



ADVANCED EDUCATION PROGRAMS RESIDENT HANDBOOK* 2018-2019

*The designations, *Student and Resident*, will be used interchangeably throughout this document. Certain policies included in this handbook are official Chancellor's Memoranda (CM) or LSUHSC Policies and the original language is maintained; some CM's are included in their entirety while others include only the web link; however the information is intended for Residents as well as Students

This Handbook, like the Catalog/Bulletin it supplements, does not constitute an offer of a contract that may be accepted by students through registration and enrollment in the School of Dentistry. The School reserves the right to change any provision, offering, procedure or requirement at any time within a student's period of study in the School of Dentistry.

TABLE OF CONTENTS

PURPOSE OF THE STUDENT HANDBOOK	iv
HISTORY OF LSUSD	iv
ADVANCED EDUCATION COMMITTEE.....	7
CURRICULUM	7
ACADEMIC PERFORMANCE	8
ACADEMIC APPEALS	8
CALENDAR & POLICY ON HOLIDAY AND VACTION TIME.....	9
COMMISSION ON DENTAL ACCREDITATION STANDARDS FOR PROGRAM DURATION AND ATTENDANCE	10
THE FOLLOWING POLICIES ON LEAVE OF ABSENCE AND WITHDRAWALS APPLY TO ALL STUDENTS/RESIDENTS IN ALL ADVANCED EDUCATION PROGRAMS	10
STIPENDS.....	11
TUITION AND FEES	11
GRADING SCALE	12
GRADE REQUIREMENTS.....	12
IDENTIFICATION BADGES.....	13
RESIDENT RESPONSIBILITIES	13
STUDENT RESPONSIBILITIES AND RIGHTS	14
PROFESSIONAL CONDUCT	15
QUALITY ASSURANCE.....	16
RESIDENT CONDUCT CODE AND DISCIPLINARY PROCEDURE.....	16
OUTSIDE EMPLOYMENT POLICY, LICENSURE, AND PROFESSIONAL LIABILITY	20
PARKING.....	21
POSTING OF NOTICES.....	21
STUDENT HOUSING	21
DENTAL BOOKSTORE.....	22
LSUHSC BURSAR OPERATIONS	22
CAMPUS FEDERAL CREDIT UNION	22
CAMPUS MAIL.....	22
EMERGENCY LOANS	22
ACTIVITY FIELD	23
SOCIAL EVENTS.....	23
COMPUTER SERVICES	24
FITNESS FOR DUTY POLICY AND PROCEDURES	25
GUIDELINES FOR THE RESPONSIBLE USE OF ALCOHOL	25
SUBSTANCE ABUSE POLICY AND PROCEDURES	25
SEXUAL HARASSMENT/GENDER DISCRIMINATION	26
POLICY ON AIDS (HIV) AND HEPATITIS VIRUS (HBV).....	26
OTHER LSUHSC POLICIES OF INTEREST TO STUDENTS	27
UNIVERSITY POLICE DEPARTMENT	27
FINANCIAL AID.....	28
STUDENT HEALTH INSURANCE.....	28
STUDENT HEALTH SERVICE.....	28
CAMPUS ASSISTANCE PROGRAM	29
ACADEMIC PERFORMANCE RESOURCES IN LSUHSC-NO (APRIL)	29
STUDENT HEALTH	30
EMERGENCY CODES AND PROCEDURES	30
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)	34
TELEPHONE DIRECTORY	34

INTRODUCTION

PURPOSE OF THE STUDENT HANDBOOK

This Handbook, like the Catalog/Bulletin it supplements, does not constitute an offer of a contract that may be accepted by residents through registration and enrollment in the LSU Health-New Orleans School of Dentistry (LSUSD). LSUSD reserves the right to change any provision, offering, procedure or requirement at any time within a resident's period of study.

Welcome to Louisiana State University Health Sciences Center New Orleans (LSUHSC-NO) School of Dentistry Programs in Advanced Education. The information contained in this handbook provides an overview of important LSUSD and LSUHSC-NO policies. Some policies are included in their entirety, while others are summarized with a source for the complete policy provided. Much of the information is available on the Internet at <http://www.lsusd.lsuhs.edu>. The LSUHSC Catalog/Bulletin is located on the website under Current Student Information. The LSUSD Advanced Education Programs Resident Handbook can be found on <http://www.lsusd.lsuhs.edu/Documents/AdvEdHandbook.pdf>

Residents should review each of these documents:

- the LSUSD Resident Handbook; and
- the LSUHSC Catalog Bulletin

thoroughly, to ensure that they are familiar with Health Sciences Center and School of Dentistry policies. Much of this information is available on the Internet at <http://www.lsusd.lsuhs.edu> and <http://www.lsuhs.edu>. Please refer to the Web Site for additional important LSUHSC Catalog/Bulletin information.

LOUISIANA STATE UNIVERSITY HEALTH – NEW ORLEANS SCHOOL OF DENTISTRY (LSUSD)

HISTORY OF LSUSD

The LSU School of Dentistry (LSUSD) is one of six schools comprising the Louisiana State University Health Sciences Center (LSUHSC-NO). LSUHSC-NO is comprised of the School of Allied Health, Dentistry, Nursing, Medicine, Graduate Studies, and Public Health. The School of Dentistry offers educational programs awarding the Doctor of Dental Surgery degree, the Bachelor of Science degree in Dental Hygiene, the Associate of Science degree in Dental Laboratory Technology and the Master of Science in Dentistry for residents in the Programs in Endodontics, Orthodontics, Pediatric Dentistry, Periodontics and Prosthodontics. In addition, Advanced Education Certificate Programs are offered in Endodontics, Orthodontics, Pediatric Dentistry, Periodontics, Prosthodontics, General Practice and in Oral and Maxillofacial Surgery.

LSUSD is one of the most advanced schools of oral health education in the nation. Its curriculum offers students and residents intensive training in all phases of basic science, preclinical and clinical areas of dentistry. The school also provides state-of-the-art equipment in modern laboratories and clinical facilities. The combination of intensive training and modern equipment assures the best possible preparation for a career in oral health education and clinical practice. Many of the faculty members have earned national and international reputations. The faculty is dedicated to the goal that all graduates will be competent professionals concerned for the health and well-being of their patients and society in general.

LSUSD was established in 1966, enrolled its first class in 1968 using temporary quarters and moved into its present buildings in 1972. The school is located on a 22-acre site in a residential section of the City Park area of New Orleans and was dedicated in February 1972. Construction cost was \$15,750,000. The original two buildings of the School of Dentistry are divided into two sections with connecting hallways on the basement, 2nd, 3rd and 4th floor levels. The smaller of the buildings, the Administration building, is four stories high and contains 103,000 sq. ft. The larger building, the Clinic Building, is eight stories high and contains 228,000 sq. ft.

The flooding that followed Hurricane Katrina in 2005 caused the school to relocate and build a dental clinic on the South Campus of LSU in Baton Rouge. Tapping into 40 years of goodwill among the alumni, a network of 182 dentists, oral surgeons, and dental hygienists in the community agreed to supplement the clinical training of our fourth-year students and residents. Two years after the hurricane, the students, faculty, and staff returned to New Orleans. Shortly thereafter, LSUSD welcomed a new dean, Henry Gremillion, DDS, MAGD, who is a 1977 graduate of the school.

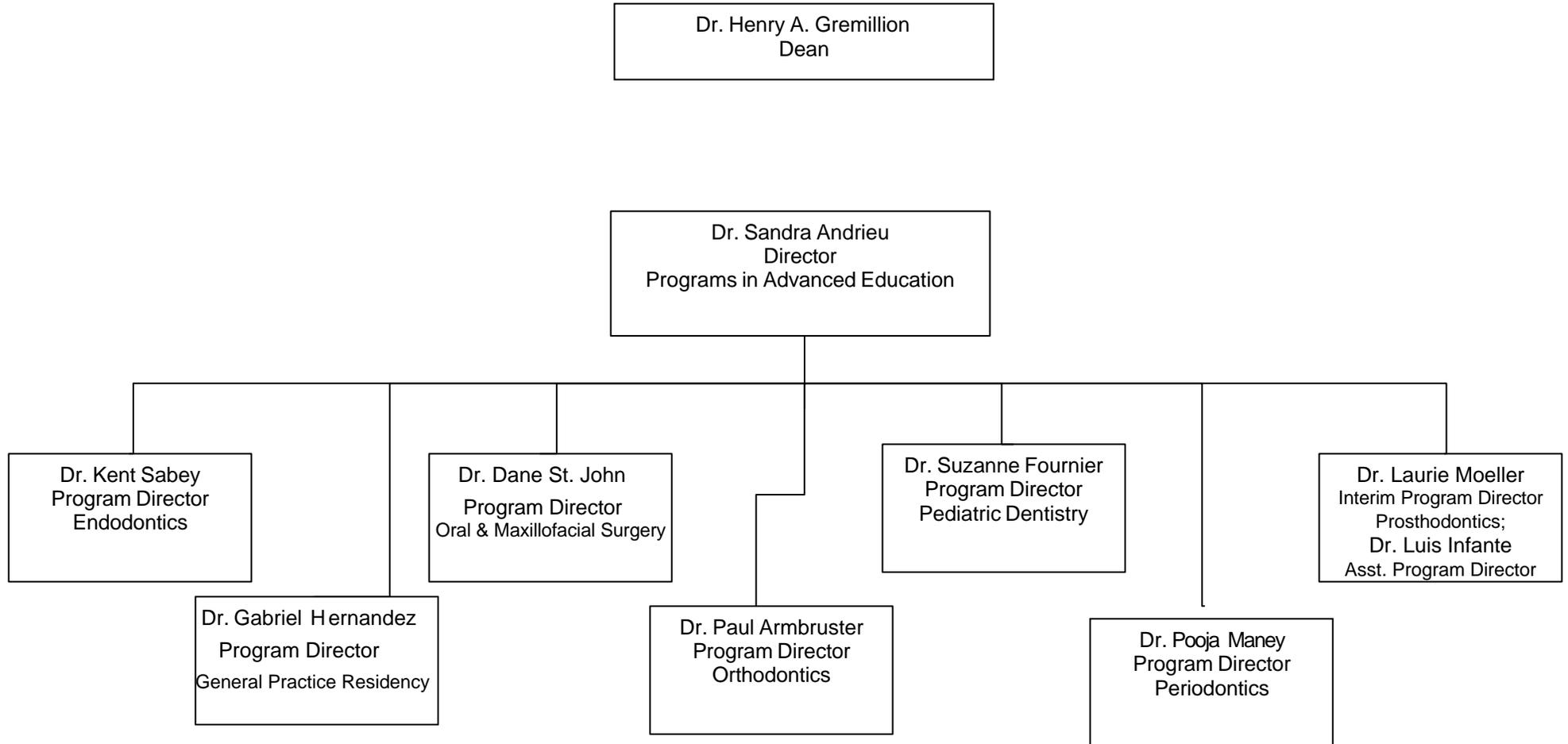
Multiple facility projects and renovations occurred in the years following Hurricane Katrina. In addition to renovations to the existing two buildings, the LSUSD campus began to undergo some of the most significant changes since the school was built in the late 1960s. Nearly \$75 million worth of construction has been completed or is underway: \$8.2 million to renovate the student pre-clinical laboratories, \$62 million for the Advanced Clinical Care and Research Building, and the remainder to renovate the patient reception areas in the E.E. Jeansonne Clinic Building. The LSU Medical-Dental Interprofessional Education Clinic opened in December 2015, across the street from the dental school, and is available for patients with an acute need who have not yet been accepted into the school of dentistry clinic or who do not desire comprehensive care.

