

Cleveland Clinic School of Perfusion

An educational program of The Center for Health Sciences Education
9500 Euclid Ave. J4-604
Cleveland, OH 44195

Student Handbook

Class of 2021

The **Cardiovascular Perfusion – Certificate Program** is an approved by the Ohio State Board of Career Colleges and Schools. **School Registration No. 2165**. If you have questions, please contact the **Cleveland Clinic Center for Health Sciences Education** at 9500 Euclid Avenue/NA31, Cleveland, OH 44195 or 216-445-8802.

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Introduction

Cardiovascular perfusion is an allied health science that involves providing extracorporeal circulation in order to artificially support and temporarily replace a patient's respiratory and circulatory systems.

Perfusionists use heart-lung machines and other technologies to maintain the health of patients during heart surgery and other medical procedures, working with and under the direction of anesthesiologists and surgeons.

Cleveland Clinic's Heart & Vascular Institute offers a post-baccalaureate, certificate-based Cardiovascular Perfusion program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP). The program is not affiliated with an academic institution. Students successfully completing the program are eligible to become certified by the American Board of Cardiovascular Perfusion. (Note: Some states require perfusionists to be licensed.)

Mission

Cleveland Clinic's mission is *to provide better care of the sick, investigation into their problems, and further education of those who serve.*

The mission of the Cardiovascular Perfusion Program is *to develop highly trained, professional perfusionists capable of successfully performing clinical perfusion techniques to meet the specialized needs of Cleveland Clinic's Heart & Vascular Institute; perform clinical research to advance the field of perfusion; and to contribute to the education of others.*

Program Goals

To prepare competent entry-level perfusionists in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

To provide a base knowledge of perfusion theory, the skill to implement that knowledge and proficiency in its application in accordance with the needs of healthcare providers and employers.

To provide students with the knowledge, skills and experience to work cooperatively and safely with a healthcare team to perform perfusion techniques to ensure quality patient outcomes.

To prepare students to assess perfusion related patient and clinical situations accurately and act appropriately.

To prepare students to qualify for the American Board of Cardiovascular Perfusion certification examination.

Program Outcomes

At the completion of Cleveland Clinic's School of Cardiovascular Perfusion, students will be able to:

1. demonstrate clinical skills in cardiopulmonary bypass and mechanical circulatory devices.
2. demonstrate clinical skills in autotransfusion, blood conservation, and blood product management.
3. demonstrate clinical skills in laboratory analysis of blood gases, hematocrit, and coagulation.
4. integrate perfusion theory to clinical applications.
5. demonstrate acquired knowledge of various perfusion equipment and supplies used in the healthcare setting.
6. demonstrate acquired perfusion knowledge and general medical knowledge.
7. respond appropriately during crisis management.
8. effectively manage a catastrophic event such as device failure or air emboli.
9. conduct themselves in a professional manner and function effectively as a member of the healthcare team.
10. pass the American Board of Cardiovascular Perfusion's Perfusion Basic Science Examination (PBSE) and Clinical Applications in Perfusion Examination (CAPE) meeting AB-CP outcome thresholds.

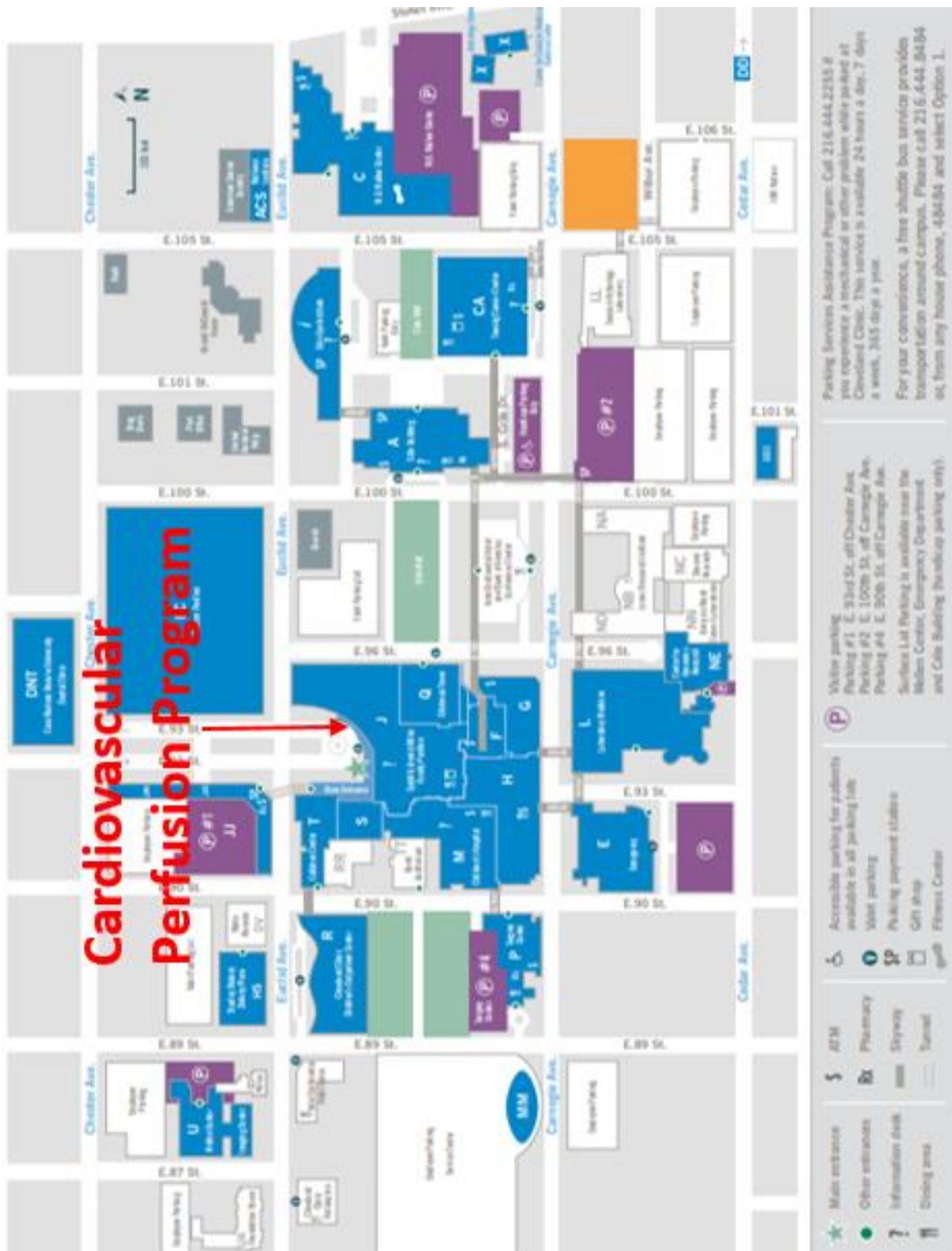
Program Description

Cleveland Clinic's Cardiovascular Perfusion Program is an intensive, full-time, 18-month (4 term) program consisting of a rigorous academic schedule and intense clinical education.

Classes start each year, the first week of January.

Students completing the program will graduate with a Certificate of Completion and will be eligible for the American Board of Cardiovascular Perfusion certification examination.

Cleveland Clinic's Cardiovascular Perfusion program is located in the J building on Cleveland Clinic's Main Campus hospital. The program has sufficient classroom and laboratory space for current student enrollment. The program has a state-of-the-art cardiac bypass perfusion pump and simulator. All cardiovascular equipment and supplies are available for training students such as mechanical circulatory support devices, e.g., extracorporeal membrane oxygenation (ECMO) life support system and left ventricular assist device (LVAD) pump. Instructional textbooks and resources are provided to students and additional instructional resources are available through Cleveland Clinic's Floyd D. Loop Alumni Library.



Cleveland Clinic's Sydell and Arnold Miller Family Heart & Vascular Institute (HVI)

Facilities

Heart and Vascular Institute

Institute Chair: Lars Svensson, M.D., Ph.D.

Department Chair: A Marc Gillinov, M.D.

Department of Thoracic and Cardiovascular Surgery

One of the largest, most experienced cardiac and thoracic surgery groups in the world, the Department of Thoracic and Cardiovascular Surgery cares for patients from all 50 states and around the world. Its surgeons offer virtually every type of cardiac surgery including elective or emergency surgery for heart valve disease, aortic aneurysm, coronary artery disease, arrhythmias, heart failure, Marfan syndrome and other less common conditions.

The depth and breadth of experience allows the department to perform complex operations, such as second or third heart bypasses and conditions previously deemed inoperable with success rates above the national average. The medical staff works with the newest surgical techniques, equipment and devices, including minimally invasive surgery, off-pump bypass, robotically assisted and percutaneous procedures.

During 2017, there were 604,055 patient visits, 13,525 admissions, 4,284 cardiac surgeries, 1,457 cardiac devices implanted, 1,707 interventional procedures, 2,796 vascular surgeries, 1,724 thoracic surgeries and 164 heart & lung transplants. Cleveland Clinic cardiothoracic and vascular surgeons performed 3,039 valve surgeries (e.g. valve replacements and repairs), and 1,561 coronary artery bypass graft procedures. The Sydell and Arnold Miller Family Heart & Vascular Institute has 256 physicians and surgeons and 34 perfusionists. Twenty operating rooms are used which have state of the art equipment.

Cleveland Clinic's Cardiac Surgery program earned the highest three star rating by the Society of Thoracic Surgeons (STS). STS has established a comprehensive rating system to compare the quality of cardiac surgery among hospitals across the country. Looking at data from July 2015 to June 2018, the Society awarded Cleveland Clinic its highest rating, the coveted three stars. Fewer than 15 percent of the heart programs in the nation ever achieve this level in the Society's survey.

Instructional Resources

School Classroom and Resources: Room J3-628

Student Area: Room J4-932

Cleveland Clinic's Lerner Alumni Library: Lerner Education and Research building (N), East Wing, 3rd floor

Admission Requirements

Admission to the Cleveland Clinic's School of Cardiovascular Perfusion Program is a selective process. Applicants must submit evidence of the following before the application deadline:

1. Completion of a bachelor's level or higher degree from a regionally accredited college or university.
2. Completion of the following prerequisite coursework:
 - a. Anatomy and Physiology I&II, with labs, 8 credit hrs.
 - b. Chemistry I&II, with labs, 8 credit hrs.
 - c. Biology I&II, with labs, 8 credit hrs.
 - d. Statistics, 3 credit hrs.
 - e. Biochemistry, with a lab, 4 credit hrs.
 - f. Pharmacology, 1 credit hr.
 - g. Physics I&II, with labs, 8 credit hrs.
 - h. Research, 1 credit hr, or integral component of a course.
3. A cumulative GPA of 3.0 in all prerequisites with minimum of C in all prerequisite courses.
4. Completed Cleveland Clinic School of Cardiovascular Perfusion Program Application Form and noted attachments.

Health Requirements

Students must meet the following Cleveland Clinic health requirements before December 15th to be considered for admission into the Cardiovascular Perfusion program:

Health Requirements	Required Dosage 4 weeks = 1 month	Alternative
<i>Negative Two Step Tuberculin Skin Test (2-Step Mantoux Test) Documentation*</i>	Administer the test. Read results 48-72 hours later. Minimum 7days after administration of the first step. Administer step 2. Read results 48-72 hours later. Positive skin tests must be referred to a healthcare provider for an evaluation, chest x-ray (CXR) and/or treatment if applicable. <i>Documentation*</i> required.	Negative QuantiFERON Gold TB Blood Test <i>documentation*</i> .

