

**Iowa Western Community College**  
**Dental Hygiene Program**  
**Program Manual**

**Revised 2025**

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## **Introduction**

Welcome to the Iowa Western Community College Dental Hygiene Program! We recognize the efforts and dedication all students demonstrate to gain admittance to the program. Students perform at an optimal level when expectations are clear and concise. This manual is intended to serve as a guide for students in the Iowa Western Dental Hygiene Program. All students accepted into the Iowa Western Dental Hygiene Program are expected to familiarize themselves with the information contained in this handbook. It is designed to supplement the IWCC catalogue and the IWCC handbook by addressing protocols that are specific to the Dental Hygiene Program at Iowa Western. The dental hygiene faculty, in cooperation with administration, reserves the right to revise procedure guidelines as needed to improve the program or for safety reasons. Students will be informed in writing of any changes that would affect them.

## **Section I Program Reference Guidelines**

### **Iowa Western Community College Mission Statement**

Iowa Western Community College is a learning community committed to excellence in meeting educational needs and improving the quality of life through programs, partnerships, and community involvement.

These statements of Beliefs support and clarify the Mission Statement of Iowa Western Community College.

- Faculty, students, staff, and community partners are equal stakeholders in the culture of our learning community.
- Each and every individual has dignity and worth.
- Community support depends upon identifying and meeting the diverse and changing needs of the people in Southwest Iowa.
- Each person deserves opportunities for lifelong learning and growth.
- Open, honest communication, through word and action, builds credibility and trust.
- Striving for excellence defines the effort of the entire college community.
- Cooperative partnerships foster college and community growth.

## **Core Values**

### **Caring**

We believe creating an environment where people treat each other with a sense of dignity and self-worth and where people convey genuine concern for helping others to achieve their goals will add value to student learning experience.

### **Commitment**

We believe acting with a sense of purpose, vigor, and passion and merging of our personal and work values will enable us to fulfill our pledge to provide opportunities, which encourage students to reach their full potential.

### **Challenge**

We believe articulating and promoting academic and personal standards focused on raising self-expectations in striving for excellence will provide an environment which leads to success.

## **Dental Hygiene Program Mission Statement**

Faculty and staff are committed to the Iowa Western Community College Dental Hygiene Program to ensure the development of students into competent and thoughtful clinicians equipped to manage complex, comprehensive care for patients in diverse populations through enrichment in clinical and community experiences.

## **Dental Hygiene Program Vision**

As a faculty, we believe in the facilitation of learning in a positive and supportive environment. Faculty at IWCC Dental Hygiene Program are dedicated to creating and learning to enhance students' experience while growing as student clinicians and fostering a desire for lifelong learning. Allowing the opportunity to experience self-directed education as adult learners so that students will gain esteem, assume responsibility, value health, accept responsibility, embrace diversity in individuals and act as a facilitator in assisting people to make optimal decisions.

Faculty are encouraged by students' efforts and ability to achieve optimal clinical judgment and communicative skills as a foundation for growth and proficiency. Faculty strive to provide basic scientific information for sound decision making and in providing clinical experiences that are relevant to life and work experiences.

Students will be able to effectively recognize, respect, and respond to the environment, value cooperative and team efforts to achieve goals, combine the courage of one's convictions with their willingness to be flexible, while adhering to the professional standards of dental hygiene. Graduates of our program will understand that dental hygiene is a multi-faceted health profession. As a member of that profession, they are expected to serve individuals and communities competently whether as a clinician, educator, member of community outreach, researcher, or change agent.

## **Program Goals**

Upon completion of the dental hygiene program, the student will be able to:

1. Utilize evidence -based decision-making principles.
2. Utilize the dental hygiene process of care to meet the needs of diverse populations.
3. Operate within an ethical framework within the dental hygiene scope of practice.
4. Promote high standards of oral health among diverse populations.

