



Veterinary Assisting

West Palm Beach #2077 (Main Campus)

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Welcome to HCI College Veterinary Assisting Program!

The faculty and staff at HCI College wish you much success through pursuing your goal to become a valued member of the veterinary profession. This is a very satisfying and stimulating career for all animal lovers. The Veterinary Assisting Handbook provides some emphasis on important information (in no particular order) in addition to the HCI College Student Catalog, HCI College website, and the online platform for students in the HCI College Veterinary Assisting program to review and follow.

Students are responsible for becoming familiar with all the information contained in the HCI College

Health Career Institute (now HCI College) was founded in 1993. Initially, the Institute conducted American Heart Association (AHA) courses on a custom basis for physicians, nurses, and EMS providers. In 2013, the Associate of Science in Nursing degree program was introduced.

In 2016, the U.S. Department of Education granted HCI the ability to award qualifying student Federal Student Aid. In 2017, HCI added a branch campus in Lauderdale Lakes. In 2019, HCI moved its Lauderdale Lakes branch to a newly remodeled facility in Fort Lauderdale. At the same time, due to the commitment to providing quality higher education to the communities we serve, Health Career Institute underwent a name change. Health Career Institute became known as it is today, HCI College.

HCI College is a private postsecondary educational college accredited by the Accrediting Commission of Career

to enter the workforce. The College offers general education and professional programs at the Diploma and Associate of Science Degree (A.S.) levels in healthcare fields. These programs are designed to instill knowledge and skills under the current standards of professional practice and foster the values of higher education and social responsibility.

In 2022 HCI College introduced the Veterinary Assisting (VA) Diploma program. The Veterinary Assisting program is designed to prepare students for entry-level employment as an assistant to a veterinarian or Veterinary Assisting program covers the essential skills needed to be part of this fast-growing industry.

The mission of HCI College is to provide education and training to students for a career in a variety of areas within the healthcare and technical fields, and to prepare them for employment in their chosen field that serves the community.

At HCI College, our aim is to provide our students with an education whereupon graduation, they are equipped to confidently enter the work force, and to successfully engage and compete with their peers and colleagues.

Our dedicated faculty and staff continually seek to improve our environment, skills, and professionalism to ensure that our mission is accomplished. By proactively pursuing our vision we will be able to accomplish our goals.

ACT Videos

Some portions of the course may include scenarios and videos provided by Animal Care Technologies. These items will be assigned as appropriate and specific to each subject area or topic. The videos may require more than just watching one time. It is suggested that the student fully watch the video once, then watch it for a second time taking notes or jotting down questions for the next onsite session. Student should also create a vocabulary list for terms introduced in each video.

Class Materials

In order to complete some assignments and to participate in the online portion of the course, a student must have Internet access. Students should receive their laptops within the first week of the class. Students may use the computers in the library until they receive their laptops. The student must use the college email account for all communications with the faculty or other campus personnel.

Class Project

Each module may have a course project which will be described in the syllabus.

Student Assignment to Externship Sites

The Program Director and Career Services will work with affiliated externship sites to accommodate all our students and their externship needs. We will do our best to accommodate some requests as seen fit. Do note there will be no guarantees on specialty, location, or hours. However, the best interest of all students is priority. We will try to match students in a fitting environment for them.

Expectations of Students on Externship Sites

Because of the importance of externship education and completion of required hours, students are expected to be present for all scheduled days and times at their site. Externship absences must be excused and requires the office manager of externship site and program director to be notified as soon as possible. Missed externship site hours are the responsibility of the student and must be made up as the scheduling allows. Tardiness to the externship sites will not be tolerated and attendance is the same standard as the classroom.

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Students must pass all expected externship and administrative skills while on externship. Students will be evaluated weekly by the site supervisor and then to be submitted to the Veterinary Assisting Program Director. Hours will be monitored daily and weekly to ensure you are meeting programmatic completion expectations.

Externship is to be treated like an extended job interview. The sites will be observing your interactions with staff, patients, other medical externship competencies will also be observed for efficiency, improvements and in following directions. Many sites look to hire externs as you are a perfect candidate knowing their expectations. Although there is NO GUARENTEE a hire will occur, always treat it as it is, as externship sites can be placed on your resume and be used as a reference.