Health Requirements	Required Dosage 4 weeks = 1 month	Alternative
Measles, Mumps, Rubella (MMR) Vaccination	2 doses (<i>minimum</i> 4 weeks apart)	Laboratory blood testing <i>documentation</i> * verifying serologic evidence of immunity. <ul style="list-style-type: none"> • If equivocal results are reported for any titer, evidence of one booster is required. • If titer indicates 'non-immunity', note the following <i>documentation</i>* required: <ul style="list-style-type: none"> ○ Measles – two booster doses, 4 weeks apart. (After the first booster dose, student may begin clinical rotation.) ○ Mumps – same as for Measles (above) ○ Rubella – one booster. (After booster, student may begin their clinical rotation.)
Chicken Pox (Varicella) Vaccination	2 doses (<i>minimum</i> 4 weeks apart)	Laboratory blood testing <i>documentation</i> * verifying serologic evidence of immunity. <ul style="list-style-type: none"> • If equivocal results are reported, evidence of one booster is required. • If titer indicates 'non-immunity', note the following <i>documentation</i>* required: <ul style="list-style-type: none"> ○ Two booster doses, 4 weeks apart. (After the first booster dose, student may begin clinical rotation.)
Tetanus/Diphtheria/Pertussis (Tdap) Booster	1 dose (within last 10 years)	Written, <i>documentation</i> * receipt of one dose of vaccine within last 10 years.

Health Requirements	Required Dosage 4 weeks = 1 month	Alternative
Hepatitis B Vaccination	3 doses #1 #2 - <i>minimum</i> 4 weeks after #1 #3 - <i>minimum</i> 8 weeks after #2 (#3 must be separated from #1 by at least 16 weeks) Note: If there is clinical exposure to bloodborne pathogens, source HBV testing will be performed and information will be provided to the student. The student is responsible for following up with their primary care provider.	Written <i>documentation</i> * of 3 doses of the vaccine, a written documented history of the disease based on diagnosis <u>or</u> verification of the disease by a healthcare provider <u>or</u> laboratory blood testing verifying serologic evidence of immunity. Signed waiver assuming risk of Hepatitis B infection.
Drug Test (Pre-Clinical requirement for Medical Students, LRI Students, Pharmacy Technician and Perfusion students only)	Must include amphetamines, barbiturates, benzodiazepines, opiates, marijuana, codeine, and cocaine.	
Influenza Flu Vaccine	(November 1 st – March 31 st)	Non-flu season months.

*Documentation requires health records that show specific dates specific dates when the vaccine was administered. Health records may be in the form of original vaccination records (or copies of the original records) or the required information may be provided by the original treating physician on an official letterhead, prescription form with signature of the original treating physician. 'School records' or family testimonials are not acceptable.

Students claiming a medical or religious exemption must consult with the Program Director PRIOR to enrolling in a Cleveland Clinic Health Science program.

Background Check Requirement

Students must electronically complete a Cleveland Clinic **Background Information Release Form** (Appendix A) enabling Cleveland Clinic Protective Services Department to perform an electronic background check. Students must pass the background check to be eligible for admission into the Cardiovascular Perfusion program. Student records will be evaluated by Cleveland Clinic Protective Services inspectors and the Director for Health Sciences Educational Partnerships to determine program eligibility.

Health Insurance

Students are expected to have health insurance. The Cleveland Clinic is not responsible for medical expenses related to disease or injury incurred while the student is in the Cardiovascular Perfusion Program. The student is responsible for any medical expenses incurred while enrolled in the Program.

Students assume the risk of exposure to patients who may carry a contagious or infectious disease. In the event any student is exposed to blood from a patient who is a carrier of a contagious or infectious disease or a patient who is, in the judgment of the Cleveland Clinic, at risk of being a carrier of a contagious or infectious disease, the Cleveland Clinic will, with the consent of the Student, either refer the student to the Emergency Room or administer immediate precautionary treatment consistent with current medical practice. Initial screening tests or prophylactic medical treatment shall be paid for by the student's own medical coverage. The Cleveland Clinic shall have no responsibility for any further diagnosis, medication or treatment.

Student Onboarding

Students will be required electronically sign and date a ***Student Wavier and Confidentiality and Non-Disclosure Statement*** (Appendix B) as well as complete education modules to meet federal and state compliance requirements as part of the student onboarding process. Additionally, students will be required to complete the Ohio consumer disclosure course. Students will not be eligible for admission until they meet all student onboarding requirements.

Application Deadline

To be considered for the January class, all applications must be received by September 1st.

Start Date

January 2nd, 2020

End Date (Graduation Date)

May 15th, 2021

Holidays

Memorial Day, July 4th, Labor Day, Thanksgiving Thursday & Friday, Christmas Eve through New Years Day.

Technical Standards

Perfusionists require certain physical requirements to meet the demands of the profession. They require a full range of body motion including the ability to lift and/or bear the weight of 100 pounds or more while pulling, lifting, pushing and transferring patients. Perfusionists must be able to stand, walk, and sit for extended periods. Good visual acuity through normal or corrected vision to normal range. They must have the ability to work within guidelines of universal safety precautions, using protective gear. In the workplace, they must be willing to rotate 24 hour coverage (on-call) and be able to work under stressful conditions. They may be required to travel in an ambulance, small airplanes or helicopters for organ procurement.

In addition, students must possess the integrity, intelligence and personal and emotional characteristics to become an effective healthcare professional. The following represent a more detailed description of the physical requirements to succeed in the program.

1. **Sensory and Motor Skills** - Students and candidates for program admission should be able to:
 - a. lift, pull, push and transfer patients in a safe manner.
 - b. lift, pull, push and carry clinical equipment in a safe and controlled manner.
 - c. demonstrate basic clinical skills related to the use of extracorporeal equipment, circuitry, and ancillary clinical patient care devices and equipment.
 - d. execute quick and purposeful movements during emergency treatment of patients.
2. **Communication** - Students and candidates for program admission should be able to:
 - a. possess excellent verbal and written communication skills in the English.
 - b. speak clearly.
 - c. hear sufficiently.
 - d. produce and transmit patient information in oral and written format to members of the healthcare team.
 - e. communicate with patients effectively with compassion and empathy.
 - f. possess demonstrated reading skills at a sufficient grade level to accomplish curricular requirements.
 - g. provide effective care to patients.
3. **Intellectual** - Students and candidates for program admission should be able to:
 - a. measure, calculate, interpret, analyze, question, compile and evaluate information from various modalities to effectively evaluate extracorporeal equipment and treat patients.
 - b. comprehend spatial relationships of structures and models.
 - c. comprehend relationships between patient care parameters and anticipate cause and effect responses based on their actions and inactions.
 - d. learn through a variety of teaching modalities including classroom lecture, cooperative learning, small group activities, medical simulation and laboratory exercises, individual and group presentations, and the use of technology assisted learning.

- e. make rapid decisions in life threatening situations where problem solving and critical thinking are required.
4. Behavioral and Social Attributes - Students and candidates for program admission should be able to:
- a. demonstrate emotional stability.
 - b. exercise good judgment, prompt completion of all responsibilities related to care of patients and participation on a patient care team.
 - c. develop mature and effective relationships with co-workers and patients.
 - d. perform problem solving skills in a timely manner.
 - e. tolerate physically demanding workloads.
 - f. function effectively under stress.
 - g. adapt to changing environments, display flexibility, and learn to function in an environment of uncertainty inherent in the clinical practice of cardiovascular perfusion.
 - h. practice in a safe manner.
 - i. respond appropriately to emergencies.
 - j. treat all patients, families, colleagues, and other members of the health care team with dignity and respect.
 - k. demonstrate honesty, integrity, dedication, compassion and motivation.
 - l. accept constructive criticism and respond appropriately with an acceptable modification of behavior.
5. Observation - Students and candidates for program admission should be able to:
- a. visualize information presented in images from paper and projections such as PowerPoint slides and video.
 - b. observe laboratory, lecture and clinical demonstrations.
 - c. observe patients and members of the healthcare team accurately at a distance and close.

Tuition

\$24,000 (Total Class of 2021 Tuition)

Payment - \$6,000 installments paid before the beginning of each term

- 1st term – January 2nd (first year)
- 2nd term – May 11th
- 3rd term – August 31st
- 4th term – January 4th (second year)

Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

- (1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.
- (2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.
- (3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.
- (4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
- (5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity. This date will be determined by daily sign in/out sheet for students.

School Calendar

Term	Beginning Date	End Date
First Term – Spring	January 2 nd , 2020	May 8 th , 2020
Second Term – Summer	May 11 th , 2020	August 28 th , 2020
Third Term – Fall	August 31 st , 2020	December 18 th , 2020
Fourth Term – Spring	January 4 th , 2021	May 15 th , 2021

Accreditation

Cleveland Clinic hospitals are accredited by:

The Joint Commission:

Website: www.jointcommission.org

Address: One Renaissance Blvd, Oakbrook Terrace, IL 60181

Phone: 630.792.5800

The Cleveland Clinic Cardiovascular Perfusion Program is accredited by the Commission on Accreditation of Allied Health Education Programs upon recommendation of the Accreditation Committee – Perfusion Education (AC-PE) and continued accreditation status is valid through 2026. The Cardiovascular Perfusion Program is approved by the Ohio State Board of Career Colleges and Schools (School Registration No. 2165).

Commission on Accreditation of Allied Health Education Programs (CAAHEP upon AC-PE recommendations):

Website: www.caahep.org

Address: 1361 Park St., Clearwater, FL 33756

Phone: 727.210.2350 Fax: 727.210.2354

Resources

American Board of Cardiovascular Perfusion (www.abcp.org/certification.htm)

Accreditation Committee – Perfusion Education (www.ac-pe.org/)

The American Academy of Cardiovascular Perfusion (www.theaaccp.com/)

The American Society of ExtraCorporeal Technology (www.amsect.org/)

For more program information

Please contact:

Matt Wittenauer, CCP, MEd, Program Director

Cleveland Clinic

9500 Euclid Avenue/J4-604

Cleveland, OH 44195

Phone: 216.444.3895 or 216.444.9215

Email: wittenm@ccf.org

Nondiscrimination Statement

Cleveland Clinic is committed to providing a working and learning environment in which all individuals are treated with respect and dignity. It is the policy of Cleveland Clinic to ensure that the working and learning environment is free from discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information, or any other characteristic protected by federal, state,

or local law. Cleveland Clinic prohibits any such discrimination, harassment, and/or retaliation.

Any participant in a Cleveland Clinic educational program, including any student, trainee or employee, who may have been subject to discrimination on the basis of a protected characteristic is encouraged to make a report.

Reports of discrimination on the basis of sex, gender, sexual orientation, gender identity or gender expression may be made to the Title IX

Coordinator: TitleIX@ccf.org.

Reports of discrimination on the basis of a disability, may be made to the Section 504 Coordinator, Main Campus NA31.

Reports of discrimination on the basis of any other protected characteristic may be made to the program director.