The Advanced Clinical Care and Research Building was funded entirely by FEMA to replace the space lost in the basements and first floor of the clinic building after Hurricane Katrina. The new building will house the school's clinical and basic-science research facilities, a state-of-the-art faculty practice, and the mechanical and electrical equipment for operation of all buildings. It was dedicated in May 2018 and spans 56,000 sq. feet.

The mission of LSUSD is to serve as a center for education, research, and service related to oral health. Although its primary obligation is to respond to the needs of the people of Louisiana, the school strives for national and international recognition. LSUSD has developed an educational environment that enables a student/resident to achieve his or her maximum potential as a people-oriented health professional.

The resident acquires the skills to render intricate and demanding patient care, knowledge of the human organism essential to making sound clinical judgments and an attitude of service and social responsibility traditionally expected of the health professional.

LOUISIANA STATE UNIVERSITY HEALTHY SCIENCES
CENTER SCHOOL OF DENTISTRY
PROGRAMS IN ADVANCED EDUCATION



ADVANCED EDUCATION COMMITTEE

All activities of the Programs in Advanced Education at LSUSD are under the direction of the Advanced Education Committee, appointed by the Dean. The membership of the Advanced Education Committee consists of the Directors of the Advanced Education Programs and selected members of the faculty. The committee is chaired by the Associate Dean for Academic Affairs who serves as Director of Advanced Education and is appointed by the Dean. The Dean or his appointed representative is an Ex-Officio member of the Committee.

This committee has the responsibility for maintaining the highest standards in all advanced education programs through compliance with the Requirements of Specialty Education Programs provided by the ADA Commission on Dental Accreditation. Enhancement of the quality of predoctoral dental education and the quality of care to the citizens of Louisiana are benefits that directly result from academically sound advanced education programs.

COMMITTEE MEMBERSHIP

Dr. Sandra Carlin Andrieu, Associate Dean for Academic Affairs and Director for the Programs in Advanced Education, serves as Chair of the Advanced Education Committee. Members of the Committee are as follows:

- Dr. Sandra Andrieu, Chair
- Dr. Kent Sabey, Director, Adv. Ed. Program in Endodontics
- Dr. Gabriel Hernandez, Director, General Practice Residency Program
- Dr. Dane St. John, Director, Oral and Maxillofacial Surgery Residency Program
- Dr. Paul Armbruster, Director, Adv. Ed. Program in Orthodontics
- Dr. Suzanne Fournier, Director, Adv. Ed. Program in Pediatric Dentistry
- Dr. Pooja Maney, Director, Adv. Ed. Program in Periodontics
- Dr. Laurie Moeller, Director, Adv. Ed. Program in Prosthodontics
- Dr. Luis Infante, Assistant Director, Program in Prosthodontics
- Dr. Paul Fidel, Associate Dean for Research
- Dr. Zezhang (Tom) Wen, Associate Professor, Oral & Craniofacial Biology
- Resident Representative (school-based program)
- Resident Representative (hospital-based program)

RESPONSIBILITIES OF THE ADVANCED EDUCATION COMMITTEE

NEW PROGRAMS

Proposals for advanced education programs must be approved by the Advanced Education Committee prior to being forwarded to the Vice-Chancellor for Academic Affairs through the Dean of the School of Dentistry for approval. Once approved, the programs are submitted to the American Dental Association Commission on Dental Accreditation for review and consideration as part of the application process for the accreditation status of "Preliminary Provisional Approval."

CURRICULUM

All basic science and clinical courses required for the different advanced education programs must be submitted by the individual Program Directors to the Advanced Education Committee for review. The Director of Advanced Education then arranges these courses with the Vice-Chancellor for Academic Affairs after consultation with the Dean.

ACADEMIC PERFORMANCE

The Advanced Education Committee shall serve as the Academic Performance Advancement Committee for all of the advanced education programs (APAC-Adv. Ed.) in the following manner.

1. The committee shall review and approve requirements for grading and graduation criteria for each program.
2. The committee, on or about January and June, shall review academic progress and professionalism reports, as submitted by the respective Program Directors, to assure that satisfactory progress is being made toward completion of the program, by each /resident.
3. The committee shall certify each year to the Dean that all residents recommended for graduation have completed their respective requirements.
4. In those cases where satisfactory progress is not being made, the chairman and the program director shall meet with the resident to inform him/her of noted deficiencies and what must be done to correct them. The resident at this time receives a copy of noted deficiencies and required actions in writing.
5. If deficiencies are not corrected as specified, the program director and chairman shall refer the case to the Advanced Education Committee with a recommendation. The Advanced Education Committee will review the case and may recommend that the resident:
 - a. Repeat certain course work;
 - b. Repeat a semester or entire year; or
 - c. Be dismissed from the program
6. Residents who do not complete all program requirements by the end of their final semester may be extended the opportunity to complete these requirements by registering for an additional semester and will be responsible for paying all fees including tuition and renewing their restricted license. Only under extenuating circumstances will more than one additional semester be allowed, and this will be at the discretion of the program director of the program.

ACADEMIC APPEALS

Final Grades

Appeals of final course grades must be initiated by the resident within five working days of receipt of the disputed grade. To appeal a final course grade, the resident must first meet with the course director to discuss the situation and attempt to arrive at a solution. If the matter is not resolved between the resident and the course director and the resident wishes to pursue the appeal, the resident must then make a written request to the head of the department in which the course was taught asking for a meeting with the department head and the course director. The department head shall arrange a meeting within 10 working days of receipt of the request and, at the close of the meeting or within five working days thereafter, the department head shall render a decision.

The department head shall inform all parties of the decision in writing. If the resident is dissatisfied with the decision reached, the resident may submit notification and justification of his/her decision to appeal, in writing, to the Director of Advanced Education. This notification and justification of appeal must be submitted to the Director of Advanced Education within five working days after notification of the department head's decision. The Director of Advanced Education will appoint a three faculty member Ad Hoc Academic Appeals Committee. The written letter of appeal submitted to the Director of Advanced Education will be provided to the Ad Hoc Academic Appeals Committee for review. The Ad Hoc Academic Appeals Committee shall make a decision within fifteen working days from receipt of the resident's appeal.

Actions of the Advanced Education Committee

Appeals of action(s) taken by the Advanced Education Committee must be appealed within 5 working days after receipt of notification of the committee action(s). The appeal must be in writing to the dean and contain the following information: (1) a statement of the actions complained of, (2) the relief requested, and (3) a specific statement of the reasons supporting the relief sought. The dean or his assignee may recommend the matter to the Advanced Education Committee for consideration of additional evidence. The committee shall make its recommendation to the dean within 5 working days of the hearing. Acting on the committee's advice or independently, the dean shall render a decision. The

dean shall make a decision within 30 days from receipt of the resident's appeal. The decision shall be in writing and copies of the decision shall be given to all parties. The decision of the appeal reached by the dean represents the final level of due process in the School of Dentistry.

CALENDAR & POLICY ON HOLIDAY AND VACATION TIME

<https://www.lsuhs.edu/administration/pm/pm-5.pdf>

**LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER SCHOOL OF DENTISTRY
PROGRAMS IN ADVANCED EDUCATION
CALENDAR OF HOLIDAYS AND EVENTS 2018-2019**

July 1	Classes begin
July 4	Independence Day Holiday
September 3	Labor Day Holiday
November 22 & 23	Thanksgiving holidays
December 24 – January 1	Christmas Holidays
January 21	Martin Luther King Holiday
March 5	Mardi Gras Holiday
April 19	Easter Holiday
June 21	Certificate Awarding Ceremony

POLICY ON HOLIDAY AND VACATION TIME FOR ADVANCED EDUCATION PROGRAMS

The LSUSD holidays and leave policy do not pertain to General Practice and Oral and Maxillofacial Surgery residents. These residents follow the University Medical Center of Louisiana New Orleans. Holiday schedule and the GME leave policies of their respective affiliated hospital employers. These holidays and leave policies are detailed in the House Officer Handbook.

Holidays

The Advanced Education Committee endorses the policy that advanced education residents in the Programs in Endodontics, Orthodontics, Pediatric Dentistry, Periodontics, and Prosthodontics have the same holidays as the dental school faculty.

Annual, Military, Professional, and Sick Leave

Advanced Education residents in the Programs in Endodontics, Orthodontics, Pediatric Dentistry, Periodontics, and Prosthodontics are House Fellows and Period of Appointment (POA) employees who do not earn leave. Leave can, however, be granted by the Program Directors in accordance with the requirements of the Commission on Dental Accreditation standards for program duration and attendance in the respective Advanced Education program.

Each Program Director shall provide a copy of the program's leave policy to each resident in the program and to the Director of Advanced Education.

All leave requests must be submitted in writing to the Department Head or Program Director for prior approval.

Time taken for all types of leave will be included in the overall assessment of attendance and program duration. Excessive leave, even if approved, may require extension of the completion date for the resident's program.

COMMISSION ON DENTAL ACCREDITATION STANDARDS FOR PROGRAM DURATION AND ATTENDANCE

Endodontic Standard

- 4-1 An advanced specialty education program in endodontics must encompass a minimum duration of 27 months (116 weeks) of full-time study.
Intent: The intent is to ensure that during the 104 weeks it is expected that endodontic students/residents will have a maximum of 8 weeks available for vacations, legal holidays, sick leave and personal time.

Orthodontics Standard

- 4-1 Program Duration: Advanced specialty education programs in orthodontics and dentofacial orthopedics must be a minimum of twenty-four (24) months and 3700 scheduled hours in duration.

Pediatric Dentistry Standard

- 4-2 The duration of an advanced specialty program in pediatric dentistry must be a minimum of 24 months of full-time formal training.

Periodontics Standard

- 4-1 The goal of the curriculum is to allow the student/resident to attain skills representative of a clinician proficient in the theoretical and practical aspects of periodontics. The program duration must be three consecutive academic years with a minimum of 30 months of instruction. At least two consecutive years of clinical education must take place in a single educational setting.

