

MONTGOMERY COMMUNITY COLLEGE



DENTAL ASSISTING PROGRAM HANDBOOK **Revised 2021**



WELCOME

The Dental Assisting faculty at Montgomery Community College would like to welcome you to a new and exciting college experience. The faculty wishes to guide you in preparing to care for individuals of all ages, diverse personalities and cultural backgrounds, along with a variety of dental conditions; in addition, we look forward to leading you as you become a professional, proficient, and caring dental assistant.

Upon graduating from the program you will be privileged to share in a challenging and satisfying dental career under the supervision of a licensed dentist.

Montgomery Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges. In addition to the college accreditation the Dental Assisting Program is accredited by the Commission on Dental Accreditation (CODA).

The web address for CODA <https://www.ada.org/en/coda> with offices located at 211 East Chicago Avenue Chicago, IL 60611.

We hope as you continue your education, you will find your time at Montgomery Community College rewarding, as we are happy you have chosen to attend the Dental Assisting Program at MCC.

DENTAL ASSISTING PROFESSION

The Dental Assisting profession is a vital component in the dental healthcare delivery team.

Job Outlook: Employment of dental assistants is projected to grow 7 percent from 2019 to 2029, faster than the average for all occupations. Ongoing research linking oral health and general health will continue to increase the demand for preventive dental services. [Dentists](#) will continue to hire dental assistants to complete routine tasks, allowing dentists to work more efficiently. As dental practices grow, more dental assistants will be needed. As the large baby-boom population ages and as people keep more of their original teeth than did previous generations, the need to maintain and treat teeth will lead to continued increases in the need for dental care.

(<https://www.bls.gov/ooh/healthcare/dental-assistants.htm#tab-6>)

Job Duties: Dental Assisting is highly technical skilled work. The Dental Assistant is responsible for working under the supervision of a licensed dentist(s) with a wide range of task in the dental office, ranging from patient care to administrative duties to laboratory functions. Work involves assisting a dentist engaged in performing general dentistry practices such as diagnostic, operative, preventive, and other dental procedures during examination and treatment of patients.

The dental assistant performs many tasks requiring both interpersonal and technical skills. Although state regulations vary, responsibilities may include:

- assisting the dentist during a variety of treatment procedures
- exposing dental radiographs (x-rays)
- reviewing the patient's medical history and taking vitals, including blood pressure
- serving as an infection control officer, developing infection control protocols, and preparing and sterilizing instruments and equipment
- helping patients feel comfortable before, during and after dental treatment
- providing patients with instructions for oral care following surgery or other dental treatment procedures, such as the placement of a restoration (filling)
- teaching patients appropriate oral hygiene strategies to maintain oral health

Education: The Dental Assisting educational process progresses from simple to complex and actively involves the student in what will become a lifelong learning process. Dental Assisting is based on theories and principles from various disciplines. **The responsibility of learning belongs to the student** as the faculty serves as organizers, resource persons, facilitators, role models, and evaluators. Students are expected to take responsibility for learning as materials are presented. Learning involves asking questions, studying on a daily basis, completing assignments and asking for help when needed. The faculty plans learning experiences in which students think carefully and thoroughly about situations and are motivated to use their cognitive and critical thinking skills in a responsible manner.

The Dental Assistant must be committed to professional growth, continuous learning, and self-development both as a member within the discipline of Dental Assisting and the dental team. Essential knowledge includes understanding of legal parameters governing

dental assisting practices; the importance of dental research; roles of professional dental assisting organizations; political, economic, and societal influences which impact dental assisting; lines of authority and communication within the work setting, and the ability to make sound decisions and utilize critical thinking skills.

Dental Assisting Categories Recognized by North Carolina

DA II is one who has successfully completed:

- 1) an ADA-accredited dental assisting program and has a current certification in CPR; or
- 2) one academic year or longer in an ADA-accredited dental hygiene program and has current certification in CPR

Graduates of Montgomery Community College Dental Assisting Program are recognized as a DA II in the state of North Carolina

Certified Dental Assistant is one who has

- 1) successfully completed the certification examination administered by the Dental Assisting National Board (DANB), and
- 2) holds a current certification in CPR

Students/Graduates may be eligible for the Dental Assisting National Board exam through DANB. Candidate qualifications can be found at www.danb.org

Information pertaining to Dentistry/Dental Assisting in the state of North Carolina can be found at www.ncdentalboard.org including expanded functions for dental assistants.

THE DENTAL ASSISTANTS PLEDGE

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

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

I hereby pledge to devote my best energies to the service of humanity in that relationship of
life to which I consecrated myself when I elected to become a Dental Assistant.

Dr. C. N. Johnson



American Dental Assistants Association (ADAA) Principles of Ethics and Professional Conduct

Abide by the Bylaws of the Association
Maintain loyalty to the Association
Pursue the objectives of the Association
Hold in confidence the information entrusted to me by the Association
Serve all members of the Association in an impartial manner
Recognize and follow all laws and regulations relating to activities of the Association
Maintain respect for the members and the employees of the Association
Exercise and insist on sound business principles in the conduct of the affairs of the Association
Use legal and ethical means to influence legislation or regulation affecting members of the Association
Issue no false or misleading statements to fellow members or to the public
Refrain from disseminating malicious information concerning the Association or any member or employee of the American Dental Assistants Association
Maintain high standards of personal conduct and integrity
To not imply Association endorsement of personal opinions or positions
Cooperate in a reasonable and proper manner with staff and members
Accept no personal compensation from fellow members, except as approved by the Association
Promote and maintain the highest standards of performance in service to the Association
Assure public confidence in the integrity and service of the Association

COURSE SYLLABI

A syllabus for each course will be provided for students at the beginning of the fall, spring and summer semesters. Students can access a course syllabus through blackboard.

Each syllabus will be reviewed at the beginning of the course. Students should share questions or concerns about the content or requirements for the course with the instructor.