In addition, Cleveland Clinic shall provide reasonable accommodations to any qualified student with a disability in order for the student to have equal access to their program. Students needing a reasonable accommodation in order to apply to or participate in the program should contact the program director as early as possible

Inclusions by Reference

The PPDC/AC-PE Consensus Curriculum is included in this handbook by reference and is available at the School office for examination.

An electronic version of the Curriculum can be found at:
<http://ac-pe.org/wordpress/wp-content/uploads/2013/09/AC-PECurriculum.2012-Stnds-App-B.pdf>

From: The Perfusion Staff and Faculty

All Perfusion students must adhere to the conditions, policies and procedures of the Cleveland Clinic Foundation.

Terms and Abbreviations

Perfusionist:	A professional technologist who uses his/her training and judgment to employ equipment and techniques that augment or supplant the functions of the heart and/or lungs in human health care.
CCP:	Certified Clinical Perfusionist. (A practicing perfusionist certified by The American Board of Cardiovascular Perfusion).
CCF:	The Cleveland Clinic Foundation.
Program Director:	The CCF employee in charge of the Cleveland Clinic School of Perfusion.
Associate Program Director:	The CCF employee in charge of implementing the Cleveland Clinic School of Perfusion's clinical and didactic portion of the program.
Clinical Coordinator:	The CCF employee in charge of the Cleveland Clinic School of Perfusion's student clinical assignments.
Didactic Coordinator:	The CCF employee in charge of the Cleveland Clinic School of Perfusion's student academic content.
Academic Committee:	Consists of the Program Director, Associate Program Director, Clinical Coordinator, Didactic Coordinator .
Advisory Committee:	Consists of Program Director, Associate Program Director, Medical Advisor, Student, Graduate, Sponsor Administrator, Perfusion Director and a member of the Public.

Roles Assumed by Perfusionists

Clinical Perfusionists: Although perfusionists may also have management, research or educational responsibilities, all CCP's are required to be continually active in clinical practice to maintain Certification.

Location of Practice

Hospitals providing cardiac surgery or advanced life support and emergency transport vehicles such as aircraft, ambulances or boats.

Perfusion Curriculum

	Didactic	Clinical		
Spring	Hours/Wk.	Hours/Wk.	Number of Weeks	Total Contact Hrs.
Perfusion Theory I	3		16	48
Perfusion Theory II	3		11	33
Perfusion Topics	1		16	16
Applied Engineering	3		18	54
Clinical Instruction I		36*	7	252
Clinical Instruction I		33*	11	363
Summer				
Research Seminar I	1		16	16
Artificial Organs	1		16	16
Clinical Implementation	3		18	54
Clinical Instruction II		38*	16	608
Fall				
Perfusion Theory III	3		10	30
Research Seminar II	1		16	16
Mechanical Circulatory Support	1		16	16
Clinical Instruction III		39*	10	390
Clinical Instruction III		42*	6	252
Spring				
Research Seminar III	1		16	16
Clinical Instruction IV		43*	19	817
TOTAL			70	2997

*All clinical hours are expected approximations and variable

Course Descriptions:

Spring Semester

Perfusion Theory I: This is an introductory course starting with cardiovascular anatomy, principles of hemodilution, myocardial protection and pharmacology. Topics include the perfusion circuit and ancillary equipment as it pertains to the patient's pathology.

Perfusion Theory II – This course is concurrent with the topics in Perfusion Theory I. Emphasis is given to blood components and coagulation.

Perfusion Topics: This course is a compilation of perfusion topics of special interest to complete the students' perfusion education.

Applied Engineering: This course is designed to acquaint the student with the various components that make up the perfusion circuit. Emphasis is placed on the history, performance and limitations of each component in the perfusion circuit.

Clinical Instruction I: This is an introductory course acquainting the student with the heart-lung machine. Emphasis is placed on the student to learn how to assemble the disposables of the perfusion circuit and to be able to prepare the heart-lung machine in a timely manner.

Summer Semester

Clinical Implementation: This course brings together perfusion theory and the components of the perfusion circuit. Emphasis is placed on patient strategies for successful outcomes.

Research Seminar I: This is an introductory course acquainting the student with research methods in perfusion. The student will complete a case report and presentation.

Artificial Organs: This is an introductory course acquainting the student with the research and experimentation in the development of new medical devices.

Clinical Instruction II: This course is a continuation of the Clinical Instruction for Perfusion students. Emphasis is placed on the management of an open heart surgery case from start to finish.

Fall Semester

Perfusion Theory III: This course is a continuation of the topics introduced in Perfusion Theory I and II. Emphasis is given to pediatrics and unique patient pathologies and surgical techniques.

Mechanical Support: This is an introductory course into the all of the mechanical devices that are available to improve patient outcomes, as well as strategies for implementation

Research Seminar II: This is a continuation of Research Seminar I. Students will complete case reports and select a topic for their Quality Improvement project.

Clinical Instruction III: This course is a clinical continuation for perfusion students. Perfusion students are expected to run a routine case and may now start to document their successful cases toward their graduation requirements.

Spring Semester

Research Seminar III: This is the final course of the Research Seminar series where the student writes their manuscript and presents the findings of their research.

Clinical Instruction IV: This course is a clinical continuation for perfusion students. Students are expected to manage all case types and finish their case requirements for graduation.

Required Textbooks

Cardiopulmonary Bypass and Mechanical Support: Principles and Practice, Fourth Edition; Gravlee

Practical Approach to Cardiac Anesthesia; 5th Edition; Hensley

Pediatric Heart Surgery; 5th Edition; May

On Bypass: Advanced Perfusion Techniques; Linda Mongero, James Beck

The Manual of Clinical Perfusion, 2nd Edition; Bryan Lich & D. Mark Brown;
ISBN #0-9753396-05

Pathophysiology of Heart Disease: A Collaborative Project of Medical Students and Faculty, 6th Edition; Leonard S. Lilly, MD

Criteria and Procedures for Continuance in the Program

Probation

Definition- Probationary status means that a student is in noncompliance with the academic and/or professional conduct standards of the Perfusion Program. Students on probation may not graduate from the Perfusion Program.

Grounds for Probation - A student may be placed on probation and notified in writing if:

1. Failure to maintain a 3.0 GPA or better in all academic courses.
2. Student violates the attendance policy for the program
3. Student violates the Professional Code of Conduct.
4. Student fails a Clinical experience.

Procedure for Probation - Students are placed on probation as follows:

1. The student will receive written warning from the Program Director that their behavior violates either academic, attendance, professional conduct or a failed clinical experience.
2. After consulting with the Academic Committee, the Program Director will notify the student in writing that they are on probation.
3. After consulting the Academic Committee, students may be placed on written probation with no prior warning if the Perfusion Faculty or Program Director judges the violation to be serious or if multiple violations have occurred.

Removal of Probationary Status - Students come off probation as follows:

1. The student raises their GPA to 3.0 or better academically.
2. The student completes the semester without attendance issues.
3. The student completes the semester without conduct issues.
4. The student satisfies the clinical policy for a failure experience.

Students will be notified in writing when the probationary status has been removed.

Dismissal

Definition- Dismissal from the Perfusion Program means that the student can no longer take academic or clinical courses towards the completion of the curriculum.

Grounds for Dismissal - The following are grounds for dismissal from the program.

1. A final score of less than 80% in any class or the didactic final.
2. A failure to pass the clinical wet lab final.
3. A failure to satisfy the clinical policy for a failure experience.
Clinical Policy:
 1. A total of 6 failed cases.
 2. A 2nd failed case within a 10 case span of the first, prior to January and a 20 case span after January while on clinical probation.
4. A failure to satisfy academic probationary issues within two semesters of receiving it.
5. Violations of the Professional Code of Conduct which are substantially inconsistent with the role of a health care provider, in the judgment of the Perfusion faculty and the Academic Committee.
6. A failure to comply with the attendance policy.
7. Failure to pass a drug abuse test.

Students that are dismissed from the program are not eligible for readmission or reinstatement in future years.

Clinical Fail Procedure

1. When a clinical fail grade has been issued to a student, the preceptor must notify the clinical coordinator, the program director, or associate program director of the failing grade within 48 hours or the case will not count against the students' performance.
2. The preceptor, clinical coordinator and the program director must meet within 5 days of the date of the failing grade to evaluate the reasons for the failure. (In the absence of the program director, the associate program director or the department director will take his/her place. In the absence of the clinical coordinator, the associate program director or the didactic coordinator will take his/her place.)
3. The student will be notified of the decision by the academic committee within 24 hours and arrangements will be made for the student to meet with the committee to discuss the failure.
4. The student will be notified in writing of the academic committee's decision and the student will be placed on probation.

5. The student will have 5 days after the academic committee's decision to appeal the clinical failure. The student will be directed to the Student Appeal Process noted in this Student Handbook.

Procedure for Dismissal

Students will be dismissed as noted below:

1. After consulting with the Academic Committee and the Perfusion Faculty, the student will receive written notice of their dismissal.
2. The student will be notified, within one week, of a hearing date and time.
3. The Program Director will preside over the hearing. Other faculty and staff members involved with presenting the charge will be present.
4. The student will have the opportunity to hear the charges and respond. The involved student may bring witnesses to the hearing after notifying the Program Director. The witnesses will be allowed to speak at the discretion of the Program Director.
5. The student will be notified in writing within one week after the hearing as to whether the student is dismissed, on probation or in good standing.

Student Appeal Process for Cleveland Clinic In-House Training Programs

Purpose

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

Eligibility

This procedure is available to any student enrolled in a Cleveland Clinic enterprise in-house health science education program, who does not have any affiliation with a college or university.

Procedure

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

Informal Process

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

Formal Grievance Procedure

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

Steps

1. The first step of the appeal should involve discussion with the department director/ chairperson or the program's medical advisor if the program director is also department director. Every effort should be made to resolve the issue at this step of the process. The director/ chairperson or program's medical advisor has 5 business days to respond to the student in writing following the initial appeal request by the student as to the decision rendered.
2. If the decision rendered at the first step is deemed unacceptable by the student, the second step of appeal should involve the system-wide Education Director/ Manager for the discipline. If no Education Director/ Manager has been appointed, the Director, Health Sciences Educational Partnerships, Center for Health Sciences Education, should be notified. The Education Director/ Manager or Director, Health Sciences Educational Partnerships, has 5 business days to respond to the student in writing following notification of appeal as to the decision rendered.
3. If the decision rendered at the second step is deemed unacceptable by the student, the third step of the appeal involves the Health Professions' Education Council's Student Appeals Committee. The committee chairperson and 2 committee members will review each appeal. The decision and recommendations at this step are final. The Health Professions' Council has 5 business days to respond to the student in writing following notification of the appeal as to the decision rendered.
4. An appeal should be filed with the Center for Health Sciences Education Office. The education office will assign someone to assist the student throughout the appeal process.
5. The student shall have the opportunity to appear in person before the reviewing party at each step of the appeal process.
6. Appeals at each step must be made in writing by the student within 5 business days after receipt of the reviewing party's response. Email is acceptable. The Center for Health Sciences Education must be copied on all communications at each step of the appeals procedure.
7. The Human Resources and Legal Departments are available, in a consultative capacity, to the Program Director, Program's Medical Advisor, system-wide Education Coordinator, Director, Health Sciences Educational Partnerships or to the Chairperson, Education Institute as it relates to the student's appeal. (Revised 08/21/11)

Professional Code of Conduct

All students in the Perfusion Program are expected to adopt the behaviors and attitudes of a professional person as specified by the American Board of Cardiovascular Perfusion and the Cleveland Clinic Foundation. Violations of the Professional Code of Conduct include but are not limited to:

1. Treating peers, faculty, staff and patients with disrespect, contempt or in a discriminatory or aggressive manner.
2. Failure to abide by the regulations of the Cleveland Clinic Foundation including dress codes.
3. Using language which is abusive, slanderous, derisive or inflammatory in interactions with patients, peers, staff, faculty and the general public.
4. Failure to respect the rights and duties of others in the classroom, clinical settings and meetings within the Program.
5. Failure to adhere to principles of human and patient rights that govern behavior in interactions with patients and the public.
6. Illegal possession or the use of, or intoxication from any substance that potentially alters one's ability to function during any learning experience that is part of the Perfusion curriculum.
7. Theft.
8. Falsification of records.
9. Breach of HIPAA policies.
10. Harassment in the form of actions or behaviors that cause a person to have a reasonable apprehension that harm is about to occur.
11. Academic misconduct including but not limited to cheating, plagiarism, illegal copying and failing to report incidences of academic misconduct of others.
12. The use of cell phone within the operating room, while operating the heart lung machine.