## **Program Description**

Admitted dental hygiene (DH) students' training will take place at Iowa Western Community College (IWCC) as well as Creighton University Dental School (CDS). There are opportunities for clinical rotations, community projects/ practicums and Service-Learning Projects in the community. DH students are expected to attend college full time. Clinical sessions are within the curriculum required for completion of the DH program at IWCC.

The DH courses must be taken in the described sequence. Barriers to success within the program should be addressed prior to enrollment within the program, for example financial aid or assistance and/or childcare. It is also recommended that any co-requisite courses be completed prior to starting the dental hygiene classes to enable the student to focus on dental hygiene curriculum.

If a student is dismissed or chooses to leave the Dental Hygiene Program, they may reapply to the DH program with requirements. See reentry policy.

Membership in the Student American Dental Hygienists' Association (SADHA) is required for all students in the DH program. To support opportunities within the program, students are required to fundraise once per semester for SADHA. This allows students to work towards continuing education opportunities, community outreach, or school events.

Students are expected to follow the Code of Ethics of the American Dental Hygienists' Association, the Iowa Western Community College and the Dental Hygiene Program policies and procedures. ADHA code of ethics can be found at [www.ADHA.org](http://www.ADHA.org) and in the handbook.

## **Iowa Western Dental Hygiene Administration and Staff**

Dean of Health: Dr. Jessica Pauley, DNP-PHP, RN

Program Director: Laura Grabow, RDH, BS

Administrative Assistant: Breon Mathison



## **Core and Discipline Specific Competencies (ADEA Entry Level Competencies for Allied Dental Professionals, 2023)**

The American Dental Education Association (ADEA) was founded in 1923 as the American Association of Dental Schools. ADEA is “The Voice of Dental Education,” dedicated to preparing future-ready oral health professionals. With 100 years of excellence in developing better scholars, faculty, and leaders in dental education, ADEA is bringing new thinking and innovation to the next century and beyond (American Dental Education Association, 2023).

The following core and discipline-specific competencies are derived from and developed by ADEA. It is important to understand what skills will be necessary for success within the dental hygiene program and beyond, as a practicing dental hygienist.

## **Core Competencies**

### **Professional Knowledge:**

#### **1. Professionalism**

- 1.1 Apply professional values and ethics in all endeavors.
- 1.2 Adhere to accreditation standards and federal, state and local laws and regulations.
- 1.3 Promote quality assurance practices based on accepted standards of care.
- 1.4 Demonstrate interpersonal skills to effectively communicate and collaborate with professionals and patients across socioeconomic and cultural backgrounds.

#### **2. Safety**

- 2.1 Comply with local, state and federal regulations concerning infection control protocols for blood-borne and respiratory pathogens, other infectious diseases and hazardous materials.
- 2.2 Follow manufacturers' recommendations related to materials and equipment used in practice.
- 2.3 Establish and enforce mechanisms to ensure the management of emergencies.
- 2.4 Use security guidelines and compliance training to create and maintain a safe, ecofriendly and sustainable practice compatible with emerging trends.
- 2.5 Ensure a humanistic approach to care.
- 2.6 Uphold a respectful and emotionally safe environment for patients and practitioners.

#### **3. Critical Thinking**

- 3.1 Demonstrate critical and analytical reasoning to identify and develop comprehensive oral health care solutions and protocols.

3.2 Apply individual and population risk factors, social determinants of health and scientific research to promote improved health and enhanced quality of life.

#### **4. Scientific Inquiry and Research**

4.1 Support research activities and develop research skills.

4.2 Use evidence-based decision-making to evaluate and implement health care strategies aligned with emerging trends to achieve high-quality, cost-effective and humanistic care.

4.3 Integrate accepted scientific theories and research into educational, preventive and therapeutic oral health services.

#### **Health Promotion and Disease Prevention:**

#### **5. Health Education and Community Connection**

5.1 Endorse health literacy and disease prevention.

5.2 Communicate and provide health education and oral self-care to diverse populations.

5.3 Facilitate learning platforms for communities of interest by providing health education through collaboration with dental and other professionals.

