

Coastal Bend College  
Phlebotomy Program  
Student Handbook

2016 - 2017



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# Coastal Bend College Phlebotomy Program

## **Vision**

In accordance with the Vision of [Coastal Bend College](#) the Phlebotomy program provides individuals with the knowledge and skills necessary for students to deliver safe and competent blood collection and be leaders in the profession.

## **Mission**

The mission of Coastal Bend College Phlebotomy Program to provide quality education through a curriculum that reflects advances in phlebotomy practice, current health trends to meet the needs of the health care community.

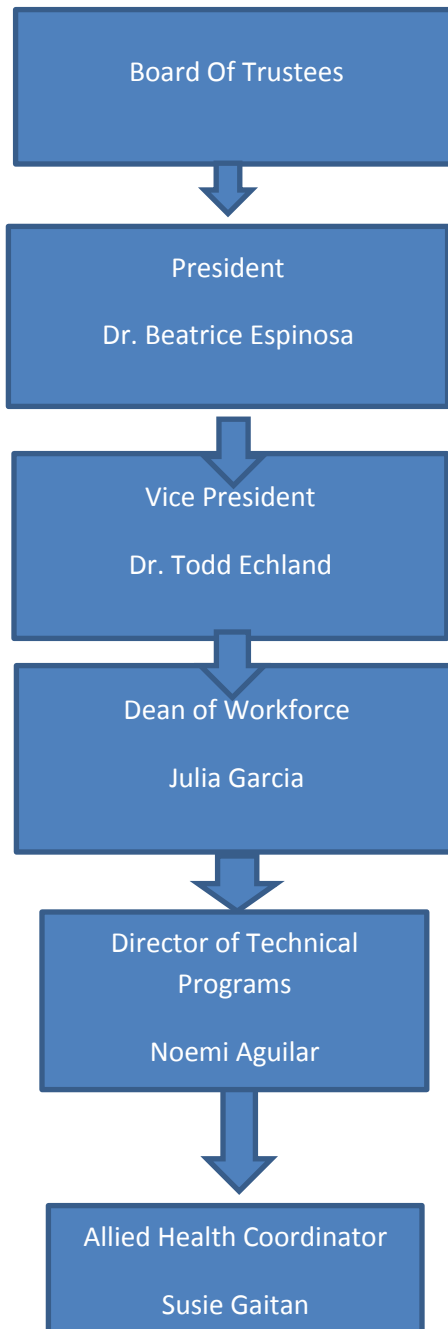
## **Values**

Coastal Bend College Phlebotomy Program supports the core values of Coastal Bend College: Learning, Innovation, Excellence, Leadership, Diversity, Respect, Service, Integrity, Collaboration, and Communication.

Strategic plan of Coastal Bend College Phlebotomy Program:

- Provide a quality education
- Facilitate restoration of the student's holistic balance
- Ensure transparency of program policies and procedures
- Ensure consistency of the program

**Coastal Bend College  
Phlebotomy Program  
Organization and Administration  
Chain of Command**



## **Adherence to Policy**

Students shall:

1. Adhere to Coastal Bend College policy outlined in the College Student Catalog as well as those listed in this Coastal Bend College Phlebotomy Program Student Handbook.
2. Obtain required equipment and supplies.
3. Accept clinical assignments in coordination with the instructor.
4. Follow policies and procedures at the assigned health care facility.

## **Accommodation**

Special accommodations will be made for students with documented special needs. Documentation of accommodations must be presented from the office of the Vice President of Student Services to the instructor at the beginning of each course. It is the student's responsibility to seek documentation and to present it to the instructor.

## **ADA Statement**

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the College District, or be subjected to discrimination by the College District. Nor shall the College District exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association. 42 U.S.C. 12132; 28 CFR 35.130(g).

See at: [GL \(Legal\)](#)

Coastal Bend College Phlebotomy Program will honor the guideline of The Americans with Disabilities Act.

Compliance with Americans with Disabilities Act

If a student believes he or she cannot meet one or more of the standards without accommodations, it is the responsibility of the student to inform faculty of the need for reasonable accommodations at the beginning of the program. The student must notify the faculty if status changes. The standards with some specific examples follow:

Requirements	Standards	Examples
Critical thinking	Critical thinking ability for effective clinical reasoning and clinical judgment consistent with level of educational preparation	<ul style="list-style-type: none"> <li>• Identification of cause/effect relationships in clinical situations</li> <li>• Use of the scientific method in the development of patient care plans</li> <li>• Evaluation of the effectiveness of nursing interventions</li> </ul>
Professional Relationships	Interpersonal skills sufficient for professional interactions with a diverse population of individuals, families and groups	<ul style="list-style-type: none"> <li>• Establishment of rapport with patients/clients and colleagues</li> <li>• Capacity to engage in successful conflict resolution</li> <li>• Peer accountability</li> </ul>
Communication	Communication adeptness sufficient for verbal and written professional interactions	<ul style="list-style-type: none"> <li>• Explanation of treatment procedures, initiation of health teaching.</li> <li>• Documentation and interpretation of nursing actions and patient/client responses</li> </ul>
Mobility	Physical abilities sufficient for movement from room to room and in small spaces	<ul style="list-style-type: none"> <li>• Movement about patient's room, work spaces and treatment areas</li> <li>• Administration of rescue procedures-</li> </ul>



		cardiopulmonary resuscitation
Motor skills	Gross and fine motor abilities sufficient for providing safe, effective nursing care	<ul style="list-style-type: none"> <li>• Calibration and use of equipment</li> <li>• Therapeutic positioning of patients</li> </ul>
Hearing	Auditory ability sufficient for monitoring and assessing health needs	<ul style="list-style-type: none"> <li>• Ability to hear monitoring device alarm and other emergency signals</li> <li>• Ability to discern auscultator sounds and cries for help</li> </ul>
Visual	Visual ability sufficient for observation and assessment necessary in patient care	<ul style="list-style-type: none"> <li>• Ability to observe patient's condition and responses to treatments</li> </ul>
Tactile Sense	Tactile ability sufficient for physical assessment	<ul style="list-style-type: none"> <li>• Ability to palpitate in physical examinations and various therapeutic interventions</li> </ul>

