

***Skyline College
Central Service Technician Program
Student Handbook***



***3300 College Drive
San Bruno, CA 94066***

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Central Service Technician Program Student Handbook

General Information

Location:

Most lectures are held in the Surgical Careers Center (Building 7 Room 7205) on the Skyline College campus, 3300 College Drive in San Bruno unless otherwise instructed by the Instructor or on the Syllabus. Various hospitals are used for Clinical Experience sites.

Classroom (Room 7205):

Please be aware that other programs use the classroom: Perioperative Nurse & Surgical Technician. Central Service Departments are kept spotless, and so it is expected that the classroom and lab will be kept clean also. For everyone's safety and in courtesy to the speaker, there is to be **NO EATING DURING LECTURES AND LABS.** Drinks are allowed if they are kept in sealed containers such as a travel coffee mug or water bottle. A microwave oven and refrigerator are available for staff and students to use before class or during breaks. If you use these items, please clean up after yourself.

Hours:

SURG 445: Mon-Tues-Thurs 6:00 - 10:00 p.m. (two 15 minute breaks)

SURG 448: Mon-Tues-Thurs 6:00 - 10:00 p.m. (two 15 minute breaks)

SURG 446 (Clinical Lab) Monday through Friday --time varies according to arrangement between hospital CS Manager and student. Breaks are assigned by the CS Manager as per policy.

Registration:

All students must complete their registration into the class no later than January 8, 2016. Failure to complete registration by this date will result in the instructor withdrawing the student from the program and offering it to the next student on the waitlist.

Skyline College Policies

Smoking:

Skyline College is a Non-Smoking facility.

Office Facilities:

The office equipment and the telephone in the Conference Room/ Library are available to for student use. Other office equipment may be used by permission only.

Communication Devices:

Cell phones and pagers are to be turned off and put away (out of sight) in the classroom. The student may check cell phones and pagers only during the break. The school is not responsible for the loss or damage to laptops or other devices.

Fees (Subject to Change):

Skyline Enrollment Fee for 445, 446 and 448.....	Refer to Skyline College Catalog
Physical Exam and Immunization Verification (Approx.).....	\$ 250.00
Professional Association Membership Fee (Approx)	\$ 45.00
Textbooks and Misc. Supplies (Approx.)	\$ 143.00

Change of Student Address:

It is the responsibility of the student to notify Skyline College and the CS. Program Instructor, in writing, of a change in address or telephone number.

Certification:

CRCSTs are certified by Skyline College in collaboration with the International Association of Healthcare Central Service Material Management. Applications for the exam will be distributed to the class at the end of the program. There is an additional cost for certification exam.

Attendance:

It is the responsibility of the student to notify their instructor as far in advance as possible of any impending tardy or absence.

Frequent tardiness and absences is seen by SPD and OR managers as unprofessional and can cost a Sterile Processing Technician his/her job. Regular attendance in class and clinical is an obligation assumed by every student at the time of registration. Absence means non-attendance for any reason. As this is an intensive vocational training, **any** absence may put the student's chance of success at risk. College policy states: "When repeated absences place the probability of the student's success in doubt, the professor may drop such a student from the course." It is the prerogative of the professor to determine when absences are excessive.

Absences:

Absence means non-attendance for **ANY** reason.

If a student has 2 absences the student must meet with the instructor to discuss the reason for absences and offer assistance to prevent further absences. If the student has 3 absences the instructor will send an early alert to the student, his/her counselor (if applicable), and the director of Allied Health.

The number of absences allowed are as follows:

- Spring (445): Five (5) absent days are allowed
- Summer (448): Three (3) absent days are allowed
- Fall (446): Three (3) absent days are allowed per clinical rotation

As with any unprofessional behavior, the student will be counseled. If the pattern continues, the student may fail the program.