Prosthodontics Standards

- 4-1 A postdoctoral program in prosthodontics must encompass a minimum of 33 months. 4-2postdoctoral program in prosthodontics that includes integrated maxillofacial training must encompass a minimum of 45 months.
- 4-2 A 12-month postdoctoral program in maxillofacial prosthetics must be preceded by successful completion of an accredited prosthodontics program.

THE FOLLOWING POLICIES ON LEAVE OF ABSENCE AND WITHDRAWALS APPLY TO ALL STUDENTS/RESIDENTS IN ALL ADVANCED EDUCATION PROGRAMS

LEAVE OF ABSENCE

The Advanced Education Program Director, with support of the Program Director, may grant a petition for a short leave of absence (less than 2 weeks or 10 working days) in case of illness, pregnancy, approved participation at a professional meeting, or any emergency, with the explicit understanding that the resident will arrange with the faculty involved to satisfactorily make up all the work the resident will miss.

Extended medical or personal leaves of absence (more than 2 weeks or 10 working days) must be considered through the Office of Advanced Education on a case by case basis and must be submitted to the Dean’s Office and the Registrar’s Office. The time for such leave cannot exceed 26 weeks or 130 workings days or 180 calendar days). If the leave is not ended within the prescribed maximum time, a withdrawal application must be completed.

Time taken for a Leave of Absence will be included in the overall assessment of attendance and program duration. Excessive leave, even if approved, may require extension of the completion date for the resident’s program.

If a resident has used all annual time (sick time is not permitted) and needs to withdraw from the program, he or she must put in writing why they are withdrawing for that semester and anticipated return. If he or she decides not to return, the resident will be withdrawn for the remaining year.

After this letter is received, the Office of Advanced Education will withdraw the resident. This will withdraw the resident from everywhere from the registrar’s office, financial aid, etc. The individual department will cancel all stipends.

WITHDRAWALS

A resident who, for legitimate reasons, is unable to return to school at the opening of any semester or who, for acceptable reason, must discontinue school during the academic year will ordinarily be permitted to withdraw in good standing. A resident who withdraws from the School will receive a “W” grade for each course that is less than 80% completed, according to assigned clock hours. For courses that are 80% or more complete at the time of withdrawal, a “W” will be recorded when student performance is satisfactory or an “F” will be recorded when resident performance is unsatisfactory. A resident who has withdrawn in good standing may apply for readmission on the basis of the resident’s status at the time of withdrawal. In general, a resident will not be considered for readmission if the absence has been for more than two consecutive years.

STIPENDS

<https://lsugme.atlassian.net/wiki/spaces/PAYROLL/pages/11698396/House+Officer+Pay+Scale>

Residents enrolled in the Program in Pediatric Dentistry are paid a stipend of \$12,000 the first year and \$12,000 the second year.

Residents enrolled in the General Practice Residency Program receive a basic annual stipend of \$51,769.09 the first year and \$53,504.48.15 the second year.

Residents enrolled in the Program in Oral and Maxillofacial Surgery receive \$51,769.09 the first year, \$53,504.48 the second year, \$55,335.20 the third year, and \$57,469.08 the fourth year.

The stipend amounts above are for 2018-2019 year. They are subject to revisions by the Louisiana State University Administration.

TUITION AND FEES

<http://www.lsuhs.edu/tuition/dentistry.aspx>

The University fee for residents of Louisiana is \$9,136.32 for the year. Non-residents pay an additional \$11,204.60 for a total of \$20,340.92 the year. All residents are required to pay the annual activity fee of \$312.50. Residents are also required to carry hospitalization insurance. If the resident has alternate insurance coverage through other resources, a waiver must be signed. The restricted license fee for residents who do not have a Louisiana license is \$225.00 per year. Oral and Maxillofacial Surgery, General Practice Residency and Oral Medicine Programs are exempted from the tuition and activity fee.

The listed tuition and fees are quoted for the 2018-2019 academic year. These are subject to revision by the Louisiana State University Administration.

GRADING SCALE

(Programs in Dentistry, Dental Hygiene, Dental Laboratory Technology and Advanced Dental Education)

A=90-100

B=80-89

C=70-79

F=69 and below

I=Incomplete

Notes:

The “F” grade denotes failure of the course.

The “I” grade denotes failure to complete the course for verified reasons beyond the student’s control at the time grades for the course are reported. The deficiency must be removed by the student at which time the “I” will be converted to the letter grade the student has earned.

PASS/FAIL COURSES

Pass/Fail courses (final grade of Pass “P” or Fail “F”) carry no quality points and are not included in GPA calculations. They do count as credit hours toward a degree.

GRADE REQUIREMENTS

For Advanced Dental Education Programs, final course grades of C or lower are unacceptable and do not meet the requirements for successful completion of the coursework.

A final grade of "A" or "B" grade must be earned in each course in the resident’s department of study. A final grade of "C" or above must be earned in all other required courses. Required courses in which less than the minimum grade is earned must be retaken or, at the discretion of the course director, with approval from the Program Director, appropriate remedial work and/or testing may be assigned to assure that the minimum knowledge and grade is achieved for the course. The LSUSD grading scale is defined in each course outline. Final grades are awarded by the appropriate course director, according to the specific evaluation criteria of the course.

RESEARCH

Residents have the opportunity to participate in research with basic and or clinical science faculty. Dr. Zezhang (Tom) Wen, Chair of the Resident Research Committee, coordinates resident research activities. There is a procedure for submitting, and format for writing, research proposals that can be obtained from the Office of Research (Room 7329). Funds are available to conduct a project. The Research and Grants Committee award the funding after review and approval.

Residents are eligible for up to \$2,000 to conduct the project and may be eligible for a stipend. Residents are encouraged to present their research findings at national meetings, such as the American Association for Dental Research Annual Meeting. There is also a Student Research group sponsored by the New Orleans Section of the American Association of Dental Research. Residents should contact Dr. Noverr (mnover@lsuhsc.edu) with any questions regarding research opportunities.

LSUHSC CIPECP

LSUHSC Center for Interprofessional Education and Collaborative Practice

The Center for Interprofessional Education and Collaborative Practice (CIPECP) was established in April 2015 to coordinate student education by utilizing a team-based, patient-centered approach which delivers the highest quality of care resulting in improved health outcomes. Interprofessional education offers students the opportunity to learn from, about and with each other to enable effective collaboration and communication. Students enrolled in the Health Sciences Center will have the opportunity to engage in interprofessional education throughout their academic programs. The larger scale interprofessional experience offered at the Health Sciences Center is “Team Up: Commit to compassion, communication and collaboration.” Team Up is a two year interprofessional education experience for all first and second year students enrolled in all six schools (Allied Health, Dentistry, Graduate Studies, Medicine, Nursing and Public Health), and is a required component in over 30 academic programs. Faculty have also integrated small group interprofessional experiences including two to four health professional programs into specific courses. Residents are encouraged to participate in interprofessional education experiences offered. For more information about interprofessional education at the LSU Health New Orleans, please visit

<http://www.lsuhsoc.edu/administration/academic/cipecp/>

COMPLAINTS OR COMMENTS CONCERNING ACCREDITATION STANDARDS

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 on Dental Accreditation 211 East
Chicago Avenue
Chicago, IL 60611-2678 or by
calling
1-800-621-8099 extension 4653

LSU HEALTH SCIENCES CENTER GUIDELINES AND POLICIES

IDENTIFICATION BADGES

Beginning June 1, 1997, all Health Sciences Center students, residents, faculty, and staff must wear official LSU Health Sciences Center Identification Badges to be admitted to any Health Sciences Center Building between the hours of 5:00 p.m. and 7:00 a.m. Monday through Fridays and at all times on Saturday, Sunday, and Holidays. Any meetings during these hours involving persons outside the LSUHSC should have a person with a valid LSUHSC ID badge present at the meeting. *Memorandum: May 2, 1997 from Vice Chancellor for Institutional Services.*

RESIDENT RESPONSIBILITIES

Each resident is personally responsible for completing requirements established for the Health Sciences Center. It is the resident's responsibility to read and understand all the requirements relating to registration, the adding and dropping of courses, and termination of enrollment. A resident's advisor may not assume these responsibilities. Substitution, waiver, or exemption from any established requirement or academic standard may be accomplished only with the approval, *in writing*, from the resident's dean.

STUDENT RESPONSIBILITIES AND RIGHTS

Chancellor's Memorandum #56 (CM-56)

Effective Date: March 11, 2014

For this and other LSUHSC Chancellor's Memoranda visit <https://www.lsuohsc.edu/administration/cm/>

Preamble

The Louisiana State University Health Sciences Center (LSUHSC) in New Orleans is dedicated to providing its students, residents, faculty, staff, and patients with an environment of respect, dignity, and support. The diverse backgrounds, personalities, and learning needs of individual students must be considered at all times in order to foster appropriate and effective teacher-learner relationships. Honesty, fairness, evenhanded treatment, and respect for students' physical and emotional well-being are the foundation of establishing an effective learning environment.

Student Responsibilities

Students are responsible for complying with all policies/procedures, rules and regulations and other information published by the Health Sciences Center. In addition, students are expected to abide by all federal, state and local laws.

Students are expected to:

- A. Exhibit the highest standard of personal, academic professional and ethical behavior.
- B. Treat faculty, staff, peers, clients, patients, and others with dignity and respect.
- C. Abide by the Code of Conduct that applies to their specific professional discipline.

Students who violate any of the above when involved in any school or school related activity/function, whether on or off campus, will be subject to disciplinary action.

Student Rights

Mistreatment and abuse of students by faculty, residents, staff or fellow students is contrary to the educational objectives of the LSUHSC in New Orleans and will not be tolerated. Mistreatment and abuse include, but are not limited to, berating, belittling, or humiliation; physical punishment or threats; intimidation; sexual harassment; harassment or discrimination based on race, gender, sexual preference, age, religion, physical or learning disabilities; assigning a grade for reasons other than the student's performance; assigning tasks for punishment or non-educational purposes; requiring the performance of personal services; or failing to give students credit for work they have done.

Students have rights as guaranteed by the U.S. Constitution and all appropriate federal, state and local laws. Primary among those is the right to a fair and impartial hearing, if the student is accused of misconduct or violating university regulations. Additionally, students have the right to file a complaint for alleged mistreatment. The Health Sciences Center has existing policies and procedures that relate to the following: financial aid; sexual harassment; final grade appeal; student housing; parking; drugs; alcohol; firearms; student's access to records, and privacy; computer/internet use; dress and professional conduct; health insurance; and liability insurance. Issues that relate to these specific policies, which may be found on the Health Sciences Center website, should be addressed to the appropriate office. The Office of Student Affairs of the appropriate school can help students with information about those policies.

Procedure for Addressing Student Complaints

If the Health Sciences Center or specific school already has a policy concerning the student's complaint, procedures indicated in that policy should be used; if the Health Sciences Center or specific school has no specific policy, the following procedure should be used.