## Attendance Policy

Attendance at class and clinical is an expectation for all Phlebotomy students. The faculty understands that life events occur which require an occasional absence from either class or clinical, however these must be limited for quality education to occur and to abide by rules and regulations of Coastal Bend College. Survey of work sites indicates attendance policies, which are in place to assure quality and professional client care. The program has adopted the following policy, which reflects workplace expectations as identified by the advisory committee and by survey.

Phlebotomy Students may miss:

- a total of 8 hours for classroom and 8 hours for clinical.
- Missing more than one scheduled clinical day can result in being dropped from a course and receiving a grade of “NC” or “F”.

Please refer to [Coastal Bend College Student Handbook](#) sections “Dropping Classes”/” Grading System”) for clarification regarding being dropped and receiving a grade of “NC” or “F”.

### Clinical Tardy/Absence

Failure to arrive at the clinical site at the scheduled time will result in accrual of absence time. Students who are more than one hour late to the clinical site will not be allowed to remain and will be counted absent for that entire clinical rotation. Example: If you are scheduled to arrive at 6:00 am and you arrive at 7:05 you will be sent home and docked the clinical hours for the day. Students are not allowed to leave earlier than their scheduled clinical time and must take a lunch break.

### Notification of Clinical Absence

Students anticipating a clinical/lab absence must notify the assigned facility/unit and the clinical instructor assigned to that facility/unit. It is the student’s responsibility to record the name of the person receiving the absent call for purposes of verification. Failure to notify the instructor constitutes unprofessional behavior.

- A student who is absent will have the hours deducted that corresponds to the clinical rotation. This may be 6-12 hours.
- The student may be placed on clinical probation for failure to call and notify instructors of absence.
- The student must notify instructor personally. A peer, spouse or significant other report will not be accepted.
- The clinical evaluation will reflect the absence and no credit will be received for the day.
- Clinical time and lab time may be the same (check your schedules).
- A second offense of no call, no show, may be grounds for being dropped from the program.
- In a **preceptor clinical/Practicum**, the student must notify the preceptor, the nursing unit and the instructor at least one hour before the intended absence.

## **Student Pregnancy Policy Statement**

- A student who is pregnant may participate in the areas of clinical requirements as long as her physical health status does not prohibit satisfactory completion of clinical assignments.
- Students who are pregnant must inform the assigned clinical faculty prior to the clinical assignments of the student. Health and agency regulations determine clinical placement of students during a pregnancy.
- The safety of the pregnant student is important. Clinical assignment in areas where radioisotopes or x-ray therapy is administered is prohibited. Specific patient conditions and/or treatment of certain patients may be harmful to the student and/or fetus.
- Students who deliver during the semester must present in writing an official statement from the health care provider in support of “readiness to assume clinical assignments”.
- All course and clinical assignments must be met at the end of the semester. No incompletes are permitted.
- Coastal Bend College Nursing Program or its affiliated clinical agencies does not assume any responsibility for any harm that might occur to the pregnant student or to the fetus.

## **Excused Absences**

Any absences due to illness, attendance at college approved activities, and family or other emergencies constitute excused absences and must be supported by documentation presented to the instructor prior to or immediately upon the student’s return to class. Students are always responsible for all oral and written examinations as well as all assignments (e.g., projects, papers, reports) and must comply with the respective faculty member’s course protocol (syllabus, outlines, etc.). Absence hours will accrue. If absence hours exceed amount allowed during that semester, the will be dropped for excessive absences. (Refer to attendance policy)

## **Absences on Religious Holy Days**

In accordance with Texas Education Code, Section 51.925, subchapter (Z), a student may be absent from classes for the observance of a religious holy day and will be permitted to take missed examinations and complete missed assignments provided the student has notified the professor of the planned absence in writing and receipt of the notice has been acknowledged by the professor in writing. “A religious holy day means a holy day observed by a religion whose place of worship is exempt from property taxation” under the Texas Tax Code, Section 11.20.

## **Religious Accommodation Phlebotomy Students**

Coastal Bend College Phlebotomy Program will follow the policy and guidelines (regarding [Religious Freedom and Religious Holidays](#)) as specified in the Coastal Bend College Student Handbook/Catalogue.

Any absence of the student from classes or examination for religious reasons does not relieve students from responsibility for any part of the course work required during the period of absence. If the student missed a class and or clinical time, it will be counted as an absence. (Refer to attendance policy).

## **Excused Absence for Military Personnel Called to Active Duty**

HB 1630 of the 79th Texas Legislature requires institutions of higher education to grant excused absences for students called to active military service. The legislation also establishes the maximum period for which student may be excused at no more 25 percent of the total number of class meetings, excluding the final exam. Faculty members are required to work with a student who has received military orders to enable the student to complete the course work whenever it is reasonably feasible for the student to do so. If a student receives military orders for an extended period of time more 25 percent of the total meeting of class meetings/clinical and it is highly likely that the student will miss most of the class sessions in the course, the student would be well advised to drop the course. If the student receives military orders late in the term, the student would be well advised to withdraw from the term.