Tardiness/Leave Early:

Every class day, the student will be expected to sign in by 6:10 p.m. Signing in after 6:10 p.m. the student will be considered tardy. If the student leaves prior to the end of the class the student will be considered as leaving early. If a student has 2 tardy/leave early the student must meet with the instructor to discuss the reason for tardy//leave early and offer assistance

to prevent further occurrences. If the student has 3 tardy/leave early the instructor will send an early alert to the student and his/her counselor (if applicable).

The number of Tardies/Leave Early are as follows:

Spring (445): Five (5) tardy/leave early or failure to notify instructor are allowed

Summer (448): Three (3) tardy/leave early or failure to notify instructor are allowed

Fall (446): Three (3) tardy/leave early or failure to notify instruction are allowed

As with any unprofessional behavior, the student will be counseled. If the pattern continues, the student may fail the program.

Clinical Time Card:

Every clinical day, the student will be expected to sign in and out on a student time card that will be signed daily by the Central Service Manager or Supervisor. Time cards are turned into the Clinical Instructors weekly. Method to be determined by clinical instructor.

If the hospital management finds the absenteeism, tardy or leaving early before the end of the assigned shift of the student to be excessive, they may request that the student be removed from training. There is no assurance that another clinical site can be obtained for the student. Therefore, the student may be subjected to disciplinary action including possible dismissal from the program.

Notification Procedure:

If, for any reason, the student finds that s/he will be late or absent from a clinical site, said student is expected to:

1. Keep phone numbers of the Instructors and Clinical sites with him/her at all times.
2. Call the Instructors and the Clinical site prior to the start of the Clinical day.
3. Whenever possible, give prior notice in writing.

Daycare:

The Children's Center offers daycare to low-income families from 7:30 am to 5:00 pm. Children must be 18 months or older and the parent must show proof of financial need. The Center is located behind the Loma Chica School, on the north side of the college campus. For more information, call 650-359-8637. Places fill up quickly, so call as soon as possible.

Probation/Dismissal Policy:

Violation of policies will result in verbal counseling. A report of the counseling will be placed in the student's records. If a second counseling is required, a contract of expected behavior or performance will be drawn up and signed by the student. A copy will be placed in the student's records and a copy will be given to the student. The student shall be placed on probation until the performance criteria, as written in the contract, have been met. Failure to meet the written behavior or performance criteria shall be cause for dismissal. The student will be informed in person and in writing of the reasons for his/her dismissal.

If the student demonstrates behavior described in points numbered 4 through 7 above, s/he will meet with the Instructors and receive a written dismissal notice. The student will then meet with the Dean of Math, Science and Technology to confirm the dismissal.

Grievance Procedure:

Should a student disagree with any policy or decision regarding his/her status in the program, he/she may initiate the following procedure for filing a grievance:

- Step 1: The grievance shall be presented in writing to the Instructor within thirty (30) calendar days after the date on which it arises. The Instructor shall reply in writing within seven (7) calendar days after receipt of the grievance.
- Step 2: If the grievance is not resolved at Step 1, the student must then submit the written grievance to the Dean of the Math, Science and Technology Department within seven (7) calendar days after the presentation of the Instructor's reply. The dispute is then handled by the college's grievance procedure. (See the College Student Handbook).

Health Policies

Leave of Absence:

For an absence of greater than a week, the student must request a Leave-of-Absence in writing from the Program Manager. Personal Leaves are granted on a case-by-case basis. For Medical Leaves-of-Absence, a letter from the student's physician must accompany the request. The letter must describe the malady and the estimated length of time the student is unable to attend school. Prior to his/her return from a Medical Leave-of-Absence, the student must submit a statement from a physician verifying that the student still meets the physical requirements for training in this program. Leaves are granted if and only if the

- 1) Student's academic standing and clinical performance are acceptable and
- 2) Leave will not place the student's standing at risk and
- 3) Malady does not pose a long-term risk to the student working in the O.R.

