DENTAL ASSISTING PROGRAM HANDBOOK

CATTARAUGUS-ALLEGANY-ERIE-WYOMING BOCES
1825 WINDFALL ROAD, OLEAN, NY 14760
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OBJECTIVES OF THE DENTAL ASSISTING PROGRAM

Upon successful completion of this program, the student will:

1. Be prepared to a level of competency, which will enable him/her to pass the New York State licensing exam for dental assistants.

2. Work effectively in a dental office, utilizing knowledge in chair side assisting, dental materials, equipment, and radiographic procedures.

3. Demonstrate knowledge in Infection control (including microbiology, principles and techniques of disinfection and sterilization)


5. Exhibit knowledge of patient education and preventive dentistry.

6. Demonstrate knowledge of legal/ethical aspects of dentistry (including charting, record keeping, and confidentiality).

7. Demonstrate knowledge in body structure/function and nutrition.
1. **ADMISSION CRITERIA**

1. Must have a high school diploma or GED.
2. Be 18 years of age or older.
3. Score a minimum of 12.9 on the reading portion of the Test of Adult Basic Education (TABE) exam.
4. Submit a physical exam showing the student to be in good health with required current immunizations.*
5. Must possess desirable personal characteristics necessary for dental assisting such as professional attitude, dependability and appropriate personal hygiene.

* Dental practices and OSHA require that students have the Hepatitis B vaccine series to participate in dental internship experiences. Students will be given instruction on occupational exposure, universal precautions and infection control.

The following may impact your ability to obtain certification and/or licensure as a Dental Assisting:

**Background Information Question 1 - Is your answer “yes” to either of the following?**

- In the last five years, have you been convicted of, or pled guilty or no contest to, a felony or any crime punishable by confinement in a state or federal prison for any length of time?
- Are you currently serving a sentence of confinement, home detention, parole, probation, or other court-ordered supervision, or are you subject to a reporting requirement (e.g., sex offender or violent offender registry) in connection with any felony conviction received in your lifetime?

**Background Information Question 2 - Have you ever been the subject of any of the following?**

- Suspension, revocation, or voluntary surrender of your dental assisting license, registration, or other state-recognized dental assisting credential?
- Suspension, revocation, or voluntary surrender of a license, registration, or other state-recognized credential in any profession?
- Loss of authorization to practice dental assisting or any profession as an employee of the federal government?
- Loss of authorization to practice dental assisting or any profession in a jurisdiction that does not require registration, licensure, or other recognized employment credential?
- Disciplinary action by a professional regulatory board, certifying or examination agency, or other professional body?
- Investigation by or dismissal from an educational institution for cheating or any other ethical violation?

**Background Information Question 3 - Have you ever been declared mentally incompetent by a court of law?**
2. **HEALTH REQUIREMENTS**

Students are expected to maintain good health and be able to perform duties of a dental assistant without restrictions. Any student with an infectious condition must report it to the instructor before assignment in the clinical area.

Students must submit a completed physical exam with required immunizations prior to internship.

Illness or accidents while in attendance should be immediately reported to the instructor. Only emergency first aid care is available at any of the cooperating dental offices. Care beyond this is the responsibility of the student and the student’s family. An Incident/Accident Report must be completed for any accident occurring to students while in either class or clinical rotation.

3. **DISMISSAL/WITHDRAWAL FROM THE PROGRAM**

In all cases of dismissal/withdrawal, the program coordinator will hold an exit interview with anyone contemplating withdrawal.

   **A. Involuntary Dismissal/Withdrawal**

   1. Failure in class work, defined as final average below 75% in any one of the nine modules.
   2. Failure to achieve clinical competencies.
   3. Excessive absenteeism as defined on page 4.
   4. Health reasons which interfere with satisfactory classroom progress or safe dental assisting practice in the clinical setting, including, but not limited to surgery, casts or extended illness. Serious illness, injury or surgery will necessitate a physician’s release before the student can return to class or clinical assignment.
   5. Inability to meet state mandated hour requirements.
   6. Insubordination and other inappropriate behavior that interferes with or disrupts the learning process of others.