Students will sign a “Military Withdrawal Contract” stating that it is their responsibility to contact each of their instructor’s prior to leaving for active duty so that they can discuss which assignments/projects/examinations will need to be completed once they return. The faculty member(s) will work with the students to establish a reasonable time frame after the absence for the completion of any assignments/examinations.

Upon returning from active duty, students must contact the College Registrar’s Office. That time, the students’ “Short Term Military Withdrawal Code” will be removed and the students will complete their course(s) requirements as outlined within their Military Withdrawal Contract. Should students fail to satisfactorily complete the assignment(s) or examinations within a reasonable time after the absence, the faculty member will have the right to issue a final performance grade based on the work that has been completed.

Students who wish to dispute the process regarding this policy will follow the informal procedures listed in the CBC Student Grievance Policies. If the informal procedure did not resolve the grievance, then students may seek review under the formal grievance procedure. Students who receive federal student aid benefits (Pell Grant, SEOG, and Stafford Loan) could be required to repay a portion of the financial aid. Additional information, Financial Aid and Excused Absence for Military Personnel Called to Active Duty, will provide to such students as an attachment to the Military Withdrawal Contract.

Please refer to Coastal Bend College Student Catalog Veteran’s Affairs section for further clarification.

## **Background Checks**

All prospective Phlebotomy students will undergo a criminal background check with evidence of a clear background must be received in the Coastal Bend College Allied Health Department prior to the start of the program. The following histories will disqualify an individual from consideration for the clinical rotation.

1. Felony convictions/ deferred adjudications for the sale, possession, distribution, or transfer of narcotics or controlled substances.
2. Misdemeanor convictions or felony deferred adjudications involving crimes against person (physical or sexual abuse).
3. Misdemeanor convictions related to moral turpitude (prostitution, public lewdness/exposure, etc.).
4. Registered sex offenders.

## **Cellular Phones/Other Electronic Communication Devices**

Electronic communication devices are absolutely NOT allowed in the clinical site/clinical lab and/or classroom at any time.

- If a cell phone goes off during class, a minimum of one-hour absence time will be deducted and the student may be asked to leave the class until the next break.
- If a cell phone or other electronic device is found or goes off during an exam, the student you will be excused from the exam and only receive the score earned up to that point. The student will also be docked one (1) hour absence time and will not be allowed to retake that exam.
- If you are found with a cell phone at the clinical site/clinical lab you will be asked to leave and hours will be deducted from your clinical hours. These devices are not permitted while attending the clinical rotation. Use of cell phones for any emergency situations must be previously approved by instructor on a per case basis.

# Clinical

## Experiences

Upon successful proof of competency of clinical skills the student will be allowed to participate at the on-site clinical setting.

1. Clinical assignments are correlated with classroom presentations.
3. Experiences will include the nursing care of persons with aging illnesses.
4. Students will participate in instructor supervised patient teaching.
5. Students will be expected to participate in clinical conferences directed by the clinical instructor/preceptor.
6. Students showing signs and symptoms of infections will be asked to leave the clinical setting. They will not be able to return to clinical until signs and symptoms have cleared.
7. Students, who have been absent due to illness or injury, may be required to have a physician's or healthcare provider's release in order to return to clinical/class.

## Competence (Skills Check-Offs)

Patients have a right to expect safe, competent care. Students will not be allowed to go to the clinical site until the required skills for the specified level are evaluated by the faculty for competency and safe performance.

- The student will have three opportunities to prove competency on each skill in the laboratory setting.
- The first two attempts will be performed at the student's home site by different instructors.
- There must be at least 24 hours of remediation/practice time between failed attempts.
- Any student, who cannot master the safety and competency standards in the skills lab, will be assigned a failing grade and may be dropped from the skills or clinical course.

If, after successful skill(s) competency check off in the laboratory, a student cannot perform a skill safely and competently at the clinical site, the student will be required to leave the clinical site and schedule time in the lab for remediation. Absence time will accrue when the student leaves the clinical site.

The student must be able to demonstrate the skill in a satisfactory manner in the lab prior to returning to clinical. The following guidelines will be used:

1. The instructor will devise a counseling plan. The counseling plan will include standards to be demonstrated, a time frame for successful demonstration of the skill(s), and disciplinary action which may be imposed for failure to meet the timeline for successful demonstration.
2. The student may practice the skill(s) at any time the lab is available.

3. It is the student's responsibility to arrange for supervised practice with an instructor.
4. If the student is unable to demonstrate the required skill(s) within the specified timeline, the student will not be allowed to return to the clinical site.
5. Students unable to return to the clinical site will be given a failing clinical grade and the student will be dropped from the course/program.
6. To assist students to maintain the highest level of competence, faculty can require a student to demonstrate a previously learned skill at any time.

### **Clinical/Lab Safety**

The laboratory and clinical sites are for teaching purposes. It is important that the Certified Nursing Assistance student understand and demonstrate proficient performance of standard precautions prior to performing procedures in the laboratory setting and at the actual clinical site. These areas pose a possible inherent risk of exposure to blood and/or blood containing bodily fluids, thereby risking exposure to microbial infections, including but not limited to Hepatitis B and human immunodeficiency virus (HIV). The student consents to such laboratory practicum and agree to hold Coastal Bend College, its agent, employees and students, free and harmless from any claims, demands or suits for damages from any injury or complications which may result.

For safety, the laboratory setting will be managed by instructors as a teaching unit and will supervise skills practice and competency check offs. Coastal Bend College faculty and clinical preceptors will supervise clinical sites/rotations.

In the event of an accidental exposure to blood and bodily fluids (including needle sticks) it is the responsibility of the student to notify clinical instructor/preceptor and seek medical care. Upon exposure, the clinical supervisors will notify the Allied Health Coordinator. The Allied Health Coordinator, or designee, will notify Student Services of the incident. Prophylactic care for needle stick injury shall follow CDC guidelines.

