



**CHANDLER-GILBERT
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE

Mortuary Science

Student Handbook

Prepared by: Mortuary Science Department

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Welcome Letter from the Interim Program Director

Chandler-Gilbert Community College Mortuary Science Program

7440 E. Tahoe Ave
Mesa, Arizona 85212
(480) 988-8502

Dear Students,

Welcome to the Chandler-Gilbert Community College Mortuary Science Program. You've chosen a profession that truly matters, one where you'll help families through some of life's most difficult moments while caring for deceased individuals with the utmost reverence. The work you're preparing for isn't just a job; it's a calling that requires technical skill, genuine compassion, and dedication.

An Associate in Applied Science (AAS) in Mortuary Science degree is comprehensive and requires dedication and hard work, but it prepares you for something meaningful. We strictly uphold American Board of Funeral Service Education (ABFSE) standards and value cooperative, experiential learning that truly prepares you for your career. You'll be learning from exceptional faculty with support from Beatriz Cruz, our Program Coordinator, who is dedicated to helping you as you prepare to enter the sacred funeral profession.

This handbook contains everything you need to uphold standards in our program. Read it carefully; you are expected to uphold these standards throughout your time with us. Each guideline serves a purpose from health and safety protocols that protect you and those you'll serve, to professional standards that mirror what you'll encounter in funeral homes throughout your career. Take time to read through it thoroughly, and don't hesitate to reach out with questions. We believe deeply in the importance of what you're learning to do.

You've chosen a profession that matters, and we're honored to be part of your journey.

Warmly,

Christy E. Liddicoat- M.Ed, LFD, LE, LC

Interim Program Director, Mortuary Science
Chandler-Gilbert Community College
christy.liddicoat@cgc.edu

1. Chandler-Gilbert Community College

Chandler-Gilbert Community College (CGCC) was founded in 1985 to serve the higher education needs of the Southeast Valley. In 1992, CGCC was accredited as an independent college by the Higher Learning Commission of the North Central Association.

With four campuses and more than 70 degree and certificate programs in some of today's most in-demand career fields, Chandler-Gilbert Community College has something for everyone. We offer access to affordable, high-quality education that will prepare you for whatever's next. Whether you're here for university transfer, career training and advancement, or lifelong learning, we can help you pursue your passion and achieve your goals.

A. Vision, Missions, and Values

Vision CGCC will be the preferred college in the Southeast Valley as we deliver impactful and innovative learning pathways that keep our local communities thriving.

Mission CGCC empowers every student to unlock their full potential for growth and innovation through learning opportunities and community engagement.

Values

- **Collaboration** - CGCC leverages the expertise of our internal and external communities, seeks shared, interest-based solutions, and brings our partners, and students together as we create impactful strategies and systems that serve the targeted needs of those we serve.
- **Advocacy** - CGCC commits to opportunities, spaces, and systems that empower our faculty, staff, and students to advocate for themselves, our communities, and the fulfillment of our mission.
- **Excellence** - CGCC strives for excellence in all we do with a focus on quality and continuous improvement as we find solutions, plan, implement efforts, assess outcomes, and make impactful changes to improve the success of our students, faculty, staff, and communities.

B. College Accreditation Information

At Chandler-Gilbert Community College, we've worked hard to ensure our certificate and degree programs meet the highest educational standards. We are proud to be accredited by the Higher Learning Commission (HLC), an independent corporation aimed at advancing the quality of higher learning in the United States. The HLC is one of two commission members of the North Central Association of Colleges and Schools, which is one of six regional accreditors in the U.S. The HLC accredits degree-granting post-secondary educational institutions in 19 states.

The Higher Learning Commission 230 S. LaSalle Street, Suite 7-500 Chicago, IL 60604
inquiry@hlcommission.org 800-621-7400

2. Mortuary Science Degree and Licensure

The Associate in Applied Science (AAS) in Mortuary Science program includes studies in public health; business management; natural sciences; legal, ethical, and regulatory concerns; and clinical requirements associated with the mortuary field. The curriculum combines coursework in mortuary science with a general education component. The AAS in Mortuary Science degree is accredited by the American Board of Funeral Service Education (ABFSE). Completion of the courses in the program prepares the student to sit for the National Board examination and begin state internship requirements.

A. Program Accreditation

The Associate of Applied Science (AAS) degree in Mortuary Science at Chandler-Gilbert Community College is accredited by the American Board of Funeral Service Education (ABFSE), 992 Mantua Pike, Suite 108, Woodbury Heights, NJ 08097 (816) 233-3747. Web: www.abfse.org

B. Occupational Information

Graduates receiving an Associate in Applied Science in Mortuary Science degree may be eligible to apply for licensure to work within the funeral and mortuary profession. Mortuary Science graduates may be employed in funeral homes or crematories to manage funerals and services to honor deceased persons. Completing the Mortuary Science program does not guarantee licensure.

For more information regarding working in the funeral service industries, see the information listed below.

- Bureau of Labor Statistics, Occupational Outlook Handbook

- Funeral Service Workers
- National Center for O*NET Development
 - 39-4011 Embalmers
 - 39-4031 Morticians, Undertakers, and Funeral Arrangers
 - 11-9171.00 Funeral Service Managers

C. Eligibility for Licensure

The best vehicle to licensure after graduating from an ABFSE-accredited school is the taking and passing of the National Board Examination (NBE). Almost every state in the US accepts a passing score on the NBE. This occurs because the laws of each state are quite different as they pertain to the regulation of the death-care industry.

Arrangements to take and pay for this exam upon satisfactory completion of the curriculum requirements, and a cumulative passing score of 75 or above on the Compendium for Funeral Service exams makes you eligible to have your name released to the International Conference of Funeral Service Examining Boards (ICFSEB) and approved to register for and take the NBE. The cost associated with the NBE is \$570 total (or \$285 per section) and is the responsibility of the student.

National Board Examination pass rates, graduation rates, and employment rates for this and other ABFSE-accredited programs are available at www.abfse.org.

To request a printed copy of the CGCC Mortuary Science program's pass rate, go to Chandler-Gilbert Community College's Mortuary Science Building (MSB) at:

Address 7440 E. Tahoe Ave Mesa, Arizona 85212

Phone Number (480) 988-8502

Email mortuary.science@cgcc.edu

Website <https://www.cgcc.edu/degrees-certificates/mortuary-science>

D. State Requirements

The individual state requirements for entry into the funeral profession vary. Some states require only a certificate of completion while others require completion of an associate degree or four-year bachelor's degree.

The minimum credential for graduation from an American board-accredited school is the two-year Associate of Applied Science degree (AAS). This degree is what CGCC offers. If a student is planning to attend CGCC and comes from a state that requires two years

of education plus mortuary science, we recommend that the student complete the Associate of General Studies degree program first. Then, with an additional two semesters, will complete the AAS degree and be licensable in all states having such a requirement. The states requiring two years of education plus a Mortuary Science degree are Idaho, Iowa, Kansas, Michigan, Montana, Nebraska, Nevada, New Jersey, New Mexico, North Dakota, Oklahoma, Pennsylvania, South Dakota, and Wisconsin.

Currently, two states require a bachelor's degree: Ohio and Minnesota. If the student wishes to obtain a bachelor's degree, we recommend the student complete our AAS degree and then transfer to the following schools with whom CGCC has articulation agreements: Arizona State University, Arizona State University Polytechnic campus, Grand Canyon University, Northern Arizona University, Ottawa University, University of Phoenix, Western International University, and others.