Specific school policies should include the following basic elements:

Informal Conflict Resolution

1. Discuss the conflict with the person against whom the complaint is made. In the event that the complainant does not feel comfortable doing so, the complaint should be directed to the Office of the Associate Dean for Academic /Student Affairs of the specific school.
2. The Associate Dean of Academic/Student Affairs will meet with the individual against whom the complaint has been made in an effort to resolve the conflict.

Filing a Formal Complaint

If the conflict cannot be resolved informally, the complainant must make a formal written complaint to the Associate Dean of Academic/Student Affairs. The written complaint must include the following:

- a. A statement of the complaint,
- b. Identification of individual/office against whom the complaint is made,
- c. The relief sought,
- d. The complaint must be signed by the complainant.

Upon receipt of the formal written complaint, the Associate Dean of Academic/Student Affairs of the appropriate school must take immediate action to resolve the conflict.

If the conflict cannot be resolved to the complainant's satisfaction within a period of 10 working days, the matter will be referred to the Vice Chancellor for Academic Affairs of the Health Sciences Center by the Associate Dean. The referral will include the complainant's formal written request plus a statement of actions taken by the Associate Dean to resolve this matter.

Referral to the Vice Chancellor of the Academic Affairs

The Vice Chancellor for Academic Affairs:

- May make a decision as to how the matter can be resolved. This decision shall be communicated to all concerned parties in writing;
- If for any reason the Vice Chancellor for Academic Affairs chooses not to render a decision, he/she may empanel an ad hoc committee comprising three faculty members, at least one of which is from the pool of elected members of the Faculty Senate and two students appointed by the appropriate Student Government Association President. The Committee shall meet in an effort to resolve the matter within a period of 10 working days. The Committee may meet with the concerned parties and others who can provide information that is helpful in resolving the matter. The Committee meetings will be closed, and information provided during the meeting shall be held in strictest confidence.

The Committee shall reach a decision as to the resolution of the matter and make its written recommendation to the Vice Chancellor of Academic Affairs within five working days. The Vice Chancellor for Academic Affairs, upon receipt of the Committee's recommendation, will make a decision and communicate this decision in writing to all concerned parties and the Dean of the appropriate school. The decision of the Vice Chancellor for Academic Affairs is final and non-appealable.

In the event that the formal written complaint involves a violation of CM-44 - Campus Security Policy, the Vice Chancellor of Academic Affairs shall empanel an ad hoc committee as described above. All members of the committee shall have completed annual training on the issues related to campus violence and how to conduct an investigation and hearing process that protects the safety of the victims and promotes accountability. The Committee shall meet with the concerned parties and others who can provide information that is helpful in resolving the matter. Each concerned party may be accompanied by an advisor of their choice, The Committee meetings will be closed, and information provided during the meeting shall be held in strictest confidence. Once the Committee has reached its decision, the concerned parties shall be notified in writing of the decision. Either party may appeal the decision in writing to the Vice Chancellor for Academic Affairs within five working days of receiving notice of the decision. The Vice Chancellor for Academic Affairs shall make a decision on the appeal within ten working days of receipt of the written notice. Written notification of the decision shall be sent simultaneously to all concerned parties. The decision of the Vice Chancellor for Academic Affairs is final and non-appealable.

PROFESSIONAL CONDUCT

Professional conduct is required of every resident.

Residents must demonstrate the highest standards of character and integrity, which warrant the public confidence and trust bestowed on them as health professionals. Among the elements of professionalism, each student must adhere to the following specific standards:

1. Each individual must exhibit professional courtesy towards faculty, supporting staff, fellow students and patients.

2. Each individual must maintain up-to-date, accurate and complete records regarding treatment performed on patients and patient fees.
3. No individual shall deviate from treatment plans unless the deviation is authorized and documented in writing by the appropriate faculty.
4. No individual shall jeopardize the well-being of a patient under any circumstances.

The Advanced Education Committee, serving as the Academic Performance Advancement Committee for Programs in Advanced Education, may deny a resident permission to continue in the educational program should the resident fail to demonstrate PROFESSIONAL CONDUCT.

Any member of the university community may file with the Office of Academic Affairs written complaint against any individual student, student group or student organization that has allegedly violated university policies on the campus or at university-affiliated, off-campus events.

QUALITY ASSURANCE

<http://www.lsusd.lsuhs.edu/Documents/QualityAssuranceManual2017a.pdf>

The following statement concerning quality care has been established by the Clinic, Academic Performance Advancement and Curriculum Committees of the LSUHSC School of Dentistry.

Providing dental care of the highest quality is a paramount ideal and objective of the dental profession. The Academic Performance Advancement and Clinic Committees embrace this objective and believe the Louisiana State University HSC School of Dentistry graduates must be capable of providing dental care of the highest quality. Learning experiences designed to achieve this goal are an integral part of the student's didactic, preclinical and clinical curriculum in all departments. All students are expected to take full advantage of the learning experiences at all levels in order to provide the highest quality dental care at all times.

Departments will identify, as early as possible, any student who demonstrates unacceptable performance in their clinic discipline. At that time the department will establish remedial criteria, which must be fulfilled by the student. All clinical activity of that student in that department will terminate until such time as the student has successfully fulfilled all remedial criteria. In all cases, the Chairman of both the Clinic and Academic Performance Advancement Committees will be notified, in writing, of action taken by the department. The Chairman of the above committees may collaborate, and may recommend additional or alternative action.

RESIDENT CONDUCT CODE AND DISCIPLINARY PROCEDURE

I. INTRODUCTION

Acceptance to an Advanced Education Program of the Louisiana State University School of Dentistry entails a significant advance in a student's professional career. Accordingly, advanced education students must demonstrate standards of character and integrity, which warrant the public confidence and trust bestowed on them as health professionals.

II. GUIDELINES FOR GENERAL AND PROFESSIONAL CONDUCT

Students must conform to the following standards:

- A. All work submitted for evaluation must represent the student's own effort.
- B. The student must accomplish all written and practical examinations without unauthorized use of written material or unauthorized assistance from any other individual. Information or explanations regarding the examination should be obtained from the appropriate faculty member.
- C. The student's records regarding treatment performed on patients and fees must be up-to-date, complete and accurate in every detail.
- D. The student shall not deviate from treatment plans unless the deviation is authorized and documented in writing by the appropriate faculty. The wellbeing of the patient shall not be jeopardized under any circumstances.
- E. The student shall recognize and demonstrate respect for the rightful ownership of equipment,

instruments, books, supplies and personal belongings.

- F. The student shall exhibit professional courtesy towards faculty, supporting staff, fellow students and patients.
- G. The student shall not engage in activity, either on or off campus, which is contrary to the best interests of other students and/or the School of Dentistry or which could be classified as unprofessional conduct or other improper behavior, e.g., substance abuse, commission of a felony, disregard for public or personal property, or other inappropriate behavior.

H. **DRESS CODE**

All students must project a high professional image in their dress and appearance. All articles of clothing must be neat, clean, and properly laundered. They must not appear worn, tattered, or wrinkled. Personal cleanliness and grooming must be in keeping with a professional image. All students must conform to the dress code which has been approved for them whether they are in class laboratory, or clinic while on campus during regular school and patient care hours. Any student in violation of the dress code will be subject to referral to the Student Affairs Committee for disciplinary action as specified in the Student Conduct Code.

III. IMPLEMENTATION OF THE GUIDELINES

A. **THE STUDENT'S ROLE**

- 1. Each student must adhere to the Guidelines for General and Professional Conduct as outlined above.
- 2. Each student must exercise a degree of surveillance in coordination with the faculty in the reporting of infractions by fellow students.

B. **THE FACULTY'S ROLE**

- 1. The faculty should devise procedures, which encourage adherence to the Guidelines.
- 2. Electronic media, notebooks, textbooks, and other written material shall not be used by or available to any student during an examination unless use of such material is an essential part of the exam and is approved by the appropriate faculty member.

IV. PRELIMINARY DISCIPLINARY PROCEDURE MATTERS

A. **INITIATION OF CHARGES**

- 1. Any faculty member, student, staff member, patient or guest of the Health Sciences Center may bring charges against an advanced education student who, in the charging party's opinion, has violated one or more of the stated Guidelines for General and Professional Conduct.
- 2. The charging party should submit a sufficiently detailed written and signed description of the alleged incident constituting the violation. This must be received by the Director of Advanced Education no later than 30 days from the discovery of the incident.
- 3. Although a signed written statement by at least one witness to the incident is desirable, it is not required.
- 4. The Director of Advanced Education shall gather all documents related to the alleged violation.

B. **INFORMAL CONFERENCE WITH CHARGED STUDENT**

- 1. The sub-committee shall be composed of three members and will include the Director or Department Head of the student's discipline, an advanced education student and a faculty member. If the Director or Department Head is a potential witness in the proceedings, another faculty member will be appointed.
- 2. The Director of Advanced Education shall schedule a pre-hearing conference with the sub-committee to consider the allegation and determine if it merits further activity.
- 3. Should the sub-committee agree to move forward, the Director of Advanced Education shall present the charged student with copies of all available documents relating to the alleged

infraction, including written statements against the charged student and a copy of this document.

4. The Director of Advanced Education shall advise the charged student of the following due process rights:
 - a. The right to refuse to answer any or all questions;
 - b. The right to have up to five non-participating observers in the hearing with him;
 - c. The right to be accompanied at the hearing by a representative to advise, assist and provide legal counsel; provided, however, that such counselor may not directly address the panel or question or cross-examine anyone;
 - d. The right to be present during all phases of the hearing except executive sessions of the panel;
 - e. The right to have a reasonable number of witnesses to testify in his behalf; and
 - f. The right to personally cross-exam any adverse witnesses.
5. The Director of Advanced Education shall not question the charged student as to his guilt or innocence; however, he may discuss with the charged student the options involved in forgoing a formal hearing.
6. Should the issue not be resolved at this meeting, a formal hearing shall be scheduled to arrive at a final disposition.

C. SETTING OF HEARING

1. The hearing panel shall consist of three faculty members actively engaged in postgraduate education and two postgraduate students. Any of these individuals may have served on the pre-hearing panel. The Director of Advanced Education shall select the hearing panel members and act as its chairman.
2. The chairman shall establish a hearing date, and shall advise the charged student by letter of the hearing date, the specific charge, and other information relative to due process. The hearing normally shall be held between 7 and 15 working days after notification, although a hearing may be held earlier or later if agreeable to both the charged student and the chairman of the hearing panel.
3. The Chairman must establish a hearing date, call panel meetings, distribute materials bearing on cases, conduct hearings in accordance with due process, maintain decorum during hearings, vote as a member of the panel only in the event of a tie, and forward the panel's findings and recommendations to the Dean.
4. The panel shall have the following responsibilities:
 - a. Considering all alleged violations of the guidelines governing student conduct;
 - b. Considering all charges brought against students;
 - c. Giving a student accused of any infraction of the guidelines a due process hearing;
 - d. Determining, on the basis of evidence presented at the hearing, the charged student's innocence or guilt, and if the panel determines that the student is guilty, recommending an appropriate penalty to the Dean.
5. No member of the panel may advise the charged student of the decision of the panel, how members voted, what a member said during executive session, or in any way violate the confidentiality of the panel's actions and deliberations.