A student may be dismissed from the program for the following violations:

   1. Potential for error and unsafe practice violations, at the discretion of the instructor and/or coordinator, may result in dismissal.
   2. Objectionable conduct in the classroom or in the internship site. Objectionable conduct may be defined as, but is not limited to: inappropriate, foul or threatening language, obscene gestures, physical or verbal abuse, or inappropriate behavior.
   3. Prematurely leaving the affiliated agency without prior approval from the instructor.
   4. Two internship absences with failure to call in.
B. Voluntary Withdrawal

A student may voluntarily withdraw from the program at any time.

C. Re-entry and Program Transfers:

Students who voluntarily withdraw from the Dental Assisting program may be granted readmission under the following conditions:

1. Written recommendations of the primary instructor
2. Successful completion of 50% of the program
3. Seek readmission within 1 calendar year of withdrawal
4. Demonstrate competency in the skills outlined in the first two quarters of the curriculum prior to re-entry
5. Agree to abide by policies (academic and financial) that apply to the calendar year in which re-entry is anticipated.
6. Are not found to be in default of a student loan
7. Are in good financial standing with BOCES

4. STANDARDS OF PERFORMANCE

A high level of performance will be required of students. Candidates must show the kind of motivation, study, attendance and learning which will enable them to pass the New York State examinations for licensing of dental assistants, and to provide to the community a competent level of dental assisting practice.

5. GRADING

A 75% average is required in each module to progress to the next module and to progress into the internship. Because successful completion of the State Board examinations which is necessary for licensure becomes improbable when grades fall below the 75% range, it is expected that the student will maintain a minimum 75% average in modules of the dental assisting program.

All classroom/clinical assignments are to be prepared neatly in blue or black ink and submitted WHEN DUE. Students will not be given full credit for assignments handed in late.

Students absent on the day of a module exam or course final must make arrangements with the instructor to take the test, either prior to or on the day of their return. Any exceptions must be discussed with the instructor prior to or immediately upon returning to class.

If the student fails a final exam, he/she will have an opportunity to successfully complete a make-up final exam. This applies only if he/she has maintained a 75% average in the unit. NOTE: The final exam may be the same test or a different at the discretion of the classroom instructor and/or program coordinator.
Students whose class or clinical grades fall below 75% will be given a period of time such as the faculty deems appropriate in which to improve. The students will also be given, in writing, specific guidelines for improvement. The student’s progress will be monitored and any changes in performance duly documented. Action resulting after this review could include removal from probation, recommended dismissal from the program, and Title IV funding may be rescinded.

Arrangements for remediation can be made by contacting the Adult Case Advisor.

6. ATTENDANCE POLICIES

A. Attendance:

Students are expected to attend all scheduled class, lab and internship experiences. The objectives for each level must be fulfilled before the student may progress in the program. Both attendance and grades are evaluated.

Personal appointments and other obligations are not to be arranged during scheduled class time.

The student is responsible for notifying the instructor or internship site of an absence.

Tardiness will not be tolerated. The time missed will be deducted from the program hour requirement. Two internship absences with failure to call in will cause possible involuntary withdrawal from the program.

When a student has exceeded three (3) absences or the equivalent of 12 hours, the student will be put on attendance probation and will be requested to meet with the case advisor and/or coordinator to develop a plan concerning future expected student behaviors/consequences. This plan will be signed by the student, case advisor and coordinator, and placed in the student’s file for future action and reference. If a student has exceeded 24 hours of classroom/clinical absences, a conference will be initiated to determine if continuation in program is appropriate.

In order to graduate, each student must complete the full 620 clock hours of classroom and internship time for Dental Assistant program. Failure to meet the required clock hours will result in non-eligibility to take the NYS Certification exams.