5.4 Promote the values of the dental profession through service-based activities.

5.5 Evaluate outcomes for future activities supporting health and wellness of individuals and communities.

#### **6. Advocacy**

6.1 Promote an ethical and equitable patient care and practice environment by demonstrating inclusion of diverse beliefs and values.

6.2 Uphold civic and social engagement through active involvement in professional affiliations to advance oral health.

**Professional Development and Practice:****7. Professional Growth**

7.1 Commit to lifelong learning for professional and career opportunities in a variety of roles and settings.

7.2 Engage in research, education, industry involvement, technological and professional developments, and/or advanced degrees.

7.3 Demonstrate self-awareness through reflective assessment for continued improvement.

**8. Business Practices**

8.1 Facilitate referrals to and consultations with relevant health care providers and other professionals to promote equitable and optimal patient care.

8.2 Promote economic growth and sustainability by meeting practice goals.

8.3 Create and maintain comprehensive, timely, and accurate records.

8.4 Protect privacy, confidentiality, and security of the patients and the practice by complying with legislation, practice standards, ethics, and organizational policies.

**9. Leadership**

9.1 Develop and use effective strategies to facilitate change.

9.2 Inspire and network with others to nurture collegial affiliations.

9.3 Solicit and provide constructive feedback to promote the professional growth of oneself.

**\*\*The Core and Discipline-specific Competencies provide a framework for the development of an entry-level curriculum as part of the educational process for the new practitioner. This framework embraces the intent of high-quality and culturally aware care for all persons.**

## **Discipline-specific Competencies—Dental Hygiene**

The dental hygiene competencies are the continuation of the allied dental core competencies, and both should be viewed as a single framework for this discipline. Dental hygienists are oral health professionals who specialize in the identification, prevention, and management of oral diseases. Dental hygienists provide evidence-based, person-centered care through assessment, diagnosis, planning, implementation, evaluation and documentation. They practice in collaboration with dental and other professionals in a variety of settings to recognize the oral-systemic connection for improvement of oral health, general health and well-being of individuals, communities, and populations (American Dental Education Association, 2023).

### **DH. 1 Essential Knowledge**

DH. 1.1 Apply the knowledge of the following sciences during the dental hygiene process of care:

- Microbiology
- Human anatomy and physiology
- Human cellular biology
- Chemistry
- Biochemistry
- Immunology and pathology
- Nutrition
- Pharmacokinetics

DH. 1.2 Apply the knowledge of the following behavioral sciences during the dental hygiene process of care:

- Sociology
- Psychology
- Interpersonal communication

### **DH. 2 Person-centered Care**

#### **2.1 Assessment**

DH. 2.1.1 Accurately collect and document a comprehensive medical, dental, social health history and diagnostic data.

DH. 2.1.2 Critically analyze all collected data.

DH. 2.1.3 Identify predisposing, etiologic, environmental and social risk factors for person centered care.

## 2.2 Dental Hygiene Diagnosis

DH. 2.2.1 Analyze comprehensive medical, dental and social health history.

DH. 2.2.2 Integrate observational and diagnostic data as part of the dental hygiene diagnosis.

DH. 2.2.3 Use predisposing, etiologic, environmental and social risk factors for person - centered care.

## 2.3 Planning

DH. 2.3.1 Use the patient's assessment to establish an optimal and realistic, person - centered dental hygiene care plan through mutual communication.

DH. 2.3.2 Use all aspects of the dental hygiene diagnosis in combination with the person's values, beliefs, and preferences to develop a dental hygiene care plan through shared decision making.

## 2.4 Implementation

DH. 2.4.1 Obtain informed consent based on the agreed-upon treatment plan.

DH. 2.4.2 Execute individualized treatment based on the patient's dental hygiene diagnosis.

DH. 2.4.3 Integrate educational, preventive, and therapeutic services to provide comprehensive person-centered care.

DH. 2.4.4 Use specialized skills and evidence-based technology to promote dental and periodontal health.

