence.

SOCIAL MEDIA USE

PURPOSE

The purpose of this policy is to provide all students with rules and guidelines for participation in social media (also known as social networking). The intent of this Policy is not to restrict the flow of useful and appropriate information, but to safeguard the interests of Cleveland Clinic, its employees, students and its patients.

POLICY

Although Cleveland Clinic recognizes the value of social media as a tool for communicating and gathering information, time spent posting on or viewing social media sites must not interfere with job responsibilities.

When communicating on Cleveland Clinic social media sites, or communicating about Cleveland Clinic or as a representative of Cleveland Clinic on any social media site unaffiliated with Cleveland Clinic , students are expected to follow the same standards and policies that otherwise apply to them as a

student. For example, social media activity is subject to Cleveland Clinic policies that strictly prohibit discrimination, harassment, threats, and intimidation. The guidelines set forth in Cleveland Clinic's HIPAA and Confidential Information policies also apply to social media activity such as comments posted to Facebook , blogs, or discussion forums, as do the guidelines set forth in Cleveland Clinic's Telephone and Cellular Phone Use policy.

Students must not post content about coworkers, supervisors, or the Cleveland Clinic that is vulgar, obscene, threatening, intimidating, harassing, defamatory, or detrimental to the Cleveland Clinic's legitimate business interests. Nor can students post content that violates Cleveland Clinic's workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic. Inappropriate postings may include, for example, discriminatory remarks; harassment on the basis of race, sex, disability, religion and other protected characteristics ; malicious posts meant to intentionally harm someone's reputation; posts that could contribute to a hostile work environment; and threats of violence or other similar inappropriate and unlawful conduct. Students should use good judgment and discretion in developing postings.

In the interest of guarding the privacy of our patients, students must not publish any content including photos, names, likenesses, descriptions or any identifiable attributes or information - related to any Cleveland Clinic patient. Postings that attempt to describe any specific patient and/or patient care situation, or that contain any patient identifier, or in combination may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited. Violations of Cleveland Clinic policies that occur online or in social media may subject the violator to disciplinary action up to and including program dismissal.

GUIDELINES

Cleveland Clinic provides its electronic property, including laptops, PCs, and phones for usage by staff, employees and students.

STUDENT MONITORING

Students should have no expectation of privacy with respect to any communication sent through Cleveland Clinic's computer system or networks. Also, students should have no expectation of privacy when using social media during work time or in regard to anything posted that is accessible by the general public.

Social media activity using the Cleveland Clinic's electronic resources is subject to all Cleveland Clinic policies, including the Acceptable Use Policy. Cleveland Clinic will, in its discretion, review and restrict social media activity to the fullest extent permitted by applicable law.

RULES FOR SOCIAL MEDIA AND SOCIAL NETWORKING

In the interest of guarding the privacy of our patients, students must not publish any content- including photos, names, likenesses, descriptions or any identifiable attributes or information - related to any Cleveland Clinic patient on any form of social media or to any third party. Postings that attempt to

describe any specific patient and/or patient care situation, or that contain any patient identifier, or in combination with other information may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited.

Time spent posting or viewing any social media sites, including Cleveland Clinic social media sites, must not interfere with or affect educational responsibilities.

For the purpose of respecting all copyright and intellectual property laws, and Cleveland Clinic's interest in the use of its brand, students must not use Cleveland Clinic's name, logo, trademark, or proprietary graphics in a way that suggests that the student is representing Cleveland Clinic without receiving permission. Students also must not use Cleveland Clinic's logo, trademark, or proprietary graphics in any commercial activity. Nor shall students use the Cleveland Clinic logo, trademark, or propriety graphics while engaging in conduct that violates Cleveland Clinic policy

Students must not use their enterprise e-mail address to register for any personal social media account or site, or as an identifier needed to participate in any personal social media activity.

Students should not post photos of other Cleveland Clinic students on social media sites without the other student's permission.

Students must not post content on any social media site that is related to confidential or proprietary information of Cleveland Clinic, its patients, or vendors, such as health information or trade secrets. Trade secrets may include information regarding the development of systems, processes, procedures or other internal business-related confidential communications.

Students must not use Cleveland Clinic-sponsored sites to solicit for or promote personal businesses or other organizations, including but not limited to outside business ventures, charities, political campaigns, or religious groups. For example, students must not use Cleveland Clinic-sponsored sites to promote a personal cosmetics business or a political candidate.