Dental Assisting Curriculum

FALL	PREFIX	COURSE TITLE	CREDITS
(8 Weeks)	DEN 100	Basic Orofacial Anatomy	2
	DEN 101	Preclinical Procedures	7
	DEN 102	Dental Materials	4
(8 Weeks)	DEN 111	Infection/Hazard Control	2
	BIO 106	Anatomy/Physiology/Micro	3
			Total 18
SPRING	PREFIX	COURSE TITLE	CREDITS
(8 Weeks)	DEN 103	Dental Sciences	2
(8 Weeks)	DEN 104	Dental Health Education	3
	DEN 106	Clinical Practice I	6
	DEN 112	Dental Radiography	3
	ENG 111	Writing & Inquiry	3
			Total 17
SUMMER	PREFIX	COURSE TITLE	CREDITS
(6 Weeks)	DEN 105	Practice Management	2
(6 Weeks)	DEN 107	Clinical Practice II	5
	PSY 150	General Psychology	3
			Total 10

Montgomery Community College Dental Assisting Program Total Credits 45

Technical Standards for Students in the Dental Assisting Program

According to the nature of work required in dental assisting and the educational requirements of the dental assisting curriculum, the student should be able to meet the following behaviors through natural abilities or the use of assistive devices.

Standard of Practice	Examples of Necessary Behaviors (not all inclusive)
Interpersonal abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural, physical, medical and intellectual backgrounds.	Establish rapport with classmates, faculty, patients, families and colleagues
Communication abilities sufficient for interaction with others in verbal and written form	Explain treatment procedures and oral health instruction as well as document treatment procedures and client responses
Critical thinking ability sufficient for clinical judgment	Identify cause and effect relationship in clinical situations. Assimilate knowledge from lecture, laboratory and clinical arenas. Utilize basic mathematic skills
Physical abilities sufficient to move around rooms in the dental environment and maneuver in limited spaces and reach equipment	Move around clinical operatories, sterilization room and other treatment areas. Position self-chairside in close proximity to patient. Administer CPR and BLS procedures. Reach radiographic equipment. Transfer patients from wheel chairs to dental chairs and back
Gross and fine motor abilities sufficient to provide safe and effective assistance to the dentist, client and co-workers	Move, calibrate and use equipment and dental materials and supplies including sharp instruments during operative procedures. Use ancillary aids chairside mannequins, small equipment, etc.
Auditory ability sufficient to monitor and assess health records	Hears patients; cries of distress; sounds of instruments and equipment being properly utilized; sound of handpiece and monitor vital signs

Standard of Practice	Examples of Necessary Behaviors (not all inclusive)
<p>Visual ability sufficient for physical assessment, performance of dental procedures and maintenance of environmental safety</p>	<p>Observes patient responses such as skin color and facial expression. Monitors vital signs. Evaluates radiographs for technical quality including density, contrast and distortion. Read records. Notes color changes in dental materials, which indicate reactions occurring</p>
<p>Tactile ability sufficient for assessment and performance of dental chairside procedures including safe expanded functions.</p>	<p>Perform selective coronal polishing; placement of x-rays and gingival retraction cord; mixing and placing alginate impression material, sealants; and removing excess cement</p>

Program Policies and Procedures

The Dental Assisting program has established policies and procedures which students are expected to adhere to throughout enrollment in the program.

Each student will receive a copy of the Dental Assisting Handbook and Lab Manual at the beginning of the fall semester; a clinical manual will be provided at the beginning of the spring semester. It is the student's responsibility to read and understand the content of each manual.

Students will be given the opportunity to ask questions during the first week of class allowing for clarification on policies and procedures. In addition, students are encouraged to ask questions throughout the program when necessary.

Students are required to sign an agreement stating he/she has access to a copy of the manual. **The statement ensures that students have read and understand the information provided in each of the documents.**

1) Medical Health Form

- **inappropriate or unauthorized use of cell phone or other electronic devices**
- **repeated entering and exiting the class**
- **talking during lecture, videos, exams, quizzes, or other unauthorized times**
- **course joking**
- **inappropriate use of expletives (a word or phrase inserted into a sentence that is not needed to express the basic meaning of the sentence)**
- **behaviors that are disrespectful or cause a distraction to other students**
- **classroom vandalism or failure to follow lab safety policies**

Offenses will meet the following consequences:

First Offense - Verbal warning (this may be immediately after the disruption, at the end of class, or prior to the start of class). In cases of vandalism, the student will be required to clean.

Second Offense - Student will be asked to leave class for the remaining class period.

Third Offense - Will not be allowed to return to class for the remainder of the course and the VP of Instruction will be notified.

Offenses are NOT considered per individual class or lab, but rather are inclusive for all dental courses in which the student is enrolled.

ETHICS: As a developing professional healthcare provider, students are held to a higher standard of personal and professional ethics which includes:

- Honesty in taking tests, quizzes, and exams
- Honesty and ethical behavior in providing clinical services
- Personal and professional responsibility in the care and maintenance of school supplies and equipment
- Personal and professional responsibility in the rendering of infection control and sterilization procedures
- Truthfulness and professionalism in interactions with fellow students, faculty, staff, and patients
- Adherence to the dress code and professional appearance policy of the Dental Assisting Program

Attitude/Personal & Academic Issues

Students should contact the instructor if a serious illness or other uncontrollable circumstance occurs that may affect their attendance and/or academic performance.

A cheerful, positive, and dedicated dental assistant is an asset to any dental team and enhances the learning environment and the workplace.

Therefore, personal issues should not be discussed during class, lab or during clinical site assignments.

Should a student need to discuss personal or academic issues it is recommended to seek guidance through the college counseling center.

Should a student have personal or academic issues which jeopardizes their ability to practice skills on a manikin or provide competent dental care to patients they should notify the instructor and a determination will be made to whether the student may remain in the program, advised to drop the program or be dismissed from the program.

The program reserves the right to approach/dismiss a student when there is concern about a lack of ability in skills or performance due to outside issues.

Students may discuss academic concerns with the instructor or department head. The welfare and educational success of students is a concern to all faculty members.