DH. 2.4.5 Continuously re-evaluate for modifications to achieve desired outcomes.

## 2.5 Evaluation and Documentation

DH. 2.5.1 Evaluate the effectiveness of completed services.

DH. 2.5.2 Analyze treatment outcomes of the dental hygiene process of care to determine improved health and modifications.

DH. 2.5.3 Modify dental hygiene care plans as necessary to meet goals of patient and clinician.

DH. 2.5.4 Identify necessary referrals for success of the treatment outcomes, including intraprofessional and interprofessional health care providers, supporting professions, and patient advocates.

DH. 2.5.5 Accurately document assessment findings and data, dental hygiene diagnosis and care plan, implementation, outcome evaluation and any communication between professionals and patient and anyone else in the circle of care.

## **STATEMENT ON ETHICAL BEHAVIOR**

The students, faculty, and staff in the dental hygiene program at Iowa Western Community College have the ethical obligation to subscribe to the following principles:

A. To serve all patients without discrimination. The dental hygiene student will respect the individuality, dignity, and rights of every person, regardless of race, color, creed, national origin, age, sexual orientation, socioeconomic, or medical/dental status.

B. To hold patient relationships in confidence. The dental hygiene student will understand that keeping patient information confidential is necessary because it helps create trust, which must exist between the patient and the hygienist, and enables the patient to feel comfortable in telling the truth. To decrease trust is to cause harm. (Patient confidentiality is also required legally.)

C. To generate public confidence in members of the dental health professions. The dental hygiene student is obligated to refrain from making disparaging remarks about the services of another student, faculty member, dental hygienist, or dentist in the presence of a patient. A lack of knowledge of the conditions under which the services were provided may lead to unjust criticism and to a lessening of the patient's confidence in the dental health care profession.

D. To understand the responsibility of being a student dental hygienist. Being a dental hygienist or a dental hygiene student does carry with it an enormous responsibility to individual patients and to society. Patients depend on the skill of the dental hygienist and their caring attitude. They entrust the dental hygienist with their health. The enormity of that responsibility should be at the very core of professional, ethical behavior.

E. To follow all aspects of the IWCC Student Code of Conduct. Being a dental hygienist or a dental hygiene student carry with it the responsibility to maintain ethical behavior in all aspects of student life.



## **Licensure Requirements**

- Graduation from accredited dental hygiene program
  - A student must demonstrate competency in a didactic setting as well as the clinical setting for meeting graduation requirements.
- The National Board Dental Hygiene Examination (NBDHE) must be taken and completed at a passing level. The exam is a comprehensive, written exam based on curriculum required of students seeking licensure. curriculum attained while in the program, as well as course work that is required prior to admittance and acceptance.
- A clinical board is also required for licensure. Students at IWCC participate in the Central Regional Dental Testing Service or CRDTS which is considered by Nebraska and Iowa for state licensing.
- A state jurisprudence test is also required for licensure, and this is state specific.
- If students are relocating, efforts must be made by the student to seek out what is required for state licensure outside of Nebraska or Iowa.
- Anyone convicted of a felony may not be eligible for licensure. At the time of license application, all arrests must be disclosed to the state board.

## **Remediation Policies**

The IWCC dental hygiene faculty is committed to the success of our students. Students strive for excellence, but there is no doubt that barriers may arise that disrupt the continued progress and success within the program. It is the student's responsibility to begin the process for remediation. Students are encouraged to seek assistance from faculty in the classroom as well as the clinical setting when necessary. The following are policies for classroom remediation as well as clinical remediation.

### **Academic:**

Successful completion of each dental hygiene course must be attained with a 75% or higher average. A test average of 75% must also be attained for successful completion of dental hygiene courses to continue through the dental hygiene program. Students will receive the grade earned, meaning no rounding will be considered in percentage grades received.