B. CONDUCT OF HEARING

1. The hearing shall not be open to the public; provided, however, that the charged student at his option may have up to five non-participating observers in the hearing with him.
2. Panel meetings are conducted in an atmosphere of decorum at all times, and those who disrupt or interfere with the process violate University regulations and are subject to

disciplinary actions.

3. When technical or procedural questions arise, which should be discussed with only members of the panel present, the panel should do so in executive session.
4. On the date of the hearing, the entire file shall be in the possession of the Chairman of the panel for use by the panel during the hearing.
5. On the date of the hearing, the panel shall convene in executive session to review the case in sufficient detail for each panel member to have the underlying allegations clearly in mind so that complete attention may be given to the testimony of the charged student and the witnesses.
6. When the panel is prepared to begin the hearing, the student and his counselor and/or non-participating observers (if the student chooses to have a counselor and/or non-participating observers with him) are called into the hearing room. The panel may also have a counselor, if the student has one present.
7. If the charged student is accompanied by a counselor, the Chairman shall advise the panel and the counselor that the counselor may advise the charged student, but may not directly address the panel or question or cross-examine anyone.
8. The Chairman shall advise the non-participating observers that they may observe but may not actively participate in the hearing.
9. The Chairman shall read aloud the charges and confirm that the charged student has had the opportunity to read all written documents bearing on the case.
10. The Chairman shall advise the panel that the charged student is presumed to be innocent, and that the charging party bears the burden of proving the charges.
11. The charging party is allowed to make any opening statements he deems relevant.
12. The charged student is allowed to make any opening statements he deems relevant.
13. Thereafter, the charging party and the charged student may answer questions posed by members of the panel; provided, however, that the charged student may refuse to answer any questions.
14. Following the above phase of the hearing, the charged student may challenge any written statement against him, and may cross-examine the charging party and/or any witness against him.
15. The charged student thereafter may present any witnesses in his behalf and elicit from them any relevant information.
16. The charged student is then given the opportunity to summarize his defense and/or to make any remarks he deems appropriate.
17. The charging party is then given the opportunity to summarize the charge and the evidence presented and/or to make any remarks he deems appropriate.

V. DELIBERATIONS AND PENALTIES

A. DELIBERATIONS

1. The panel shall go into executive session upon completion of the hearing, and shall render a decision as soon as may be convenient.
2. The panel's first responsibility during its executive session is to determine the innocence or guilt of the charged student. If the charged student is under more than one charge, each charge must be considered separately and innocence or guilt as to each charge is determined by majority vote of the panel based on the evidence presented at the hearing.
3. If the panel determines that the charged student is guilty of one or more charges, the panel must determine an appropriate penalty for recommendation to the Dean. The Dean may accept, reject, or modify the determination and/or recommendation of the panel.
4. The chairman shall provide the charged student written findings and including the recommendation of the panel to the Dean with 2 working days after decision of the panel.

B. PENALTIES

Penalties usually recommended by the panel are as follows:

1. Disciplinary Probation - The student is placed on disciplinary probation for a definite or indefinite period of time. The student on disciplinary probation is denied the privilege of holding any student office or committee chairmanship.
2. Suspension - The student status of the individual is terminated for a definite period of time, up to or including the remainder of the current semester or academic year. The effective date of suspension and the term thereof will be determined by the Dean, after consideration of the panel's recommendation thereof. Suspended students will be readmitted after the expiration of the suspension period without review.
3. Expulsion - The student will be readmitted to an Advanced Education program at the School of Dentistry, if at all, after a prolonged period of time and only when the individual furnishes documented evidence that he will be able to adjust to the requirements of the School of Dentistry. Expulsion implies permanent separation from the School of Dentistry.
4. Other Penalties - The panel may recommend other appropriate penalties or actions for infraction of the Guidelines.

VI. APPEALS

- A. The student may request an appeal in writing, within 7 working days, stating the basis for the appeal.
- B. The Dean of the School of Dentistry, if he finds the appeal substantive, may accept the appeal.
- C. If the appeal is accepted, it will be presented to an Arbitration Committee consisting of one faculty member selected by the Dean, one by the student, and one selected by those two.
- D. After a review of all evidence, including the documents and the transcripts or tapes of the hearing, the Arbitration Committee will make a recommendation to the Dean, who will then take final action on the appeal.
- E. The Dean's decision on the appeal represents the highest level of appeal.

VII. RECORDS

- A. Records of penalties imposed are placed in the student's file in the Office of Student Affairs and Records and are removed upon the student's graduation from dental school. However, the penalty of expulsion is recorded on the student's permanent academic transcript and never removed.
- B. Records of the proceedings are maintained in the Dean's office and are subject to review should any subsequent infraction of regulations occur.

OUTSIDE EMPLOYMENT POLICY, LICENSURE, AND PROFESSIONAL LIABILITY

PM 11 for Outside Employment of Resident

For this and other Permanent Memoranda (PM) visit:

<https://www.lsuhsd.edu/administration/pm/>

Form PM 11 must be completed by each resident who engages in outside employment (moonlighting). The PM 11 must include the amount of time of employment (hours and days), the office name and address and be signed by the program. The PM 11 is to be submitted to the Office of Advanced Education who will forward it to the appropriate individuals. The PM 11 must be resubmitted every 6 months. The Office of Advanced Education will remind the Resident and Program Director when the 6 months re-submittal is due. For detailed information regarding this policy, refer to the website above.

GENERAL SERVICES AND RESOURCES

PARKING

<http://www.lsuhsoc.edu/administration/ae/parking.aspx>

LSU Health New Orleans Parking Committee Rules and Regulations apply to day, night, and weekend parking in Dental School and all downtown facilities of the LSU Health New Orleans. The rules and regulations concerning parking are made to protect all users and thus apply equally to everyone. Parking at any University facility is solely at the discretion and risk of the individual. The University assumes no liability for damage to vehicles or loss of property.

Free parking, for clinic patients and visitors only, is available in the lot located on the North side of Florida Avenue, directly across from clinic building. On-campus parking for students is available for a yearly fee. There are two gated access points to enter on-campus parking lots (Moss Street and Florida Avenue). Students must park in designated student parking areas. Between the hours of 6:00 p.m. and 7:00 a.m. students may park in any lot on campus except for those spaces specifically marked as reserved.

The University Police and the Parking Office issue citations (both moving and parking) to violators of the parking rules and regulations. If a citation is issued through error, or with mitigating circumstances, appeals should be made promptly to the Parking Committee via the online web page or through the Parking Office at the Dental school (or Downtown office at 433 Bolivar Street, Room 158).

Failure to comply with the parking rules and regulations at all times will result in possible imposition of fines, immobilization of the vehicle in question, or loss of the privilege to park in the LSU Health New Orleans facilities. Nonpayment of fines and delinquent fees may result in the student being blocked from registration, graduation and receiving grades and/or transcripts.

Information concerning parking and vehicle registration is distributed to students at academic registration. Parking information such as parking maps, temporary permits may be reviewed online at the Parking web page. Parking/vehicle registration must be renewed for each academic year. Further information is available from the Parking Office (phone: 568-4884) Resource Center Building, 433 Bolivar, Room 158, 8:00 a.m. to 4:30 p.m. Monday through Friday or the Dental School Parking Office on the 2nd floor, Administration Building on Tuesday and Thursday.

POSTING OF NOTICES

All posters or flyers promoting specific professional or social activities must be approved by the Office of the Dean and should only be posted in the designated areas of the Clinic Building and Administration Building.

STUDENT HOUSING

<http://www.lsuhsoc.edu/administration/ae/housing.aspx>

Residence Hall Facilities

The Student Housing Office is located in Room 210 of the Residence Hall. Office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Harold Rihner is the Director of Student Housing. If you have any questions pertaining to student housing or need assistance, please call (504) 568-6260 or e-mail aehousing@lsuhsoc.edu

Stanislaus Hall

Stanislaus Hall has 154 single occupancy dorm suites on 6 floors. Each suite is furnished with a single bed, wardrobe, entertainment center, computer desk and chair. All dorms have network connectivity. Common features on each floor are kitchens and study areas also with internet connections. Located at 450A South Claiborne, Stanislaus Hall has a parking garage adjacent to the building. An elevated walkway connects Stanislaus Hall to all campus buildings for easy and quick access to classrooms, labs, library and cafeteria.

A modern, state of the art Wellness Center, which includes weight lifting and cardio rooms, is situated on two floors of Stanislaus Hall and staffed with dedicated professionals. The Wellness Center is free to all students. Group exercise and aerobics classes are offered in addition to saunas. b

The Residence Hall

The 160,000 square feet of the Residence Hall contains 190 living units (apartments and dorm rooms) for single students and married couples. Secure ground level parking below the building is available for tenants. Inside and outside recreational areas are available. All apartments and dorm rooms have network connectivity.

Located at 1900 Perdido Street, the Residence Hall is connected to the Medical Education Building via a covered, elevated walkway for easy and quick access to classrooms, labs, library, and cafeteria

DENTAL BOOKSTORE

The Dental Bookstore is located on the third floor of the Administration Building. The bookstore carries a full line of LSUSD insignia clothing, gift items, and dental instruments and supplies. The bookstore offers a variety of services, including orders for books, scrubs, and cap and gown orders for graduation. The bookstore also operates as a convenience store with assorted snacks, drinks, and postage stamps.

The bookstore is open 8:00 a.m. to 4:15 p.m. Monday through Friday and accepts Visa, Master Card, American Express, Discover and Pay Paw. Phone: 504-941-8130, e-mail: aedbs@lsuhsc.edu

LSUHSC BURSAR OPERATIONS

The LSUHSC Bursar Operations Office is located at 433 Bolivar St, Room 144, New Orleans, LA 70112. The phone number is 504-568-4694 or email nobursar@lsuhsc.edu. The Bursar Operations Office assesses and collects tuition and fees and disburses financial aid overpay checks. All account activity including tuition and fees as well as financial aid status and record information can be reviewed on academic self-service. Bursar Operations is also responsible for verifying personal health insurance coverage as well additions to and changes to coverage through the university. Office hours are 8:00 a.m. to 4:00 p.m. Monday through Friday to accommodate your needs.

A branch of the LSUHSC Bursar Operations Office is located on the second floor of the Dental School Administration Building, Room 2102. This branch of Bursar Operations is open 8:00 a.m. to 4:00 p.m. on Tuesday and Thursday. This schedule is flexible and will change as business changes. Schedule changes will be posted at the Bursar Operations Office. The dental school phone number is 941-8104.