Open communication between a student and a peer, instructor and /or patient is essential for clear understanding, conflict resolution and harmonious relationships. Although confronting someone with a problem may be difficult, often the problem can be resolved when discussed at the time of its occurrence rather than an elapsed period of time. Issues or conflict that are allowed to continue may become amplified into an unmanageable and unfortunate disagreement between people. As a result hurt feelings or hostility may develop.

Professional behavior is expected of all students throughout the program; the following examples in the way of attitude is unacceptable whether they be verbal or non-verbal:

- Negative comments/actions toward the profession, program, instructors, and classmates or college.
- Negative attitude toward classwork or hands on tasks.

A negative and/or unprofessional attitude may constitute probation or dismissal from the program. Refer to “Offenses will meet the following consequences” policy

Graduation Ceremony: Montgomery Community College holds its annual graduation ceremony in May, students who successfully completes Fall and Spring Semesters of the Dental Assisting Program are eligible to participate in the cap and gown ceremony. However, to receive a diploma in Dental Assisting the student must successfully complete the Summer Semester.

Withdrawal: Students may withdraw at any time during a semester/session prior to the 75% point of the term. A student who wishes to withdraw from any course should complete an official withdrawal form in Student Services. Failure to officially withdraw will result in a grade of “F” for the course which remains on the students’ transcript and will affect their overall GPA.

A student may be advised to withdraw if the instructor(s) feels that the student will not be successful due to but not limited to: unsatisfactory theory grades; inability to perform laboratory task, lack of interest; health concerns, etc.

Email Etiquette: Emails to instructors must be composed according to the email etiquette guidelines below in order to receive an appropriate response:

It is important to use an appropriate subject line, for example (DEN 101-Professional Dental Assistant assignment), always include the course prefix and number, assignment, etc.

1) Use a professional salutation when sending an email.

Please use a professional/respectful salutation such as "Hi (followed by an appropriate name). A salutation such as "Hey" is not professional. No salutation in an email depicts that the person you are emailing is not important enough to be addressed by name.

2) Be professional in the verbiage of the message.

Be sure to stay with the subject and omit "remarks" such as " I know, or I know that now." This type of remark comes across as rude and disrespectful. If you need additional information from the person, or the person did not understand the message, don't be rude because they did not understand what you were saying. Be sure the message is clear.

3) **Proofread your message.**

No one is perfect. Occasionally, everyone will have a typo or two in an email. However, if your email is littered with misspelled words and grammatical errors, you may be perceived as sloppy or careless. Check your spelling, grammar, and message before "sending the email." Be sure your message is clear and makes sense and does not leave the person trying to interpret what you are asking or what you need. Do not use your voice activation to send emails from your phone, unless you can proof them before you send them.

4) **Don't assume the recipient understands what you are talking about.**

It can be frustrating and time-consuming, attempting to understand and interpret what a person is trying to say. Instructors return multiple emails each day to students, administration, dentist, etc. and time is limited in how many emails they can respond

Do not use all caps in emails; this depicts that a person is being yelled at, and no one wants this type of email.

Do not use text lingo with your emails. Email communication should be in complete sentences and utilize proper grammar and spelling. Slang terms, profanity, disrespectful or aggressive language, abbreviations generally used while texting, and emojis are not appropriate for college communication. Emails containing such may not receive a response.

When emailing a question about the course to your instructor, first consult the course syllabus to determine if the answer can be found within the syllabus.

For all emails to your instructor, students must use their student email account, sign your first and last name, and indicate both the course name and number. Should students use a non-MCC email account, the student will not receive a response to their email.

I will respond to emails as soon as possible (typically within 8 hours), Monday-Friday, up to 6:00 pm.

Do not be afraid to email an instructor. Instructors are here to support you in your effort to learn and grow in dental knowledge, but it must be done with respect and in a timely manner.

Program Policies

1) Attendance: Attendance must be established as a top priority by each student.

The Dental Assisting program is committed to the principle that attendance is an essential part of its educational process. While urging regular class attendance, the program at the

same time desires to allow students an opportunity to develop a sense of personal responsibility toward his/her studies. Students are expected to be in class, with class materials, and ready to start on time. Students must provide their own class materials and books by the **first day of class**.

The nature of the Dental Assisting program necessitates the student's regular attendance, so that he/she may obtain maximum benefit from the course, and ultimately from the program. Therefore, the attendance policy requires 90% attendance of class meetings, including online attendance, labs and clinical practicum in order to meet course requirements. When absences total more than 10% of any DEN course or BIO 106, a student will be dropped from the program. This policy supersedes the MCC catalog.

Should a student be dropped from a course, the drop may be considered for submission to and waived by the Vice-President of Instruction and Student Services with proper written documentation.

The Dental Assisting program does not have a tardy policy, however, the program allows students 5 minutes past the scheduled class time to be counted present for class or lab. Should a student arrive in excess of 5 minutes past the schedule class or lab time they will be allowed to attend, however, they will be counted absent.

Should the classroom or lab door be closed at the 5 minute timeframe the student may only be allowed to enter class or lab at break, unless contact has been made with the instructor prior to class or lab starting, or at the discretion of the instructor.

As a professional, students must understand arriving late to and leaving early from class or lab is rude, disruptive, and highly unprofessional.

Should a student be absent for class or lab it will be his/her responsibility to notify the instructor at 910-898-9711 or at mcallister16531@montgomery.edu. It is the responsibility of the student, not a classmate, to contact the instructor. Students should contact the instructor if a serious illness or other uncontrollable circumstance occurs that may affect their attendance and/or academic performance.

When a student is absent it is the responsibility of the student to obtain missing assignments, this includes lecture notes and lab information. It is also the student's responsibility to schedule any missed test or lab skills with the appropriate instructor, provided guidelines have been met.

Tests: Tests will be timed, should a student arrive to class late (one (1) time) they will be allowed to take a test, however they will only be allowed the remaining time and the grade will be withheld until the end of the semester. Should a student arrive to class late for a (2) second test without an excused absence the student will receive a grade of zero on both test.