Didactic remediation is course-specific. Students must meet with the course instructor within 48 hours of the posted results. Students will discuss and read through the exam results with the course instructor. To continue throughout the course, students must show competence in the content missed on the exam. This may be done verbally with the course instructor, researching the correct answers, and providing sources, or possibly a written display of competence of the course material.

Study skills, time management, or the possibility of peer tutoring may be available for continued success in the program.

## Clinical:

Each clinical semester's grade must be 75% or higher. The grade is comprised of clinical performance and professionalism, as well as clinical competencies. If a student fails to reach the 75% necessary to pass, they will be unable to continue in the program.

Students may find that some clinical skills are hard to grasp, or they may need clarification on a particular clinical concept. Supplemental labs are offered for students once weekly in small groups (5 students) or individually as needed.

If a student does not pass a clinical competency (clinical exam), students must attend a supplemental lab before retesting, recognizing the designated retest days on the clinic calendar. Students who retest are only able to achieve a maximum score of 75% if successful.

Clinical faculty can make supplemental lab mandatory for students based on clinical performance and or daily evaluations. Recommendations will be made and discussed with the student. It is the student's responsibility to seek assistance from the clinic lead and attend the supplemental lab.

## Attendance Policies

Attendance is required in both the didactic and clinical settings throughout the dental hygiene program. Missed class and clinical experiences equate to missed learning opportunities and continued growth. Attendance will be recorded in the classroom as well as the various clinical settings.

**Didactic:** If a student is absent due to unforeseen circumstances, the student must refer to the course syllabus for instructions on the preferred method of contact for the instructor. Quizzes will not be made up, and students will receive a zero. Missed lecture content or in-class assignments are the responsibility of the student to attain and complete where necessary. Exam make-ups due to an absence – refer to individual course instructors.

**Clinical:** If a student is absent due to unforeseen circumstances, the student must contact the SADHA president to manage patient care, as well as the clinical faculty lead for the semester. See course syllabi for contact information. **Missed clinic time must be made up and determined based on the availability of the instructor and available clinic chairs.**

## Re-Entry Policy

The Dean of Health and the faculty of the Dental Hygiene program are committed to the successful program completion of eligible DH students. Standards are set and maintained by the IWCC Dental Hygiene program to offer the best opportunity for each candidate to successfully pass the National and Regional clinical board required to enter clinical practice as a Registered Dental Hygienist. The following requirements are specific to students to achieve a successful outcome.

### Requirements of re-entry:

1. The student is allowed two attempts in the dental hygiene program.
2. The student must apply within one year of the last dental hygiene course attempted.
3. If a student is unsuccessful in the first semester of the DH program, the student may reapply and be placed among the pool of applicants for the next academic year.
  - a. \*Students absent from the dental hygiene program for more than one year (two semesters, excluding summer) must start the program from the beginning.
  - b. In the event of extenuating circumstances, for 2nd year students only, such as military deployment or serious medical conditions requiring long-term rehabilitation, a committee of faculty members will meet to review the case and make a final decision.
4. The student with two unsuccessful attempts at the dental hygiene program may apply for readmission to the program **three years after the last date of program attendance**. Factors that may be considered for readmission include, but are not limited to:
  - c. Student academic success, remediation activities, and professional experience. Student behavior/attitudes/professionalism and attendance pattern.
  - d. Transcripts will be evaluated for course expiration at the time the student re-applies to the program.
  - e. The student will be required to start at the beginning of the Dental Hygiene Program.
1. The student must meet the criteria outlined by the dental hygiene department for a new admission. A re-entry student must provide and maintain the proper documentation of physical examination, immunizations, drug screenings, and criminal background checks as necessary to attend clinical portions of the program. It is the responsibility of the re-entry student to ensure all admissions required documents are submitted to [www.viewpointscreening.com](http://www.viewpointscreening.com) and verify that all items are complete, and nothing will expire during the current term.
- f. Students may be asked to undergo a clinical skills evaluation with DH faculty for consideration for re-entry.
5. Students applying for re-entry following an unsuccessful semester other than the initial, must apply to the Dean of Health no later than one month before the semester they wish to re-enter. The Dean of Health will discuss with the DH

faculty for consideration. To apply to re-enter, the student must submit via mail or email a self-composed business letter, including the following to the Dean of Health:

- g. Current contact information (address, email, and phone number).
- h. Content points to address in the body of the letter:
  - i. Identification of three past or potential barriers to your success in the dental hygiene program.
  - ii. Identification of plans to overcome these barriers.
  - iii. Identification of strengths that you are going to utilize in the program.
  - iv. Identification of why you are choosing a path in dental hygiene as a profession.
- 6. Once the student's eligibility to be considered as a re-entry student into the dental hygiene program has been verified by the Health Division Administrative Assistant and the Director of Nursing/Dean of Health, an email will be sent to the student to discuss the re-entry process.
- 7. Readmission is contingent upon space availability. The Program Chair must confirm available seating in the program. If the number of applicants exceeds the available space, the student may be ineligible for re-entry. Priority in the re-admission process is given to students who successfully completed the other courses within a semester. Applicants may be deferred to a subsequent semester or may be denied readmission into the Iowa Western Dental Hygiene Program. (Meeting all requirements does not automatically result in admission. The Program Chair of the Dental Hygiene Program maintains the responsibility to manage available seating for the dental hygiene program.
- 8. If re-entry is approved, the student is required to set up routine meetings with the lead instructor of the course (s) to discuss a plan of success for the semester/course.
- 9. If re-entry is denied, a letter of denial with an explanation of the denial will be sent to the student.

## IMMUNIZATION POLICY

All students are required to complete a physical exam by a licensed physician prior to the start of their first semester.

All students and faculty who work in the clinic must have a baseline TB Tyne test and have follow-up testing if exposed to TB.

The Hepatitis B vaccine series must be initiated prior to the beginning of the first semester. If a student or faculty member has a reason for declining the Hepatitis B vaccine, a declination form must be signed. However, certain clinical sites may not allow faculty or students to attend their site if they are not properly immunized.

The COVID-19 vaccination is not currently required by IWCC, Creighton University Dental School or our off-sites.

Medical documentation will be kept online through an information portal (Viewpoint) provided to the students following the dental hygiene orientation.

## BACKGROUND CHECKS

IWCC Dental Hygiene program does perform a background check on all students accepted into the program. If a student believes their background check may reveal misdemeanor or felony charges, they should notify the program director immediately for guidance. It is the recommendation of IWCC Dental Hygiene to consult the Iowa or Nebraska Dental Boards if there are questions surrounding the possibility of being able to apply for future dental hygiene licenses. They can assist individuals (for a nominal fee) in determining the possibility of obtaining state-specific licensure upon completion of the program. If a student plans to live elsewhere, it is their responsibility to contact that state's licensing body.

Below is a link to get you to the website for each state; they will be able to further assist with requests.

**Nebraska Dental Board:** <https://dhhs.ne.gov/Pages/default.aspx#>

**Iowa Dental Board:** <https://dentalboard.iowa.gov/>

## **MALPRACTICE AND HEALTH INSURANCE:**

All students are required to carry malpractice insurance. This fee is included in the tuition. It is in effect if the student is enrolled in the program and managed by the program.

All students are required to have personal medical insurance, but it is not available through the college. Failure to have personal medical insurance WILL result in a student NOT being allowed in any clinical facility.

Documentation will be kept in the information portal (Viewpoint) provided to the student following the dental hygiene program orientation.

## **CPR Course Policy**

### **Acceptable Courses:**

- **The Dental Hygiene Program will set up the CPR course for first year students to be completed through the IWCC Continuing Education program. Students must pay to attend this course. Previous certification will not be honored to ensure that all students will be certified for the entire duration of the program. Information about the date and time for this course as well as a link for registration will be offered following the dental hygiene orientation.**
- The students' certificate of completion or CPR card must be uploaded into the information portal (Viewpoint) when it is received. Students are required to be compliant or risk inability to participate in clinical experiences.