It is the student's responsibility to maintain health insurance while enrolled in the nursing program. Coastal Bend College will not be responsible for costs incurred by the student due to exposure to blood and bodily fluids, and due to accident or injury while engaged in nursing program activities.

### **Classroom/Clinical/Lab Demeanor**

- Disruptive behavior will not be tolerated in the classroom, lab, or at clinical. Students displaying disruptive behavior will be required to leave the classroom, learning lab or clinical site. Absence time will accrue (see attendance policy). If the disruption occurs in a clinical or learning lab environment, this will be reflected on the clinical evaluation.
- No food will be allowed in the classroom or lab during lecture or clinical learning events.
- Faculty/CBC are not responsible for personal items left in the classroom/lab/clinical site.

- No sleeping or non-class related conversation with other students when class is in session. Sleeping constitutes absence (see attendance policy). Infractions will result in the student being asked to leave the classroom and docked a minimum of one-hour absence. The student may return after the next break (at the instructor's discretion).
- Students will show the same regard and respect for the mannequin patient as for a real patient. Disrespect in a learning situation will be reflected in the course evaluation. Students are expected to be careful with the learning manikins and equipment. Breakage due to carelessness may result in a charge to the student for repair.

## **Code of Professional Conduct**

The Code of Professional Conduct consists of two sections: Professional Obligations and Professional Ideals. Failure to meet the professional obligations represents a violation of the Coastal Bend College Phlebotomy Program Code of Professional Conduct. Alleged infractions of the obligations or the failure to meet the professional ideals may be grounds for dismissal from the program.

**Professional Obligations** refer to necessary professional behaviors that are required by the ethical foundation of nursing practice. Includes but not limited to the following:

- 1) Treat patients, colleagues and other health professionals, (fellow) students and instructors with the same degree of respect, you would wish them to show to you.
  - a) Avoid offensive language verbally or in writing in all settings.
  - b) Do not harass others physically, verbally, psychologically or sexually.
  - c) Do not discriminate on the basis of sex, religion, race, disability, age or sexual orientation.
  - d) Do not knowingly mislead others.
  - e) Do not cheat, plagiarize, or otherwise act dishonestly. See Coastal Bend College Policy on Line regarding [Student Conduct/Scholastic Dishonesty](#) as well as [Discipline and Penalties](#).
  - f) Do not abuse special privileges, e.g., shopping or looking at pornographic websites on school computers, making unauthorized long-distance telephone calls.
  - g) Do not criticize the nursing or medical decisions of colleagues in the presence of patients.
- 2) Treat patients with compassion, kindness, gentleness and dignity.
  - a) Respect the privacy and modesty of patients.
  - b) Respect patient confidentiality.
  - c) Avoid patient involvement when you are ill, distraught, or overcome with personal problems.
- 3) Be aware of your personal limitations and the deficiencies in knowledge and abilities and know when and whom to ask for supervision, assistance or consultation.
- 4) Report serious breaches of the Code of Professional Conduct to the appropriate person
- 5) Indicate disapproval or seek appropriate intervention if you observe less serious breaches
- 6) Do not destroy, damage or misuse property of Coastal Bend College or any clinical affiliation.



- 7) Adhere too local, state and federal laws and regulations.

**Professional Ideals** refer to desirable professional behaviors that professionals at all levels should attempt to acquire because they enhance professional excellence. Includes but is not limited to the following:

- 1) Attempt to cultivate and practice clinical virtues, such as caring, empathy and compassion
- 2) Notify the responsible instructor if something interferes with your ability to perform clinical tasks effectively
- 3) Learn from experience and grow from the knowledge gained from errors to avoid repeating them
- 4) Students should attend scheduled classes and complete assignments in a timely manner
- 5) Cooperate with other students and members of the health care team in clinical activities
- 6) Be generous with your time to answer questions from patients, patients' family members or staff members
- 7) In case of absence or tardiness, the nursing student will contact the appropriate clinical instructor designated for that site, at least one (1) hour before their scheduled time of arrival

### **Patient Abandonment**

Patient abandonment constitutes unprofessional behavior. Students who abandon patients (i.e. leaving the unit without reporting to instructor to go to lunch or on break) will receive no credit for the day's activities and disciplinary action will result. The student will receive a Student Performance Counseling/Warning Class III.

### **Refusal to Provide Patient Care**

Students in the Phlebotomy program are expected to collect blood samples to patients. If refusal to collect blood samples then faculty will provide a review of the Code of Ethics and counsel the student.

### **Violations of Code of Professional Conduct**

- First infraction- student will be given a clinical warning of the infraction.
- Second infraction-may lead to dismissal from the nursing program.

If, at any time, a student is cited for intemperate use or abuse of alcohol or drugs, is involved in criminal behavior; either violent or non-violent directed against persons, property or public order and decency, is diagnosed or treated for chemical dependency, mental illness or diminished capacity and or demonstrates a lack of 'good character', he or she must report the act or behavior to the Allied Health Coordinator and resulting in possible dismissal from the program (Texas Administrative Code Title 22 Chapter 214.8, 215.8).

The Coastal Bend College Phlebotomy Program will follow Coastal Bend College policy under [Student Rights and Responsibilities – Student Conduct as defined by Policy on Line FLB](#)

[\(Local\)-AJC](#); especially but not limited to: Scholastic Dishonesty, Disorderly Conduct Responsibility, Prohibited Conduct, Discipline, Publication.