Check with your academic advisor. This avenue allows the student to obtain an additional skill above the Mortuary Science degree, such as accounting, psychology, counseling, forensics, business, or sales of funeral-related supplies.

For more information on licensing within the state of Arizona, visit the Arizona Department of Health Services Special Licensing Bureau
<https://www.azdhs.gov/licensing/special/index.php#funeral-licensing>

Professional License Disclosure ABFSE programs have been directed to direct written disclosure to the student that the institution has not made a determination of the professional licensure applicability of the program. In such cases, the institution must include the contact information for the licensing board in the state where the student is located. The Mortuary Science Program at Chandler-Gilbert Community College meets the educational requirements for licensing by the Department of Health Services Special Licensing Bureau.

3. Mortuary Science Program Information

A. Admission Requirements

To be eligible to apply to the Mortuary Science program, students must complete all of the prerequisite and general education course requirements with a "C" or better while maintaining a GPA of 2.75 or better. In addition, students must submit all educational transcripts, completed drug screening, and proof of Hepatitis B vaccination.

Fall Mortuary Science program applications are due by June 1st of each year for admission in the Fall semester. Note, this is a separate application process from the general CGCC enrollment application. Step-by-step instructions are outlined in the Mortuary Science program application packet. For more information, please contact the Mortuary Science program at mortuary.science@cgcc.edu

Students have 10 days to accept or decline their invitation to the Mortuary Science Program. Once the invitation has been accepted, the student will receive an email with instructions on how to complete the pre-enrollment drug test requirement. Students have up to 48 hours to complete the drug test starting from the point they receive the email with instructions.

If the invitation is not accepted within 10 days, the invitation will be rescinded. The invitation can also be rescinded due to a failed drug test or if the student fails to complete the drug test within the 48 hour window as stated above.

B. Program Learning Outcomes

1. Explain the importance of funeral service professionals in developing relationships with the families and communities they serve. (GBS205, GBS206, GBS207, GBS151, MGT175, MGT251, MGT253, MSP101, MSP201, MSP205, MSP206, MSP208, MSP210, MSP211, PHI214, PSY101, PSY132, PSY156, (COM), (CRE), [FYC], [HU])
2. Identify standards of ethical conduct in funeral service practice. (ACC107, ACC111, ACC211, ACC212, BPC+++++, CIS+++++, GBS205, GBS206, GBS207, GBS151, MGT175, MGT251, MGT253, MSP101, MSP105, MSP202, MSP202LL, MSP205, MSP206, MSP207, MSP208, MSP210, MSP211, PHI214, PSY101, PSY132, PSY156, (COM), (CRE), [FYC], [HU])
3. Interpret how federal, state, and local laws apply to funeral service in order to ensure compliance. Identify standards of ethical conduct in funeral service practice. (ACC107, ACC111, ACC211, ACC212, BPC+++++, CIS+++++, GBS205, GBS206, GBS207, PHI214, GBS151, MGT175, MGT251, MGT253, MSP101, MSP105, MSP202, MSP202LL, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP210, MSP211, PSY101, PSY132, PSY156, (COM), (CRE), [FYC], [HU])
4. Apply principles of public health and safety in the handling and preparation of human remains. (BIO160, BIO201, BIO202, MSP101, MSP105, MSP201, MSP202, MSP202LL, MSP203, MSP204, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP209, MSP211)

5. Demonstrate technical skills in embalming and restorative art that are necessary for the preparation and handling of human remains. (BIO160, BIO201, BIO202, MSP202, MSP202LL, MSP203, MSP204, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP209, MSP211)
6. Demonstrate skills required for conducting arrangement conferences, visitations, services, and ceremonies. (ACC107, ACC111, ACC211, ACC212, BPC+++++, CIS+++++, GBS205, GBS206, GBS207, PHI214, GBS151, MGT175, MGT251, MGT253, MSP101, MSP105, MSP201, MSP202, MSP202LL, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP210, MSP211, PSY101, PSY132, PSY156, (COM), (CRE), [FYC], [HU], MA)
7. Describe the requirements and procedures for burial, cremation, and other accepted forms of final disposition of human remains. (ACC107, ACC111, ACC211, ACC212, BIO160, BIO201, BIO202, GBS205, GBS206, GBS207, PHI214, GBS151, MGT175, MGT251, MGT253, MSP101, MSP105, MSP201, MSP202, MSP202LL, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP210, MSP211, PSY101, PSY132, PSY156, (COM), [FYC], [HU])
8. Describe methods to address the grief-related needs of the bereaved. (MSP201, MSP205, MSP206, MSP208, MSP210, MSP211, PSY101, PSY132, PSY156, (COM), (CRE), [FYC], [HU])
9. Explain management skills associated with operating a funeral establishment. (ACC107, ACC111, ACC211, ACC212, BPC+++++, CIS+++++, GBS205, GBS206, GBS207, PHI214, GBS151, MGT175, MGT251, MGT253, MSP105, MSP202, MSP202LL, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP209, MSP210, MSP211, PSY101, PSY132, PSY156, (COM), (CRE), [FYC])
10. Demonstrate verbal and written communication skills and research skills needed for funeral service practice. (ACC107, ACC111, ACC211, ACC212, BIO160, BIO201, BIO202, BPC+++++, CIS+++++, GBS205, GBS206, GBS207, PHI214, GBS151, MGT175, MGT251, MGT253, MSP101, MSP105, MSP201, MSP202, MSP202LL, MSP203, MSP204, MSP205, MSP206, MSP207, MSP207LL, MSP208, MSP209, MSP210, MSP211, PSY101, PSY156, (COM), (CRE), [FYC], [HU], MA)

C. Program of Study

Students wishing to earn an Associate in Applied Science (AAS) in Mortuary Science should follow the Mortuary Science degree plan. Prior to applying for admittance into the Mortuary Science program, students must complete all program prerequisites and general education requirements and electives outlined on the degree plan. Once students have been accepted into the Mortuary Science program, they will complete

their Mortuary Science required courses as a cohort over two semesters as outlined below.

Fall Semester	Spring Semester
MSP101	MSP206
MSP105	MSP207
MSP201	MSP207LL
MSP202	MSP208
MSP202LL	MSP209
MSP203	MSP210
MSP204	MSP211
MSP205	

D. Course Descriptions

MSP101 Mortuary Science: Orientation and History Designed to orient prospective students to the roles, functions, and responsibilities of funeral service professionals. Overview of the requirements, governing agencies, and employment outlook in the field. Includes a historical overview of funeral service with emphasis on individuals, events, and forces that have influenced contemporary funeral principles and practices.

MSP105 Cremation for Mortuary Science Overview of cremation topics, including proper procedures, legal considerations, services, merchandise, trends, and the history of cremation.

MSP201 Mortuary Science: Sociology and Religion Survey of basic principles of sociology as they relate to funeral service. Emphasis on family structures, social structures, and social factors. Exploration of cultural and religious funeral customs.

MSP202 Embalming Study of the disinfection, temporary preservation and restoration of the deceased human body by physical and chemical means for the specific purpose to delay organic decomposition and apply practices for reverent care of the deceased.