### **Disability Exceptions:**

- Exceptions may be made for a person who is medically or physically unable to perform such services. Services for students with disabilities are provided to qualified students to ensure equal access to educational opportunities, programs, and activities in the most integrated setting possible. If the CPR requirement cannot be met, the student must make timely and appropriate disclosures and request that an exception to the policy be allowed. The student may be required to submit medical or other diagnostic documentation of disability and limitations to the college or affiliated agencies before receiving requested accommodation.

## **Inclement Weather or School Cancellation Policy**

In the event of inclement weather or unforeseen circumstances, schools may close. As an IWCC student, a Reiver alert will indicate the status of closing. If IWCC is closed, there will be no clinical experience, including off-sites. If CDS closes and IWCC does not, please report to IWCC as directed by the clinic lead or designated faculty.

## **Student Grievances**

Although the dental hygiene program strives to meet the needs of every student, grievances may arise in the classroom and/or clinic. Students can report any incident, complaint, or grievance they feel has become unsustainable in the learning experience in the Student Complaint Log. The Student Complaint Log is located on the lab counter at Clark 009, and the notebook is checked weekly.

Students may also follow the protocol for grievance reporting per the course syllabus. Course grievance begins with the course instructor, followed by the Program Director if unresolved, ending with the Dean of Health, Dr. Jessica Pauley, if continued dissatisfaction occurs. Refer to each course syllabus for the appropriate course of action and contact information.

## **COMPLAINT POLICY RELATED TO ACCREDITATION STANDARDS**

The Commission on Dental Accreditation requires that dental hygiene programs notify students of an opportunity to file complaints with the Commission. In addition, the accredited program must retain in its files information to document compliance with this policy so that it is available for review during the Commission's on-site reviews of the program. The required notice follows:

Required Notice of Opportunity & Procedure Dental Hygiene Program Iowa Western Community College want to assure the continual high quality of its dental hygiene program and therefore invites students, faculty, constituent dental societies, state boards of dentistry, and other interested parties to submit any appropriate, signed complaint to the Commission on Dental Accreditation (CDA) regarding Iowa Western Community College's Dental Hygiene Program. The Commission will consider only written, signed complaints; oral and unsigned complaints will not be considered. The Commission strongly encourages attempts at informal or formal resolution through the program's or sponsoring institution's internal processes prior to initiating a formal complaint with the Commission.

## **Required Notice of Opportunity & Procedure to File Complaints with the Commission**

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students. A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.

## **Dress Code and Personal Hygiene**

Students within the dental hygiene program should present themselves in a professional and respectful manner. Industry standards are expected of you when you will be working as a dental hygienist, and your program attire and presentation should be no different.

- Hair should always be clean, neat, and of a natural color. Facial hair should be clean-shaven while in the dental hygiene program. Infection control is a priority for IWCC.
- Hands, hair, and clothing must be free of all objectionable odors. (e.g., cigarette smoke).
- Make-up, if worn, should be applied conservatively.
- No perfume, cologne, or scented lotions should be worn. The college encourages a scent-free environment to avoid the possibility of allergic reactions from others. Be mindful of peers in the classroom as well as the lab.
- A dental hygiene program student is expected to pay meticulous attention to the details of grooming and personal hygiene. In addition to such basic points of daily bathing, use of deodorant, regular shampooing of hair and wearing freshly laundered clothing is essential.
- Teeth must be kept clean. Professionalism includes modeling the behaviors we promote. Immediate attention should be given to any dental work needed. The appearance of your teeth is indicative of your health values and a factor in counseling patients.



## **General Rules**

- The personal use of cell phones in the classroom is not permitted. Cell phones and other electronic devices may be used at the instructor's discretion to facilitate learning activities.
- Only Emergency phone calls will be permitted. Please discuss with the instructor prior to the beginning of class.
- Children are not able to attend class. Appropriate and reliable childcare must be retained for the duration of the program.