Students are encouraged to follow, re-blog and share content that has been posted on the MLS program social media sites. Any commentary that is associated with these postings must follow the guidelines above. A photo release will be signed by each student prior to posting their likenesses on the MLS program social media sites.

DEFINITIONS

Content: Student, business, patient, or financial information, healthcare practices or protocols, or any other information that is transmitted or maintained in any form medium including text , images, video , and audio formats (see Confidentiality and Patient Information Policy).

Social Media (Social Networking): Social media and social networking include but are not limited to the following:

- Cleveland Clinic internal intranet sites and blogs;
- Cleveland Clinic publicly facing internet web sites;
- social networking sites , such as Facebook®, Instagram® or LinkedIn®;

- blogs (including corporate or personal blogs and comments to blogs) and other on-line journals and diaries;
- forums and chat rooms, such as discussion boards, Yahoo! Groups®, or Google® Groups ;
- microblogging, such as Twitter®;
- online encyclopedias , such as Wikipedia®; and
- video or image based sites such as Flickr®, YouTube® and similar media.

In addition to posting on websites like those mentioned above, social media and social networking also include permitting or not removing postings by others where a student can control the content of postings, such as on a personal profile or blog.

STUDENT PARKING

POLICY

The Cleveland Clinic Parking Department provides safe, reliable, and convenient parking while constantly seeking innovations that enhance quality, service, and customer satisfaction. Patients and visitors to Cleveland Clinic receive the highest priority for on-campus parking. The Parking Department strives to provide students with free parking for the duration of their clinical rotation. Any violation of this policy will result in Progressive Disciplinary Action and appropriate fines:

GENERAL PARKING INFORMATION

- Students are permitted to park in their assigned lot only. Lots are assigned, but specific spaces are not reserved.
- Students must display their current window decal so that it can be clearly viewed from the front of the vehicle. All window decals must be affixed to the lower left-hand corner (driver's side) of the vehicle's windshield. At any given time, no student is permitted to have more than one vehicle parked in an area designated for student parking.
- Vehicles must be parked in marked parking spaces.
- Vehicle maintenance, except for the replacement of a flat tire or other repairs required to safely drive off the lot, is not permitted in the parking areas.
- In the event of construction activities, emergencies, or other situations, parked cars may need to be moved or reassigned to alternate lots.
- Cleveland Clinic and the contracted parking vendor assume no responsibility for the loss, theft, or damage to parked vehicles.
- Located throughout the parking areas are small car parking spaces. These spaces are reserved for small cars only. The small car designation excludes not just large vehicles but all SUV's, station wagons, minivans, and crossover vehicles.

- **Parking Registration:** All students who intend to park a vehicle on Cleveland Clinic property during their scheduled work hours must register with the Parking Department for a parking assignment. Each student is assigned to a specific parking area. Students are required to park in their assigned parking area during all work hours. This assigned area should not be used by the student at times other than when they are working on-campus.
- **Student Program Parking:** Parking assignments for all Cleveland Clinic student programs will be at no charge. Students must have a Cleveland Clinic ID badge to receive a parking assignment.
- **Parking Permits:** Once registered, the student is given a permit in the form of a decal or a hang-tag. This permit must be displayed in the student's registered vehicle(s) during all work hours for identification.
 - If a student drives additional cars to work, the Parking Department will register the additional vehicles and issue extra permits. If a student drives an unregistered vehicle to work, the Parking Office must be notified of the temporary change of vehicle. If the change of vehicle is for less than 24-hours, call the parking office to give proper notification of the change.
 - If the change is for more than 24-hours, the student must obtain a temporary permit from the parking attendant. The attendant will take the student's information and submit it to the Parking Office. The student can then pick up the temporary permit from the attendant the following business day.
- **Parking Fees:** Lost or stolen ID badges and window decals can be replaced. The fee for replacement varies and is determined by Parking Services. The window decal is replaced by Parking Department, and the ID Badge is replaced by the ID Badge Department.
- **Parking Violation Fines:** The registered owner, permit registrant, or operator shall be held responsible for the indicated fine for any violation of the Parking Policy. All registered parking users consent to the enforcement of parking fines, and the charges of the fines. Every parker charged and fined has the right to appeal. This process is described further below. Students receiving violation tickets are subject to fines.
- **Payment of Fines:** Fines shall be paid by check, money order, or credit card at the Parking Office or through inter-department or ordinary mail within seven (7) calendar days from the date of the ticket. **Cash payments cannot be accepted.** The Parking Violation Ticket must accompany payment.
 - Contesting of Parking Violations is permitted and must be made in writing within five (5) calendar days of the violation date. A copy of the parking violation and written explanation must be sent to the Parking Office by inter-department or ordinary mail. No oral appeals will be considered. All written appeals must include full name, student number, ticket number, Cleveland Clinic and / or home phone number, and explanation of why violator believes ticket should be voided. If the appeal is incomplete or illegible it will not be considered.