MSP202LL Embalming Laboratory Field experience involving observation and practice of embalming processes in a laboratory setting. Includes writing case study reports. Study of anatomical considerations for mortuary science students.

MSP203 Microbiology for Mortuary Science Survey of basic principles of microbiology. Emphasis on sanitation, disinfection, public health, and embalming practice.

MSP204 Chemistry for Mortuary Science Survey of the basic principles of chemistry as they relate to funeral service. Emphasis on the chemical principles and precautions involved in the preservation and disinfection of the deceased human body.

MSP205 Funeral Directing I Funeral directing, documentation procedures, and regulatory compliance from time of death to disposition. Includes establishing professional relationships with family members and funeral profession and allied colleagues.

MSP206 Funeral Directing II Operation of the established funeral home, including principles and product knowledge in the area of funeral service management and merchandising.

MSP207 Mortuary Science Restorative Arts Care and restoration of the deceased human body to create natural form and appearance. Includes anatomical aspects and color theory.

MSP207LL Mortuary Science Restorative Art Laboratory Care and restoration of the deceased human body to create natural form and appearance. Includes anatomical aspects and color theory.

MSP208 Funeral Service Law: Legal, Ethical, and Regulatory Considerations Exploration of funeral service regulation by state and federal government agencies. Includes cemetery code, dispositions, Federal Trade Commission (FTC), licensing, and crematory law. Examination of torts, wills, estates, contract law, liability, and probate considerations for the funeral service practitioner. Includes ethical considerations, rights, duties, and responsibilities for the funeral service practitioner.

MSP209 Pathology for Mortuary Science Study of disease processes and their impact on the human body, with emphasis on those conditions which relate to or affect the handling of human remains.

MSP210 Psychology and Counseling for Mortuary Science Survey of the basic principles of psychology and counseling, as they relate to funeral service. Includes

psychological concepts in the areas of grief, bereavement, mourning, aftercare and crisis intervention with emphasis in the role of the funeral service practitioner.

MSP211 Compendium for Mortuary Science Comprehensive review of exam skills and coursework prior to taking the National Board Exam for Mortuary Science. Analysis of skills and tasks an entry-level funeral practitioner would possess. This course develops skills for recall, application, and analysis of content in the domains of funeral service arts and funeral service sciences.

E. Graduation Requirements

- i. Students must meet all of the general education and Mortuary Science course requirements for the Associate in Applied Science (AAS) degree in Mortuary Science. The AAS degree is awarded according to the policies, procedures, and requirements described in the college catalog.
- ii. Students are required to complete an application for the degree through the Admissions and Records department prior to the date listed in the college catalog.
- iii. Completion of the Mortuary Science program and graduation from Chandler-Gilbert Community College does not guarantee a passing score on the national board exam.

3. Attendance Guidelines

- a. Students must be registered for the class in order to attend.
- b. It is the responsibility of the student to notify the Office of Admissions and Records for withdrawals to discontinue studies in a course or at the college.
- c. Students will be held to Maricopa County Community College District (MCCCD) policies and procedures related to attendance (see College Catalog, Administrative Regulations, 2.3.2). The CGCC Mortuary Science Program has a maximum unexcused absence limit of 4 per semester. Any student who is absent (unexcused) more than 4 times in a semester in any registered CGCC MSP course may be withdrawn from the CGCC MSP program as a whole. Arriving more than 5 minutes late or leaving more than 5 minutes early may be considered an absence on record for the entire class period. Late arrival or leaving early from clinical experience may result in disciplinary action/loss of credit.

After the 3rd absence in a semester, students may be asked to meet with the Program Director as a reminder of the overall maximum allowance of 4 absence days in a semester.

d. Additional attendance requirements may be determined by the course instructor. Students who do not meet the attendance requirements as determined by the course instructor may be withdrawn. Students who fail to attend the first scheduled class meeting, or who fail to contact the instructor regarding absence before the first scheduled class meeting may, at the discretion of the instructor, be withdrawn.

e. Faculty expect students to attend each class, laboratory, and clinical session to develop the theoretical and practice components of the profession. It is the responsibility of the student to notify the instructor prior to the absence or anticipated late arrival. Laboratory and clinical hours are often not possible to makeup and students must not expect make-up time to be available. When an absence results in the inability of the student to develop and demonstrate clinical practice objectives and meet the required hours of the course necessary for credit, the student will not receive a passing grade in the course.

f. Excused Absences and Special Circumstances: There are no provisions for an "excused absence" outside the following categories as described in the college policies (see College Catalog, Administrative Regulations, 2.3.2). Requests for excused absences due to personal circumstances (family emergencies, medical situations, court appearances, etc.) must meet college policy requirements (see College Catalog, Administrative Regulations, 2.3.2) and be sent directly to both the Mortuary Science Program Director and the primary course instructor for approval. Students involved in official college activities (student government, college sports, academic competitions, college-sponsored events, etc.) must present the official absence verification form to the instructor before the absence and make prior arrangements for makeup work. Appropriate documentation is required for all excused absence requests, and if an absence is prolonged and too much content is missed, an incomplete may need to be given. The attendance policy is subject to the limitations as outlined in the ADA/504, and students being served by Disability Resource Services may receive reasonable accommodations that require modification to the attendance policy.

i. Religious Holidays: Students seeking accommodations for religious holidays must utilize the Religious Accommodation Procedure found in ND-4 Religious Accommodation Procedure and Request Form

Make-Up Testing Policy

If absent, students must make up any missed quizzes or tests on the day they return to campus. No exceptions. Students must sign up for a make-up testing session that day

upon arriving after an absence. If a student fails to do so, they forfeit the ability to make up that exam, quiz, or test.

Students will receive a 10% reduction on the exam, quiz, or test score if the absence is unexcused. Please refer to MCCCDC Administrative Regulation Section 2.3 (Scholastic Standards) for the definition of an excused absence.

4. Evaluation and Progression Criteria Guidelines

A. Grading Guidelines

i. Mortuary Science courses in the Program of Study (core courses) utilize the following grading scale:

Percentage	Letter Grade
92%-100%	A
84% to 91%	B
75%-83%	C
70%-74%	D
69% and below	F

ii. Students will need to successfully complete each course in the program with a passing letter grade (C or better) to satisfy program requirements.

iii. To receive a passing letter grade (C or better) the student must achieve an average score of 75% or greater on all course points. No rounding will occur with the calculation of the final course grade to achieve a passing score of 75%.

iv. MSP courses are not graded as a "P" (pass) or "Z" (no credit).

v. Students who are absent on the day of an exam, assessment, test, or quiz are required to schedule and complete the make-up within one day of their next attendance

following the original date. Make-up exams, assessments, tests, and quizzes are subject to the same policies and procedures as the original administrations.

vi. No test or remediation exam, assessment, test, or quiz can be retaken or given to improve a score.

vii. Exams are available for review based on instructor availability and syllabus guidelines.

viii. Under all circumstances, the faculty facilitating the course will assign the letter grade a student has earned.

ix. Failing a clinical component of a course will result in a grade of "D" or "F" for the entire course.

x. Students who fail any MSP course must retake it with a grade of C or better before successful completion of the Mortuary Science Program. Students who fail a 1st semester course may continue on to their 2nd semester in the program, but will need to retake the failed course with a grade of C or better before successful completion of the Mortuary Science Program.

xi. Students may be dismissed from the program and receive a failing grade if clinical facility placement cannot be secured.

xii. Students must maintain compliance with the Health and Safety requirements of the Mortuary Science program throughout the semester of enrollment.

xiii. Students must maintain good standing within the program handbook and college policies.