Testing with Excused Absence: Should a student arrive late with an excused absence (*acceptable written documentation*) he/she will be allowed to take the test, however, they

will only be allotted the remaining amount of time. All tests must be turned in at the same time. The instructor will determine if provided written documentation constitutes an excused absence. In most cases, a medical note from a physician will be the only acceptable excuse. If the excused absence is acceptable the test score will stand as is and will be entered into the grade book at the time of the test.

Absent for an announced test with excused absence: Should a student be absence on the day of an announced test/quiz (date on syllabus), and provides acceptable written documentation for the absence on the day they return to class they will be allowed to take the missed test or quiz on the ***first day*** they return to class, regardless of the course schedule for that day.

The student must meet with the instructor the first day they return to class to schedule a time that day for a make-up test/exam or lab skill. Should the test not be taken on the first day the student returns to class they will receive a zero on the test.

It is the responsibility of the student to obtain materials covered during his/her excused absence and be prepared for any announced tests on the day of his/her returning to class.

Unexcused Absences: Court appearances will not be considered as an excused absence, unless they pertain to jury duty or legal issues which are out of the control of the student. Court appearances for lack of appropriate personal behavior, such as speeding tickets, etc. will not be considered as an excused absence. Determination will be made by the department head when the student submits the proper written documentation.

Everyone experiences family emergencies from time to time, however, should family issues result in a student being absent, the student must meet with the Department Head and Dean of Health and Human Services to discuss the attendance policy. A student may be dismissed should attendance become an issue or if the allowable number of absences are exceeded. The VP of Instruction and Student Services will be notified.

Cheating: Cheating on any type of assignment, test, quiz, shortcutting or omitting clinical procedures or radiographs is considered academic dishonesty. The Dental Assisting faculty emphasizes that attitudes and actions demonstrate the student's ethics.

The policy on cheating is as follows:

Cheating is defined as any practice that gives one student a dishonorable advantage over another student engaged in the same or similar course of study. It shall include, but is not limited to the following: securing or giving assistance during tests/quizzes/exams or on required work, including online sessions; the improper use of books, notes, or other sources of information; altering of any grade or academic record; omitting or shortcutting clinical procedures or plagiarizing.

Examples of cheating and dishonesty include but not limited to:

- Making unauthorized changes or falsifying or attempting to falsify any type of document(s), such as skill sheets, test, quizzes, time sheets, clinical site evals, etc.
- Lying
- Substituting another student's work or radiographs as your own
- Failing to submit laboratory work or projects that are not the student's original work
- Using notes, markings, wandering eyes, signals or any type of technology to obtain answers during test, quizzes or laboratory activities.

Plagiarism includes submitting as one's own work or creation of any kind that which is wholly or in part created by another person. All sources, including internet content, whether paraphrased or quoted, must be cited correctly. Direct quotes must have quotation marks around them, or it is considered plagiarism even if the quote is correctly cited. Rearranging parts of an author's sentences or substituting a few words is NOT paraphrasing and constitutes plagiarism.

Should a faculty member observe cheating on the part of a student, the situation shall be handled in accordance with the following procedures:

- The faculty member shall notify the student who has been observed cheating that he/she will receive a grade of "F" on the assignment, test or quiz. The faculty member, however, shall afford the student an opportunity to clarify his/her position.
- The faculty member shall submit a written report of the incident stating the facts and actions taken to the Department Head, which will submit it to the Dean of Health and Human Services within three weekdays from the time the incident occurred.
- The student and faculty member will meet with the Department Head and Dean to discuss the incident. Based on the circumstances the student may be placed on probation or dismissed from the program.
- Should a student be dismissed from the program for cheating and wishes to enter the program a second time they will be required to reapply to the program and repeat all courses in the dental assisting program. Should a student be dismissed for academic issues and the student chooses to reapply to the DA program they will not be considered for readmission until after June 1st. of the following academic year. A student may enter the program only twice.

➤ Dishonesty of any kind is considered a serious violation and will not be tolerated. Any student caught lying, cheating, taking and /or using other student's work, falsifying or attempting to falsify records or documents, may be dismissed from the program. In addition, any action of the student that results in a dangerous situation for patients, students or faculty members may also result in disciplinary action/dismissal. Refer to the Student Handbook for college policies on cheating & dishonesty.

The stringency of this policy is understandable when read in the context of an educational program preparing individuals for a health career where the safety and well-being of the public are largely dependent upon the knowledge and ethical responsibility of the health care personnel. Evidence of unethical behavior, such as cheating, precludes the instructional faculty's responsibility to declare prospective graduates to be reliable, competent and ethical.

Healthcare depends upon the development of professional ethics by potential healthcare providers. Attitudes and personal actions demonstrate a person's ethical convictions such as work ethics. Cheating is considered academic dishonesty and represents unethical behavior.

This policy is enforced as the Dental Assisting curriculum prepares individuals for a career where safety and well-being of the public are dependent upon the knowledge and ethical responsibility of the health care provider.

Cheating Communication: To reduce opportunities to obtain information unethically during testing, the following procedures will be followed in all dental courses.

During a test or quiz the student will be allowed to have only the items needed on their desk. Two pencils or one ink pen is acceptable

Students will be arranged in a seating pattern should the instructor deem it necessary.

No communication, verbal or otherwise, will be acceptable once the test or quiz has been distributed. Talking will be viewed as cheating and the student will be asked to leave the room and the policy for cheating will be enforced. Therefore, if a student is in need of something the instructor, not a fellow student, should be consulted.

Grades & Progression Through the Program: All courses required in the dental assisting curriculum must be taken in the sequence outlined in the program. Related courses may be taken prior to or while attending the program.

In order to remain in the Dental Assisting Program students must maintain a 2.0 GPA.

In addition, students must achieve a final course grade of a "B" in all DEN courses and BIO 106 to progress through the Dental Assisting Program.

Students must achieve a grade of 80 or higher in each DEN course in the class portion of a course and a grade of 86 or higher in each DEN lab portion of the course prior to grades being averaged for a final course grade.