Dental Assistant programs leading to licensure in New York State are under the supervision of the State Education Department, Office of the Professions, State Board of Dentistry. We are able to offer this program only under their direction and with their approval. This is a clock-hour approval program. Attendance is mandatory to successfully complete the program in order to be eligible to take the Dental Assisting National Board Licensure Examinations. These examinations, when passed, make the graduate eligible to apply for licensure in New York State.
B. Early Dismissals:

All personal business will be conducted during unscheduled hours. There will be no early dismissals except in an emergency. All early dismissals will result in lost hours.

C. Make-Up Days:

Any class day cancelled by the school due to inclement weather/unforeseen emergencies will be rescheduled.

7. GUIDANCE AND COUNSELING

The instructor and case advisor will schedule personal conferences concerning progress in the course.

Other records, reports and progress will be available to the student during the term of the course or the clinical rotation.

8. CLINICAL INTERNSHIP

Internship is not only an integral part of the program, it is a work-related, non-paid field experience that enhances the student’s job preparedness. It is a unique arrangement between Cattaraugus-Allegany BOCES and a cooperating employer. Arrangements will be established by the coordinator.

Upon arrival at each affiliated agency, the student will be oriented to, and be expected to abide by all vocational school and agency policies/procedures. The student is responsible to the cooperating employer and instructor. In the event of conflict between the student and internship site personnel, the student must immediately notify the instructor who will evaluate the situation and take appropriate action.

A. Uniform (Mandatory)

- All-white shoes. All-white vinyl or leather sneakers are acceptable. Canvas shoes or open-toe sandals are not acceptable.
- Clean all-white socks or clean white or neutral stockings are to be worn with pants.
- Appropriate undergarments must be worn with the uniform (i.e. white or neutral underwear, undershirt, etc.)
- Lab coat or jacket and uniform top and pants are to be worn by students.
- The nametag shall be worn on the left breast or pocket of the uniform or lab coat.
- Hair must be neatly arranged and tied back and off the collar when in uniform.
- Nails must be short enough so as not seen when looking at upheld palms. Sculptured nails are not acceptable. No polish of any color may be worn.
- No strong perfumes or colognes. Likewise, makeup must be appropriate for the profession. Appropriate hygiene is expected.
- No bracelets, necklaces, or large hoop or dangling earrings may be worn when in uniform. One ring per hand may be worn. Small earrings, one per ear, may be worn. Other pierced body parts must be completely concealed when in uniform.
The student may be relieved of internship at any time at the discretion of the internship personnel/instructor with a subsequent loss of hours if uniform/conduct does not meet policy requirements/standards.

B. Injuries

A student who is injured while on internship assignment must report to the cooperating employer/instructor immediately so that emergency measures may be determined. If the injury is related to occupational exposure, the affiliated agency will provide immediate and confidential post-exposure treatment. With any injury, an accident report must be completed and signed by the student and instructor. One copy must be sent to the program coordinator. The instructor may request a physician’s statement of release before the student may return to internship.

C. Unsafe Practice/Potential for Error:

The following procedure will be observed whenever a student is involved in unsafe practice:

- The student will be notified immediately of the unsafe practice/potential for error by the instructor.
- The instructor will evaluate/correct the incident and report the incident to the coordinator and the facility authorities if indicated.
- An unsafe practice/potential for error report will be filled out and signed by the instructor/cooperating employer immediately following the incident.
- Any student deemed unsafe will be required to meet with the instructor, case advisor, and program coordinator and is eligible for dismissal from the program.

9. GENERAL POLICIES

A. Personal Calls

Students will not be called from class/clinical to take personal phone calls except in the case of emergency. The instructor will be notified first. Students are also reminded that the business phones in the clinical work areas are NOT for personal use.

B. Cell Phone Use

Cell phones must not be present on the student’s desk area and must be turned off during class and clinical.

C. Food/Beverages

No candy, food, coffee or other liquid refreshments of any description will be permitted in the lab or at affiliated agencies except during assigned breaks and in specific areas as designated by the instructor.
D. Tobacco/Smoking Policies

Tobacco/smoking by students OR instructors is not permitted at internship or educational sites.