B. Readmission Process

i. A student exiting the Mortuary Science program for any reason must complete an Exit Interview Form with the instructor, Director or designee to be eligible for readmission. The Exit Interview Form must include all admission and exit test scores.

ii. No student is guaranteed readmission. A student who did not complete the program may be readmitted once, provided space is available in the next traditional semester, the student has no prior readmissions, and the student was not dismissed due to a violation of program or college policies. The Mortuary Science Program Director makes the final readmission decision. Factors that may be considered for readmission include but are not limited to final MSP course grades, and course/clinical evaluations.

- iii. The Mortuary Science Program Director and/or designee may specify certain required or recommended criteria for readmission. Criteria may include completion of academic courses, remediation, counseling, or other activities to promote the success of the student.
- iv. The Mortuary Science Program Director reserves the right to deny a request for readmission if the student was dismissed for issues relating to academic integrity, unsafe or inappropriate conduct, or dismissal from a college or clinical site.
- v. The Mortuary Science Program Director reserves the right to approve an admission or readmission for a student in good standing who has to defer or withdraw for an unexpected event such as illness/injury, military deployment, or other unforeseen events.

D. Instructional Grievance

i. Communication

There is an expectation of mutual respect between faculty and students. If an issue should arise, the student should schedule a meeting to discuss the issue with the faculty member. Issues are often resolved by direct communication between the faculty member and the student. Students and faculty should communicate openly to promote professional conduct and to collaboratively resolve problems.

ii. Communication Chain of Command

A communication chain of command provides a process whereby students have an opportunity to communicate concerns to the person(s) involved. It also provides the instructor the opportunity to be aware of the student's concern and to work with the student to find a mutually agreeable solution, as most issues are resolved at this level.

If the issue is not resolved after communication at the first level, students are expected to follow the appropriate communication chain of command outlined below.

1. Course instructor/faculty
2. Mortuary Science Program Director
3. Health Sciences Division Chair
4. Dean of Instruction

iii. Instructional Grievance Process (from the Maricopa Community Colleges Common Pages)

Instructional Grievance Process

A student who feels that he/she has been treated unfairly or unjustly by a faculty member (full-time or part-time) with regard to an academic process such as grading, testing or assignments, shall discuss the issue first with the faculty member involved. This conference shall be requested by the student within fifteen (15) working days from the time the student knew or reasonably should have known about the unfair or unjust treatment. If the grade issue is the final grade, Article 20.7.6 of the Faculty Agreement governs.

This instructional grievance process should not be utilized in a case in which a student feels he/she has experienced discrimination. If the student feels that he/she has experienced discrimination on the basis of race, color, religion, sex, gender identity, national origin, citizenship status (including document abuse), gender, age, disability, veteran status, genetic information, or sexual orientation, the student should refer to the Discrimination Complaint Procedures for Students as administered by the Vice President for Student Affairs.

Steps for students to follow:

If, within ten (10) working days of the request for the conference with faculty member, the problem is not resolved or the faculty member has been unable to meet with the student, the student may continue the process by filing a written grievance with the Department/Division Chairperson and appropriate administrative officer at the college/center. This written grievance must be filed within ten working days following the previous deadline.

The written grievance will be given to the faculty member five days before any official meetings are convened.

Upon receipt of a written grievance, the Department/Division Chair or appropriate college administrative officer will work with the parties in an attempt to resolve the conflict. The faculty may ask that the College Faculty Senate President be in attendance. Every attempt will be made to maintain confidentiality during this process. A faculty member will not be required to respond to a grievance which is not in writing and which, when appropriate, did not have specific documentation including dates, times, materials, etc. The written grievance will be made available to the faculty member.

If the grievance is not resolved at this level within ten working days, the student should forward to vice president of academic affairs or designee, a copy of the original written

grievance with an explanation regarding action taken at each prior level. The dean of instruction or appropriate college/ center administrative officer will meet with the student, faculty member, the College Faculty Senate President if requested by the faculty member, and Department/Division Chair and attempt to resolve the issues. This level will be the final step in any grievance process regarding grades.

If the grievance, other than those concerning grades, is not resolved by the vice president of academic affairs or designee, it may be forwarded in writing by the student to the college president for final resolution. The college president or designee will issue a final written determination in the grievance process.

Instructional grievances are resolved at the college level. The district office is not an avenue of appeal for the instructional grievance process.

Note: The grievance process for grades must be initiated no later than sixty (60) calendar days from the date the grade was issued

6. Health and Safety Guidelines

A. Essential Skills and Functional Abilities

Students must be able to fully and successfully participate in all program activities whether in the classroom, laboratory or clinical setting. This includes the capacity for sensory and motor functions that allow independent classroom/laboratory/clinical performance. It is essential that students are able to perform a number of physical activities in the clinical portion of their program. For example, students may be required to physically lift deceased persons or equipment, stand for several hours at a time and perform bending activities. The clinical experience places students under considerable mental and emotional stress as they undertake a high level of responsibility. Students must be able to demonstrate rational and appropriate behavior under stressful conditions. If a student believes that he/she/they cannot meet one or more of the standards without accommodations, the student must contact the Disability Resources Services office and engage in the interactive process for determining eligibility for reasonable accommodations/academic adjustments. ONLY the Disability Resource Services office can provide reasonable accommodations/academic adjustments.

B. Hepatitis B Immunization

Mortuary Science program students may be exposed to potentially infectious materials, which can increase their risk of acquiring hepatitis B virus infection, a serious disease that can cause acute or chronic liver disease, which can lead to a serious, lifelong illness.

- i. The Mortuary Science program recommends that all students receive the hepatitis B 3-vaccine series administered over a 6-month period. Obtain the first vaccination; the second is given 1-2 months after the first dose and the third injection is 4-6 months after the first dose. 1. Effective immunization status can be proven by a titer confirming the presence of anti-Hbs or HepBSab antibodies in the blood. This titer is recommended but not mandatory. 2. Students may choose to decline the hepatitis B vaccine; however, lack of immunity to hepatitis B means that students remain at risk of acquiring the disease.
- ii. Options to meet this requirement: 1. Submit a copy of laboratory documentation of a positive HbsAb titer. OR 2. Upload a copy of your immunization record, showing completion of the three Hepatitis B injections. If the series is in progress, upload a copy of the immunizations received to date. You must remain on schedule for the remaining immunizations and provide the additional documentation. One to two months after your last immunization, it is recommended that you have an HbsAb titer drawn. OR 3. Upload a copy of your signed Hepatitis B declination noting that by declining the vaccine you continue to be at risk of acquiring hepatitis B, a serious disease. 4. Please Note: All documentation is required to have the student's full name.

C. Disabilities

- i. Students are expected to participate fully in activities required by the Mortuary Science program.
- ii. Should the student require any type of special accommodation, the student must notify the Disability Services and Resources (DSR) Office. The DSR office should be contacted by the student before the first-class meeting. Special accommodations for testing will be given only with appropriate documentation of special needs.
- iii. CGCC Disability Resources & Services goal is to empower students and foster independence and self-advocacy to help them achieve their career and educational goals. DRS works with students, faculty, and campus staff to implement reasonable accommodations that help students with disabilities make the most of their college careers. If you would like to register with DRS, please contact 480-857-5188 or visit Bradshaw Hall Room 101 on the Pecos Campus.