Confidentiality Agreement

A high, responsible standard of conduct and professionalism is expected from each student. Students are personally accountable for the way in which patient information and other confidential information in externship facilities is utilized. Confidential information is never to be discussed with anyone other than those directly involved in the care of the patient or in the legitimate use of other confidential agency information. Those having access to patient, salary, or associate information should never browse such to be used and accessed only for legitimate, externship/learning purposes.

A breach in confidentiality which involves discussing and/or releasing confidential patient or facility information, or obtaining unauthorized system access, will lead to disciplinary action from HCI College.

Each student must seriously evaluate his/her daily use of confidential patient or facility information to assure its proper use. When in doubt, always discuss the matter with your immediate supervisor for clarification or direction.

Overall Appearance

To be followed in Lecture, Lab, Externship and anytime on campus or at a college sponsored function representing HCI College.

1. Good hygiene and grooming; free of body odor and perfumes/colognes; overall body appearance must be commensurate with a professional presentation.
2. Trimmed hair, beard, moustache, sideburns (some externship affiliates may not allow facial hair).
3. **No visible tattoos:** tattoos that may be visible must be covered.
4. **Body piercing:** are allowed (**no hoops or dangling earrings**). This includes all facial piercings including but not limited to, eyebrow, cheek, lip, or big ear cartilage bars, or other visible piercings.
5. **Jewelry:** solid metal wedding/commitment bands only; dangling earrings are not permitted; single, simple necklace is permissible if it does not extend over uniform (certain jewelry may not be permitted in certain externship sites).
6. **Nails:** short, clean, and well-manicured (**not beyond tip of finger**); no nail polish, décor/jewelry, or acrylic nails.
7. **Hair:** Must be clean, neat, trimmed, off the collar, away from the face and secured (must not fall forward when bending over) with bangs no longer than eyebrows; securing devices must be simple/non-ornamental, preferably matching the hair color or white. No caps, headbands, bows, scarves, or bandanas. Due to the professional nature of the Veterinary Assisting profession, hair color that occurs in nature and a conservative cut and style is required.
8. **Make-up:** Mascara, eyeliner, lipstick, foundation, and eye shadow are acceptable if applied conservatively. **No artificial eyelashes are permitted.**
9. Gum chewing is inappropriate, unprofessional and is not permitted at any time while in uniform.
10. Smoking is not permitted at any time while in uniform. Students who are smokers will be required to practice meticulous hand hygiene prior to client contact.
11. Some agencies may require their own identification badges in addition to the one issued by the College. ID badge(s) must be worn at all times and always visible.
12. Lanyard (necklace) badge holders are not permitted to ensure the safety of the student.

Please keep basic etiquette rules in mind when sending e-mail. Follow the specific instructor's directions regarding be interpreted as yelling. Check your spelling. Be courteous and avoid offensive language.

Course Delivery

Students entering the Veterinary Assisting Program can expect classroom and skills laboratory schedules to occur throughout the week both online and on campus. Additional class time or laboratory time may be scheduled by appointment with your instructor or Program Director for practice skills sessions, tutoring, and retention and critical thinking exercises.

is the context for laboratory learning experiences relating to skills associated with phlebotomy. To maximize the potential for student learning in the classroom and laboratory sessions, maintaining flexibility in the sequencing of teaching/learning activities in these two areas increases the likelihood that the student will be able to apply what has been learned didactically and through externship experiences.

Orientation

; attendance is mandatory. Orientation is designed to facilitate the transition to HCI College and assist the student in preparing for the program of study. During systems, study techniques, and counseling.

Graduation Ceremony

HCI College graduation ceremonies are held once a year. This event is attended by faculty, staff, and graduates from all academic programs. Veterinary Assisting students are strongly encouraged to participate in this event to share their accomplishment with fellow graduates, their families and friends, and all who have supported them throughout their student careers.

Student Participation in Program Governance

The Veterinary Assisting Program values input from students in developing and evaluating an effective Veterinary Assisting education program that is responsive to its students, externship agencies, prospective employers, the community, and professional standards and expectations. Students can provide input through completion of confidential surveys distributed at the end of each course.