E. Alcohol/Controlled Substance

Unlawful manufacture, distribution, dispensing, possession or use of alcohol/controlled substances during program hours or at clinical internships is a violation of BOCES Standards of Performance.  **Note:** For safety reasons, the instructor must be informed when a student is taking prescribed medications during clinical hours.

F. Weapons/Firearms

Possession or use of weapons/firearms by students any time during school hours, on school grounds, or at clinical internships is a violation of BOCES Standards of Performance. Weapons/firearms include, but are not limited to, guns, knives and other implements intended to inflict harm.

G. Student Supplies

Each student will provide his or her own notebooks, paper, writing instruments, etc.

H. Address/Telephone Changes and Name Changes

Students are required to notify the Health Occupations Office immediately upon change of address, phone number or name during the training program.

I. Parking

Students will follow affiliated agencies’ and/or school rules and regulations for parking.

J. Fire, Air Raid, Bomb Threat

In case of fire/drills, air raid or bomb threat, students in class will follow exit instructions given by the school and displayed on the wall by the entrance to each classroom. Internship fire/safety orientation will be given upon arrival at each internship site.

K. Equipment

All equipment used in the classroom must be returned to its proper place at the end of the class. If it is defective or in need of repair, the instructor must be notified. Any person defacing or damaging any piece of equipment will be financially responsible and required to pay for its replacement. Theft is a crime that is punishable by law; violators will be prosecuted to the fullest extent of the law.
10. GRADUATION REQUIREMENTS

In order to graduate, a student must:

A. Complete all courses described in the curriculum.
B. Complete all Dental Assisting courses with a minimum grade of 75% in class and lab skills.
C. Complete the 200 hours of clinical internship and receive a passing clinical grade.
D. Satisfy all financial obligations to Cattaraugus-Allegany BOCES.

11. STUDENT GRIEVANCE PROCEDURE

**Proclamation:** In compliance with the standards set for the governing of civil rights, all students are protected under the following grievance procedures. NOTE: Certain areas, which are within the scope of professional teacher’s responsibilities, are not subject to grievance. (Example: interpretation of a subject and/or work experience in the area of the teacher’s expertise.)

**Definition of a Grievance:** A grievance is a complaint regarding an alleged violation of a student’s rights regarding grading, academic and laboratory work, dismissal, suspension, student conduct or discrimination.

If a student believes he or she has a problem with an instructor, the student is urged to discuss the matter with the teacher within five (5) instructional days following the occurrence of the problem.

**Grievance Procedure:**

1. A student or a group of students have the right to submit a complaint informally to the staff member involved. If no satisfactory resolution occurs, a formal written complaint may be filed with a program coordinator and/or Building Principal within five (5) school days of the complaint. This complaint must be submitted on the Cattaraugus-Allegany BOCES Practical Nursing Program Grievance form which is located on page 24 of your student handbook or you may obtain a copy in the Practical Nursing Office.
2. The coordinator and/or Building Principal will conduct a hearing within five (5) school days of receiving the complaint and will respond in writing within five (5) school days of the hearing.
3. If the student and/or students are not satisfied with the settlement offered at the first level, within five (5) school days of the decision, an appeal may be made in writing to the Director overseeing that educational program (Director of Career and Technical Education, Director of Special Education, or the Director of Instructional Support Services).
4. A hearing by the appropriate Director with the student and faculty will be held within five (5) school days of the receipt of the appeal.
5. At the conclusion of the hearing, a decision will be made in writing by the Director within five (5) school days.
6. If the student and/or group of students are not satisfied with the settlement at the Director’s level, within five (5) school days of the decision, a written appeal may be carried to the CA BOCES Superintendent.
7. A hearing by the CA BOCES Superintendent with the student and faculty will be held within five (5) school days of the receipt of the appeal.
8. At the conclusion of the hearing, a decision will be made in writing by the CA BOCES Superintendent within five (5) school days.
9. If the student and/or group of students are not satisfied at the CA BOCES Superintendent level, they may appeal to the final level, which is the Board of Education.
10. A hearing by the Board of Education will be held within ten (10) days of the receipt of the written appeal and a decision in writing submitted within five (5) school days of the conclusion of the hearing.
Cattaraugus-Allegany BOCES Dental Assisting Program