D. Pregnancy

- i. Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful substances. If a student becomes pregnant at any time during their enrollment in the program, they are not required to notify anyone of their pregnancy. If they choose to do so, the student is encouraged to inform the Mortuary Science Program Director of the pregnancy as soon as possible.
- ii. Students who are pregnant or become pregnant during their time of enrollment with the Mortuary Science program have the right to continue to participate fully in the program. Pregnant students will be informed, in writing, of the dangers involved with continued participation and the student will be given the opportunity to decide how to proceed. If the student decides to continue in the program, they will acknowledge, in writing, that they have been informed of the dangers in continuing and have decided to do so. Pregnant students who decide not to continue in the program or desire adjustments based on pregnancy should work with the Title IX Coordinator and the Program Coordinator. Adjustments will be made if reasonable and possible.
- iii. Following delivery, returning to class and clinical assignment will require the student to provide a physician clearance to the DRS office.

E. Insurance

- A. Students are strongly advised and may be required by some clinical facilities to carry their own health and accident insurance.
- B. Given the potential exposure to communicable disease, it is highly recommended that students in MCCCDC Healthcare Programs carry health care insurance at all times while enrolled in the program. Some clinical agencies may require those students who come to that facility for clinical learning experiences have health care insurance. Each student is personally liable for any illness or accident during or outside of school activities.
- C. While students are participating in any academic or clinical learning experience, they have limited accident coverage by the Student Accident Insurance Policy. They are not covered in any activity outside of school requirements. The cost of this policy is covered by the student activity fee. Program Directors, please refer to the Risk Management website <https://maricopa.sharepoint.com/sites/DO/business/rm/Pages/international-education/default.aspx> for plan brochure, Claim filing procedures, claim forms, and ID cards. Coverage is subject to change each policy year. Coverage is effective August 1st. Student accident insurance coverage is secondary to the student's primary coverage.

D. If a student is injured or becomes ill during the clinical experience, a Maricopa Community College accident insurance form and verification of other insurance coverage must be completed. Claim forms may be obtained from the Vice President of the Student Affairs Office. Completed forms are submitted to the Program Director for signature and then forwarded according to campus procedure.

E. Students are responsible for their own transportation and vehicle insurance to and from the clinical agency.

F. Maricopa Community Colleges provides medical malpractice insurance coverage for students enrolling in Maricopa Community Colleges Healthcare Programs.

G. All incidents need to be reported to Campus Public Safety. They will fill out a report and forward it to Risk Management.

7. Health and Safety Practices

A. Standard Health and Safety Practices

Students are required to follow standard health and safety practices and to complete an Assumption of Risk and Liability form (obtained from the Mortuary Science Program Director or Course Instructor). Standard precautions, which are intended to reduce the risk of pathogen transmission, are the basic level of infection control. Students are expected to follow hand hygiene, personal protective equipment (PPE), respiratory hygiene, and linen and waste disposal guidelines recommended by the World Health Organization standard precautions in health care:

http://www.who.int/csr/resources/publications/EPR_AM2_E7.pdf

- i. All blood and body fluids are considered potentially infectious and are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.
- ii. Contaminated sharps shall not be bent, recapped, or removed. Shearing or breaking of contaminated needles is prohibited.
- iii. Contaminated sharps must be placed in an appropriate container as soon as possible.
- iv. Following health protocols and in consideration of others, eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in

classrooms, labs, and preceptor sites. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in the classroom and preceptor sites.

v. When exposure is possible, personal protective equipment (PPE) shall be used. Personal protective equipment includes: 1. Gloves shall be worn when it can be reasonably anticipated that the individual may have hand contact with blood, other potentially infectious materials, mucous membranes, and non-intact skin, when performing vascular access procedures, and when touching contaminated items or surfaces. 2. Masks, eye protection, and face shields shall be worn whenever splashes, spray, splatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can be reasonably anticipated. 3. Gowns, aprons, and other protective body clothing shall be worn in occupational exposure situations and will depend upon the task and the degree of exposure anticipated. 4. Surgical caps or hoods and shoe covers shall be worn in instances when gross contamination can be reasonably anticipated. Closed-toed shoes are required for embalming cases. 5. Hands shall be washed immediately after removal of gloves or other personal protective equipment. (Excerpts from OSHA Bloodborne Pathogens Section 1910.1030)

vi. When exposure to other hazardous materials such as disinfectant solutions is a possibility, appropriate PPE and safe handling protocols shall be used.

vii. Mortuary Science positions are classified as safety sensitive positions.

B. Exposure Guidelines

Students exposed to body fluids shall follow this protocol:

- i. Immediately flood the exposed area with water and clean any wound with soap and water or a skin disinfectant if available; for eyes rinse the area with clean water for 15 minutes.
- ii. Report the incident to the clinical instructor.
- iii. The student should immediately go to an Emergency Department, Employee Health (if available), or Urgent Care to seek triage and treatment. The student will need to provide their personal health insurance information as the student accident insurance provided by MCCCDC is secondary. NOTE: The student accident insurance is for one year from the date of the accident. If the exposure requires follow-up treatment longer than one year from the date of the accident the student is responsible for all related costs.

- iv. The clinical instructor and student will notify the agency department supervisor and Mortuary Science Program Director who will, in turn, inform Risk Management
- v. The student and/or the Mortuary Science Program Director will complete an agency site incident report and forward it to Risk Management.
- vi. The student and/or the Mortuary Science Program Director will complete the public safety college student incident report Public Health will forward to Risk Management.

Source: U.S Department of Labor, Occupational Safety & Health Administration. (OSHA). Bloodborne pathogens and needlestick prevention.

8. Drug Screening

A. Drug Screening Guidelines

All healthcare students are required to submit to a pre-program urine drug screen according to the guidelines of the Mortuary Science Program. Students will be expected to follow the guidelines and timeline provided to them by your program. The drug screening will be random, and the student will be expected to pay at the time of the order. Private health insurance will not pay for this screening.

A. Students will receive information from the program with steps to place an order with the contracted vendor. The student has 48 hours to complete the urine drug screening once they accept their invitation to the Mortuary Science Program Cohort. Students have 10 days to accept or decline their invitation to the Mortuary Science Program once the invitation has been sent out.

B. Once the order is placed, the vendor will provide a receipt upon payment.

C. Students will receive a form authorizing the contracted laboratory to perform the test. The authorization form will be needed when performing the test. This form will include the student's name, college name, program designation, and program account number. If the form is not taken to the collection site, the student will not be able to complete the urine drug screening and a new order will be placed at an additional cost.

D. Once the form is provided the student will be responsible for completing the drug screening at the outlined timeline provided by the program.

E. It is important that students understand that they may not take a prescription to the lab to be evaluated during the testing process. The laboratory will conduct the urine screening and will immediately provide all negative results to the Program Director or designee indicated by the program account number.

F. If a student provides a diluted sample, an additional test must be performed on the sample at an additional cost to the student. Diluted test results will be immediately provided to the Program Director or designee.