The Coastal Bend College Phlebotomy Program will also follow Coastal Bend College policy under [Student Conduct – Alcohol and Drug Use as defined by Policy on Line FLBE \(Local\)-X](#).

The Coastal Bend College Phlebotomy Program will also follow Coastal Bend College policy under [Discipline and Penalties as defined by Policy on Line FM \(Local\)](#); especially but not limited to Penalties for Student Misconduct, Suspended or Expelled Students, and Disciplinary Record.

### **Complaint Procedures for Phlebotomy Program**

Students with complaints/concerns about issues within the program must follow the established chain of command and must present these concerns in writing. Complaints not resolved at the nursing program level should follow the Complaint Procedures as listed in the Coastal Bend College Student Catalogue

### **Confidentiality (HIPAA)**

Patient information from any source and in any form (such as paper, verbal communication, and electronic sources) is confidential. The student shall protect the privacy and confidentiality of patient information and should only access to this information if needed to perform safe, competent care. Failure to maintain patient confidentiality may result in being dropped from the Phlebotomy Program.

### **Social Networking Policy**

Students who fail to abide by the following social networking policy will be subject to disciplinary action including dismissal from the program:

1. **Do not** identify patient by name or post information that may lead to their identification including but not limited initials, age, gender, social status, name of health care agency, diagnosis, specific tests or procedures performed and physical and/or psychological condition. Identifying patients and family members would be a serious violation in the Health Insurance Portability and Accountability Act (HIPAA). It is possible that someone could identify the patient and the patient's family based on context.
2. **Do not** take photos or videos of patients or their family members on personal devices, including cell phones. Students are strictly prohibited from transmitting by way of electronic media any patient related image.

3. **Do not** have online contact with patients or their family members. Online contact with patients or their family members is a boundary violation. The fact that a patient or family member may initiate contact does not permit the student to engage in a personal relationship with patients and/or their family members.
4. **Do not** post sexually explicit photos.
5. **Do not** post photos of manikin parts used for learning skills.
6. **Do not** post photos of skills performed in the clinical laboratory by faculty or students.
7. **Do not** make libelous, slanderous, bullying, threatening, harassing, profane, obscene, sexually explicit, racially or culturally derogatory, homophobic, or other offensive comments.

### **Dismissal from the Coastal Bend College Phlebotomy Program**

Reason for dismissal from Coastal Bend College Phlebotomy Program include but are not limited to:

1. Evidence of actual or potential harm to patient or the public
2. Criminal behavior whether violent or non-violent, directed against persons, property or public order and decency
3. Intemperate use, abuse of drugs or alcohol, or diagnosis of or treatment for chemical dependency, mental illness, or diminished mental capacity
4. Violations to the Code of Professional Conduct (including Plagiarism)
5. The lack of good professional character as evidenced by a single incident or an integrated pattern of personal academic and/or occupational behavior
6. Failure to pass courses and/or clinical work with a grade at or greater than 75% per syllabi requirements
7. Failure to master the safety and competency standards in the skills lab will be assigned a failing grade and may be dropped from the skills or clinical course.
8. An offense of no call, no show at clinical.
9. Failure to abide by the confidentiality and social networking policy
10. A student who indicates persistent refusal to care for a particular type of patient will receive further counseling regarding the appropriateness of nursing as a career choice and may be dismissed from the Coastal Bend College Phlebotomy Program.
11. Failure of the student to disclose Code of Professional Conduct violations to the Coastal Bend College Phlebotomy Program Director within 5 business days.

### **Dress Code**

Dress code for the classroom is any scrub set and closed shoes. Revealing clothing is NOT allowed.

#### **Personal Appearance/Hygiene**

1. The student must maintain a clean and healthy appearance.
2. The student's breath must be free of offensive odors. Avoid tobacco, alcohol, garlic or onion before coming to the clinical site.
3. The student must keep hands clean and smooth; fingernails must be clean and neatly trimmed.

- Nails should not extend past fingertips.
  - No nail polish or artificial nails.
  - Hand lotion should be used to prevent chapped, cracked hands and hang nails.
4. Student's make-up must be conservative. No false lashes.
  5. Male students: facial hair must maintain a neat appearance according to instructor discretion and facility guidelines.
  6. The student must wear a clean, neat professional hairstyle.
    - Hair should be neatly arranged in such a manner as to not extend over the shoulder onto the patient or student's face. No loose ponytails or braids.
    - Bangs should not contact upper border of eyebrows, or protective lenses/eye glasses.
    - Hair clips, hair scrunches, and barrettes should be as close to hair color as possible. Students will be dismissed from the clinical site to correct any variance from hair standard. The incident will be documented and an absence will be recorded.
  7. Male students must have short, trimmed haircuts.
  8. Student should not wear strong scents when working with patients. (I.e. Perfume, body powders, lotions, aftershave, etc.)
  9. Smokers or individuals who live with smokers must pay particular attention to personal hygiene. The body, especially hair and clothing should be completely free of tobacco odor. The student must ensure that his/her hands are free of odors such as tobacco, onion and garlic, which are offensive to many patients.
  10. Hair color should be natural and non-distracting while attending class, lab, and the clinical sites. This includes obvious coloring of bright reds, purples, orange, blue, and greens. This includes moderate to severe blond highlighting to dark hair.
  11. NO jewelry with the exception of a working watch with a second hand and a plain wedding band is allowed at clinical. Watch should plain and free of intricate design or "bling". Microorganisms can harbor under the ring, and you must take it off each and every time you wash your hands (which is often). You take a chance of losing your wedding ring at your own personal cost. CBC or the clinical affiliation is not responsible for lost property.
  12. NO "love bites", "hickeys", "and tattoos" may be visible while attending the clinical sites. These must be covered at all times while in clinical lab and at the clinical site. If not, the student will be excused from the facility until the infraction is corrected and the appropriate time will be docked. Bandages used to cover tattoos must be nude/flesh color.
  13. NO gum chewing during clinical/lab time.