CAMPUS FEDERAL CREDIT UNION

www.campusfederal.org

The services you need just a click away! Campus Federal has the right account or loan to fit your needs. Established in 1934, Campus Federal has served the financial needs of LSU and the LSU Dental community faculty, staff, students and alumni, helping to build solid foundations. Bank anywhere with Online and Mobile Banking - deposit checks, pay bills, set a budget and more. Campus Federal is your Credit Union for Consumer and Business Solutions! For more information please visit: www.campusfederal.org or call 504-210-8310.

The Campus Federal Dental School ATM is located on the third floor of the LSU Dental School Administration Building in front of the book store. Visit our BioDistrict Branch with drive-thru and ample parking, conveniently located at the corner of Tulane and S. Galvez. In addition, there are 3 Campus Federal ATMs located on the first floor of the University Medical Center. You can also chat online with us at www.campusfederal.org/ or over the phone 888-769-8841

CAMPUS MAIL

The central Mail Room is temporarily located in Room 2207 of the Administration Building. The Dental School Mail Room handles intra and inter-campus mail.

EMERGENCY LOANS

Who May Apply?

All students in good standing in the Schools of the LSUHSC are eligible.

Amount You May Borrow

The maximum amount of each loan is \$500.

Period of Loan

This is a short-term loan. Loans are made for a period of up to 60 days and if the emergency continues to exist, a 30 day extension may be granted if the student request it in person. Written notice of the extension must be given to the Business Office and the Office of the Director of Financial Aid. There must be a 30 day waiting period between pay back and acquiring a new loan.

Reason For Borrowing

You may borrow for any reasonable cause on a short-term basis. If you have long range need (over 60 days) a longer term loan should be sought elsewhere.

Interest

The loan is interest free up to maturity. Late charges and interest commence after maturity of loan.

Late Charges and Collection Fees

Past Due – 1 to 30 days-----\$1.00

Past Due – 31 to 60 days-----\$3.00

Past Due – 61 to 90 days-----\$5.00

After 90 days the loan will be turned over to our Collection Attorneys. The attorneys will collect the amount of the loan, the late charges and 9% per annum interest, commencing on the 91st day of delinquency, plus 33 1/3% collection fee by the attorneys.

Denial of Privilege to Borrow

Any student who allows his/her loan to become delinquent will thereafter be limited to a maximum of \$100 loan. If a loan becomes delinquent a second time, the student is thereafter denied the privilege of borrowing. If a loan exceeds ninety (90) days delinquency we will take legal action to recover the loan and the student is thereafter not eligible to borrow from the Loan Fund.

Directions for Securing a Loan

Any student requesting an emergency loan must go to the Office of Student Affairs to approve the loan and complete a contractual form. The loan check may be picked up in the Business Office after 3:00 p.m. the same day.

ACTIVITY FIELD

1. The Office of Student Affairs and/or the Office of the Dean must receive a written schedule of events including dates and times, prior to the events.
2. No alcohol is allowed on campus.
3. Students must conduct themselves in a professional, mature, and responsible manner.
4. Cleats must be removed when entering buildings.
5. Restroom accessibility: 1st floor clinic building
6. Shirts must be worn when entering buildings.
7. No animals are allowed in buildings.
8. Teams must supply and use their own sports equipment.
9. Any misconduct will be reported to the Office of Student Affairs and privileges may be revoked.
10. The activity field is not available on weekends unless teams are willing to pay for an additional university police officer during the hours of the event.

INTRAMURAL ATHLETICS

Residents at LSUSD have the opportunity to participate in intramural flag football, basketball and softball. The student designated “athletic director” is in charge of organizing schedules, maintaining and purchasing equipment, and setting up the field for games. Competition is between dental classes and between other schools in the medical center.

SOCIAL EVENTS

The Office of Student Affairs must receive a written request for student sponsored social activities whether they are held on-campus or off-campus. Before alcoholic beverages may be served at any student event on-campus or off-campus, the sponsoring organization or individual must complete a REQUEST FOR AUTHORIZATION TO SERVE ALCOHOL form and submit it to the Office of Student Affairs at least 48 hours prior to the scheduled event. A copy of this form is found in the LSU Health Sciences Center Guideline and Policies: Guidelines for the Responsible Use of Alcohol section of this handbook. Organizations or individuals requesting to have social events on weekends at the dental school must pay for an additional university police officer during the hours of the event.

COMPUTER SERVICES

Information Technology Services

LSUSD Computer Services provides all Dental School users with support for school-related activities. The Computer Services staff is located in room 5312 of the clinic building and provides support Monday – Friday from 8:00 AM to 5:00 PM. The Dental School Help Desk number is 941-8217. You can also email questions to ds-cserve@lsuhsc.edu. For after-hours support including password related problems, please call the LSUHSC Help Desk number at **568-HELP** or go to <http://www.lsuhs.edu/administration/cs/helpdesk/>

Computer Services provides network storage space for students to use. Below is an explanation of the drive letters:

M drive - is a dental student drive. It is for Dental School faculty to share data with dental students.

U drive - Dental School -wide shared data drive (read only)

X drive - Dental School transfer drive. It is a network share we allow almost anyone to post data to in order to transfer it to someone else. It is cleared off periodically so it shouldn't be used for storage.

O drive - is your own personal storage space. It is for your use only. It is used for backing up important files and data from your PC as well as providing a standard location for storage since it is available where ever you log in to the LSUHSC network.

In addition to network drives, Computer Services provides access to course related data through the Moodle course management system website, <http://moodle.lsuhs.edu>. Remote access to email is available from the LSUHSC web site <http://mail.lsuhs.edu>. Remote access to LSUSD data is available through a Citrix connection provided by Enterprise Computer Services or through the LSUSD terminal server which requires Virtual Private Networking. For more information about remote access, contact computer services.

Computer Lab

Computers and printing are available in the Library.

Lab Printing

Students may use a Pay Paw card to print. Pay-to-print printers and release stations are located in the library. Auxiliary Enterprises provides the printing services in the lab. The bookstore can help students create a Pay Paw account to use for printing in the labs.

Wireless Access

As a service to the LSUHSC community, wireless Internet access is provided throughout the campus.:

Student Computing Policy

The LSU School of Dentistry views computers and computing resources as tools to be used to facilitate education. Computing policy at the LSUHSC is established by Chancellor's Memorandum 42 (CM 42), the text of which appears below. Please be aware that all LSUHSC network access is monitored by Enterprise Computer Services.

INFORMATION TECHNOLOGY (IT) INFRASTRUCTURE

Chancellor's Memorandum #42 (CM-42)

Effective date: January 16, 2016

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhs.edu/administration/cm/>

The LSU Health Sciences Center New Orleans (LSUHSC-NO) and LSU Health Care Services Division (LSU-HCSD) information technology (IT) Infrastructure supports mission-critical and business-critical services for patient care, education, public service, research, and administration.

The purpose of this document is to institute an enforceable policy to protect the performance, integrity, security, reliability, and availability of vital services that rely on the SYSTEM IT Infrastructure through good citizenship and legal and ethical use and to provide guidelines for the appropriate use and configuration of personal computers, laptops, and mobile devices as necessary to protect the SYSTEM IT Infrastructure from unauthorized access or disclosure.

FITNESS FOR DUTY POLICY AND PROCEDURES

Chancellor's Memorandum #37 (CM-37)

Effective Date: August 12, 2004/Revised June 17, 2009

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhs.edu/administration/cm/>

Any individual, who works or is enrolled at Louisiana State University Health Sciences Center (LSUHSC-NO) in New Orleans, is expected to report to work/school in a fit and safe condition. An individual who has an alcohol, drug, psychiatric, or medical condition(s) that could be expected to impair their ability to perform in a safe manner must self report their medical status to their supervisor and provide a signed medical release indicating their fitness for work/school to the Campus Assistance Program (CAP).

LSUHSC-NO requires all faculty, staff, residents, students, or other LSUHSC-NO workers who observe an individual who is believed to be impaired or is displaying behavior deemed unsafe at work/school to report the observation(s) to their supervisor for appropriate action. Supervisors are then required to make an administrative referral to the Drug Testing Program and CAP. An individual who is referred to CAP and found to be impaired must provide CAP, prior to returning to work, with a signed medical release indicating they are fit to resume their work or school responsibilities at LSUHSC-NO. For detailed information regarding this policy, refer to the website above.

LSUHSC NO Administrative Referral Form

<http://www.lsuhs.edu/administration/cm/CM37-CM38-ADMINISTRATIVEREFERRAL.pdf>

GUIDELINES FOR THE RESPONSIBLE USE OF ALCOHOL

Chancellor's Memorandum #36 (CM-36)

Effective Date: June 16, 1999

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhs.edu/administration/cm/>

The excessive use of intoxicating beverages may adversely affect the academic and professional performance of faculty, staff, residents, and students. The purpose of this policy is to establish guidelines for responsible use of alcohol at LSUHSC and LSUHSC sponsored functions. For detailed information regarding this policy, refer to the website above.

Note: All LSUSD class parties, on or off campus, must have prior approval of the Dean or his designee. A "Request for Authorization to Serve Alcohol" form is located at:

<https://www.lsuhs.edu/administration/academic/docs/AuthorizationToServeAlcohol.pdf>

SUBSTANCE ABUSE POLICY AND PROCEDURES

Chancellor's Memorandum #38 (CM-38)

Effective Date: November 1, 1999/ Revised: June 17, 2009

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhs.edu/administration/cm/>

The unauthorized use of, possession of, or being under the influence of alcohol and the illegal use, abuse, possession, manufacture, dispensation, distribution of, or being under the influence of controlled or illegal drugs is prohibited while at work, on call, on duty, at school, or engaged in Louisiana State University Health Sciences Center New Orleans campus (LSUHSC-NO) business on or off LSUHSC-NO premises.

LSUHSC-NO shall provide for post job offer drug testing and an on-going alcohol and drug testing program for reasonable suspicion/for cause, post accident, periodic monitoring or aftercare, and random testing. LSUHSC-NO shall also provide a Campus Assistance Program (CAP) for referral and assessment of alcohol and/or drug problems.

This policy applies to all faculty, staff, residents, and students of LSUHSC-NO. Post-job offer candidates and non-employees are covered by this policy to the extent herein specified. Faculty, staff, residents, students, post-job offer candidates, and non-employees (henceforth referred to as individuals) whether paid, unpaid, or gratis must understand that initial and continued employment/enrollment is contingent upon a willingness to comply with this policy.

Louisiana State University Health Sciences Center New Orleans Campus

Drugs searched for during alcohol and/or drug testing may include (but are not limited to):

- Alcohol
- Amphetamines
- Barbiturates
- Benzodiazepines
- Cocaine
- Opiates (including various synthetic opiates)
- Phencyclidine
- Marijuana

Confirmed alcohol testing will be done with an evidential breath-testing device or by blood.