G. If a student receives a negative dilute, the student will take a second drug screening at their expense. If the student receives a second dilute, the student will remain in the program, and the program will follow the "For Cause" Testing processes if needed.

H. If a student provides a positive sample which MRO indicates may be due to food consumption, the program will verify with American Data Bank, the result will remain positive and students will be asked to retest within a designated time frame at the expense of the student.

I. If a student tests positive or has a dilute positive result for substances, the lab will contact the Medical Review Officer (MRO) contracted by the Maricopa Community Colleges. The MRO will contact the student to elicit any prescription drug usage and will subsequently inform the Program Director, Program Manager, or designee as to the final results. The Program Director, Program Manager, or designee will receive written notification from the lab that the student is under MRO review. This notification will be made immediately upon the initiation of an MRO review. 12 Maricopa Community Colleges Healthcare Student Manual

J. If the MRO indicates the positive result could be related to food consumption, the student would have 48 hours to retest at the student's expense. If the second test is positive, we will follow due processes to review the removal of the student from the program.

K. For a student to challenge the results that have been MRO reviewed, and released, the student will call the Medical Review Office at 1-321-821-3383. The student will state that a dispute is being requested, and the process will be provided to the student by the MRO staff. 1. First, a fee of \$250.00, credit/debit or check, will be required as paid. 2. This fee is set up, and structured, by the Medical Review Office, and is not collected for American DataBank. 3. Once the fee has been paid, the specimen that is being challenged will be shipped to an alternate facility to uphold the integrity of the testing process. 4. Once testing of the specimen has been completed, the results will be

released to the Medical Review Office to be re-reviewed. 5. Phone interviews will take place as needed. 6. Upon the retest being done, the disputed results will be sent to American DataBank.

L. Please note, even in the event that the disputed results do not change, the report will be released as a new report. This upholds the legal requirements that are provided to the student. This updated report will be reflected in the Complio account as the result of the retest.

M. During the drug screen dispute process, only the original specimen will be retested. Challenged results require testing on the original specimen that was collected. Dispute actions initiated by a student are requested to be done promptly. In rare circumstances, if a new specimen is required, a new registration form will need to be obtained at the student's expense through their Complio account.

N. If the MRO determines there are safety-sensitive issues/concerns related to a student's drug profile, further evaluation by a professional will be required and a student may be on temporary exclusion from the program until the evaluation is completed. Students testing positive for drugs that are illegal substances, non-prescribed legal substances, or students deemed unsafe for the clinical setting by the MRO will not be permitted to attend clinical courses. In the event that a student is withdrawn from classes, the student may invoke their rights under the MCCCDC Student Conduct Code. Students who are licensed or certified in a health profession by the State of Arizona and test positive for these drugs will be reported to their respective Boards.

O. Students testing positive and needing an MRO evaluation will be responsible to pay for the cost of the MRO review. In the event a student fails to pay the MRO fee, a financial obligation will be posted to his/her college account.

P. Students will NOT be allowed to use previous drug screens requested by any person or agency outside the Maricopa Community Colleges to meet these requirements. It is at the Mortuary Science Program Director's discretion to accept any drug screening completed from another MCCCDC program or campus as long as the student has been continuously enrolled.

Q. Students failing to test during the date and time documented on the Drug Testing Letter do not meet the requirement for drug testing and may be withdrawn from all courses within their healthcare program. In the event of a withdrawal being made from classes, students may invoke their rights under the MCCCDC Student Conduct Code.

B. Medical Marijuana Policy

Mortuary Science clinical placements and experiential learning are considered safety sensitive positions, meaning students may not use medical or recreational marijuana.

Maricopa Community Colleges prohibit the possession and use of marijuana on all campuses and in all off-campus student activities, including internships and clinical learning experiences in health programs. This policy is dictated by Arizona Revised Statutes § 15-108, which prohibits any person, including a medical marijuana cardholder or recreational user, from possessing, distributing, or using marijuana on the campus of any public university, college, community college, or post-secondary education institution, regardless of the decriminalization of marijuana in Arizona. Federal legislation prohibits any institution of higher education that receives federal funding from allowing the possession and use of marijuana on campus or at any college/district-related activity or event.

Maricopa Community Colleges receives federal funds through grants and federal student aid (financial aid). Maricopa Community Colleges continue to enforce current policies regarding controlled substances and any student or employee who violates university policy prohibiting the use, distribution, or possession of illegal drugs on campus or in student activities—including educational internships will be subject to disciplinary action and criminal prosecution.

C. Urine drug screens are required of students prior to attending any healthcare courses, including clinical experiences. Medical marijuana, or its metabolite, is not an accepted substance in urine drug screens and will result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from urine drug screening.

D. All placements governed by this clinical placement/externship agreement are hereby identified as safety-sensitive positions where the health and safety of the populations served are at issue.

C. Drug Screening “For Cause” Testing

The information below refers to the use/misuse of, or being under the influence of: alcoholic beverages, illegal drugs or drugs that impair judgment while on duty in any health care facility, school, institution or other work location as a representative of a Maricopa Community Colleges Healthcare Program. If the clinical instructor/clinical site supervisor perceives the odor of alcohol or observes behaviors such as, but not limited

to, slurred speech, unsteady gait, or confusion, and these behaviors cause the faculty or clinical instructor to suspect the student is impaired by alcohol or drugs, the following steps are taken.

- A. The instructor will remove the student from the patient care setting or assigned work area and notify the clinical agency supervising personnel.
- B. Upon student's verbal consent, the instructor will contact a transportation service and arrange for student transport to a designated medical service facility contracted by Maricopa Community Colleges.
- C. The student is to have a picture ID in their possession.
- D. After testing, the student may call the transportation service contracted by Maricopa Community Colleges for transport home.
- E. If the student admits to alcohol or drug use, a drug screening will still be required.
- F. If the results of the test are positive for drugs, alcohol, or other illegal substances or for non-prescribed legal substances, the student will be responsible for the cost of transportation and testing.
- G. If the results of the test(s) are negative for drugs, alcohol, or other illegal substances, or for non-prescribed legal substances, the student shall meet with the Program Director within 24 hours of the test results to discuss the circumstances surrounding the impaired clinical behavior.
- H. If the indicator was the odor of alcohol, the student will be mandated to discontinue the use of whatever may have caused the alcohol-like odor before being allowed to return to the clinical setting.
- I. If the indicator was behavioral, consideration must be given to a possible medical condition being responsible for the symptoms. A medical referral for evaluation may be indicated.
- J. Based on the information provided and further medical evaluations, if warranted, the Program Director or Program Manager will make a decision regarding return to the clinical setting.
- K. If the results of the test(s) are positive for alcohol or other illegal substances or for non-prescribed legal substances, the Program Director or Program Manager will withdraw the student from all clinical courses for a period of one year. The student will

be ineligible to enroll in further didactic courses for a period of one year. In the event of a withdrawal being made from classes, students may invoke their rights under the MCCCCD Student Conduct Code. The student will pay for all costs associated with the for-cause drug-screening test.

L. If the student with positive results holds a certificate or license in a health profession screening result test will be reported to the applicable Board.

M. If a student refuses "for Cause" Testing: The instructor will remove the student from the clinical or laboratory/simulation setting pending a full investigation. i. The instructor will contact the transportation service contracted by Maricopa Community Colleges to request that the student be transported home. ii. Failure to comply with any aspect of this process will result in withdrawal from the program. In the event there is a withdrawal from classes, the student may invoke their rights under the MCCCCD Student Conduct Code.