### **Clinical/Lab Uniform Policy**

All rules of dress and appearance will apply when in full uniform, including rules for hair. Students at clinical sites who do not adhere to the uniform policy will be asked to leave the site until the deficiency is corrected. Please note that this also includes any disparity regarding professional appearance. Absence time will accumulate during the period of time the student is not present.

### **Clinical Lab Scrubs**

- Each student will wear the program-approved scrubs (correct color and style indicated by the program policies) while practicing and checking off skills in the learning lab. Style numbers and color will be announced for each cohort.

- All scrubs will be clean and neatly pressed.
- Tee shirt (white), for male may be worn under uniform top or with scrubs.
- Long sleeve (white) body hug type tee shirt may be worn for warmth or to cover tattoos.
- Color coordinating lab jackets may be worn in the lab for warmth.
- Only crew length white socks should be worn with pants/slacks
- Shoelaces must be clean and not frayed.

## **Uniform Requirements/Policy**

- Only official uniforms will be worn during clinical sessions (correct color and style indicated by the program policies). Style number and color will be announced for each cohort.
- Lab coat (one), white.
- At least two uniforms each.
- No cut/split hems on uniform pants.
- Uniform must be fresh, clean, unwrinkled, unstained and free of odors.
- Dress or skirt must be at mid-knee or below the knee in length.
- Slacks should touch the top of your shoes.
- Tee shirt (white), for male may be worn under uniform top or with scrubs.
- Long sleeve (white) body hug type tee shirt may be worn for warmth or to cover tattoos.
- Jeans or denim slacks are not permitted. Your uniform must fit loosely for ease of movement and comfort.
- Only white crew length socks (without logos/designs) should be worn with pants/slacks during clinical/lab rotations.
- White hosiery must be worn with dresses or skirts. Support hose are optional.
- Socks may not be worn with panty hose.
- Socks or panty hose should be white, clean and no visible holes.
- Undergarments will be solid color (white or matching skin tone) and are traditional cut.
- Clean white, closed heel and closed toe white shoes will be worn with scrubs.
- The lab coat is used to cover the fresh uniform prior to entering the clinical area and anytime the student exits the clinical unit (breaks, lunch, or going to other areas of the health care facility). Students may wear a lab coat for warmth at the clinical site.
- Nametag/Badge is worn on left side whenever in uniform, scrubs, or lab coat/jacket. The School ID will be used as a nametag. The student may purchase the device for suspending the ID from the CBC Bookstore or another source. The nametag/badge holder will be clear plastic that can easily be cleaned. Due to safety and infection control, no decorations (sequins, rhinestones, bling, etc.) or dangling badge holders (lanyards) are allowed.
- Nametags/Badge must be worn at all times while in clinical setting or while attending conferences. If you do not have your nametag, you must go home to get it and will be counted absent until you return.
- No jewelry will be worn while in uniform except a watch with a second hand, and a plain wedding band. A working watch with a second hand is required.
- Absolutely no public smoking while engaged in program activities. This rule also applies to ALL College sponsored activities during the year.

- You must have your completed uniform by the deadline indicated by the campus instructors.
- Failure to present at the clinical site with appropriate lab coat, uniform, or clinical tools, may result in grade deduction and/or absence
- The faculty must approve all undershirts, tee shirts, etc.

### **Females**

- White uniform. Style numbers will be provided for each class. (Order from the bookstore or other location).
- White or flesh tone undergarments.
- Hair must be pulled back.
- Jewelry:
  - One small stud earring (5mm or less) may be worn in each ear lobe.
  - A watch approved for clinical is permitted but is not mandatory.
  - Wedding rings may be worn (not just simple bands)

### **Males**

- White uniform. (Order from bookstore or other location)
- White undergarments and socks
- Jewelry:
  - A watch approved for clinical may be worn but is not required.
  - Wedding rings may be worn (not just simple bands)

### **Religious Attire**

With the student request, Coastal Bend College Phlebotomy Program will make a reasonable effort to accommodate student attire that is related to their religious belief. Religious attire is not cultural/traditional dress; it is a requirement of religious observation. Religious attire may include but not limited to:

- Head covers
- Hairstyle
- Crucifixes
- Modesty of attire
- Yarmulkes/kippah (skullcaps), turbans, Rastafari headdresses.

## **Examination/Testing Guidelines**

Course grade distribution is noted in each course syllabus.

Calculators: Only basic calculators will be allowed during testing. Cell phones, smart calculators, PDA, language translator or other technology will not be allowed for calculator use. Sharing calculators is prohibited.

Exams shall consist of four-option multiple choice questions as well as alternate format questions: multiple response, hot spot, drag and drop, graphic options, etc. The numbers of questions and the time allowed for completion of the examination may vary. Tenets of test construction will be utilized for each exam.

### **Pop Quizzes**

- Unannounced tests/pop quizzes may be given.
- There will be no make-up for unannounced test/pop quiz.