When the didactic and laboratory grade requirements are met the grades will be averaged 50/50 to calculate a final course grade.

A grade below a B in any of the related courses such as ENG 111 or PSY 150 will impact a student's GPA, therefore students must monitor all grades closely in order to maintain a GPA of 2.0 or higher.

Should a student's grade(s) received on related courses causes a student's GPA to drop lower than a 2.0 the student will not be able to remain in the program.

Student's GPA's will be reviewed by the department head at the end of each semester.

Students will have access to all DEN grades and course averages through blackboard.

Should a student not be progressing successfully in any course it is recommended an appointment be scheduled with the instructor or the department head. Students are encouraged to seek advising at any time during the semester to discuss their academic status. Students that are not being successful in a course and do not schedule an academic advising appointment with an instructor or the department head prior to the end of the semester will not be considered for academic advising.

Academic counseling is also available through Counseling and Career Services. It is ultimately the responsibility of the student to monitor his/her grades and contact the instructor at the first sign of difficulty in a course.

Sharing grades with classmates: Although students may choose to share their grades and comments provided by an instructor with classmates, they also may choose to consider using the grades only to enhance future grades abilities or skills. Students should not feel obligated in any way to share grades with others. It is unprofessional to ask classmates what grade(s) they received on a test, quiz, task, etc.

Discussing grades with an instructor: Should a student bring to the attention of an instructor they feel they were not graded based on the same criteria of a classmate(s) the student will be encouraged to meet with the instructor and the classmate(s) in question to discuss the discrepancy.

The meeting must involve all students involved and they must be in agreement to share their grades and comments in the presence of the student(s) questioning the discrepancy. Should the student(s) not agree to share grades or comments with the student making the allegation the instructor cannot discuss the alleged discrepancy based on FERPA.

Students may refer to the FERPA policy located in the student handbook on page 5 or in the

college catalog @www.montgomery.edu

Professional Conduct and Appearance: The public expects competence and integrity from health care providers, anything less than the highest standard can result in the loss of confidence in the student, the college and the profession. Failure to meet guidelines will result in loss of professional responsibility points, placed on probation or dismissed from the program. Personal conduct and appearance of students in the Dental Assisting program is important as it makes an impression on patients, health care professionals and the community.

Class and Lab Attire: Dental Assisting students are required to wear scrubs, including socks and shoes purchased through the program on days they attend class or lab for the dental assisting program. Attendance in BIO 106 will be at the discretion of the biology instructor.

Policy for appearance including hair, nails, tattoos, jewelry etc. will also be effective during class and lab sessions for dental assisting classes.

Behaviors expected by adult students:

1. All classes will begin at the time stated on the course schedule/syllabus.
2. Students are expected to report on time and be ready to begin class. This requires students to have class materials, books and coursework prepared prior to class.
3. Students must bring their own dentoform (tooth model) to each class and lab session. .
4. Students should feel free to participate in classroom and lab discussions but should refrain from conversations that may interfere with the learning process of others.
5. All seated tests and examinations are to be completed in the classroom in the presence of the instructor or proctor.
6. Students are expected to participate in keeping all classrooms and laboratories neat, clean, and in order.
7. Food is not permitted in the dental classroom except during breaks, neither food nor drinks are allowed at any time in the dental laboratory. Students may have drinks in the classroom as long as the container is covered with a lid.

Snacks and lunch should be eaten during the appropriate time *not during class*. If a student insists on eating during class or lab they will be asked to leave the classroom or lab and will be counted absence.

8. Students should leave class or lab only during scheduled breaks. All cellular phones and electronic devices must be turned off prior to students entering the classroom.

Cellular devices are not acceptable in the dental lab. Should a student expect a call that is of a serious matter they should notify the instructor prior to the beginning of class/lab. This is considered an exception not an everyday occurrence.

9. Students that choose to sleep during class time may do so; however they will be counted absent.
10. Students are encouraged to ask questions during class, however when a student needs one on one help with a specific topic or concept it is advisable they contact an instructor to schedule a time to meet and discuss the issue.
11. Students are expected to actively participate during class and work with members of a team when requested by the instructor to complete an assignment.
12. Students should not enter the faculty office unless a faculty member is present.
13. Copiers are available to students in the library and CATS lab.
14. If deemed necessary by an instructor students may be assigned classroom seats.

Oral Health Care for Dental Professionals: A plaque-free, healthy mouth should be held in high regard of any dental professional. Therefore, it is expected that students in the Dental Assisting program seek regular dental care and treatment, and maintain a healthy mouth.

The clinical coordinator may not be able to assign students to a clinical site, as the site providers reserve the right not to accept a student based on poor oral hygiene (gross calculus) or lack of proper dental care (visible decay) or other dental issues. This will be at the discretion of the clinical site.

Dental professionals set an example for the dental practice and for patients. To be effective in promoting optimum oral health dental professionals must practice the concepts in which they promote.

In addition, **breath odors** must be minimized by effective oral hygiene, avoiding certain foods, not smoking and using breath freshening products.

It is not expected of instructors or classmates to contend with others that have bad breath, including morning breath. Therefore it is expected for each individual to be respectful to others by monitoring their oral health and homecare.

Chewing gum is considered unprofessional in the field of dentistry and is unacceptable during class, lab and while attending clinical sites.

Tobacco Use Policy: Montgomery Community College is a tobacco free campus. Refer to Board Policy 2.1.2 for complete information.

Miscellaneous Information: Scrubs must be laundered properly and odor free.

Scrubs must be laundered properly and odor free.

Odors on hands should be addressed immediately as this can be offensive to patients, classmates and instructors. Hands must be washed regularly and thoroughly with microbial soap. Proper hand washing is the best defense against the spread of bacteria and viruses.

At any time while attending the program should a faculty member or clinical supervisor suspects ingestion of alcohol or drugs, the student will be required to submit immediately to drug testing at the student's expense. Depending on the results, the student may be dismissed immediately from the program. This policy includes classes, labs and while attending clinical sites.