For detailed information regarding this policy, refer to the website above.

- **LSUHSC NO Administrative Referral form**
<http://www.lsuhscc.edu/administration/cm/CM37-CM38-ADMINISTRATIVEREFERRAL.pdf>
- **Agreement to Submit to Alcohol and Drug Testing and Authorization for the Release of Test Results**
<http://www.lsuhscc.edu/administration/cm/CM38-AgreementtoSubmittoAlcoholandDrugandAthorizationForTheReleaseofTestResults.pdf>
- **Drug Testing Notification Form**
<http://www.lsuhscc.edu/administration/cm/CM38-DrugTestingNotificationForm.pdf>
- **LSUHSC NO Post Job Offer Drug Testing Instructions for Job Candidates & House Officers**
<http://www.lsuhscc.edu/administration/cm/LSUHSC%20NO%20Post%20job%20offer%20drug%20testing%20instructions%20for%20job%20candidates%20&%20house%20officers.pdf>
- **Questions Regarding LSUHSC NO Drug Testing Program.**
<http://www.lsuhscc.edu/administration/cm/Questions%20Regarding%20LSUHSC-NO%20DT%20Program.pdf>
- **LSUHSC NO Supervisor's Instructions for Drug Testing and Fitness for Duty**
http://www.lsuhscc.edu/administration/cm/CM37-CM38_LSUHSCSupervisorInstructionsforDrugTestingandFitnessforDuty.pdf

SEXUAL HARASSMENT/GENDER DISCRIMINATION

Chancellor's Memorandum #49 (CM-49)

Effective Date: May 27, 2002

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhscc.edu/administration/cm/>

Sexual Harassment is a form of discrimination, according to Title VII of the Civil Rights Act of 1964 (as amended) and is illegal, according to the 1980 guidelines of the Equal Employment Opportunity Commission.

The policy of LSUHSC always has been that all our employees and students should be able to enjoy a work and study environment free from all forms of discrimination, including sexual harassment. Sexual harassment is a form of misconduct, which undermines the integrity of the employment/academic relationship. No employee or student, either male or female, should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

POLICY ON AIDS (HIV) AND HEPATITIS VIRUS (HBV) excerpts from:

Chancellor's Memorandum #25 (CM-25)

May 15, 2002

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhscc.edu/administration/cm/>

Faculty, staff and students who are HIV/HBV/HCV infected, and who perform exposure prone procedures are encouraged to self-identify to the Chancellor (or designee) of LSUHSC, to their immediate supervisor, who would then report to the Chancellor (or designee) of LSUHSC, or directly to the Expert Review Panel (ERP).

In reporting their status to the Medical Center HIV/HBV/HCV infected individuals are assured that every effort will be made by the LSUHSC Administration to maintain confidentiality, as determined by the ERP, and that a mechanism is in place, through the HIV/HBV Policy/Procedure and ERP, to maintain balance between the individual's job-related responsibilities and the institution's responsibilities to faculty, staff, students, patients and the community. There is a need to protect the HIV/HBV infected individuals, faculty, staff and patients. The ERP designated in the HIV/HBV Policy and Procedure in conjunction with the Administration is working to assure a system is in place to fulfill this need. For detailed information regarding this policy, refer to the website above.

INSTITUTIONAL ROLE IN STUDENT ORGANIZATIONS

Chancellor's Memorandum #33 (CM-33)

September 26, 1994/Revised June 18, 2009

For this and other LSUHSC Chancellor's Memoranda visit: <https://www.lsuhs.edu/administration/cm/>

The LSU Health Sciences Center respects the basic principle of "freedom of association" for its students. Student organizations may be recognized by the Health Sciences Center for any lawful purpose and may petition for recognition by submitting a constitution to the LSUHSC Student Affairs Committee. All official student organizations must have approval of the Health Sciences Center, and must have a faculty advisor. For detailed information regarding this policy, refer to the website above.

Policies and Procedures and Request Forms for Recognized Student Organizations

<http://www.lsuhs.edu/administration/academic/docs/PoliciesProceduresFormStudentOrganizations.pdf>

OTHER LSUHSC POLICIES OF INTEREST TO STUDENTS

A number of LSUHSC-NO policies are of particular interest to students. They are contained in Chancellor's Memoranda located at <http://www.lsuhs.edu/administration/academic/policies.aspx>

LSU HEALTH SCIENCES CENTER SERVICES AND RESOURCES

UNIVERSITY POLICE DEPARTMENT

<http://www.lsuhs.edu/administration/vcaca/emergency.aspx>

Functions and Responsibilities

The function of the University Police is the protections of the LSUHSC community including students, employees and property. It is the responsibility of the University Police to uphold laws and LSUHSC regulations and to provide assistance, guidance, and coordination in emergencies and unusual situations.

Locations

Call the following for routine University Police matters:

Chief of University Police	433 Bolivar St.	568-6169
Allied Health/Nursing	1900 Gravier St.	568-4100
Lions Eye Clinic-LSU Clinic	2020 Gravier St.	568-8270
Resource Center	433 Bolivar St.	568-2156
Medical Education Building	1901 Perdido St.	568-8270
Parking Garage Police Office	425 So. Roman St.	568-8270
Residence Hall	1900 Perdido St.	568-6190
School of Dentistry	1100 Florida Ave.	941-8100 or 941-8027
Clinical Education Building	1542 Tulane Ave.	568-6160
Mervin L. Trail Building	533 Bolivar St.	568-8270

For Emergencies Call: 568-8999

(24 hours for all buildings in the LSU New Orleans system)

LSUHSC personnel may also use uTip to alert University Police. uTip is a text messaging service allowing someone to alert University Police of an emergency. To send a tip via uTip, text 50911 and begin your message with LSUHSC.

FINANCIAL AID

<http://www.lsuhs.edu/financialaid/>

Financial aid (students loans, Federal Pell Grants, etc.) is handled through the Student Financial Aid Office, located at 433 Bolivar Street, Room 215, New Orleans, LA 70112, 504-568-4820. finaid@lsuhsc.edu

To qualify for aid, a student must apply annually and meet certain eligibility requirements. All students seeking financial aid are required to file the Free Application for Federal Student Aid (FAFSA) and make the results available to the LSUHSC Financial Aid Office (The Federal School code for the FAFSA is 002014). All application materials are available from the Financial Aid Office website.

Refer to the LSUHSC Catalogue, General Information Section, for additional information and types of financial assistance available.

STUDENT HEALTH INSURANCE

<http://www.lsuhs.edu/orgs/studenthealth/insurance/>

LSUHSC-New Orleans offers students the option of purchasing student health insurance through Blue Cross Blue Shield of Louisiana (BCBSLA). During registration, students must either purchase insurance coverage from BCBSLA or must be prepared to show evidence of coverage by another company, in which case the requirement to purchase may be waived. Students who receive medical treatment or who are referred to outside hospitals or clinics will be responsible for their bills. Students will be expected to pay the charges and then file a claim with their insurance carrier.

The premiums for the new plan year are included in the 2018-2019 LSUHSC Student Health Insurance brochure. We will be collecting these premiums semi-annually or for six months at a time. The annual plan year runs from July 1, 2018 to June 30, 2019. There are no provisions in the plan to provide COBRA coverage to students who graduate or withdraw from school.

BCBSLA does not offer COBRA coverage because it is only required by law for employee health insurance plans. If you plan on graduating in May 2018 and have paid for the health insurance plan, you will have coverage until June 30, 2018.

If you still have questions after reviewing the brochure and the information on this web site, please email shi@lsuhsc.edu

Please be familiar with the BCBSLA care brochure. It has very important information about your plan coverage and claim instructions. **Insurance ID cards should be carried at all time.**

STUDENT HEALTH SERVICE

<http://www.lsuhs.edu/orgs/studenthealth/>

MEDICAL DIRECTOR: Lauren Davis, MD

LSUSD RN: Helen Gervais Schoenberger, RN – 504-941-8393 & Penne Cortez, RN -504-941-8175, Dental School Clinic Building-Room 4312K. Office hours: Monday – Friday 8:30-12 and 1:00-4:00.

Student Health Coordinator: Phyllis Johnston, The Student Health Service is located on the 7th floor of the Lions/LSU Clinics Building, 2020 Gravier, New Orleans, LA 70112; Hours are 8:30 a.m. to 5:00 p.m., Monday – Friday, Phone: (504) 525-4839 Fax: 866-814-9706

Student Health Clinics are located at:

LSU Internal Medicine Resident Clinic, 2003 Tulane Avenue, 1st Floor. Clinic Hours are Monday through Friday 8:30 a.m. to 11:45 a.m. Walk-Ins or Nursing Services Only. For established care or routine visits, please go to the other clinics.

- 3700 St. Charles Avenue, 2nd Floor, New Orleans, LA, (504) 412-1366; Hours are 8:30 a.m. to 3:00 p.m., Monday through Thursday; Friday No appointments scheduled (Urgent Walk-Ins Only)
- 200 W. Esplanade Ave., Suite 205, Kenner, LA (504) 412-1705. Student Health Clinic hours are 8:30 a.m. to 3:00 p.m. Monday through Friday. By Appointment Only

Other important numbers:

Questions and Health Records: 504-525-4839

Student Health Fax: 866-814-9706

After Hours Care: After 4:30 p.m. and on weekends and holidays, contact Dr. Lauren Davis at 504-412-1366. For immediate treatment you may go to the emergency room.

Questions/complaints about Student Health Clinic: 504-412-1366 or email StudentHealthStaff@lsuhsc.edu

Student Health Policy

The operation of the Student Health Service conforms to general University policies and is operated under the overall guidelines developed by the LSUHSC Student Health Committee. The purpose of the Student Health Service is the promotion and maintenance of the health of students enrolled in the LSU Health Sciences Center.

Care for spouses of students, even those who are carried on the student's health insurance policy, are **not** included as a part of the Student Health Service fees. LSU Health Sciences Center health care providers are available to see spouses on a private care basis, to be paid by insurance coverage.

Dependents of students may have coverage with the student's insurance policy, but medical services **are not** provided by the Student Health Service. Students will be assisted in locating health services for their minor dependents.

For care of urgent problems which occur nights, weekends or holidays, students should call the LSU Clinics answering service (504-412-1366) and ask to speak with Dr. Lauren Davis. Whoever is on call for Dr. McLean is the "On Call Physician for Student Health." The "On Call" physician may be able to handle minor problems on the phone. However, if the problem necessitates a visit to the emergency room, the student will be expected to pay all these costs.