Student Responsibilities

Course Policies - Within each course, the instructor will establish policies and standards. At the beginning of each class the instructor will inform the class of the following:

1. Course objectives and requirements.
2. Attendance policy.
3. Assignment schedule- Due dates and policy on late assignments.
4. Grading criteria.
5. How to obtain additional instruction outside of class hours.

Attendance Policies

All classes are **mandatory**. All calendar days of clinical attendance are mandatory through graduation date.

1. Didactic courses will be on a "TBA" schedule according to the instructor.
2. Clinical start times are as follows:
Early - 6:15AM till Primary Instructor is relieved.
12A or 12B - 6:15AM till Primary Instructor is relieved.
Star - 12:00PM and call in the AM till Primary Instructor is relieved.
Lates - 1:00PM till Primary Instructor is relieved
Call – 3:00PM until case is complete or Primary instructor is relieved.
3. Punctuality - Arriving late or leaving early will account for ½ personal day.
4. Holidays - Memorial Day, July 4th, Labor Day, Thanksgiving Thursday & Friday, Christmas Eve through New Years
5. Personal Days - Each student has 15 personal days to use at their discretion. They may use a maximum of 10 personal days by Dec. 31st.

Personal days must be scheduled a week in advance. Students may take 4 of 10 unscheduled days off till December 31st and 2 of 5 unscheduled days off from January 1st to graduation. Violations of the Attendance policies are grounds for dismissal.

6. If a student needs to take a leave of absence from the program, they must inform the Program Director and agree to an academic or clinical plan to complete the remaining program requirements. Although reasonable attempts will be made to accommodate the student, absences exceeding 4 weeks may jeopardize the student's ability to complete the program. To graduate from the Perfusion program, students returning from a leave of absence must complete the academic or clinical plan as agreed.

7. Inclement Weather – Students are asked to contact the Program Director or Clinical Coordinator if he/she is not able to make it to the School on time. Tardiness or absence due to inclement weather will not be counted against the student, if the student has called.

Grading System (Minimum Grades Considered Satisfactory)

Students are expected to obtain an 80% or above on all didactic (classroom) tests and assignments as well as clinical tests/exams. Clinical competencies are graded on a pass/fail basis.

Make-Up Work Policy

Students with excused absences will be able to make-up any missed didactic or clinical tests/exams/assignments within a reasonable amount of time. Decisions will be made on a case-by-case basis.

Perfusion Advisors – Academic Counseling

The faculty members are available to all students in the Perfusion Program curriculum by appointment. Every student is assigned a faculty advisor with whom the student may consult for curricular, programmatic or personal issues.

Transportation

Students are responsible for their own transportation. Parking will be provided by the Cleveland Clinic Foundation at no cost to the student. All other transportation costs are the responsibility of the student.

Student Records

In accordance with the Cleveland Clinic Foundation's policy of access to student records, the Perfusion Program allows students to review their own educational records. Student record information will not be shared with third parties unless permission is granted by the student in writing.

Student Addresses, Phone Numbers, Email Addresses

It is the students' responsibility to keep the Perfusion Program advised of any changes to address, phone number and email address.

Criminal Background Checks, Drug Testing

Drug tests and evaluations for chemical abuse may be required at any time, without notice. Students refusing such tests shall be considered to have tested positive for use and grounds for dismissal.

Malpractice (Liability) Insurance

All students enrolled in the Perfusion Program are covered for liability purposes by the Cleveland Clinic Foundation for activities conducted in a clinical setting on the Cleveland Clinic location. The Cleveland Clinic Foundation may refuse this coverage to any individual who in the Cleveland Clinic's sole discretion represents an unacceptable risk. In this case the student must secure individual liability insurance suitable to the Cleveland Clinic to complete coursework.

Uniforms

A student ID badge issued by the Cleveland Clinic Foundation and lab coat will be required for clinical experience courses. Scrubs will be issued and a locker will be assigned to students.

Physical Examination

Each student must have a physical examination with the results completed by a physician. Students are responsible for maintaining an updated medical form and for submitting the necessary medical forms to clinical facilities prior to the start of the program. Students are required to be immunized for Hepatitis B, MMR, Tdap, Varicella and have a flu shot and TB test prior to the start of classes.

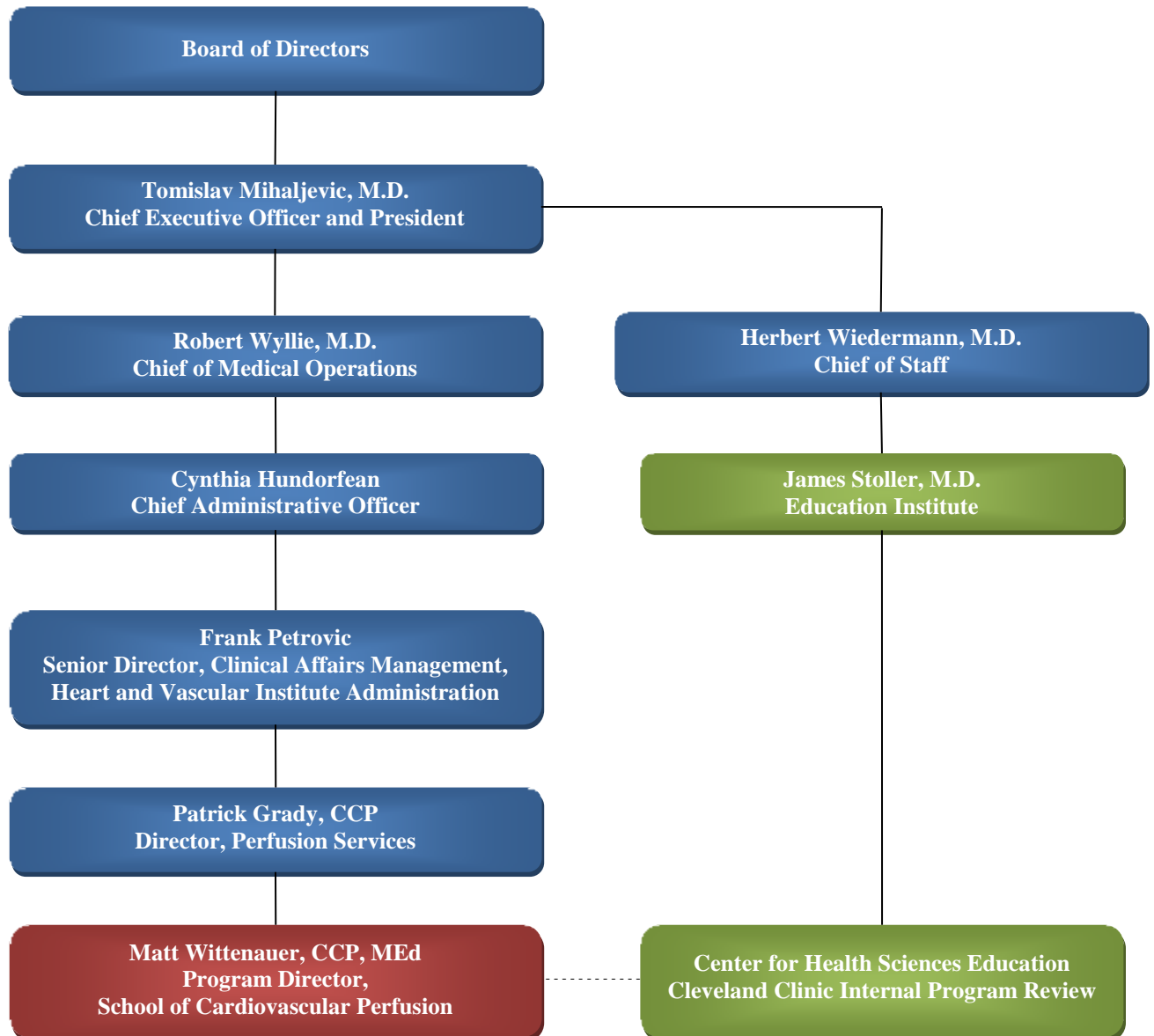
Personal Safety and Security

Police escort service, emergencies or security needs- 216-444-2222 or ext 4-2222 at any house phone. If a student should see unfamiliar or suspicious looking persons in the hospital, the student should not confront them personally but should contact security- Ext 4-2222.

Emergencies

Students should submit the names, addresses, and telephone numbers of persons to be contacted in the case of an emergency.