### **Chapter Examinations**

- The number and format of test questions may vary by faculty preference.
- The dates of the exams are noted in advance on course schedules.
- Item analysis will be performed on all exams.
- Once you leave the testing center, you may not re-enter until everyone has finished taking the exam.
- If a student steps out of the testing area prior to completing the exam, he/she may not re-enter the testing area and will receive the grade earned up to that point.
- Only one missed exam may be made up each semester per course. 10 points will be deducted from the original exam grade.
- If the student misses more than one exam for a single course, and has already used one opportunity to make up an exam, he/she will receive a zero for all other exams missed.
- It is the student's responsibility to contact the instructor of record to schedule a make-up exam. This will be scheduled at your instructor's earliest convenience and must be taken before the next scheduled exam.
- All challenges must be received in writing on a regular piece of paper on the day of the test. The challenge must include the student's name, date, course name and exam number, the question, the student's perception of the correct answer and the page number in the text book where the answer is found. Challenges are only considered on an individual basis. The test grade will be adjusted only for that student challenging an exam question and only if the student is correct.
- It is the student's responsibility to arrange for individual/private exam review with instructor and should occur prior to the next chapter exam.

Tutoring is highly encouraged for those students who score 78% or less on a chapter exam. It is the student's responsibility to make arrangements for tutoring.

### **Final Exam**

- The final examination is a comprehensive examination.
- All personal belongings will be left outside of the testing area.

- Students may be given random seating assignments.
- There will be no talking after entering the testing area.
- No cell phones/beepers or other electronic devices can enter the testing area.
- Students may not leave the testing area until he/she has completed the examination.
- If a student steps out of the testing area prior to completing the exam, he/she may not re-enter the testing area and will receive the grade earned up to that point.
- Any breach of the above will result in the students being asked to leave the room and receive a grade of zero for the final examination.
- Final Exams are not subject to challenge.

## **General Statement**

If at any time throughout the academic year, a student is unable to meet clinical requirements without limitations, that student will not be allowed to participate in the clinical area, therefore, time missed will accrue and the student will be dismissed from the Nursing Program according to the attendance policy. If applicable, a student who is dismissed due to failure to meet physical or technical competencies will follow the handbook guideline for re-admission.

Examples:

- A student becomes pregnant and requires bed rest.
- A student is involved in a car accident and has broken bones requiring assistive devices for ambulation, such as wheelchair, walker, crutches, or cane.
- A student requires surgery and does not receive a full medical release within the allotted time schedule and exceeding the time missed allowed per policy.

**THERE IS NO LIGHT DUTY IN THE Phlebotomy PROGRAM.**

Our main priority is to the safety of the public. Students have a limited opportunity to learn the skills required to function as a safe Phlebotomist; therefore, these guidelines will be strictly followed and enforced.

## **Grading System**

To succeed and progress in the program students must maintain a “C” or better in each course. The student must pass PLAB1023 courses to progress to the next component PLAB1160 semester. Grading rubric is as follows:

A = 100-90  
 B = 89-80  
 C = 79-75  
 D = 74-70  
 F = 69 and below

Grades **will NOT** be rounded at any time (Example: 74.5 – 74.9 **will NOT** rounded to 75).

Each student is responsible for tracking his/her own grades. This will include all assignments, exams, and final examination grades. No extra credit assignments will be given.



Students must follow the established Coastal Bend College Grade Appeal policy, located in the college catalog to appeal the grade.

### **Immunizations**

In accordance with Coastal Bend College Nursing Program application requirements and clinical site(s) policy, immunizations must be complete and up to date prior to entry into the program and maintained throughout the program.

Proof of a negative PPD tuberculin skin test must be provided before beginning the program and maintained annually.

If a PPD skin test produces a positive result, the student must obtain a negative chest x-ray. The cost is the student's responsibility.

If unable to receive a PPD skin test due to allergy or history of BCG, student must provide proof of a negative baseline chest x-ray and complete a symptom screening tool provided by faculty.

#### **NOTE:**

Students with current/ pulmonary or laryngeal tuberculosis pose a risk to patients, staff and other students. Therefore, restrictions are necessary. Students with current pulmonary or laryngeal tuberculosis are excluded from the classroom and clinical activities until adequate treatment is initiated, cough is resolved, and sputum is free of bacilli on three consecutive smears.

### **Insurance**

All students must carry professional liability insurance. The expense of this insurance is included in fees charged at admission and each semester.

Medical Insurance is recommended for all students. This insurance is the student's expense.

### **Plagiarism**

Plagiarism is the act of taking the writings of another person and passing them off as one's own. The fraudulence is closely related to forgery and piracy—practices generally in violation of copyright laws. Please be advised that Plagiarism will not be tolerated. Students caught, will receive an "F" which could result in the student being dropped from the Certified Nursing Assistance Program. Please refer to Code of Professional Conduct Section of this handbook as well as the Coastal Bend College Policy on Line regarding [Scholastic Dishonesty and Plagiarism](#) and [Penalties for Student Misconduct](#).

### **Recording Devices**

Recording devices are prohibited in all areas.

### **Review/Changes of Handbook/ Certified Nursing Assistance**

## **Program Policy**

Coastal Bend College Certified Nursing Assistance Program has the right to review and change any policy/procedure anytime during the program as deemed necessary. The student will be informed of any changes and when they will be implemented. The student will be required to sign an acknowledgement of the changes being implemented at that time.

## **Schedules**

Classroom days will be posted at the beginning of each semester. Clinical hours may vary. Occasionally, Certified Nursing Assistance students may be required to travel or attend clinical on Saturday to meet the course objectives. Classroom holidays correlate with the Coastal Bend College published holidays. See the Coastal Bend College catalog/academic calendar for more information. Course schedules are tentative and subject to change.

## **Sexual Harassment**

As part of the admission application, Coastal Bend College Students are required to successfully complete a mastery test in Preventing Sexual Harassment.

## **Social Networking Policy**

Please refer to “Confidentiality” section

## **Transportation**

Expense and mode of transportation to clinical sites, is the responsibility of each student. Adequate notice will be given for travel out of the local area.