If the request is made during SURG 445 the Instructor may exercise the policy for Excessive Absences (See "Attendance") and withdraw the student. If the request is made during SURG 446, the Instructor may require the student to make up the time with Extended Training at the Clinical Site or at another site at a later date. The student will receive an Incomplete on his or her records. Completion of Extended Training is not to exceed one year past the graduation date of the class. It is the student's responsibility to initiate negotiations with the Clinical Site for the Extended Training. However, the Instructor must receive in writing an agreement from the site verifying their permission to allow the student to extend his/her training. Upon completion of the Extended Training, the Manager will submit a Change-of-Grade request with Admissions and Records to remove the Incomplete. The graduate will then receive his/her Certificate of Completion.

Appointments:

Doctor, dental or other appointments should be made before or after class or clinical hours. If, under extenuating circumstances, the student must attend an appointment during class hours, the student is expected to notify the Instructor, in writing, **prior to making the appointment**.

NOTE: The student will be training in a Healthcare facility. Therefore, if the student presents with contagious symptoms, s/he is strongly advised to stay home and rest.

Examples of contagious symptoms include:

- Fever greater than 100° F;
- Excessive cold symptoms;
- Skin eruptions, or recent and/or draining wounds on hands or arms.

If the student is experiencing pain for which over-the-counter medications are ineffective, the student must see a physician and report to the Instructor. The student may NOT train at the Clinical site if he or she must take a controlled substance for pain relief.

Worker's Compensation:

The Central Service Technician student is considered "a person in work-experience education or occupational training class" and, according to California State law (#3368 of the Labor Code), is considered an employee of the San Mateo Community College District. If the student becomes ill or injured while in the performance of his or her duties, s/he is entitled to Worker's Compensation benefits. Claim forms are available in the Health Office or from the Program Manager.

Hepatitis B Vaccination:

Prior to entering SURG 446 Clinical Experience, every student must show proof of immunity to Hepatitis B. The immunization series consists of one shot followed in one month by the second shot, followed by the third shot six months later. The student must then obtain a titer to determine if s/he is "seropositive" (immune). If, after receiving the vaccine series, the student fails to seroconvert from negative to positive, s/he must receive a "booster" and have another titer drawn. If, after the booster, s/he is still not considered immune, the student shall receive counseling by the Instructor about his/her risks working in a CS department. If the student accepts these risks, s/he will be asked to complete a waiver form. A copy shall be placed in the student's record and a copy is given to the student.

Stress and the Central Service Technology Student:

This course is stressful mentally, physically, and emotionally. The students will be practicing in a HIGH RISK ENVIRONMENT. Stress has been known to lead to illness and injury. To reduce or prevent the effects of stress, the student is encouraged to adopt the following recommendations:

- Rest: 6 to 8 hours a night. Stress places an increased demand on the energy reserve.
- Exercise: 20 minutes of aerobic activity 3 times a week. This helps in three ways: 1) relieves nervous tension; 2) increases strength and endurance

needed in the O.R.; and 3) promotes a restful sleep pattern. Simple walking is an aerobic activity.

Drugs: Alcohol, caffeine, nicotine and others stress the body and interfere with a restful sleeping pattern. Avoid them.

Nutrition: 3 healthful meals a day, especially Breakfast, to replenish the energy stores tapped by stress. Actuarial research shows that 75% of all industrial accidents happen to people who do not eat breakfast!

Latex Allergy:

Be advised that a large number of products used in Central Services contain latex and that working in this environment places the person sensitive to latex at great risk.

If it is found that a student is sensitive to products containing latex, the student must be evaluated by an allergist familiar with the protocols of the Centers for Disease Control. The student shall be counseled by the Instructors and provided with a list of products containing latex and their alternatives. The Central Service Manager of the student's Clinical site shall be notified and accommodations shall be made to prevent the student's exposure to these products. If accommodations cannot be reasonably made, upon the allergist's recommendation, the student shall be dismissed from the program for his/her protection. Documentation of the allergy is the student's and Instructor's responsibility. Copies shall be placed in the student's record and given to the student.

Policy & Procedure for Students Injured at the College:

If a student becomes ill or is injured while in class he/she should:

1. Report the incident to the Instructor of the Central Service Technology Program.
2. Obtain treatment at the Health Center.
3. File an **Incident Report** with the Instructor within 24 hours of the incident.