School's Governing Body



Program Advisory Committee

Matt Wittenauer, CCP, MEd (Program Director)
 Clifford Ball, CCP (Associate Program Director)
 Lee Wallace, MD (Physician)
 Patrick Grady, CCP (Employer)
 Mari Knettle DPT, EdD (Sponsor Administration)
 Daniel Sullivan PhD, JD (Public)
 Margo Gustafson, CCP (Graduate)
 Elise Ricotta (Student)
 Frank Petrovic (HVI Financial Administrator)

School Administration

Medical Director

Lee Wallace, MD (Physicians)

Program Director

Matt Wittenauer CCP, MEd

Cleveland Clinic

9500 Euclid Avenue/J4-604

Cleveland, OH 44195

Phone: 216.444.3895 or 216.444.9215

Email: wittenm@ccf.org

Academic Committee

Matt Wittenauer CCP, MEd – Program Director

Clifford Ball, CCP – Associate Program Director

Adam Troy, CCP – Clinical Coordinator

Vince Tobin, CCP – Didactic Coordinator

Perfusion Faculty

Staff Perfusionist	Faculty
VALERIE SLUSARZ	Clinical
CLIFF BALL	Didactic/Clinical
DAVID SOMOGYI	Clinical
MIKE KISS	Clinical
PATRICK GRADY	Clinical
VINCE TOBIN	Didactic/Clinical
KRISTINA BIONDOLLO	Clinical
KUNA KIM	Clinical
HEIDI RANDOLPH	Didactic/Clinical
JASON INDORF	Clinical
CHERYL KUHN	Clinical
ADAM TROY	Didactic/Clinical
MATHEW WITTENAUER	Didactic/Clinical
MARGO GUSTAFSON	Clinical
ALISSA HELWIG	Didactic/Clinical
MICHAEL JADRYCH	Clinical
JAMES ROBBINS	Didactic/Clinical
CAROLYN YAGER	Clinical
CHRISTINE WINDISCH	Clinical
LINDA MOLDOVAN	Clinical
LINDSEY ENGLERT	Clinical
TIM KAELEN	Clinical
PAUL MANN	Clinical
JIM CHAPMAN	Didactic/Clinical
CHRIS KOEHLER	Didactic/Clinical
DEBI ROBERTS	Clinical
ANNMARIE FATULA	Clinical
TOMASZ ZAK	Clinical
GREER GAREE	Clinical
DONNY GASPER	Clinical
ERIN GADDA	Clinical
RANDI LACKRITZ	Clinical
GINA HUNTER	Clinical
KEVIN BAIRD	Clinical - Pediatrics
CARRIE OCHOCKI	Clinical - Pediatrics
ALI CORNELL	Clinical - Pediatrics
PAUL SHINKO	Clinical - Pediatrics

Important Phone Numbers

Medical Emergencies

- Code Blue (Not breathing, no pulse, not responsive): 111
- Medical Emergency Team (All other medical requests): 122

Police Emergency: 42222

School of Cardiovascular Perfusion: 216-444-9215

Program Evaluation

The Cleveland Clinic School of Cardiovascular Perfusion has an ongoing process of continuing review, which includes the assessment of national credentialing examination performance of graduates, program retention/attrition, graduate satisfaction, employer satisfaction, job placement, faculty and preceptor student evaluations, student exit interviews, clinical cases available, and program resource assessment. This information is reviewed by the program's Academic Committee. In addition, student and program outcomes are assessed by the program's Advisory Committee whose primary objective is to ensure the program is meeting the needs and expectations of the students, graduates, physicians, administration, Heart and Vascular Institute of the Cleveland Clinic and the community.

The program is reviewed every 5 years by Cleveland Clinic's Center for Health Sciences Education, Health Professions Education Council. The Council provides recommendations based on the review of the program's admission criteria, instruction materials and equipment, course objectives, student evaluation procedures, certification examination scores, student completion rates, graduate employment rates and other program information.

Graduation Requirements - Certificate of Completion

The Cleveland Clinic will grant a Certificate of Completion as a result of the student meeting the following graduation requirements:

- Complete all didactic courses with at least an 80% grade on all tests, exams and assignments.
- Complete the Clinical Final Exam with at least an 80% grade.
- Successfully perform 150 perfusion cases which includes 10 pediatric observations or pump cases, according to established procedures.
- Complete and present a case study.
- Complete and present a senior project.
- Completion of clinical attendance.

Student Records and Retention

All student records are kept for a period of 5 years from the students' start of the program. After 5 years, only student transcripts (grades), attendance records and graduate certificates of completion are retained indefinitely.

Disclosure

A student may review their student record at any time under the supervision of the program director.

Request for transcripts or graduate certificates of completion must be made in writing using the ***Transcript Request Form*** (Appendix C).

Cleveland Clinic Policies (Adapted for Students)

Electronic and Voicemail

POLICY

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

GENERAL PROVISIONS

Cleveland Clinic maintains electronic and voicemail systems. These systems are provided by Cleveland Clinic to assist in the conduct of business within the organization. The electronic and voicemail hardware is Cleveland Clinic property. Additionally, all messages composed, sent or received on the systems are and remain the property of Cleveland Clinic. They are not the private property of any student.

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

The electronic and voicemail systems may not be used to solicit for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations. The electronic and voicemail systems are not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability. Cleveland Clinic reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic or voicemail system for any purpose. The contents of electronic and voicemail properly obtained for legitimate business purposes may be disclosed within Cleveland Clinic without the permission of the students. Notwithstanding Cleveland Clinic's right to retrieve any electronic and voicemail messages, such messages should be treated as confidential by other students and accessed only by the intended recipient. Students are not authorized to retrieve any electronic or voicemail messages that are not sent to them. Students shall not use a code, access a file, or retrieve any stored information unless authorized to do so. Students should not attempt to gain access to another student's messages without the latter's permission. All computer and voicemail pass codes must be provided to the Program Director. No pass code may be used that is unknown to Cleveland Clinic.

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

Equal Employment Opportunity/Workforce Diversity and Inclusion

PURPOSE

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

POLICY

Cleveland Clinic is an equal opportunity employer. It is the policy of Cleveland Clinic to prohibit discrimination and harassment of all kinds and afford equal employment opportunities to employees and applicants and to administer all terms and conditions of employment including, but not necessarily limited to, recruitment, employment, promotion, compensation and salary administration, benefits, transfers, training and education, working conditions and application of policies without regard to race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, nationality, ethnicity, ancestry, disability, military status, genetic information, or protected veteran status. The policies and principles of equal employment opportunity also apply to the selection and treatment of independent contractors, personnel working on Cleveland Clinic premises who are employed by temporary agencies and any other persons or firms doing business for or with Cleveland Clinic. Cleveland Clinic also promotes an inclusive organizational culture through diversity education, consultation, and programs that leverage differences to enhance innovation, quality of care, teamwork, and economic impact. Further, it is our policy to encourage all vendors, contractors, and others doing business with Cleveland Clinic to adhere to these same principles.

GENERAL PROVISIONS

Complaint Procedure

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

Policy Violations

Violations of this policy, whether or not a law has been violated, are in direct conflict with the mission and values set by the organization, interfere with our ability to cultivate and retain diverse talent and will not be tolerated. Responsive action may include training, referral to counseling, reassignment, and/or corrective action up to and including dismissal. False and malicious allegations of harassment, discrimination, or retaliation are taken seriously and may also be subject to appropriate corrective action.

Statement of Non-Retaliation

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

Identification Badges

PURPOSE

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

POLICY

It is the policy of Cleveland Clinic to provide every individual who requires regular, unescorted, access to the interior of Cleveland Clinic facilities with an identification badge to be worn. Such badges must be worn above the waist at all times while the student is on property owned or leased by Cleveland Clinic. In addition, all volunteers, medical staff, privileged positions, contractors, consultants and vendors must wear identification badges. All badge holders are required to provide their identification badge to management and/or Protective Services, including the Cleveland Clinic Police Department and hospital security officer, upon request. Failure to properly display, or present, a valid Cleveland Clinic identification badge can result in the revocation of the badge and/or other appropriate corrective action. Temporary employees, medical students, healthcare students, and visiting physicians as well as consultants and contractors must obtain a temporary identification badge during their Cleveland Clinic assignment. The temporary identification badge is valid for one year from the date of issuance. Cleveland Clinic uses colors to distinguish between the employee and nonemployee populations:

White badges - all Cleveland Clinic employees and privileged positions

Blue badges - non-employees

Green badges - volunteers

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

An identification badge shall not be used by anyone other than the individual to whom it was issued. Furthermore, an identification badge will not be issued until an appropriate background check, including debarment checks and criminal record checks, have been initiated and/or completed on the individual. A Cleveland Clinic identification badge will not be displayed or worn in any forum that would lead a reasonable observer to believe the activity is Cleveland Clinic sponsored and/or approved and that the individual is representing the organization in an official capacity. The badge may be only worn for its issued, specific purpose within the individual's scope of work performed at Cleveland Clinic.

Non-Discrimination, Harassment, or Retaliation

PURPOSE

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

POLICY

Cleveland Clinic is committed to providing a work environment in which all individuals are treated with respect and dignity. It is the policy of Cleveland Clinic to ensure that the work environment is free from discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information, or any other characteristic protected by federal, state, or local law. Cleveland Clinic prohibits any such discrimination, harassment, and/or retaliation. All students, regardless of position or title, will be subject to severe corrective action, up to and including dismissal from the program, for engaging in acts prohibited by this policy.

OVERSIGHT AND RESPONSIBILITY

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

DEFINITIONS

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

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

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending upon the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering; whistling; touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures, offensive images on the computer or email messages; and other physical, verbal or visual conduct of a sexual nature. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, graphic or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her

race, color, religion, gender, sexual orientation, nationality, ethnicity, ancestry, age, disability, marital status, pregnancy, military status, citizenship protected activity (i.e. opposition to prohibited discrimination or participation in the complaint or investigation process) or any other characteristic protected by law that:

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

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

PROCEDURE

Application

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

Reporting an Incident of Harassment, Discrimination, or Retaliation

Cleveland Clinic encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been subjected to discrimination, harassment, or retaliation are encouraged to immediately report their concerns to the Title IX Coordinator, Education Institute at 216-444-5678 or to the confidential Cleveland Clinic Compliance Reporting Line at 1-800-826-9294.

In addition, Cleveland Clinic encourages individuals who believe they are being subjected to such conduct promptly to advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Cleveland Clinic recognizes, however, that an individual may prefer to pursue the matter through formal complaint procedures. In determining whether alleged conduct constitutes harassment, discrimination or retaliation, the totality of the circumstances will be thoroughly considered, including the type of conduct and the context in which it allegedly occurred. While no reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. To assist in the prompt and thorough investigation of the complaint, students are encouraged to provide a written summary of the acts complained of providing as much detail as possible including the name, title and department of the alleged harasser; a description of the alleged incidents including dates, locations and the presence of witnesses; and the identity of other students who may have also been subject to the inappropriate treatment.

Program Director's Responsibility/Duty to Act

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

Investigation of Complaints

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

Corrective Action

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

Confidentiality

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

Statement of Non-Retaliation

Cleveland Clinic forbids retaliation against any student for reporting, testifying, assisting, or participating in any manner in an investigation, proceeding, or hearing conducted by Cleveland Clinic or a federal, state, or local court or enforcement agency or bringing or lodging a complaint of discrimination or harassment or engaging in any other activity protected by law. Students should report any incidents of retaliation to the Program Director, to any other manager, or the Title IX Coordinator (216-444-5678) immediately. Reports of retaliatory conduct will be objectively and thoroughly investigated in accordance with the procedure outlined above. If a report of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

Personal Appearance

PURPOSE

The purpose of this policy is to provide guidelines for dress and grooming to ensure the professional appearance of its students on a consistent basis.

POLICY

Cleveland Clinic recognizes the importance of the professional appearance of students in maintaining an atmosphere conducive to the delivery of quality health care services. To promote such an atmosphere, students are expected to dress in an appropriate manner. The Program Director, Perfusion Faculty and Preceptors are responsible for enforcement and also reserve the right to determine what constitutes appropriate attire.

APPLICATION OF POLICY

General Guidelines

- Hair style, jewelry, makeup and fingernail lengths should be appropriately chosen to achieve a look of professional credibility. Facial hair for men must be well groomed.
- Hosiery should be neutral in tones such as flesh tone, taupe, black, grey, or solid color opaque or sheer. Socks may be worn only if they are covered by pants or slacks.
- Shoes should be appropriate for the work being performed. Acceptable styles include oxfords, dress flats, loafers, or moderately heeled dress shoes. Students may wear athletic shoes with their scrubs as long as they are made of non-absorbent materials.
- Natural and artificial nails should be kept short and polish, if worn, may not be chipped and should be kept to a basic color to convey a professional image.
- Business Casual attire may include khakis with a polo shirt (no vendor logo other than Cleveland Clinic), blazers, full length pants or slacks, skirts with sweater, etc. Jeans and denim material are not acceptable. Department managers will determine if and when business casual attire is appropriate.
- Tattoos must be covered during working hours. Body piercing jewelry may not be visible except in the ear lobes. No more than two pair of simple earrings may be worn per ear.
- Cleveland Clinic will make reasonable accommodations for dress or grooming directly related to a student's religion, ethnicity, or disability unless such accommodation poses a risk to the safety or health of the individual or others.