CAMPUS ASSISTANCE PROGRAM

<http://www.lsuhscc.edu/orgs/campushealth/cap.aspx>

(504) 568-8888

The Campus Assistance Program (CAP) is a free, confidential service provided by LSUHSC to students in the resolution of personal problems. LSUHSC recognizes that everyone occasionally needs a helping hand. CAP provides assistance for both simple and complex problems.

CAP can help you deal with problems in the following areas:

- Family, marital & relationship problems
- Adjustment to a new environment
- Alcohol or drug concerns
- Mental health issues
- Academic problems
- Excessive stress
- Legal, financial and other community referrals

For more information or to make an appointment to talk to a CAP counselor, call (504) 568-8888. The Campus Assistance Program is located at 1542 Tulane Ave., Clinical Education Building, 8th floor, Room 866, New Orleans, LA 70112. They also have Dental School hours on Wednesdays from 9am – 1pm in Room 2211, available for walk-ins or appointments.

ACADEMIC PERFORMANCE RESOURCES IN LSUHSC-NO (APRIL)

<http://www.lsuhscc.edu/administration/academic/APRIL.aspx>

APRIL provides an umbrella of academic support services for **all** LSU Health Sciences Center (LSUHSC) students in New Orleans through LSUHSC Student Health. Funding for many of these services comes from Student Health fees and Student Health Insurance. However, not all services may be covered. Please familiarize yourself with the scope of your health insurance coverage. Student may choose to contact any of the following service providers directly or may seek information through their Office of Student Affairs.

STUDENT HEALTH

<http://www.lsuhs.edu/orgs/studenthealth/>

(504) 525-4839

Appointments are now being taken at:

3700 St. Charles Ave., New Orleans, call (504) 412-1366

200 West Esplanade, Suite 701, Kenner, call (504) 412-1705

For after Hours Emergency (504) 412-1366

- Preventive health care, including health immunizations
- Health care for episodic illnesses
- Health care for chronic health issues
- Referral for laboratory work and/or specialty services

WELLNESS CENTER

<http://www.lsuhs.edu/administration/wellness/>

Stanislaus Hall – (504) 568-3700

- Hours: Mon-Thurs 6:30am-8:30pm; Fri 6:30am-7:00pm; Sat 9:00am-3:00pm
- 18,000square feet
- Cardiovascular equipment: treadmill, bike (upright and recumbent), elliptical, rower, and stair climber
- Selectorized weight equipment: Nautilus Nitro
- Plate loaded/free weights
- A multipurpose room for group exercise activities such as group cycling, mind body (yoga/pilates mat), step, resistance training, etc.
- Pilates reformer classes, fitness assessments and exercise orientations
- Lounge area
- Shower facilities and spacious saunas located in the men's and women's locker rooms
- Free day lockers or rent a locker for a fee
- Personal training and TRX – fee-based

PEER ADVOCATE LIAISON (PAL) PROGRAM

<http://www.lsuhs.edu/orgs/campushealth/pal.aspx>

In the Peer Advocate Liaison (PAL) Program LSUHSC student volunteers (PAL's) learn about wellness resources outlined in this brochure. PALs are available to help guide students to the appropriate resources for any of the following problems: relationship or family issues, academic difficulty, concerns with alcohol or drugs, depression, adjustment to new environments, stress or anxiety.

PALs act as temporary liaisons between students and the campus resources that assist them. PALs are not trained for counseling or crisis intervention. When unsure what LSUHSC resource to use, students can ask a PAL representative which resource might be the most appropriate. Visit the PAL website (above) for the most current list of PAL representatives for each school/class.

EMERGENCY CODES AND PROCEDURES

CODE BLUE (Cardiopulmonary Arrest)

When a CODE BLUE (Cardiopulmonary Arrest) has occurred, the following steps will be taken:

- PROTECT the PATIENT
- Begin CPR
- Stay with the patient until relieved by competent authority

DISPENSARY PERSONNEL will:

- Announce CODE BLUE and location using telephone paging (Zone 9)

- Call Ext. 38565 (Oral Surgery) for on-call surgeon
- Get “Crash Cart”

PERSONNEL REQUIRED TO RESPOND

- Oral Surgeon on call
- Surgery Suite Nurse
- Clinic Faculty
- Dispensary Personnel

CODE BLACK (Bomb Threat)

IN THE EVENT OF A BOMB THREAT

Keep the caller on the line.

- Write down what it said.
- Note voice, accent, male/female, young/old, background noise, traffic, music, airport, seaport, and other

Information that could be of help in identifying the origin of the call

- Tell the caller that this is a Dental School filled with patients and attempt to keep the caller on the line and talking.
- If the caller hangs up, **DO NOT HANG UP. KEEP THE LINE OPEN.** Use another phone outside the area to make the required calls.
- Discontinue beeper usage.
- Call Security immediately – Ext. 38647
- Notify the Office of the Dean or his representative – Ext. 38500 (The Administration will make a determination if CODE BLACK is to be announced.)
- When directed by competent authority, organize a search party.
- Note any suspicious packages. **DO NOT ATTEMPT TO MOVE THEM.**
- When directed by competent authority, **ISOLATE** the specific area.
- When directed by competent authority, evacuate the area.

CODE GREEN (Security Alert/Assistance)

- Call campus security and request assistance – Ext. 38647
- Advise the Office of the Dean or his representative of the problem – Ext. 38500 Personnel in the immediate vicinity will provide assistance as required.

CODE RED (Fire)

STAY CALM

- Do not call out in a loud voice and **DO NOT CRY OUT FIRE.**
- If you see **FIRE** or **SMOKE**, pull the nearest fire alarm.
- If you smell smoke, call Security, Ext. 38647. They will notify the Dean’s Office.
- Move patients to the nearest fire exit.
- Isolate the area. Close doors, windows and fire doors.
- Secure medications and patient charts.
- Evacuate the area.

HURRICANE OR SEVERE WEATHER

DURING SCHOOL/CLINIC HOURS

- Listen for instructions to be announced.
- Provide for safety of patient records.
- Provide for safety of equipment.
- Provide for safety of medications.

- When instructed to do so, dismiss/reappoint patients.
- When instructed to do so, contact patients appointed for the remainder of the day and reappoint.
- Take necessary steps to protect you self and your personal possessions.

WHEN NOT AT SCHOOL OR CLINIC

- Listen to radio/TV for announcements concerning school closure.
- Use telephone cascade (telephone tree) to notify classmates and fellow employees if a school closing had been announced.
- Notify appointed patients if school closing has been announced.
- Take necessary steps to protect yourself and your personal possessions.

FLOOD

DURING SCHOOL/CLINIC HOURS

- Listen for instructions to be announced.
- Provide for the safety of patient records.
- Provide for the safety of equipment.
- Provide for the safety of medications.
- Dismiss/reappoint patients when instructed to do so.
- Contact patients appointed for the remainder of the day and re-appoint when instructed to do so.
- Take necessary steps to protect yourself and your personal possessions.
- Unplug unneeded electrical equipment.
- Follow evacuation plan when instructed.

WHEN NOT IN SCHOOL OR IN CLINIC

- Listen to the radio/TV for announcements concerning school closure.
- Use telephone call list to notify personnel that school closing had been announced.
- Notify appointed patients that school has been closed.
- Take necessary steps to protect yourself and your personal possessions.

EVACUATIONS

ONLY THE DEAN OR HIS REPRESENTATIVE MAY DIRECT EVACUATION OF THE BUILDINGS.

WHEN DIRECTED TO EVACUATE:

- Insure that exit doors are clear.
- Assist in directing patients to exits and away form the building.
- Secure medications prior to evacuating clinics.
- Secure equipment prior to evacuating clinics.
- Secure patient records prior to evacuating clinics.
- Follow the orders of security and facilities personnel when given directions.
- Only use stairs for evacuations, never elevators.

CODE YELLOW (Disaster Preparedness Plan)

Any time an internal emergency disrupts patient care or an external emergency threatens the performance of the school's mission, the Disaster Preparedness portion of the Emergency Preparedness Plan will be activated.

ADMINISTRATION: Once an incident has occurred or is declared eminent and the office of the Dean had been notified, the following action will be taken:

- Code Yellow will be announced over the telephone paging system.
- The following information will be relayed to the Office of the Dean: Location of incident

Type if incident
Type and number of casualties
Requirements for additional or specialized support at the scene

Based on the assessment of the information collected, the decision will be made as to the necessity to activate the Emergency Operations Center (EOC).

CONFIRMATION/VERIFICATION:

Affected departments will initiate inverted pyramid call back with updating information.

NOTE:

Information relative to the incident will ONLY be released through the Office of the Dean. Media calls will be referred to the EOC.

Affected Family Members' calls will be referred to the EOC.

PHYSICAL PLANT PERSONNEL: Upon activation of the EOC, all Physical Plant Personnel assigned to LSUSD come under the operational control of the EOC for the duration of the Emergency.

SECURITY PERSONNEL: Upon activation of the EOC, all Security personnel assigned to the LSUSD campus come under the operational control of the EOC for the duration of the Emergency.

CODE ORANGE (Hazardous emergencies)

A HAZARDOUS EMERGENCY can be either a chemical or a biological spill or the release of a radioactive isotope. In any such event, an incorrect response to the hazardous emergency situation could result in casualties or costly clean-up and disposal.

In the event of a Hazardous Emergency situation, the following steps will be taken:

- Alert all personnel in the immediate area.
- Confine the release.
- Evacuate the area.
- Close off the area.
- Notify the Office of the Dean, Ext. 38500, of the incident.
- Do not attempt to move incapacitated or unconscious personnel once an area has been sealed off.
- Notify Security, Ext. 38647.
- Do not reenter the hazardous area.
- Isolate the area until clean up has been completed.
- Avoid contact with any of the hazardous material.

Be prepared to provide the following information to both security personnel and to the environmental health and safety personnel:

- Name any type of material.
- Known hazards of the material.
- Amount of material involved.
- Location of room of the incident.
- Department with responsibility over the area affected.
- Name and telephone number of person providing the information.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA)

Website: www.osha.gov

CENTERS FOR DISEASE CONTROL AND PREVENTION

Website: www.cdc.gov

TELEPHONE DIRECTORY

Additional telephone numbers can be found on the U drive and LSUSD Website:

ADMINISTRATION

Dean	Dr. Henry Gremillion	619-8500
Associate Dean for Academic Affairs	Dr. Sandra Andrieu	941-8111
Associate Dean for Research	Dr. Paul Fidel	941-8320
Assistant Dean for Clinical Education	Dr. John Gallo	941-8110
Director of Advanced Education	Dr. Sandra Andrieu	941-8111
Director of Admissions	Dr. Toby Cherie	941-8124
Assistant Dean for Fiscal Affairs	Mr. Anthony DiVincenti	941-8114
Director of Continuing Education	Mr. Bob Lehman	941-8193
Director of Student Affairs	Ms. Darlene Brunet	941-8122
Director of Community/Alumni Affairs	Ms. JoAnne Courville	941-8120