Refer to Board Policy 2.1.4 for complete information

Piercings: Visible piercings are typically not accepted in the health field, therefore it is not acceptable in **class, lab or in the clinical site**. This policy includes tongue, lips, nose, etc. however, spacers for these areas are acceptable. Attempts to cover the piercing with items such as bandaids or coverings are not acceptable and must not be worn to cover the piercing as opposed to removing it and replacing it with a spacer.

Nails: Dental professionals are expected to have proper hand hygiene, including hygiene of fingernails. Nails must be clean and trimmed to a length that is no longer than the tips of the fingers.

Nails that have a length past the finger tips risk the possibility of puncturing gloves and cutting or injuring patients. Therefore to protect the professional and patients they must be trimmed to an acceptable length, which is no longer than the tips of the fingers.

Cleanliness of nails is essential. As a dental professional patients expect proper hand and nail hygiene, as they have confidence in the professional allowing dentistry to be performed while the professionals hands are being placed in the oral cavity.

Artificial nails should not be worn as a dental professional. Artificial nails can harbor bacteria. A growing body of evidence suggests that wearing artificial nails may contribute to transmission of certain healthcare associated pathogens. Healthcare workers who wear artificial nails are more likely to harbor gram-negative pathogens on their fingertips than are those who have natural nails, both before and after handwashing. Therefore, artificial nails should not be worn when having direct contact with patients. Therefore, artificial nails

are not acceptable during enrollment in the dental assisting program for class, lab or clinical rotations.

Cell Phones/Electronic Devices: During work hours in the dental office cell phone use is not acceptable and should not be used during the hours in which a dental assistant is being paid or given credit for educational hours. The Dental Assisting program's policy on cell phone use during class, lab and clinical site rotations are as follows:

Cell phones are to be kept with the students personal belongings, such as in a purse or book bag. Phones are not to be kept on the student, such as in a pocket, during class, lab or clinical rotations. Phones are not to be placed in a student's locker during lab unless they are given permission by the lab instructor.

The phone must be placed on silence mode during class, lab and while in the clinical site.

Students are free to check their phone during regular breaks, but should not be checking messages during class, lab or clinical rotations.

Should the student be expecting a call from someone that may pertain to a sick child or some type of possible family emergency they may let the instructor know prior to class or lab. Phone use will be at the discretion of the instructor.

Electronic devices such as I-watches are not to be worn during lab or while at the clinical site. Students may wear an I-watch during class as long as the watch is not being used to check messages or use of other apps. Instructors reserve the right to ask a student to remove the watch during class, require the student to no longer wear the watch during class or ask the student to leave the class, at which time the incident will be shared with the program head and dealt with on an individual basis.

Electronic devices will be stored with personal items and or removed and restored during testing.

Should a student choose an I-pad or lap top during class to take notes, the student must meet with the instructor and program head to discuss the program policy.

Social Media: At no time are students to use "snap chat" or other social media to post unauthorized images during class, lab or clinical hours. A student risk immediate dismissal from the program if they chose not to follow the social media policy.

Social media has become a standard for employers to access prior to hiring an employee; therefore, students are advised to be mindful of postings on any all-social media as this may adversely affect clinical site assignments and employment with potential employers.

In addition, faculty ask that students not sent friend request to instructors on social media as it is against policy for instructors to accept request while the student is in the program. The Dental Assisting Program operates a Facebook page through the college and students are encouraged to join and become an active member by way of social media for the program.

Professional Confidentiality: Confidentiality is a duty owed to all by the health care provider. HIPAA assures individuals a legal right to expect that information regarding his/her health record and treatment will not be shared with others unless the individual provides written permission.

Professional confidentiality toward classmates, patients, instructors, dentist, dental staff and all others is expected of all dental assisting students.

It is expected that students in the Dental Assisting program at MCC will work to insure this patient right.

This policy is enforced as the Dental Assisting curriculum prepares individuals for a career where safety and well-being of the public are dependent upon the knowledge and ethical responsibility of the health care provider.

Pregnancy: Pregnancy is not viewed as a disability or hindrance to completing the Dental Assisting Program. The faculty, however, recognizes that pregnancy poses certain considerations pertaining to the general welfare of the expectant mother and unborn child.

In order to promote the wellbeing of the pregnant student and to assist her, the faculty has established the following guidelines.

- Notify the program head as soon as determination of pregnancy is made
- Notify the program head of any limitations and or complications that the pregnancy may be posing.
- A statement from the obstetrician must be submitted giving permission to continue the course of study in the program and specifying any limitations.
- Comply with guidelines specified by the faculty concerning radiation and nitrous oxide exposure.

In the event that the delivery is anticipated before completion of the program, the student should, in addition to the above.

- Make an appointment with the program head to discuss academic plans after delivery and to clarify readmission procedures, if necessary.

If the student's intent is to return within a short period after deliver, the student must:

- Submit a statement from the obstetrician verifying physical ability to return, if the anticipated return date is prior to 4 weeks postpartum.

Drug and Alcohol Policy: Students should be familiar with the college policy on drug and alcohol use. The policy can be found in the student code section of the college handbook on page 13 and Board Policy 2.1.4. In addition, the dental assisting program requires students to sign a drug and alcohol use policy that will be in effect throughout the program.

The agreement can be found at the end of this document. Drug or alcohol use which predisposes substandard or unsafe treatment of classmates, instructors or patients will be result in dismissal from the program.

Probation or Dismissal: Should a faculty member determine a student is not capable of providing care to patients or is a threat to the health and safety of the patients, faculty, staff or students, the student may be place on probation or dismissed from the program. Warnings are not required, probation or dismissal will be based on individual situations.