Students – Uniformed Attire

Steel blue scrub suits and staff whites are not to be worn outside the hospital (i.e. to and from garages or any other place outside the hospital buildings).

Blue scrub suits and staff whites are to be covered with a buttoned white lab coat or warm-up jacket when leaving the operating suite.

Disposable caps/masks/booties are to be removed before leaving the operating suite.

Miscellaneous

- The student ID Badge should be worn above the waist and with the photo ID facing outward.
- Good personal hygiene is expected of all students.
- The hospital recognizes that exposure to strong scents and fragrances in the environment can be offensive to others. Therefore, the use of only minimally scented perfumes, colognes, and other fragrance products is encouraged.
- Failure to adhere to standards of dress and grooming may result in corrective action.

Prevention of Workplace Violence

POLICY

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

PROCEDURE

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

- ACTS OF VIOLENCE OR IMMINENT THREATS OF VIOLENCE SHALL BE REPORTED BY THE AFFECTED STUDENT, EMPLOYEE OR SUPERVISOR.
Call Cleveland Clinic Police at: (216) 444-2222
- Students who believe that they are being subjected to threats, threats of violence, harassment and/or intimidation while on Cleveland Clinic premises or while conducting Cleveland Clinic business shall report the situation to their Program Director, Faculty or Preceptor as soon as possible. Students are encouraged to bring any disputes with co-workers to the attention of their Program Director, Faculty or Preceptor before the situation escalates. When making a report of threatened or actual violence, students are encouraged to provide as many details as possible to assist in the investigation of the complaint. Cleveland Clinic will not retaliate against students making good faith reports of threatened or actual acts of violence or suspicious individuals or activities.
- Faculty or Preceptors will notify the Program Director of any reports or incidents of violence or threats of violence and will assist, as requested, in any subsequent investigation. Cleveland Clinic will conduct a prompt and thorough investigation into all reports of violence and threatened violence. All activities related to such a complaint will be held in confidence to the fullest extent possible and the investigation will be conducted in a manner designed to protect the privacy of all concerned. However, due to the need to investigate complaints thoroughly, strict confidence cannot be guaranteed.
- Following the investigation, the Program Director will determine the action(s) to be taken including, but not limited to, corrective action up to and including program dismissal.
- If an investigation results in a finding that a complainant falsely and maliciously accused another individual of threatening, harassing, intimidating and/or violent behavior, the complainant will be subject to corrective action up to and including termination.

DOMESTIC VIOLENCE

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

Social Media Use

PURPOSE

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

POLICY

Although Cleveland Clinic recognizes the value of social media as a tool for communicating and gathering information, time spent posting on or viewing social media sites must not interfere with job responsibilities. When communicating on Cleveland Clinic social media sites, or communicating about Cleveland Clinic or as a representative of Cleveland Clinic on any social media site unaffiliated with Cleveland Clinic, students are expected to follow the same standards and policies that otherwise apply to them as a student. For example, social media activity is subject to Cleveland Clinic policies that strictly prohibit discrimination, harassment, threats, and intimidation. The guidelines set forth in Cleveland Clinic's HIPAA and Confidential Information policies also apply to social media activity such as comments posted to Facebook, blogs, or discussion forums, as do the guidelines set forth in Cleveland Clinic's Telephone and Cellular Phone Use policy. Students must not post content about coworkers, supervisors, or the Cleveland Clinic that is vulgar, obscene, threatening, intimidating, harassing, defamatory, or detrimental to the Cleveland Clinic's legitimate business interests. Nor can students post content that violates Cleveland Clinic's workplace policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic. Inappropriate postings may include, for example, discriminatory remarks; harassment on the basis of race, sex, disability, religion and other protected characteristics; malicious posts meant to intentionally harm someone's reputation; posts that could contribute to a hostile work environment; and threats of violence or other similar inappropriate and unlawful conduct. Students should use good judgment and discretion in developing postings. In the interest of guarding the privacy of our patients, students must not publish any content including photos, names, likenesses, descriptions or any identifiable attributes or information - related to any Cleveland Clinic patient. Postings that attempt to describe any specific patient and/or patient care situation, or that contain any patient identifier, or in combination may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited. Violations of Cleveland Clinic policies that occur online or in social media may subject the violator to disciplinary action up to and including program dismissal.

GUIDELINES

- Cleveland Clinic provides its electronic property, including laptops, PCs, phones and
- Student Monitoring
 - Students should have no expectation of privacy with respect to any communication sent through Cleveland Clinic's computer system or networks. Also, students should have no expectation of privacy when

- using social media during work time or in regard to anything posted that is accessible by the general public.
 - Social media activity using the Cleveland Clinic's electronic resources is subject to all Cleveland Clinic policies, including the Acceptable Use Policy. Cleveland Clinic will, in its discretion, review and restrict social media activity to the fullest extent permitted by applicable law.
- Rules for Social Media and Social Networking
 - In the interest of guarding the privacy of our patients, students must not publish any content - including photos, names, likenesses, descriptions or any identifiable attributes or information - related to any Cleveland Clinic patient on any form of social media or to any third party. Postings that attempt to describe any specific patient and/or patient care situation, or that contain any patient identifier, or in combination with other information may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited.
 - Time spent posting or viewing any social media sites, including Cleveland Clinic social media sites, must not interfere with or affect work responsibilities.
 - For the purpose of respecting all copyright and intellectual property laws, and Cleveland Clinic's interest in the use of its brand, students must not use Cleveland Clinic's name, logo, trademark, or proprietary graphics in a way that suggests that the student is representing Cleveland Clinic without receiving permission. Students also must not use Cleveland Clinic's logo, trademark, or proprietary graphics in any commercial activity. Nor shall students use the Cleveland Clinic logo, trademark, or propriety graphics while engaging in conduct that violates Cleveland Clinic policy.
 - Students must not use their enterprise e-mail address to register for any personal social media account or site, or as an identifier needed to participate in any personal social media activity.
 - Students should not post photos of other Cleveland Clinic students on social media sites without the other student's permission.
 - Students must not post content on any social media site that is related to confidential or proprietary information of Cleveland Clinic, its patients, or vendors, such as health information or trade secrets. Trade secrets may include information regarding the development of systems, processes, procedures or other internal business-related confidential communications.
 - Students must not use Cleveland Clinic-sponsored sites to solicit for or promote personal businesses or other organizations, including but not limited to outside business ventures, charities, political campaigns, or religious groups. For example, students must not use Cleveland Clinic-sponsored sites to promote a personal cosmetics business or a political candidate.

DEFINITIONS

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

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

- Cleveland Clinic internal intranet sites and blogs;
- Cleveland Clinic publicly facing internet web sites;
- social networking sites , such as Facebook®, Instagram®, or SnapChat®
- blogs (including corporate or personal blogs and comments to blogs) and other on-line journals and diaries;
- forums and chat rooms, such as discussion boards, Yahoo! Groups®, or Google® Groups ;
- microblogging, such as Twitter®;
- online encyclopedias , such as Wikipedia®; and
- video or image based sites such as Flickr®, YouTube® and similar media.

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

Substance Abuse

PURPOSE

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

POLICY

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

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

DEFINITIONS

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

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

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

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

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

PROCEDURE

Voluntarily Seeking Assistance

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

Programs of Education, Prevention, Treatment and Support

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

Reasonable Suspicion of Impairment/For-Cause Referral

When the Program Director, Faculty or Preceptor believes a student is working in an impaired condition, they are directed to:

- Record all observations in writing.
- If feasible, request a second witness to confirm and record observable deficiencies in student performance/behavior.
- Notify student, in private, of the need for immediate medical evaluation to determine fitness-for-duty.
- Confidentially contact Occupational Health for evaluation, screening, and/or testing.
- Escort the student to Occupational Health for evaluation.
- Initiate corrective action, if appropriate.
- In the event the disposition requires transportation, the Program Director should ensure safe transportation for the student to an appropriate destination. If a student refuses to comply with the medical evaluation or cooperate with an investigation, he/she will be subject to removal from Cleveland Clinic premises and subject to corrective action up to and including program dismissal. Center for Health Science Education will be notified by Occupational Health of the findings of the substance abuse screening/testing results. Center for Health Science Education will coordinate with Occupational Health the disposition of the evaluation, and will notify the Program Director.

Reasonable Suspicion of Diversion/Possession

If the Program Director suspects diversion of a controlled substance, the Program Director shall:

- Contact the Center for Health Science Education for guidance.
- Contact the Pharmacy Department for assistance in compiling investigatory reports.
- Conduct a thorough investigation checking doctor's orders, documentation of medications dispensed, etc.

If the Program Director has reasonable suspicion that a student is in improper possession of alcohol, illegal drugs and/or a controlled substance, the Program Director will request Cleveland Clinic Police/Hospital Security to perform appropriate searches of the student and Cleveland Clinic premises.

Refusal to Comply

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

Safe Transportation

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

Violation of Policy

Any student who is found to be in violation of this policy is subject to corrective action up to and including program dismissal. Treatment expenses not covered by the student's health plan, including substance screens, are the responsibility of the student. Non-compliance with treatment requirements may result in corrective action up to and including program dismissal.

Confidentiality

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

Telephone and Cellular Phone Use

POLICY

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

PURPOSE

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

For the purposes of this policy, the term "cellular phone" is defined as any handheld electronic device with the ability to receive and/or transmit voice, text or data messages without a cable connection (including but not limited to cellular phones, Smartphones, tablets, digital wireless phones, radio-phones, telephone pagers, PDAs (personal digital assistants) with wireless communications capabilities which may or may not have the capability to take pictures and videos. Cellular phone devices may also be considered any device capable of being networked by a private network provider to obtain information and send information over the internet.

GENERAL PROVISIONS

Personal Telephone Calls

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

Cellular Phones

While at work, students are expected to exercise the same discretion in using personal cellular phones as they use with Cleveland Clinic telephones. Excessive personal calls during the workday, regardless of the device used, can interfere with student learning and be distracting to others. Students will restrict personal calls during work time, and should use personal cellular phones only during scheduled breaks or lunch periods in non-working areas and avoid patient care areas when possible. Cellular phone devices should be on vibrate or silence mode when carried by students on Cleveland Clinic premises during work time. Cellular phones should not be answered during patient care delivery or where it would interrupt students' day-to-day work responsibilities, with the exception of conducting business related calls impacting patient care.

Photographing

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

Weather Emergencies

PURPOSE

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

POLICY

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

DEFINITIONS

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

PROCEDURE

Late Arrival: Occurrences of tardiness on a declared weather emergencies will not be counted for purposes of corrective action.

Absence: Students are asked to contact the Program Director or Clinical Coordinator if he/she is not able to make it to the School on time due to inclement weather. Tardiness or absence due to inclement weather will not be counted against the student, if the student has called.