GRIEVANCE FORM

Date: _________________________________

To: ___________________________________________

I, _____________________________________________, am filing a grievance regarding the
(print your name)

following Cattaraugus-Allegany BOCES Dental Assisting Student right(s): (List the page
number(s) from the current Cattaraugus-Allegany BOCES Dental Assisting Program Student
Handbook which describes the right(s) that you believe have been violated).
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Date of Occurrence: _______________________________________

Site of Occurrence:  _______________________________________

Give a brief description of incident:  ________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

__________________________________________
Student’s Signature

Catherine Tomerlin, Practical Nursing Programs/Health Occupations  ●  (716) 376-8217
Christine Clute, Health Occupations Secretary  ●  (716) 376-8268
Lawrence Jonak, Financial Aid Director  ●  (716) 376-8274
Fax (716) 376-8450

HEALTH OCCUPATIONS/PRACTICAL NURSING PROGRAMS
CENTER AT OLEAN ● 1825 WINDFALL ROAD ● OLEAN, NY 14760-9303
www.caboces.org
12. **CERTIFIED DENTAL ASSISTANT LICENSE REQUIREMENTS IN NEW YORK STATE**

You must pass the following three Dental Assisting National Board (DANB) administered Examinations: Infection Control Examination, Radiation Health & Safety Examination, and New York Professional Dental Assisting Examination.

During the course of the program you will take the DANB Infection Control and the DANB Radiation Health & Safety Exams. Upon successful program completion you will be eligible to take the New York Professional Dental Assisting Examination. Once you have passed these three examinations you then can apply for your Certified Dental Assistant License in New York State. Licensing in other states would depend on the rules and regulations by that state’s Board of Dentistry. For more information on individual state requirements, see The Dental Assisting National Board web site www.danb.org.

- Please note that New York State does not recognize the DANB General Chairside Examination for certification licensure. You are not eligible to take the DANB General Chairside Examination upon completing this program. If you wish to sit for the DANB General Chairside Examination, you can apply after obtaining an additional 3,500 hours of work in a dental office. This is not a requirement for New York Dental Assisting Certification Licensure.

- This program does not meet the requirements for Pennsylvania Expanded Function Dental Assisting certification.

13. **EXPENSES**

Your estimated student bill will include the following:

- Tuition $4,595.00
- Books 130.00
- American Dental Assistant Student Association Fee 35.00
- Graduation Pin 42.00

$4,800.00

Expenses not covered:

- Physical exam $ 75.00 *
- Required immunizations $100.00 *
- Scrubs $ 30.00 *
- White Shoes $ 50.00 *

* These prices are estimates.
14. DENTAL ASSISTING PROGRAM CONTENT

Module 1 A
Communication/Behavioral Concepts
This module covers the history of dentistry and the members of the dental health care team. Also included are the legal and ethical aspects of dentistry including confidentiality. Communication techniques are covered with emphasis on written and oral communication as well as communicating with patients and colleagues.
(Units 1-3)
Chapters: 1, 2, 3, 4, 5, 61
Theory Hours: 12 hours

Module 1 B
Dental Sciences
This module explains the structures of the head and neck as well as the systems of the body. Basic dental and oral anatomy is taught including histology, dentition and tooth morphology.
(Units 4-6)
Chapters: 6, 7, 8, 9, 10, 11, 12
Theory Hours: 40

Module 2 A
Infection Control/Sterilization
The course teaches the importance of cleanliness and maintenance in the dental office. Each student will learn infection control protocols including the OSHA Bloodborne Pathogen Standard. Principles of disinfection and proper sterilization methods are taught.
(Units 11-12)
Chapters: 18, 19, 20, 21, 22, 23, 24
Theory Hours: 30
Lab Hours: 14