A student may be placed on probation or dismissed for reasons that include but not limited to the following;

- Unethical or unprofessional behavior
- Unsatisfactory aseptic/disinfecting/sterilization techniques
- Unsatisfactory or lack of use of proper PPEs
- Unsatisfactory class, lab/clinical performance
- Incomplete or inaccurate written documentation resulting in possible legal actions
- Substandard care as it relates to the patient's medical history or medications
- Disrespect for instructors or classmates or clinical staff
- Disregard for program or lab policies and procedures
- Disruption of the educational process during class, lab or clinical rotation
- Lack of attention or willingness to be instructed or given feedback
- Inability or refusal to co-operate or communicate with instructors, clinical staff or classmates: inability or refusal to accept and get along with classmates
- Inability or refusal to participate in class or lab activities; including lack of attention or listening skills, negative actions or reactions to instructors or instructions, disrespectful mumblings when being instructed or following instructions given by a faculty member or clinical staff
- In appropriate actions such as aggressively handling, placing, jerking, or throwing item(s) during instruction or following instructions.
- Forgery, stealing, drug or alcohol abuse, HIPPA violations, compromising the health and safety of a patient, classmate, or faculty

- Physical or emotional health issues that impairs the ability to provide safe care to patients including classmates, which do not respond to appropriate treatment and/or counseling within a reasonable period of time. Dentistry is a highly technical skilled profession; the uncontrollable shaking of hands may be considered a physical impairment, which poses an unsafe environment for dental professionals and patients
- Incident of unsafe practice, regardless of whether or not injury occurred. Creating dangerous or unsafe situations for others or themselves.
- Destruction of property (personal or college)
- Failure to inform program head of a contagious disease or failure to inform instructor, program head or dentist of an BBP exposure
- CPR certification not renewed prior to expiration date
- Failing to follow proper chain of command in any of the educational settings Instructor, Department Head, Dean of Public Health Services, VP of Instruction and Student Services, College President
- Lack of interest in Dental Assisting or the profession
- Lack of being a team player
- Exceeds the number of acceptable absences
- Actively performing hands on task for another student
- A request from a clinical site that a student be removed during an assignment.
- Dismissal will be at the discretion of the program head based on the circumstances.
- Performing illegal functions in dental assisting lab or clinical sites, including legal expanded functions in which students have not been trained. Failure to comply with standards of the NC Dental Practice Act.
- Removal of patient records and /or radiographs from the dental lab/clinical sites

In the case of probation or dismissal the student will be advised of the prior to an instructor taking action. The faculty member who recommends probation or dismissal shall devise a written document for the student. The document will include the conditions, length of probation and the deficiencies that must be corrected or the reason for dismissal, including documentation from previous warnings. Probation may be in effect for the semester or throughout the program, this will be at the discretion of the Instructor and Department Head. It will be at the Department Head's discretion if any of the items listed above will result in probation or dismissal. The list above is not all inclusive and does not require prior warnings of the offense.

Applicants for Readmission

A student previously enrolled in the Dental Assisting program at MCC who withdrew in good academic standing (making satisfactory progress and eligible to continue at the time of withdrawal) because of documented medical reasons will be given first consideration. Other students in good academic standing will be considered next. Students who have withdrawn or have been suspended or dismissed for academic, attendance, or disciplinary reasons will be considered last until June 1 of the year of readmission. Prior to provisional acceptance into the program, any student applying for readmission must attend a mandatory counseling

session with the program faculty and the program dean. The session will include information on how to be successful in the program. Should a student applying for readmission not attend the mandatory session, they will not be readmitted into the program for that academic year. Failure to meet any program deadlines will render applications invalid.

Should there be competition for space available for transfer applicants and applicants for readmission, applicants will be prioritized based upon admission criteria and overall GPA at the time of withdrawal or dismissal.

College Information: Adverse weather policy/Emergencies on campus

Regroup: Students are automatically enrolled in Regroup and the successful delivery of information is dependent upon accurate contact data so please make certain that the college has your most current phone numbers. If this information changes during the year, contact the Enrollment Office. MCC's Emergency Notification System allow the college to send a telephone or text message providing important or emergency information.

Students should refer to the college student handbook for further information regarding closings

The College does not operate on decisions made by the Montgomery County School system. For more information consult the Student Handbook.

When classes are on a delayed schedule students should report to class that would normally begin with the college opening.

Counseling Center:

Students should be aware that personal problems may be disruptive to the learning process in the form of inability to concentrate, skipped classes, lack of enthusiasm and motivation.

Realizing the need for possible professional intervention MCC has established a Counseling Center that is available to provide counseling to those students in need of assistance.

Any student, who feels the necessity to seek these services or needs further information, may contact Director of Counseling Services or visit the center on campus.

Accessibility Statement: If you have a special need that may affect your academic performance and are seeking accommodations, it is your responsibility to inform the Director of Counseling Services, Diana Sanchez in Building 100, 910-898-9619 or sanchezd@montgomery.edu as soon as possible. It is important to request accommodations and /or make your disability known in a timely manner in order to consider your request and recommend reasonable accommodations.

Dental Assisting Club: The dental assisting club is an organized club through the Student Government Association (SGA). The club is managed by the students with a president, vice-president, secretary, and treasurer. SGA meetings are scheduled by the college and the president of the club should attend the meetings in order to keep the class informed of any pertinent information. The club arranges fundraisers and participates in college activities to promote their club and the program. It is not mandatory that students participate in the club, however in order to have a vote on disbursing funds you must be an active member. The Dental Assisting Department Head serves as club advisor.

Financial Aid *PLEASE READ!!!*

Financial Aid “Return to Title 4” (r2t4 Pell Grant Monies)

The Dental Assisting curriculum includes courses which are completed in 8 weeks. Due to “Return to Title 4” (r2t4, Pell grant) policy any student dropping DEN classes that are offered as 8 week course may not be paid for, but may be considered a r2t4, as financial aid is based on completion of the term. Students are encouraged to see Doni Hatchel in the Financial Aid Department for guidance on the issue prior to dropping courses in the program.

Notable Websites

<https://www.facebook.com/pages/MCC-Dental-Assisting/148795278614568?fref=ts>

North Carolina Dental Assistants Society (NCDAA)

<http://www.ncdentalassistant.org/>

<https://www.facebook.com/groups/477533752306258/>

NCDAA represents dental assistants, business and office personnel and Educators throughout North Carolina. Membership in our national organization the American Dental Assistants Association (ADAA) includes membership in our state (NCDAA) and local organizations.