D. Readmission Guidelines Related to Substance Abuse

Students seeking readmission who were withdrawn from mortuary science courses for reasons related to positive "for cause" testing or refusal of "for cause" testing will work with the program director for the readmissions process.

If a student, after being readmitted to the Mortuary Science program, has positive results on an alcohol/drug screen, the student will be permanently dismissed from the Mortuary Science program.

9. Standards of Professional Conduct

Students enrolled in the Mortuary Science program are responsible for conducting themselves in a professional manner at all times. Expected professional behavior includes the following:

A. Zero Tolerance Policy

The Mortuary Science program supports a Zero Tolerance Policy for the following behaviors:

i. Intentionally or recklessly causing physical harm to any person on the campus or at a clinical site, or intentionally or recklessly causing reasonable apprehension of such harm.

ii. Use or possession of any weapon or explosive device on the campus or at a clinical site.

iii. Use, distribution, or possession for purposes of distribution of any controlled substance or illegal drug on the campus or at a clinical site.

iv. Any verbal, non-verbal, and/or written actions which are deemed threatening, abusive, or bullying will not be tolerated and may result in removal from the course and/or program.

v. Mortuary Science students engaging in misconduct are subject to dismissal from mortuary science classes and disciplinary action as described in the student handbook of the college. The above list of behaviors is not all-inclusive. Students will be afforded due process before being removed from the program.

B. Dress Code and Professional Attire Standards

- Students are required to wear program-provided scrubs to all classes, laboratory sessions, and clinical experiences. Prior to scrubs being issued, students may wear plain black scrubs they purchase independently absolutely no patterns on scrubs are permitted.
- At all times, students are required to wear closed-toed, flat shoes. Closed-toed shoes must be appropriate for the activity. Students should wear shoes that are slip-resistant and non-porous to embalming clinicals. Shoes need to be of a conservative nature and be black, white, or grey in color.
- Students will be informed by the Mortuary Science Program Director if professional attire is required for special events such as field trips, guest speakers, or other experiential learning experiences.
- Students may wear a plain white or black t-shirt under the uniform. No other colors are permitted. The t-shirt may be sleeveless, short or long-sleeve. Turtlenecks are permitted.
- Students must wear either the college-provided scrub jacket with the CGC/MSP logo, or a plain grey or black jacket free of any patterns, logos, or adornments.

Professional Appearance Standards: All students must maintain proper hygiene and professional appearance, including:

i. Subtle makeup and avoid strong perfumes, cologne, or scented lotions

- ii. Hair pulled back from face and out of field of operation in professional style; natural hair colors only; if hair accessories, such as extensions, are worn, they must be conservative and kept clean at all times.
- iii. Beards and mustaches must be neatly trimmed
- iv. Fingernails clean, short, and neatly trimmed
- v. Freshly laundered clothing. Clothing and shoes should be clean and in good condition.
- vi. No visible body/facial piercings or tattoos (pierced earrings may be permitted)
- vii. Appropriate undergarments required

Professional Attire (if instructed to wear for a specific event): Clean, well-maintained clothing and closed-toe shoes appropriate for activity black, navy, or dark grey conservative dresses, blouses, collared shirts, jackets, blazers, dress pants, skirts below the knee

Prohibited Attire: Soiled, wrinkled, or torn clothing; open-toe shoes, slippers, inappropriate footwear; short-shorts, capris, leggings, spandex, light-colored jeans; t-shirts, tank tops, hooded sweatshirts.

Students who come to class, laboratory sessions, clinical experiences, or other Mortuary Science events without meeting the dress code standards will be asked to change or sent home by the Mortuary Science faculty. Any class time missed for dress code violations will be considered an unexcused absence. The Mortuary Science Program Director reserves the right to make final determinations on dress code violations.

C. Use of Electronic Equipment and Recording Devices

- i. The use of smartphones and all other electronic devices for personal reasons, including an audio recording of lectures must be approved by the instructor. Unapproved use of electronic equipment, recording devices, also known as personal electronic devices (PED) can cause disruption and other issues related to student conduct and confidentiality. All PED devices and all devices should be turned off and out of sight unless permitted by the instructor. Students found using unauthorized devices during class may be asked to leave class and receive an unexcused absence. Students will be permitted to use PED during approved breaks.

Wearable Devices Policy

The use of wearable devices capable of assisting with or providing access to information (including but not limited to smartwatches, smart glasses, and similar devices) is not permitted during any exam, test, or quiz. This policy also applies at all preceptor sites, where such devices are not permitted at any time.

The only exception to this policy is for students with an official accommodation on file with Disability Resource Services (DRS) that specifically authorizes the use of such a device. Students requiring this accommodation must have documentation of this accommodation sent from DRS on file with CGC MSP prior to the exam or clinical experience.

Note that, under no circumstances, is any device capable of recording in any way permitted at a preceptor site.

Violations can result in dismissal from the program.

ii. Absolutely no cell phone usage, personal electronic equipment, or recording devices are permitted during embalming labs. All PED must be silenced and stored away from the embalming room at embalming clinicals; Usage of these devices is strictly prohibited.

Computer Use in Classroom

Use of a personal electronic device for non-school related browsing, gaming, or activities during class time can be distracting to the learning environment and is not permitted during class time. Students will receive a warning for the first occurrence, but may be dismissed from class for refusal to comply.

iii. Absolutely no photos may be taken by students at a clinical site for any reason. A violation may result in removal from the clinical class and/or Mortuary Science Program. The exception to taking photos or videos in the (non-embalming) laboratory environment is when it is a course assignment.

iv. No personal phone conversations or texting allowed at any time while in lab, class, or clinical.

v. Students interesting in learning more about Maricopa Community College District's administrative regulations regarding taping faculty lecture should visit <https://district.maricopa.edu/regulations/admin-regs/section-3/3-4>

D. Social Media

- i. Students in the Mortuary Science program at Chandler-Gilbert Community College have the right to create student clubs and establish social media pages; however, no student club or page can represent CGCC without being reviewed and approved by Student Life. Students interested in creating a student club must submit a Club Formation Packet to Student Life and adhere to all official guidelines. Questions can be directed to student.life@cgc.edu. Postings on CGCC sanctioned learning management systems (i.e, Canvas) should be the primary platform for sharing classroom content. Any information deemed confidential by the Mortuary Science program should not be shared on social media websites.
- ii. Social Media pages or chat groups created outside of CGCC Student Life and/or the Mortuary Science Program must not contain any logos or references to Chandler-Gilbert Community College or the Mortuary Science program, nor should they be marketed as affiliated with Chandler-Gilbert Community College or the Mortuary Science program. Clear verbiage should be displayed noting the page is not affiliated or is an extension of the Mortuary Science program.
- iii. At no time shall any confidential or personal information about classmates, faculty, staff, clinical preceptors, associated mortuary/funeral homes, deceased or deceased family members, or any other private information be posted on social media. Any student violating this policy will be placed on immediate probation and/or dismissed from the program.
- iv. When contributing to a social networking site, it is important to remember that everyone can see and read what is placed on the site even if "privacy" options are selected. Keep your interactions professional and err on the conservative side when placing written communication or posting pictures. Always remember that your online presence reflects you as a professional. Be aware that your actions captured via images, posts, or comments can reflect on you, and many recruiters now routinely search the social networking venues when considering people for a new hire. It is never appropriate to post photos or information about a decedent. Social network postings can be subject to disciplinary action from the Mortuary Science program.