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

Workplace Visitation

PURPOSE

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

POLICY

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

DEFINITIONS

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

GENERAL PROVISIONS

Workplace Visitation

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

Conducting Personal Business

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

Policy Violations

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

Confidential Information

POLICY

During the course of their clinicals, students may have access to confidential information concerning CCF budgets, strategic business plans, patients, employees or other students. This information may be in the form of verbal, written, and/or computerized data. The protection of this confidential information is a critical responsibility of each student. As such, the unauthorized acquisition, release, and/or discussion of any information related to CCF business, patient medical information, current and past employees, current and past students, job applicants and computerized data is considered a major infraction, subject to disciplinary action up to and including program dismissal

APPLICATION OF POLICY

Protected Health Information

Under the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), Protected Health Information (PHI) is any information that is created, received, and maintained by CCF related to an individual's health care (or payment related to health care) that directly or indirectly identifies the individual. Use of PHI refers to the sharing, applying, or analyzing of PHI within CCF. "Disclosure" refers to the release of PHI outside CCF. The use and disclosure of PHI by students shall occur only in accordance with HIPAA Privacy Policies. PHI may be accessed only by those individuals who, within the scope of their job responsibilities, have a legitimate need for such information for purposes of patient care, research, education, or administrative uses. Any other use or disclosure of PHI may be considered a major infraction of CCF policy, and may also be subject to criminal penalties. Further, the taking of photographs or any other electronic or recorded images, videotaping, audiotaping, electronic or data recording by any mechanisms including but not limited to cameras, videocameras, movie cameras, cell phones or cell phone cameras, personal digital assistants or any recording device without the express written consent of the individual is strictly prohibited.

Lockers and Locks

POLICY

Locker facilities are provided for students who work in departments where there is no designated area where they may secure personal property when working.

LOCKER ASSIGNMENT PROCEDURE

- Lockers and combination locks are issued by the Program Director who is responsible for maintaining an accurate record of their students' locker assignments.
- Students who withdraw or are dismissed from the program must surrender the locker and return the lock to the Program Director.

GENERAL PROVISIONS

- It is each student's responsibility to keep their locker and the locker room neat and clean. Food, beverages, and any contraband articles are prohibited in lockers and/or locker rooms.
- CCF retains the right to conduct administrative inspections of lockers and locker rooms at any time. Misuse of these facilities by students may be cause for disciplinary action.
- Combination locks to lockers are provided by CCF. Personal locks are not permitted and, if used, will be removed from the locker and replaced by a CCF lock.
- CCF is not responsible for personal property that is lost or stolen. All students are encouraged to leave valuables at home, secure their lock, and refrain from giving their lock combination to other individuals.

Student Parking

POLICY

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

- **General Parking Information**
 - Students are permitted to park in their assigned lot only. Lots are assigned, but specific spaces are not reserved.
 - Students must display their current hang tag or window decal so that it can be clearly viewed from the front of the vehicle. All window decals must be affixed to the lower left-hand corner (driver's side) of the vehicle's windshield. At any given time, no student is permitted to have more than one vehicle parked in an area designated for student parking.
 - Vehicles must be parked in marked parking spaces.
 - Vehicle maintenance, except for the replacement of a flat tire or other repairs required to safely drive off the lot, is not permitted in the parking areas.
 - In the event of construction activities, emergencies, or other situations, parked cars may need to be moved or reassigned to alternate lots.
 - Cleveland Clinic and Standard Parking Corporation assume no responsibility for the loss, theft, or damage to parked vehicles.
 - Located throughout the parking areas are small car parking spaces. These spaces are reserved for small cars only. The small car designation excludes not just large vehicles but all SUV's, station wagons, minivans, and crossover vehicles.
- **Parking Registration:** All students who intend to park a vehicle on Cleveland Clinic property during their scheduled work hours must register with the Parking Department for a parking assignment. Each student is assigned to a specific parking area. Students are required to park in their assigned parking area during all work hours. This assigned area should not be used by the student at times other than when they are working on-campus.
- **Nights, Weekends and Holidays:** Students assigned to surface lot parking have automatic default access to a designated parking garage on-campus. This default access enables students to accommodate schedule changes. Students are only authorized to utilize this default access when assigned to work nights (6:00pm - 10:00am), and all day on weekends and Clinic recognized holidays. Utilization of a parking garage outside of these parameters is considered to be a violation of policy. The recognized holidays for parking are as follows: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

- **Student Program Parking:** Parking assignments for all Cleveland Clinic student programs may be at an off-site surface parking lot at no charge. Students must have a Cleveland Clinic ID badge to receive a parking assignment. The transportation department provides free shuttle service to and from Main Campus. Students are required to park in their assigned off-campus lots during normal business hours (5:30am to 5:30pm). If students are required to be on campus for third shift, weekends and holidays, they will have automatic default access to a designated on-campus parking garage. For student programs only, the default garage access hours begin at 5:30pm and end at 10:30am.
- **Parking Permits:** Once registered, the student is given a permit in the form of a decal or a hang-tag. This permit must be displayed in the student's registered vehicle(s) during all work hours for identification.
 - If a student drives additional cars to work, the Parking Department will register the additional vehicles and issue extra permits. If a student drives an unregistered vehicle to work, the Parking Office must be notified of the temporary change of vehicle. If the change of vehicle is for less than 24-hours, call the parking office to give proper notification of the change.
 - If the change is for more than 24-hours, the student must obtain a temporary permit from the parking attendant. The attendant will take the student's information and submit it to the Parking Office. The student can then pick up the temporary permit from the attendant the following business day.
- **Parking Fees:** Lost or stolen ID badges, window decals, or hang tags can be replaced. The fee for replacement varies and is determined by Parking Services. The window decal or hang tag is replaced by Parking Department, and the ID Badge is replaced by the ID Badge Department.
- **Parking Violation Fines:** The registered owner, permit registrant, or operator shall be held responsible for the indicated fine for any violation of the Parking Policy. All registered parking users consent to the enforcement of parking fines, and the charges of the fines. Every parker charged and fined has the right to appeal. This process is described further below. Students receiving violation tickets are subject to fines.
- **Payment of Fines:** Fines shall be paid by check, money order, or credit card at the Parking Office or through inter-department or ordinary mail within seven (7) calendar days from the date of the ticket. **Cash payments cannot be accepted.** The Parking Violation Ticket must accompany payment.
 - If the fine is not received within the specified period, an automatic payroll deduction will occur. This will include the amount of said fine plus an additional \$5.00 late charge.
 - Contesting of Parking Violations is permitted and must be made in writing within five (5) calendar days of the violation date. A copy of the parking violation and written explanation must be sent to the Parking Office by inter-department or ordinary mail. No oral appeals will be considered. All written appeals must include full name, student number, ticket number, Cleveland Clinic and / or home phone number, and explanation of why violator believes ticket should be voided. If the appeal is incomplete or illegible it will not be considered.

- You may appeal a violation as described above in section 9.b. If the appeal is granted the violation will be waived, and no further action is required by the violator. If the appeal is not granted the violator must pay the fine as described in section 9.a. All decisions concerning appeals are final.
- Parkers are responsible for the willful or careless destruction of Cleveland Clinic Property, including, but not limited to gates, fences, lawns, landscaping, etc. Individuals who are found responsible for such damages will be liable for the full cost of damages.
- **Immobilization or Towing of Vehicles:** Immobilizing or towing of motor vehicles will be ordered if a vehicle is impeding traffic, creating a hazard to public safety, or in repeat violation. Other violations that could cause a vehicle to be towed and immobilized include displaying a hang tag that has been reported as lost, stolen, or counterfeited, and moving cones and barricades from parking spaces. The Cleveland Clinic Parking Department reserves the right to immobilize or tow a vehicle on the first illegal parking offense. All immobilization removal charges or towing fees will be at the owner's or driver's expense.
- **Disability/Handicap:** Students using Disability/Handicap permanent hang tags or license plates must be displayed at all times. This hang tag must be verifiable, valid and be used with proper identification. Handicap registrations must be verified and filed at the Parking Office prior to utilizing the parking space. Non compliance will be considered a violation of the parking policy. Students who are experiencing a temporary disability may apply for a special handicapped pass. The student must obtain and submit authorization from their attending physician and present it to the Parking Office for approval. Issuance of the handicapped pass will allow temporary (maximum of three (3) months) use of spaces designated "Reserved for the Handicapped." Any violation of this policy will be considered to be a violation of policy.
- **Carpooling:** Cleveland Clinic encourages carpools in an effort to alleviate the parking shortage on campus. Carpools must be registered through the Parking Office. There shall be no more than one (1) registered carpool vehicle parking at Cleveland Clinic at any time and the registered vehicle must be parked in the assigned location. Violation of this will result in the loss of carpool privileges. To facilitate the organization of a carpool, visit the Parking website at: <http://intranet.ccf.org/carpool/>

Internal Disaster Procedure

POLICY

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

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

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

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

A copy of these instructions should be kept in each department. Copies are available through the Safety Office or online through the CCF Intranet, Safety Handbook.

Non-Smoking

PURPOSE

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

POLICY

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

Occupational Exposures to Blood and Body Substances

PURPOSE

It is the policy of The Cleveland Clinic Foundation to provide appropriate counseling, treatment and follow-up for all occupational exposures to blood and body substances. All students are strongly encouraged to report all exposures.

DEFINITIONS

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

PROCEDURE

- If a student sustains a needlestick, sharp injury or a mucous membrane splash of patient blood or other body fluids, that student should file a Record of Occupational Injury & Illness form with the Program Director.
- The student should contact Occupational Health through the Exposure Hotline (445-0742) to be evaluated as soon as practical after exposure. Risk assessment is determined by Occupational Health based on identification of infectious material and mode of transmission. High risk exposures to HIV will be immediately directed to the Hospital Epidemiologist or his/her designee for possible treatment. HIV post-exposure prophylaxis medications (PEP) will be provided based on most current CDC guidelines. Medications will be provided free of charge. PEP follow-up will be provided by the Hospital Epidemiologist or his/her designee.
- The student will be counseled and encouraged to undergo baseline testing for HIV, hepatitis C antibody (Anti-HCV), hepatitis B surface antigen antibody (Anti-HBs) and hepatitis B surface antigen (HbsAg) as soon as possible after exposure. Occupational Health (Exposure Hotline) will direct the student to the appropriate location for blood work.
- Occupational Health (Exposure Hotline) will coordinate obtaining source patient consent for post-exposure blood work testing. The exposed student has the right to decline seeking consent from the source patient. If the exposed student declines, then Occupational Health (Exposure Hotline) will request to speak to another nurse or physician with access to the patient to obtain and document consent for HIV testing. If there is no nurse or physician available in the area/unit where the source patient is located, or the source patient has been discharged to home, then Occupational Health (Exposure Hotline) will seek consent from the source patient by telephone. If consent is not obtained the Hospital Epidemiologist or designee may authorize the testing of the patient's blood that may be available in the laboratory (see Policy #665, Section II, D). Other post-exposure blood work includes hepatitis B surface antigen (HbsAg) and antibody to hepatitis C (Anti-HCV).
- The student will return to Occupational Health for results of baseline blood work. Results and any specific recommendations will be given in person only.