American Dental Assistants Association

<http://dentalassistant.org/>

The American Dental Assistants Association is the oldest, largest group representing professional dental assistants. Its members include clinical personnel-those working chairside with the dentist-as well as those on the administrative side: the receptionist, office manager, practice manager and those working behind the scenes in dental product sales, insurance and, of course, educators. Student membership is available at a reduced fee. Scholarships are available.

Students will be given the opportunity to join the ADAA at the beginning of the fall semester.

Sandhills Dental Assistants Society

<https://www.facebook.com/sandhills.dental?fref=ts>

A local organization of ADAA which holds monthly meetings at MCC. Students are welcome and encouraged to attend meetings as this will enhance their education and allow them to meet other professionals in the work field. Students will be given the opportunity to drop a quiz grade of their choice for each meeting they attend.

Dental Assisting National Board

www.danb.org

DANB is the nationally recognized certification organization for dental assistants.

The Toothful Exchange

<http://www.the-toothful-exchange.com/>

Website created by Rick Foster, DDS to help dental assisting/hygiene students to sit and learn or refresh some of the things they may have learned during their education.

COVID-19

Should the college implement schedule changes due to COVID-19, students will be required to complete 100 % of course requirements. This may mean that certain assignments, activities, or discussions will be graded and also count for student attendance. Other assigned items may be for attendance purposes only. Students will be notified of all scheduling modifications. Students who miss class due to medically advised isolation, quarantine, or other circumstances related to COVID-19 will be provided with resources and opportunities to make up work or prove attendance during those documented dates.

The College will follow best practices to provide a safe place to learn for all. Please see the College's COVID Information on the front page of the MCC Website for updates and procedures. If you have a question about the COVID Procedures, please contact your instructor.

Montgomery Community College Dental Assisting Program

DENTAL ASSISTING HANDBOOK AGREEMENT

I, _____ (student name) received a copy of the Dental Assisting Handbook at the mandatory orientation and or during the first day/week of enrollment in the program.

I have read and understand all policies and guidelines set forth by the Dental Assisting program. I understand that the Dental Assisting program reserves the right to revise or change course requirements/guidelines in accordance with applicable state laws, ADA Accreditation and/ or college requirements and at the discretion of the dental faculty. Should changes be made I will receive a copy of the change which will require my signature at the time it is presented. Furthermore, I understand that I may access the program handbook online through the college blackboard system in DEN 101.

By accepting admission into the dental program I agree to abide by the Dental Assisting program requirements/guidelines and procedures as set forth in the Dental Assisting Handbook and manuals, including specific course syllabus.

I understand that I am bound by such requirements and procedures regardless of whether they were established before or after the date of my enrollment in the Dental Assisting program. I understand that changes made after the publication date of this handbook will be posted in a revised document as an addendum to the current document.

I further understand that failure to comply with and follow the policies and guidelines may result in dismissal from the Dental Assisting program.

All policies and guidelines will be effect throughout the duration of the program.

Please sign and return to Dental Assisting Program Head

Student Signature _____ Date _____

Program Head _____ Date _____

MONTGOMERY COMMUNITY COLLEGE
DENTAL ASSISTING ACADEMIC DISHONESTY AND ENDANGERMENT POLICY

Cheating is considered academic dishonesty. It represents unethical behavior and cannot be tolerated. Incidents which result in the endangerment of a patient, student or faculty member's health are equally serious. The following critical incidents are considered by the dental faculty to be a serious nature and can result in dismissal from the Dental Assisting Program. This list provides examples of violations of this policy and should not be considered all-inclusive.

1. Unnecessary ionizing radiation exposure to patient, classmate or faculty member. This includes the unauthorized retaking of radiographs.
2. Leaving a dental clinic patient unattended without authorization
3. Failure to report medical/dental conditions which endanger a patient, student or faculty member
4. Falsifying or attempting to falsify records(/documents/grades/skill sheets/evaluation, etc) of any kind
5. Forging instructor/skill sheet or clinical site evaluation/timesheet signature
6. Removal of records from the dental program files or clinical area
7. Breach of aseptic technique, compromising the health of a dental patient/faculty/classmates etc.
8. Plagiarism/copyrights
9. Using notes, signals, wandering eyes, any type of technology to obtain answers during a test or exam
10. Submitting work not created by the individual student.
11. Failure to abide by the standards set in the Code of Ethics for Dental Assisting Students
12. Code of Ethics can be found on page 27 of the Modern Dental Assisting Textbook and on the ADAA website at www.dentalassistant.org
13. Refer to handbook for further information

I have read and understand the Academic Dishonesty and Endangerment Policy.
Please sign and return to the lead instructor

Signature _____ Date _____

Received by _____ Date _____

Drug and Alcohol Agreement

I _____ understand and agree that if an instructor or extramural site staff member or dentist has reasonable cause to suspect the use or influence of alcohol, drugs or any other mind altering chemicals while in the Dental Assisting program and while participating in clinical rotations, the instructor reserves the right to require a drug test by a medical professional at the expense of the student. If alcohol can be detected on the student appropriate action will be taken immediately.

I further understand that if the medical professional (instructor, dentist if alcohol) deems the student is under the influence of alcohol, drugs or any other mind altering chemicals the student will be dismissed from the program immediately. I understand that my signature on this document represents that I understand and agree to be tested and to pay any medical cost associated with testing or cost that may be involved with this policy.

Although prescription drugs are necessary at times I understand any drug that causes a student to possibly endanger themselves, faculty member or a patient may result in dismissal from the program or removal from the clinical site. I understand it is necessary to demonstrate the effects of a prescribed drug are no longer causing a potential danger or are no longer being used. I also understand that removal from a clinical site may adversely affect the required attendance policy of the program which may result in dismissal from the program.

Student Signature Date _____

Program Head Signature Date _____

CODA third party comments policy may be found on the college website or at <https://www.ada.org/en/coda>