## **Student Acknowledgment for Policy & Procedures and Review & Changes**

I have reviewed the following Policies and Procedures of Coastal Bend College Nursing Program as set forth in this student handbook and I know how to access this handbook as needed:

- Vision, Mission, and Values Statement(s)
- Chain of Command
- Accommodation
- Adherence to Policy
- ADA Statement
- Attendance Policy
- Absence Committee
- Background Checks
- Cellular Phones and Other Electronic Communication Devices
- Clinical Classroom/Clinical/Lab
- Demeanor Code of Professional

Conduct Complaint Procedures  
Confidentiality  
Dismissal from Phlebotomy Program  
Dress Code (all subtopics)  
Drug Screening and Results  
Eligibility for Certification  
Exams and Testing Guidelines  
General Statement  
Grading System  
Immunizations  
Insurance  
Plagiarism Recording  
Devices  
Review/Changes to Handbook/Policy  
Schedules  
Sexual Harassment  
Social Network Policy  
Student Representatives  
Transportation

I am aware that Coastal Bend College Phlebotomy Program has the right to review and change any policy/procedure at any time during the program as deemed necessary. I understand that I will be informed of these changes and agree to sign an acknowledgement of those changes when they become effective. A signed acknowledgement that I have been notified of any changes/addendum will be placed in my file.

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Student Name (Print)

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Date Signed

---

Student Signature (in ink)

## **Student Declaration and Acknowledgment of General Statement and Core Performance Standards**

I have reviewed the core performance standards and the examples of activities associated with them.

\_\_\_\_\_ I am able to meet all of the stated physical/technical competencies without any special accommodations.

\_\_\_\_\_ I am able to meet all of the above stated physical/technical competencies without special accommodation. EXCEPT the following: (describe limitation and accommodations needed).

At any time throughout the Certified Nursing Assistance Program it is my responsibility to inform the Allied Health Coordinator and Instructor of any change of status.

\_\_\_\_\_  
Student Name (Print)

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Student Signature (in ink)

**Appendix 1: Coastal Bend College Phlebotomy Program Student Performance Counseling/Warning**

Student \_\_\_\_\_ Date \_\_\_\_\_

On this date the following competency was not met: (Refer to Clinical Performance Evaluation of Competencies (CPEC) for more complete information.).

\_\_\_\_\_ In the Role as Member of the Profession:  
\_\_\_\_\_ : Specific competency or competencies not met

\_\_\_\_\_ In the Role of Provider of Patient-Centered Care:  
\_\_\_\_\_ : Specific competency or competencies not met

\_\_\_\_\_ In the Role of Patient Safety Advocate:  
\_\_\_\_\_ : Specific competency or competencies not met

\_\_\_\_\_ In the Role of Member of the Healthcare Team:  
\_\_\_\_\_ : Specific competency or competencies not met

\_\_\_\_\_ Verbal Warning      \_\_\_\_\_ Class I      \_\_\_\_\_ Class II      \_\_\_\_\_ Class III

Supportive comments by the clinical faculty:

Required action and/or remediation:

Faculty \_\_\_\_\_ Student \_\_\_\_\_

\*Three warnings or a Class III in one clinical rotation may result in failure.

## Appendix 2: Coastal Bend College Phlebotomy Program Student Performance Counseling/Warning Guidelines

Purpose Statement: The purpose of these guidelines is to describe the procedural steps for the faculty when issuing a warning. A warning includes verbal and/or Class I, Class II, or Class III warnings.

1. The student's name and date will be placed in the spaces provided at the top of the warning.
2. The faculty will place a check in the space provided by the core role competency or competencies not met. These sections include the student's role as (1) Member of a Profession, (2) Provider of Patient-Centered Care (3) Patient Safety Advocate and (4) Member of the Healthcare Team. The specific circumstance may fall under several roles.
3. The faculty will write the specific number of the competency or competencies not met in the space provided under the core role competencies on the warning form.
4. Verbal warnings may be issued to the student at the discretion of the instructor. The faculty will document the verbal warning on the warning form, which will include the student's signature verifying the warning was received.
5. The faculty will place a check mark in the space provided by the class of the warning. The faculty will document the student's specific behaviors and circumstances that support the issuing of a warning and the impact of the warning on the Clinical Performance Evaluation of Competencies.

The following are selected examples of warnings and not meant to be all inclusive:

Type of Warning	Selected Examples
<b>Verbal Warning</b>	First time being late. Chewing gum on one occasion.
<b>Class I</b> Lowers competency value to a "1" on specific competency.	Not following dress code- body piercing, etc.
<b>Class II</b> Lowers overall clinical grade by 5 points.	Late on several occasions. Insufficient work or preparation for clinical.
<b>Class III</b> Lowers overall clinical grade by 10 points (one letter grade).	. Patient confidentiality.

6. The faculty will narrate specific detailed comments about the incident.
7. The faculty will document the required remediation and/or action in detail that the student must successfully complete to meet the competencies.
8. The faculty and student will place their signatures at the bottom of the warning page.
9. The warning will become a permanent record in the student's file in the division of nursing.
10. When a student receives a Verbal Warning, the next warning will be advanced to a Class I warning. When a student receives a Class I warning, the next warning will be advanced to a Class II. When a student receives a Class II warning, the next warning will be advanced to a Class III. If a student receives more than one warning in a rotation, it will reflect on their overall grade no matter what the class is.
11. Deductions for Class II and III clinical warnings will be reflected in the Total Score in the area: Adjustment in Score due to clinical warning. The highest class of warning will be the deduction taken. Example: A student receives a Class II and a Class III warning, so the deduction on the Total Score for clinical performance will be minus 10.
13. The faculty has the option to fail the student after three clinical warnings or ONE Class III warning in one rotation.