Evaluation of Course and Program

Students are provided opportunities to evaluate the quality and appropriateness of classroom, skills laboratory, and externship instruction. HCI College

These evaluations are scheduled in advance. Additionally, students are asked to complete Veterinary Assisting Program specific course and program evaluations upon the completion of each course, as well as externship site evaluations. The results of such evaluations are compiled, analyzed, and utilized to improve the quality of academics and services provided to the student.

Academic Advisement

The Veterinary Assisting faculty gBT/Fty l3m0 Tf1 0v612 792 reW* nBT/F1 12 Tf1 0 0 1 114.14 530.95 Tm0 g reW*

under this policy or for participating in good faith and in a reasonable manner in any review procedures concerning HCI College for its alleged noncompliance with The Americans with Disabilities Act of 1990.

The following individual is HCI College’s Section 504 Coordinator:

Celeste Blackwell
Chief Academic Office (CAO)/Senior Vice President of Academic Affairs
HCI College, 1764 N. Congress Avenue
West Palm Beach, FL 33409
Telephone: (561) 586-0121
Fax: (561) 471-4010
Email: celestebblackwell@hci.edu

Student Grievances

Every student has a right to procedural due process in which a student has notice and an opportunity to be heard. If the administration must take disciplinary measures against a student or other action related to a student, the student may appeal the decision to the Academic Administration.

Students are encouraged to resolve problems through normal administrative channels. Prior to filing a grievance, the student is encouraged to contact his/her instructor first, then the Program Director to determine if resolution can be achieved within the department.

Please refer to the HCI College Student Catalog for the Grievance Policy.

Tutoring

Tutoring services are available to promote student academic success. There are faculty tutors to assist students with specific course content. Individual assistance may be scheduled on a case-by-case basis with instructors. All other tutoring is by appointment coordinated through the Program Director/Dean of Academic Affairs. HCI College provides online tutoring services for nursing and general education courses twenty-four hours a day, seven days a week through Tutor.com.

Regular and punctual attendance at classes, labs and externship is expected of all students and is an important aspect of meeting the objectives of the Veterinary Assisting program.

Faculty are required to take attendance and students are expected to arrive on time. Students are required to sign into each scheduled didactic, lab, and externship site on the record provided, using Coursekey, as they arrive to verify their attendance.

Students must submit to their Program Director all required externship time sheets every day at the end of their schedule to record hours mandated to pass the course. Students can take a photo of the original and email it to the Program Director. ALL originals are to be turned in at the end of the term and MUST match the ones submitted via email. Any unapproved alterations, inconsistencies, or disproportion of hours from emailed time sheets and the original will not be given and can be subject to investigation. Be honest and accurate. All time sheets are to be signed by the site supervisor prior to daily submission.

Attendance: Didactic, Laboratory or Externship

- Students are expected to arrive on time to every class.
- Tardy is considered after 10 minutes. Being tardy three times equals one absence.
- Continuous absences of on-campus or online classes will result in failure, as completion of required materials during online session or on-campus lab sessions cannot be completed. Students are responsible for material missed. There are no make-ups for lab skills or lab exams, quizzes, or in class assignments. Exceptions for extenuating circumstances may be made at the discretion of the Program Director.
- Excused absences will be considered only due to extenuating circumstances with verifiable documents e.g., death in the immediate family, medical emergency of student or immediate family member, or illness/injury to student that is accompanied by a healthcare provider note. Extenuating circumstances do NOT include illness/injury without a healthcare provider note, childcare issues, or absences due to work related duties. Upon the fourth unexcused course absence, the student will be withdrawn from that course.

Program Attendance Policy

The Veterinary Assisting Program has established a programmatic attendance policy that will help facilitate the learning of required knowledge, technical skills, and patient care vital to success in the Veterinary Assisting profession. The program acknowledges that emergency circumstances (i.e., funeral, deaths, and serious illnesses of immediate family) can occur; such events will be taken under advisement by the Program Director. However, students must provide the Program Director with documentation supporting their reason for being late and/or absent. It is required that students call their instructor ahead of time if they will not be able to attend class/externship or will be arriving late (refer to Proper Notification for Lateness/Absence).