Policy & Procedure for Students Injured or Exposed to Body Substances at Clinical Rotation Site:

Definitions: "Body Substances" include tissue and/or body fluids, especially blood and fluids contaminated with blood. "Exposure" means the substance contacted bare or broken skin and/or mucous membranes. The student should

- Immediately report accident, injury, needle stick, splash, or other exposure to body substances. Report to the Instructor of the Central Service Technologist program and the C.S. Manager or Supervisor.
- Follow the Hospital's protocol for employees regarding accidents or body substance exposures.
 - a. Obtain treatment.
 - b. Complete all mandatory hospital forms (except Worker's Comp)
 - c. Keep copies for your records
 - d. Complete the Surgical Technology Program's Incident Report

- e. Complete Skyline's Workers' Compensation form
- f. Submit all forms to the Program Instructor

Disabled Students:

In coordination with the Disabled Students Program, reasonable accommodation shall be provided to any student deemed qualified by the DSP office. This includes learning disabilities as well as physical disabilities. If you have special needs, please see the Instructor on or before the first day of class to submit your accommodation letter and to discuss your needs. For more information, contact the DSP office at 650-738-4280.

Central Service Technician Program

NOTE: *Due to revisions to the Core Curriculum, the student must be able to demonstrate computer skills in order to pass the international Certification Exam.*

Exams and Final Exam:

All quizzes including final exam are corrected by the instructors and reviewed in the next class. These are part of class participation. The student has 3 hours to take the final exam. No one may enter the classroom once an exam has begun. If a student is unable to take an exam at the schedule date or time the student must notify the instructor prior to the exam and make arrangements to take the exam at the arranged time agreed to by student and instructor. If the student fails to take the exam on the agreed date and time for any reason the student will receive a 0 for that exam.

All books will be off the desks at the time of exams.

Written and Other Assignments:

All assignments and exams will be reviewed and discussed in class.

Graded Work:

Students are awarded a letter grade in SURG 445 and SURG 448. A grade of "C" or better is needed in each of these courses to proceed to the next course.

Be advised that this is a three semester course. To pass the clinical component SURG 446 you must complete the entire 192 clinical hours following the guidelines outlined in this handbook.

Grading: A=90-100
B=80-89
C=70-79
D=60-69

SURG 445: Technical:

Exams=70% of total final grade
(50% from textbook exams & 20% from instrument exams)

Final Exam=30% of total final grade
(20% from textbook final & 10% from instrument final)

SURG 448: Instrumentation:

Exams=55% of total final grade

Presentation=5% of final grade

Final Exam=40% of final grade

SURG 446 Clinical:

Clinical is a pass/fail course. You must complete all 192 hours in a clinical setting following the guidelines outlined in this handbook to pass this portion of the program.

Central Service Technician Clinical Program

SURG 446: Clinical (Internship):

Background Check & Screening/ Physical & Immunization Deadlines

To be eligible for the Internship, each student MUST pass a Social Security Number-referenced Background Check, obtain immunization's and a Drug Screening. The cost of the Background Check and Screening cost \$98.00. **The student must complete their Background Check and Drug Screening and return to the Clinical Placement Coordinator by December 15, 2015. They must complete their physical and immunizations by March 1, 2016.**

If the student fails to meet these deadlines, or if there is any criminal history or a positive drug result, the instructor shall withdraw the student from the program.

Graded Work:

- CS Competency Checklist- a record of clinical skills acquired by the student and verified by the Preceptor. **MANDATORY**

Clinical Skills:

During SURG 446, the student is expected to acquire some clinical skills at the level of a Beginner. The student will receive a Skills Checklist (Appendix A). Once a skill has been demonstrated, the student is expected to practice in class labs and independently to prepare for the Clinical Skills Check-off. The student MUST pass the Skills Check-off to progress to SURG 446: Clinical Experience. Should the Instructor feel that the student needs remedial work prior to Clinical Experience, he will notify Administration of this need.