- The student may appeal a violation as described above. If the appeal is granted the violation will be waived, and no further action is required by the violator. If the appeal is not granted the violator must pay the fine as described above. All decisions concerning appeals are final.
- Parkers are responsible for the willful or careless destruction of Cleveland Clinic Property, including, but not limited to gates, fences, lawns, landscaping, etc. Individuals who are found responsible for such damages will be liable for the full cost of damages.
- **Immobilization or Towing of Vehicles:** Immobilizing or towing of motor vehicles will be ordered if a vehicle is impeding traffic, creating a hazard to public safety, or in repeat violation. Other violations that could cause a vehicle to be towed and immobilized include displaying a hang tag that has been reported as lost, stolen, or counterfeited, and moving cones and barricades from parking spaces. The Cleveland Clinic Parking Department reserves the right to immobilize or tow a vehicle on the first illegal parking offense. All immobilization removal charges or towing fees will be at the owner's or driver's expense.
- **Disability/Handicap:** Students using Disability/Handicap permanent hang tags or license plates must be displayed at all times. This hang tag must be verifiable, valid and be used with proper identification. Handicap registrations must be verified and filed at the Parking Office prior to utilizing the parking space. Non compliance will be considered a violation of the parking policy. Students who are experiencing a temporary disability may apply for a special handicapped pass. The student must obtain and submit authorization from their attending physician and present it to the Parking Office for approval. Issuance of the handicapped pass will allow temporary (maximum of three (3) months) use of spaces designated "Reserved for the Handicapped." Any violation of this policy will be considered to be a violation of policy.
- **Carpooling:** Cleveland Clinic encourages carpools in an effort to alleviate the parking shortage on campus. Carpools must be registered through the Parking Office. There shall be no more than one (1) registered carpool vehicle parking at Cleveland Clinic at any time and the registered vehicle must be parked in the assigned location. Violation of this will result in the loss of carpool privileges. To facilitate the organization of a carpool, visit the Parking website at: <http://intranet.ccf.org/carpool/>

SUBSTANCE ABUSE

PURPOSE

The purpose of this policy is to define prohibited behavior with regard to the possession and/or use of alcohol and/or drugs in the workplace and to provide guidance on how to manage substance abuse issues in the workplace.

POLICY

Cleveland Clinic is committed to maintaining a safe, healthful and efficient working environment for its students, employees, patients and visitors. Consistent with the spirit and intent of this commitment, Cleveland Clinic prohibits:

- The unlawful or unauthorized use, manufacture, possession, sale, or transfer of illegal drugs and/or controlled substances on Clinic premises.
- Reporting to work or working impaired or under the influence of any illegal drug, controlled substance, and/or alcohol.
- Consumption of alcohol on Cleveland Clinic premises.
- Improper self-medication of over-the-counter or prescribed drugs on Cleveland Clinic premises.

DEFINITIONS

Illegal Drugs and Controlled Substance: any substance which in any manner alters normal perception, thought functions, behavior or mood, including, but not limited to marijuana, cocaine, narcotics, tranquilizers, amphetamines and barbiturates .

Cleveland Clinic Premises: all Cleveland Clinic buildings, other buildings where students work, parking garages, parking lots or other open areas owned or under control of Cleveland Clinic, in any Cleveland Clinic vehicle , or at any other location while on Cleveland Clinic business.

Impairment: A condition involving the use of alcohol or any psychoactive or mood-altering substance in such a manner as to induce mental, emotional, and/or physical problems; and cause socially dysfunctional behavior. Symptoms may include drowsiness and/or sleepiness, odor of alcohol on breath, slurred/incoherent speech, unusually aggressive or bizarre behavior, unexplained change in mood, lack of manual dexterity, lack of coordination in walking, unexplained work related accident or injury.