Module 2 B
Oral Health/Disease Prevention
This module teaches the concepts associated with oral health including dental caries, preventive dentistry, and the impact of nutrition on oral health. Periodontal disease is discussed along with oral and tongue conditions, oral cancer, HIV and AIDS
(Unit 7-8)
Chapters: 13, 14, 15, 16, 17, 59
Theory Hours: 32
Module 3 B

Dental Radiology
This module covers complete radiation health and safety as well as intraoral and extraoral radiographic techniques used in dentistry. Other areas of study include processing radiographs and film mounting methods.
(Unit 15)
Chapters: 38, 39, 40, 41, 42
Theory Hours: 40
Lab Hours: 12

Module 3 A

Chairside Assisting
This module trains the student in delivering dental care, dental instruments and hand pieces and accessories. The student learns basic laboratory procedures performed daily in a dental office. Laboratory duties, impression materials, mixing techniques and the various dental materials are highlighted.
(Units 13-14)
Chapters: 32, 33, 34, 35, 36
Theory Hours: 32
Lab Hours: 62

Module 4 A

Dental Materials
This module trains the student in delivering dental care, dental instruments and hand pieces and accessories. The student learns basic laboratory procedures performed daily in a dental office. Laboratory duties, impression materials, mixing techniques and the various dental materials are highlighted.
(Units 13-14)
Chapters: 43, 44, 45, 46, 47, 48, 49
This should be divided into 2 module exams
Theory Hours: 32
Lab Hours: 62

Module 4 B

Patient Information/Assessment
This module is designed to teach the components of taking a dental patient’s medical history. Oral diagnosis and planning treatment is explained. Theory and techniques of vital signs are taught. Dental terminology is reviewed as well as forms and functions of the dental record.
(Units 9-10)
Chapters: 25, 26, 27, 28, 29
Theory Hours: 26
Module 5 B  
**Clinical Dentistry**  
Basic pharmacology as related to dentistry will be taught. Also discussed will be an overview of common medications and their indications/contraindications in a dental practice. The various dental emergencies are covered as well as how to assist in a medical emergency.  
(Units 16-17)  
Chapters: 30, 31, 37  
Theory Hours:  20

Module 6 B  
**Specialty Practices**  
This module covers specialty practices within dentistry, including endodontics, periodontics, oral and maxillofacial surgery, pediatric dentistry and orthodontics. Students will gain an understanding of diagnosis and procedure involved with each specialty.  
(Unit 18)  
Chapters: 54, 55,56,57,60  
Theory Hours:  6

Module 7  
**Clinical Internship**  
This internship is designed to give each student the opportunity to work on patients with a variety of dental problems. A select number of local dental offices and a dental clinic will be used to provide a learning environment for each student through observation and hands-on training.  
Internships hours:  200

*Textbook: Modern Dental Assisting, 12th Ed.; Bird and Robinson*
<table>
<thead>
<tr>
<th>Module</th>
<th>Grade</th>
<th>Instructor</th>
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<tr>
<td>Communication/Behavioral Concepts</td>
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<tr>
<td>Patient Information/Assessment</td>
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<td>Dental Sciences</td>
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<tr>
<td>Chairside Assisting</td>
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<tr>
<td>Infection Control/Sterilization</td>
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<td>Dental Materials</td>
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<tr>
<td>Dental Radiography</td>
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<td>Clinical Dentistry</td>
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<tr>
<td>Oral Health/Disease Prevention</td>
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<tr>
<td>Clinical Internship (200 hours)</td>
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<td></td>
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<tr>
<td>Clinical internship (200 hours)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classroom instruction (420 hours)</td>
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<td>Total Hours - 620</td>
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This form is to be considered an official transcript when signed by the Nursing Coordinator or Vocational Director _______________________________
15. DENTAL ASSISTING PROGRAM TUITION RATE/FINANCING OPTIONS

Tuition for the course is $4,800.00 which includes books and ADA Student Association fee.