- Appropriate hepatitis B post-exposure treatment will be provided by Occupational Health based on the most current CDC guidelines. If treatment for hepatitis B exposure is required, it will be provided free of charge.
- During post-exposure follow-up the student's vaccination status will be reviewed and vaccines provided as appropriate.
- If the source patient and student baseline blood work is negative for bloodborne pathogens no further follow-up is necessary. If the source patient is positive or unknown for a bloodborne pathogen and the student is negative, then follow-up blood work will be continued at 4-6 weeks, 3 and 6 months as appropriate based on CDC recommendations. Follow-up testing may be continued up to 12 months depending on the nature of the exposure and any PEP.
- Students with concerns about a baseline negative source patient being in a "window" stage of HIV infection may request extended 4-6 week, 3 and 6 month HIV follow-up blood work.
- If a source patient is determined to be positive for a bloodborne pathogen based on postexposure testing, the Hospital Epidemiologist will attempt to locate the patient and inform them of the results.
- Students will be instructed by Occupational Health on precautions to avoid potential transmission to others after occupational exposure to bloodborne pathogens.
- Students are advised to report any acute illness (fever, rash, swollen glands) that may occur within 12 weeks of occupational exposure to their primary care physician and Occupational Health.

GENERAL PROVISIONS

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

Veterans Services

The Veterans Services requires every new student using educational benefits provide the Cardiovascular Perfusion Program with all prior courses, credits, and previous experience for evaluation and review as appropriate for meeting the Certificate of Completion program requirements. After transcript review, the Cardiovascular Perfusion Program is under no obligation to accept course credit beyond those identified as program prerequisites under Admission Requirements on page 8 of the Student Handbook.

Any individual entitled to educational assistance under chapter 31, Vocational Rehabilitation, or chapter 33, Post 9/11 GI Bill benefits will be permitted to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 and ending on the earlier of the following dates:

1. The date on payment from the VA is made to the institution.

2. 90 days after the date the institution certified tuition and fees following the receipt of the COE

Cleveland Clinic will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement to borrow additional funds, on any individual entitled to educational assistance under chapter 31, Vocational Rehabilitation, or chapter 33, Post 9/11 GI Bill benefits because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from the Department of Veterans Affairs under chapter 31 or 33.



BACKGROUND INFORMATION RELEASE FORM

I hereby authorize the Cleveland Clinic to contact any law enforcement agency and/or other governmental agency who may aid the Cleveland Clinic in determining suitability for employment (or student placement). I release those individuals and or organizations contacted from all liability whatsoever for issuing the requested information. I am aware that the clearance process may include fingerprinting. I acknowledge that the Cleveland Clinic will conduct required searches of federal exclusionary lists to include the Office of Foreign Asset Control, General Services Administration, and Health and Human Services.

PLEASE READ CAREFULLY BEFORE SIGNING: Have you ever been convicted of, or pled guilty to, any felonies? **YES** ☐ **NO** ☐

If you have answered yes, please explain:

I hereby provide the following information so that background checks may be initiated for verification. I am aware that issuance of a Cleveland Clinic ID Badge does not guarantee final placement as an employee.

Are you being considered for: **FT/PT CC Employment** ☐ **PRN/Temp CC Employment** ☐
 Volunteer ☐ **Student** ☐ **Vendor/Contractor** ☐

Employer/School: _____

Program: _____

Print Full Name: _____

Any Other Legally Known Name: _____

Employee Number (to be assigned by the ID Badge department): _____

Social Security Number: _____

Date of Birth: _____

Address: _____

City, State, Zip: _____

Prior Address: _____

Visa / Passport Number (if applicable): _____

Other Information:

Applicant's Signature: _____ **Date:** _____

Hospital Name: _____

Name of Cleveland Clinic Contact (Clinical Instructor/Preceptor):

Telephone# _____

Appendix B



STUDENT OR ON-SITE FACULTY WAIVER

Clinical training in a health care setting assumes certain risks, including the possibility of exposure to an infectious disease, injury from equipment or medical materials, and illness or injury to oneself, employees, patients or visitors. I understand that The Cleveland Clinic Foundation, d/b/a Cleveland Clinic and its member hospitals and their affiliates (the "Clinical Site(s)") do not provide any accident, malpractice, health, medical, or workers' compensation insurance coverage for any illness or injury I may acquire or cause at a Clinical Site. I acknowledge and as consideration for the opportunity to participate in clinical training at Clinical Sites, I hereby waive, for myself or any heirs and/or assigns, any and all claims which I might have against the Clinical Site, or its agents or representatives, in any way resulting from personal injuries, illness, or property damage sustained by me and arising out of my participation in the Training Program at the Clinical Site, except for claims arising out of the gross negligence or reckless or willful misconduct of the Clinical Sites or their employees.

In the event I am exposed to blood or other bodily fluids from a patient who is a carrier of a contagious or infectious disease or a patient who is, in the judgment of the Clinical Site, at risk of carrying a contagious or infectious disease, Clinical Site shall, with my consent, either administer immediate precautionary treatment consistent with current medical practice or refer me to an Emergency Room. I shall pay for the initial screening tests or prophylactic medical treatments. Clinical Site shall have no responsibility for any further diagnosis, medication or treatment and I acknowledge and assume the risk of working with patients at risk of carrying a contagious or infectious disease, except for the risk of gross negligence or willful or reckless misconduct on the part of Clinical Site, its trustees, officers, agents, and employees.

CONFIDENTIALITY AND NON-DISCLOSURE STATEMENT

It is understood that during the course of my participation in the Training Program at Clinical Site, I may obtain confidential information about or from Clinical Site ("Confidential Information"). Confidential Information includes, but is not limited to, financial or proprietary data about Clinical Site, information about Clinical Sites' business and employees, patient information, methods of operating, development plans, programs, documentation, techniques, trade secrets, systems, know-how, policy statements, access to proprietary software applications and databases, and other confidential data. The information may be in the form of verbal, visual, written, or computerized data. I agree to maintain in strict confidence all Confidential Information and will not disclose Confidential Information (including, but not limited to, PHI) to anyone, including my family and friends, under any circumstances, unless I am required by law, or I have Clinical Site's prior written consent. I will not make copies of Confidential Information. Prior to discussion of or writing about any Clinical Site patient in an academic context relative to my program of study, all individually identifiable information will be removed or the PHI will be de-identified in compliance with the requirements of the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

I agree to maintain patient confidentiality in both written and verbal communication with other students, instructors, any other individuals, in clinical rounds or class discussion, as well as in any published materials. I understand that patient confidentiality is of such great importance that PHI is NEVER to be shared with anyone even if it is years after I participate in the Training Program.

Under the Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), Protected Health Information ("PHI") is defined as individually identifiable health information, which is health information created, received or used by Clinical Site relating to (a) the past, present or future physical or mental health or condition of a patient, or (b) payment for the provision of healthcare to a patient. PHI contains identifiers that identify a patient or for which there is a reasonable basis to believe the information can be used to identify a patient. Examples of individual identifiers include, but are not limited to, patient name, complete addresses, social security number, date of birth, medical record number and dates of treatment. PHI may include any or all of these individual identifiers coupled with a patient's health information, examples of which are a social security number and diagnosis, date of birth and past medical history, or dates of treatment and symptoms present at the time of treatment. PHI may be accessed only by those individuals who, within the scope of their employment or training responsibilities have a legitimate need for such information for purposes of patient care, research, education or administrative uses. I agree that any breach of the Agreement may cause Clinical Site substantial and irreparable damages and, therefore, in the event of any such breach, CCF shall have the right to seek specific performance and other injunctive and equitable relief without the need to post bond.

The acquisition, release, discussion or other use of Confidential Information for purposes other than to conduct normal authorized business activities during my training at Clinical Site is strictly prohibited. Violation of confidentiality is a very sensitive matter and will be considered grounds for removal from the Training Program, any related employment offer and/or consideration for future employment opportunities.

I understand and agree to my obligations as stated in this signed waiver and statement and that this document shall remain in effect for the duration of my student clinical rotations (or faculty duties) at the Clinical Sites, and that the waiver and obligations of confidentiality and non-disclosure shall remain in effect indefinitely.

Signed: _____ Date: _____

School: _____

[Printed Name of Student or On-Site Faculty]

Appendix C



Transcript Request Form

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, your academic records cannot be released without your consent. All outstanding financial, academic or administrative obligations to the Cleveland Clinic (CCF) must be absolved before a transcript can be processed for release.

Student's Full Name: _____

Current Address: _____

City: _____ State: _____ Zip: _____

CCF ID Number: _____

Date of Birth: _____

Phone Number: _____

Email Address: _____

CCF Program: _____

Dates of Attendance: To: _____ From: _____

Transcript Options:

Number of Copies:	<input type="checkbox"/> Official Transcript – Place Transcript in a Sealed Envelope (Sealed Transcripts are official as long as seal is unbroken)	<input type="checkbox"/> Issued to Student (Stamped 'Unofficial – Issued to Student' Stamp)
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Delivery Options:

<input type="checkbox"/> Hold for Pick-Up
<input type="checkbox"/> Mail Transcript

Mail Transcript to:

Name: _____

Institution/Company: _____

Department/College/School: _____

Address: _____

City: _____ State: _____ Zip: _____

Special Instructions:

Signature: _____ Date: _____
(required) (required)

STUDENT ENROLLMENT AGREEMENT
Cleveland Clinic School of Cardiovascular Perfusion Program
9500 Euclid Ave, J4-604
Cleveland, OH 44195
216.444.3895 or 216.444.9215

Student: _____ Date: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone Number: _____ Email: _____ Date: _____

Last 4 digits of Social Security Number: _____

I am hereby enrolling in the following academic program and my enrollment is subject to the terms and conditions stated in this enrollment agreement.

Program Name: School of Cardiovascular Perfusion **Start Date:** 1/2/2020

Program length: 2997 Clock Hours. This program is normally completed in 17 calendar months.

Tuition and Fees for Current Term:		Payment:
Registration Fee	\$	All tuition and fees are payable for one quarter, semester or school term only. Payment is due prior to the start of classes each term.
Book Fee	\$	
Laboratory Fee	\$	
Tuition	\$24,000	
Total Cost	\$	

Total projected cost of program at current tuition and fee rates: \$24, 000

Tuition and fee charges are subject to change at the schools discretion. Any tuition or fee increases will become effective for the school term following student notification of the increase.

Cancellation and Settlement policy

This enrollment agreement may be canceled within five calendar days after the date of signing provided that the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition and fees paid pursuant to the enrollment agreement and the refund shall be made no later than thirty days after cancellation. This provision shall not apply if the student has already started academic classes.

Refund Policy

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

- (1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.
- (2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.
- (3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.
- (4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
- (5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

Complaint or Grievance Procedure

All student complaints should be first directed to the school personnel involved. If no resolution is forthcoming, a written complaint shall be submitted to the director of the school and proceed with Cleveland Clinic's Appeals / Grievance Procedure. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, Ohio, 43215, Phone 614-466-2752; toll free 877-275-4219.

I acknowledge that I have received a school student handbook (catalog) and agree with the school policies and procedures stated. I acknowledge that I have received and read a copy of this enrollment agreement.

Applicant signature: _____ Date: _____

School representative: _____ Date: _____