Improper Self Medication: includes, but not limited to, using drugs prescribed to someone else, using drugs at other than the prescribed dose, or using over-the-counter medication in a manner not in accord with the manufacturer's instructions.

Diversion: the unauthorized removal of a controlled substance from a patient and/or patient care setting.

PROCEDURE

VOLUNTARILY SEEKING ASSISTANCE

Cleveland Clinic recognizes that substance abuse/dependency is a progressive, chronic disease that has adverse effects on both the student's quality of life and academic performance. However, substance abuse/dependency is treatable and early recognition and treatment is advisable. Students who suspect they may have a problem with substances are encouraged to voluntarily seek assistance.

It is the student's responsibility to seek assistance before laboratory performance is adversely affected. Cleveland Clinic maintains an Employee Assistance Program (EAP) in order to provide confidential assistance in receiving appropriate treatment. A student's decision to seek/receive treatment through EAP or any other Cleveland Clinic service will not be used as a basis for disciplinary action. On the other hand, such treatment will not be viewed as a substitute or a defense for appropriate disciplinary action.

PROGRAMS OF EDUCATION, PREVENTION, TREATMENT AND SUPPORT

Cleveland Clinic provides programs of education, prevention, treatment and support to encourage a drug-free workplace/lifestyle.

REASONABLE SUSPICION OF IMPAIRMENT/FOR-CAUSE REFERRAL

When the Program Director believes a student is working in an impaired condition, the Program Director shall:

- Record all observations in writing.
- If feasible, request a second witness to confirm and record observable deficiencies in student performance/behavior.
- Notify student in private of the need for immediate medical evaluation to determine fitness-for-duty.
- Confidentially contact Occupational Health for evaluation, screening, and/or testing.
- Escort the student to Occupational Health for evaluation.
- Initiate disciplinary action if appropriate.
- In the event the disposition requires transportation, the Program Director should ensure safe transportation for the student to an appropriate destination.

If a student refuses to comply with the medical evaluation or cooperate with an investigation, they will be subject to removal from Cleveland Clinic premises and subject to disciplinary action up to and including program dismissal. Center for Health Science Education will be notified by Occupational Health of the findings of the substance abuse screening/testing results. Center for Health Science Education will coordinate with Occupational Health and the Employee Assistance Program on the disposition of the evaluation, and will notify the Program Director.

REFUSAL TO COMPLY

Any student refusing to comply with a lawful search, medical evaluation, or otherwise failing to cooperate with an investigation will be subject to removal from Cleveland Clinic premises and will be subject to disciplinary action up to and including program dismissal.

SAFE TRANSPORTATION

The Program Director will arrange for transportation for the student to their home when the Program Director has reasonable suspicion the student is impaired. The Cleveland Clinic Police Department/ Hospital Security can be contacted to obtain cab vouchers and also for consultation. If the student refuses transportation assistance, the Program Director will document the fact and notify the Cleveland Clinic Police Department.

VIOLATION OF POLICY

Any student who is found to be in violation of this policy is subject to disciplinary action up to and including program dismissal.

Treatment expenses not covered by the student's health plan, including substance screens, are the responsibility of the student. Non-compliance with treatment requirements may result in disciplinary action up to and including program dismissal.

CONFIDENTIALITY

Student information related to this policy (e.g., reasonable suspicion of impairment, medical evaluation results, etc.) shall be held in strict confidence as outlined in the Employee Assistance policy. It is the Program Director's responsibility to maintain this as Protected Health Information in accordance with appropriate guidelines.

TELEPHONE AND CELLULAR PHONE USE

POLICY

It is the policy of Cleveland Clinic to provide guidance on the appropriate use of business telephone systems as well as cellular phones or similar devices.

PURPOSE

Cleveland Clinic maintains telephone systems for business purposes as a vital link to our patients and community. For this reason, Cleveland Clinic discourages the making or receiving of personal calls during working hours either on hospital owned phones or personal cellular phones. This policy is also intended to provide for a safe environment in patient care areas by avoiding interference between cellular phones/portable radio transmitters and patient equipment by prohibiting use of cellular phones and all non-emergency use of radio transmitting devices in patient care areas. Use of cellular phones in non-patient care areas will be permitted at the discretion of departmental management.