$2,000.00 deposit must be paid prior to the first class (January 16, 2018) for self-pay students.
$1,000.00 deposit must be paid prior to the first class (January 16, 2018) for students receiving agency funding.

The balance must be paid by August 1, 2018. This balance must be paid in 6 monthly installments starting March 1, 2018 as follows:

March 1, 2018
April 2, 2018
May 1, 2018 You will receive a contract with the
June 1, 2018 monthly payment amount due.
July 2, 2018
August 1, 2018

If you are being funded through an agency, the agency must send a letter of intent by January 8, 2018.

The student will not be permitted to attend class if the monthly payment is not received within 10 days of the due date. Any absences beyond 24 hours will result in program withdrawal.

OTHER FUNDING SOURCES/STUDENT REFUNDS

When a student is awarded funding through one of the local employment and training centers, CareerLinks, NYS One Stop Centers, or an employer, it is the student’s understanding that:

- All necessary billing forms must be submitted to the BOCES Business Office.
- The student has satisfied all the agency/employer requirements for funding.

UNPAID STUDENT BALANCES

The Business Office will bill a student-owned balance until paid in full. If an account is referred to a collection agency/attorney for collection, the student will then be liable for the original bill plus any additional fees associated with the collection costs.

Please also refer to "Graduation Requirements" in section 10.
WITHDRAWAL/REFUND POLICY

Students who withdraw from the Cattaraugus-Allegany-Erie-Wyoming BOCES Dental Assisting program before completing the program may be entitled to a full or partial refund of their tuition in accordance with the following schedule.

The books and association fee are not refundable. Students who withdraw or are dropped shall be liable for payment of tuition and fees according to the following schedule:

<table>
<thead>
<tr>
<th>Withdrawal Period</th>
<th>Tuition Liability</th>
<th>Reduction of Tuition Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to start of class</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Up to 15% of scheduled hours</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>16% - 30% of scheduled hours</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>31% - 45% of scheduled hours</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>46% or greater of scheduled hours</td>
<td>100%</td>
<td>0%</td>
</tr>
</tbody>
</table>

16. NOTICE OF NON-DISCRIMINATION STATEMENT

The Cattaraugus-Allegany-Erie-Wyoming Board of Cooperative Educational Services does not discriminate on the basis of an individual’s actual or perceived race, color, religion, creed, ethnicity, national origin, citizenship; status, age, marital status, partnership status, disability, predisposing genetic characteristics, sexual orientation, gender (sex), military status, veteran status, domestic violence victim status or political identity, gender expression, and religious practices or any other basis prohibited by New York State and/or federal non-discrimination laws in employment or its programs and activities. The District provides equal access to community and youth organizations. Inquiries regarding the District’s non-discrimination policies should be directed to: Civil Rights Compliance Officer, Human Resources, Cattaraugus-Allegany BOCES, 1825 Windfall Road, Olean, NY 14760, 716-376-8237. Email: CivilRightsCompliance@caboces.org

17. EQUAL OPPORTUNITY NOTICE

CABOCES hereby advises students, parents, employees and the general public that it offers employment, programs and educational opportunities, including career & technical education opportunities, without regard to gender, race, color, national origin, handicap or any other legally protected status. Inquiries regarding this non-discrimination policy and grievance procedures may be directed to: Human Resources Director, Cattaraugus-Allegany BOCES, 1825 Windfall Road, Olean, NY 14760; 716-376-8237
17. **FACULTY**

**Adult Education Staff**

Theresa Schueckler, Adult Education Case Advisor, Olean Center, 716-376-8278  
Catherine Tomerlin, Health Occupations Coordinator, Olean Center, 716-376-8217  
Christine Clute, Health Occupations Secretary, Olean Center, 716-376-8268

All are full-time employees available to assist you during regular daytime hours on normal business days. The case advisors have scheduled hours in each center. All of the above personnel are available for individual appointments.

Other information of interest to applicants:
1. Living quarters are not provided by the school.
2. Refunds of financial aid money to lending institutions or students due to withdrawal will be according to refund procedure.
3. The school is accessible to handicapped students.