Any class not attended detracts from the overall instruction being offered. Normally, instructors will make up tests or other missed work at their discretion for excused absences. It is the responsibility of the student to contact each instructor and make appropriate

-class assignments, possible projects, and tests. The course grade will be computed according to the course syllabus for each course.

HCI College Grading System

Student performance is recorded in grades as follows:

A	=	90-100	=	4 grade points	Excellent
B	=	80-89	=	3 grade points	Very Good
C	=	70-79	=	2 grade points	Good
F	=	0-69	=	0 grade points	Failure
I	=	Incomplete			
T	=	Transfer			
AU	=	Audit			
P	=	Pass*			
NC	=	No Credit			
WA	=	Withdrawal (Administrative)			
W	=				

**For certain designated courses only. See Course Descriptions.*

Note: The College may utilize C. and F. grades on transcripts. C. and F. grades do not fulfill graduation

Satisfactory Academic Progress

Falsifying Records and Official Documents

Forging signatures or falsifying information on official academic documents such as drop/add forms, incomplete forms, petitions, letters of permission, or any other official HCI College document.

Externship Misconduct

Dishonesty in the externship setting includes but is not limited to misrepresenting completion of externship hours

- The program not exceeding maximum program capacity; and
- A review of events leading up to the dismissal with a student action plan designed by the program director addressing professional behavior expectations.

If a student has been re-assigned to an externship education site due to a request for removal from a previously assigned externship site based on inappropriate behavior, and similar inappropriate behavior occurs in a subsequent externship rotation/course, the student will not be re-assigned for externship placement and will be permanently dismissed from the program.

It should be noted that if the cause for removing a student from an externship site is deemed by the program director and dean of academic affairs as extreme unprofessional behavior, the student may be immediately dismissed from the program and/or the College.

Conflict Resolution and Chain of Command

Students are encouraged to first discuss any concerns with their instructor. If the concern is not resolved, they should speak to their Program Director. Subsequent levels are the Dean of Academic Affairs and the Campus President/Director. Chain of command should always be utilized for prompt resolution.

At HCI College, we want to ensure a safe place for everyone: students, faculty and staff. Therefore, HCI College, in accordance with recent law, designates its restroom policy based on biological sex at birth (i.e., male or female). Specifically, restrooms are designated for exclusive use by males or females (as defined in Section 553.865(3), Florida Statutes), unless there is a unisex restroom.

In order to ensure a safe place, any student who willfully enters a restroom or changing facility of the opposite sex, and who refuses to depart when asked to do so by a College administrator, faculty member, security personnel or law enforcement personnel, absent certain statutory exceptions, is subject to immediate disciplinary action up to and including expulsion from the College.

Any administrative personnel and instructional personnel, including faculty members who willfully enters a restroom of the opposite sex, and who refuses to depart when asked to do so by a College administrator, faculty member security personnel or law enforcement personnel, absent certain statutory exceptions, is subject to 091insC

If a student violates HCI College

VETERINARY ASSISTING STUDENT

By initialing the following, the undersigned student acknowledges receipt of the materials listed and agreement to abide by the policies contained within the current HCI College Student Catalog.

_____ HCI College Admission Documentation, Externship/Classroom Skills Training, and Attendance Policy.

_____ Current HCI College Veterinary Assisting Student Handbook.

_____ I understand that I am to only function under the direct supervision of the site manager during all externship experiences.

_____ I understand that I will not be used to meet staffing requirements at the externship agency.

_____ I understand the passing grade for any Veterinary Assisting course is outlined in the appropriate syllabus.

_____ I acknowledge that I have been fully advised that my program of study may require exposure to blood and body fluids while performing universal precautions; as well as conducting myself in a professional manner by attending externship sessions on time. I further acknowledge my responsibility to only perform the above activities under direct supervision of the site manager.

_____ I agree to hold HCI College harmless for any and all consequences (including transmission of blood borne pathogens) of such participation which are not the fault nor within the control of HCI College.

I acknowledge my res