For the purposes of this policy, the term "cellular phone" is defined as any handheld electronic device with the ability to receive and/or transmit voice, text or data messages without a cable connection (including but not limited to cellular phones, Smartphones, tablets, digital wireless phones, radio-phones, telephone pagers, PDAs (personal digital assistants) with wireless communications capabilities

which may or may not have the capability to take pictures and videos. Cellular phone devices may also be considered any device capable of being networked by a private network provider to obtain information and send information over the internet.

GENERAL PROVISIONS

PERSONAL TELEPHONE CALLS

While Cleveland Clinic understands that students may periodically need to make and receive personal calls during working hours, such calls utilizing Cleveland Clinic telephone equipment and relating to personal, non-emergency issues during work hours are disruptive to the normal flow of business and should be strictly limited. When at all possible, personal calls during working hours should be limited to the use of personal cellular phones in authorized non-working areas during breaks or meal periods.

CELLULAR PHONES

While at work, students are expected to exercise the same discretion in using personal cellular phones as they use with Cleveland Clinic telephones. Excessive personal calls during the workday, regardless of the device used, can interfere with student learning and be distracting to others. Students will restrict personal calls during work time, and should use personal cellular phones only during scheduled breaks or lunch periods in non-working areas and avoid patient care areas when possible. Cellular phone devices should be on vibrate or silence mode when carried by students on Cleveland Clinic premises during work time. Cellular phones are prohibited in the clinical and student lab areas.

Students are not allowed to have their cellular phones in the clinical laboratory areas at any time. If caught with a cell phone in a clinical area, they will be given a verbal warning. Instances of cell phone use in unauthorized areas will decrease the overall Professionalism grade for the semester.

PHOTOGRAPHING

The use of electronic imaging function of cell phones (i.e. cell phone cameras) is prohibited on Cleveland Clinic premises in patient care areas.

WEATHER EMERGENCIES

PURPOSE

Maintaining a stable and reliable work force is critical to the effective and efficient delivery of health care services. This policy sets forth the expectations for student attendance during a declared weather emergency.

POLICY

It is the policy of Cleveland Clinic to remain open during any weather emergencies. Students are expected to make all reasonable efforts to report to clinicals as scheduled, which may include leaving home earlier than usual.

DEFINITIONS

Weather Emergency - The Chief Operating Officer or their designee (Hospital Presidents or designee for Regional Hospitals, CEO or COO) will make the determination if a weather emergency should be declared with respect to any particular shift so as to invoke the provisions of this policy.

PROCEDURE

Late Arrival: Occurrences of tardiness or late clock in as defined under the Attendance Policy on a declared weather emergency shift will not be counted for purposes of disciplinary action.

Absence: Students who are unable to come in to the lab will have the time counted as unexcused PTO unless excused by the Program Director.

Students Requesting to Leave Early: Students who request permission to leave early during extreme weather conditions may, with the Program Director's approval, be permitted to do so without using personal time or penalty.

Declared Weather emergencies: If a weather emergency has been declared, then students will not be penalized for arriving late. If a student does not come in that day, the time will be considered unexcused.

WORKPLACE VISITATION

PURPOSE

The purpose of this policy is to set forth guidelines to maintain a secure, confidential, and healing patient care environment and ensure that the workplace is free from the distraction of personal visitors or personal business activities.

POLICY

Cleveland Clinic is committed to providing a healing patient environment that is secure, free from unnecessary noise and disruption, and ensures patient privacy and confidentiality. For this reason, except when authorized by the Program Director, workplace visitation of students, including but not limited to relatives and friends of students is inappropriate. Students are responsible for advising family and friends of the workplace visitation policy.

DEFINITIONS

Visitors: For purposes of this policy, visitors include personal visitors such as family members and friends of students, employees from other departments, or individuals who do not have official business with a particular department.

GENERAL PROVISIONS

WORKPLACE VISITATION

Visitation of students in the workplace is strongly discouraged. Students are responsible for advising family members and friends not to visit the workplace and for limiting the duration of those personal visits that are unexpected or outside of the student's control. Exceptions to this policy require authorization of the Program Director and are expected to minimize disruption to the workplace.

CONDUCTING PERSONAL BUSINESS

Students may not conduct personal business in the workplace during work hours or use Cleveland Clinic resources for personal business. These restrictions apply to the use of Cleveland Clinic computers, telephones, cellular phones and the use of the organization's address for delivery of personal packages or mail.

POLICY VIOLATIONS

Violations of this policy may be subject to disciplinary action, up to and including program dismissal.