Clinical Experience (SURG 446):

Prior to entering Clinical, every student must have a current physical report with the required immunizations on file. Most students will have one Clinical Rotation at one hospital selected by the Instructor. The site selection will be based in part on proximity to the student's home, if possible.

Clinical Evaluations:

Prior to beginning Clinical Experience the student will receive the Clinical Handbook. The Handbook contains Clinical Objectives for every week and Daily Objectives to guide the student and his or her Preceptor in the training. The objectives are used by the Preceptor to evaluate the student's weekly performance. At the end of each Rotation, the Preceptors will be asked to complete a Final Evaluation, which is graded (see Appendix B). **To pass the Central Service Technician course, the student MUST satisfactorily meet the Clinical Objectives.**

Central Service Technician Clinical Experience

Student Clinical Assignments:

The student is to be assigned to appropriate learning opportunities while in Clinical. A Preceptor must always be immediately available to assist with the student. Sometimes, a Hospital may be short of C.S. staff and may ask the student to "fill-in". This is not acceptable. A student may not be assigned in place of a trained employee. This policy is in place to protect the patient from harm, and the student and the hospital from legal liability.

Professional Conduct:

A student in this program is under constant observation by healthcare professionals, patients, and visitors both at the College and at the Clinical site. Ten percent (10%) of the student's grade is based on his/her professional conduct as defined below. Failure to comply with the following rules of behavior may be grounds for dismissal from the program.

The student is expected to:

- Abide by the policies of the program as defined in this handbook.
- Attend all classes and clinical days.
- Be prompt to all learning sites, class and clinical.
- Arrive at each learning site prepared to learn, which means the assigned reading is completed, the student has materials for taking notes, and the student is dressed appropriately.
- Submit assigned course work or required documentation on its due date.
- Treat all persons and property with respect.
- Observe the privacy and confidentiality of all persons.
- Participate in class discussions and in team projects.
- Attend In-services and Morning Report at the Clinical Site if appropriate

Be Advised: All hospitals have policies regarding the behavior of the employee. Hospitals may fire an employee who exhibits any of the behaviors listed below. In this program, a student shall be subject to disciplinary action including dismissal for these same behaviors:

1. *Frequent absences.*
2. *Frequent tardiness.*
3. *Failure to submit documentation in a timely manner, or falsifying documentation.*
4. *Abusive, lewd, foul, or threatening behavior to patients, other students, faculty, or clinical staff members*
5. *Student is observed to be under the influence of drugs or alcohol.*
6. *Student is observed cheating or stealing.*
7. *Student is observed deliberately damaging College or Hospital property.*

Dress Code:

Students are expected to appear neat and professional at all times in class as well as at the Clinical sites. Each Clinical site could be a future site of employment or a source for a letter of reference. Students are advised to dress accordingly.

- In the Central Service Department, the student shall wear official CS attire (scrub suit) according to the policy of the institution.
- The student is to purchase the College Nametag during the first two weeks of class. The Nametag is to be worn during Clinical. Lost tags must be replaced as soon as possible.
- For the safety of the student, jewelry and valuables are to be left at home.
- Contact lenses may be worn. For procedures where hazardous fumes may affect contact lenses, regular glasses must be worn.

- No nail polish or artificial nails shall be worn.
- Walking shoes shall be worn in the CS Department. Open toe and sling back sandals, are considered unsafe and should not be worn.

Program/Class Evaluation:

The students of the Central Service Technology Program often give excellent suggestions on how to improve the course. There are several opportunities for the students to offer these suggestions:

1. Program Evaluations: One will be given to the students during the last class when the final exam is reviewed. The other will be mailed. Students are encouraged to offer candid and constructive criticism.

Graduation:

Upon completion of the Program, the graduate may attend the Course Graduation Ceremony. At the Ceremony, the graduate will receive a Certificate of Completion. This may include a semi-formal ceremony with a presentation of certificates.