E. Student's Duty to Report

Students enrolled in the Mortuary Science program have the duty to report any of the following to the Mortuary Science Program Director within (5) school days:

- i. Any student who commits an act that would prevent them from gaining licensure through the Arizona Board of Funeral Directors and Embalmers.
- ii. Any student who has an arrest or conviction.

The Mortuary Science Program Director reserves the right to dismiss or restrict the student's participation in clinical experiences until the matter is resolved.

F. Preceptor Experiences

Professional Conduct: Professional conduct is a priority. Students are expected to be mindful of the sacred environment they are in and understand the importance of professional conduct around preceptors. Any unprofessional conduct will not be tolerated. Always maintain professional behavior at preceptor locations. Understand that preceptors are actively serving grieving families, so mindfulness and professionalism must be applied to all areas of a funeral home, especially those visible to and audible to the public. Working with professionals at funeral homes, mortuaries, and care centers to support grieving families is an honor. Students must maintain professional conduct with all preceptors at all times.

Preceptor Availability: Preceptors volunteer their time and expertise to support CGC MSP's educational goals. Scheduling is based on their availability, and CGC MSP staff has no control over the timing or days due to the nature of the profession.

Preceptor Discretion: Preceptors have the authority to ask a student to leave if their conduct is unprofessional and may refuse to host a student in the future.

Scheduling: Preceptors coordinate with MSP staff to schedule embalming and funeral director experiences. Students are not permitted to schedule their own preceptor experiences. If students have specific experience requests, they should reach out to MSP staff. Assignments are based on multiple factors, and students are only permitted to embalm with CGC MSP staff's permission.

Supervision: If a student is employed at a preceptor location, the supervising embalmer must contact CGC MSP staff for approval before supervising any embalming experiences with students.

Class Time Conflicts: Embalmings may sometimes occur during class time. If MSP staff assigns a student to a preceptor location during class, the absence will be excused, but students must make up any missed classwork and meet all due dates.

Unexcused Absences: Students may not work at a funeral home during class time unless specifically assigned by CGC MSP staff. Any absence not pre-approved by MSP staff is considered unexcused.

Vehicle Appearance: Ensure that any vehicle stickers, decals, or vanity plates reflect a professional appearance that respects both the preceptor location and the grieving families. This applies to vehicles parked at preceptor and community partner locations.

Safety Statement: Your safety is of the utmost importance. Any conduct that places anyone at risk will absolutely not be tolerated. Preparation room preceptor experiences will be granted only after students have completed their OSHA training through CGC MSP. Safe practices must be strictly followed at all times. Any safety incidents must be reported to both the preceptor and CGC MSP staff immediately.

Essential Skills and Functional Abilities: Students must be able to fully and successfully participate in all program activities whether in the classroom, laboratory or clinical setting. This includes the capacity for sensory and motor functions that allow independent classroom/laboratory/clinical performance. It is essential that students are able to perform a number of physical activities in the clinical portion of their program. For example, students may be required to physically lift deceased persons or equipment, stand for several hours at a time and perform bending activities. The clinical experience places students under considerable mental and emotional stress as they undertake a high level of responsibility. Students must be able to demonstrate rational and appropriate behavior under stressful conditions. If a student believes that he/she/they cannot meet one or more of the standards without accommodations, the student must contact the Disability Resources Services office and engage in the interactive process for determining eligibility for reasonable accommodations/academic adjustments. ONLY the Disability Resource Services office can provide reasonable accommodations/academic adjustments.

10. Guidelines for Student Conduct

A. Disciplinary Action Guidelines

When a Mortuary Science student is in violation of any requirement contained in this Mortuary Science Student Handbook, he/she/they is subject to disciplinary action or dismissal. All students should carefully review the Maricopa Community Colleges' Student Handbook section on Academic Misconduct and Disciplinary Standards.

<https://www.cgc.edu/academics/course-catalog>

Dismissals and suspensions for reasons based on academic misconduct and student discipline, as well as reasons based on the Mortuary Science Student Handbook, will proceed according to the Judicial Policies section of the Student Code of Conduct.

B. Academic Misconduct

Cheating or academic misconduct includes cheating on an examination, laboratory work, written work (plagiarism); falsifying, forging, or altering college records, or cheating on entrance examinations for the programs. Cheating includes, but is not limited to:

- i. Copying from others during an examination.
- ii. Communicating exam questions and/or answers with another student during or after the completion of an examination.
- iii. Offering another person's work as one's own (plagiarism). Taking an examination for another student or having someone take an examination for you.
- iv. Sharing answers for a take-home exam/assignment unless specifically stated by the instructor.
- v. Tampering with an examination after it has been corrected, then returning it for more credit.
- vi. Using unauthorized materials, prepared answers, written notes, or information concealed in an exam or elsewhere during an examination.
- vii. Acquiring, without permission, tests, or other academic material belonging to a member of the college faculty or staff.
- viii. Removing tests from the classroom or duplicating, writing down, or copying questions or answers on any copying, photography, or recording device during testing or test review sessions.
- ix. Any student who knowingly or intentionally helps another student perform any of the above acts of cheating or plagiarism is subject to discipline for academic dishonesty.
- x. Plagiarism - includes, but is not limited to, the use of paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by

another person or agency engaged in the selling of term papers or other academic materials.

xi. Any preparation of written material that is fraudulent and/or untruthful.

xii. Sharing logins or passwords to access online platforms.

xiii. Unauthorized use of AI

C. Clinical Misconduct

i. A student may be dismissed from the program and receive a failing grade in the course based on the inability to place the student in a clinical facility or removal from clinical due to behavioral issues.

ii. A student may be dismissed and receive a failing grade in the course for violation of Standards of Professional Conduct.

D. Due Process

If a student has his/her/their continuation in a class or the academic program called into question based upon a positive drug test, a failed background check, or a code of conduct violation that may prevent the program's ability to place the student at a clinical site, the student will be afforded due process prior to being removed from the class/program.

| 11. Signature Forms

A. Assumption of Risk and Release of Liability

B. Receipt of Handbook

C. Acknowledgment of Due Process



MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT

2411 West 14th Street, Tempe, AZ 85281-6942**GENERAL ASSUMPTION OF RISK & RELEASE OF LIABILITY**

Caution: *This is a release of legal rights. Read and understand it before signing.*

The Maricopa County Community College District is a public educational institution. References to College ("College") include all of the Colleges within the Maricopa County Community College District ("MCCCD"), its officers, officials, employees, volunteers, students, agents, and assigns.

I _____, freely choose to participate in the _____ (henceforth referred to as the "Program"). In consideration of my participation in this Program, I agree as follows:

RISKS INVOLVED IN PROGRAM: (Specific dangers endemic in this Program's activity.)

HEALTH AND SAFETY: I have been advised to consult with a medical doctor with regard to my personal medical needs. I state that there are no health-related reasons or problems that preclude or restrict my participation in this Program. I have obtained the required immunizations, if any.

I recognize that College is not obligated to attend to any of my medical or medication needs, and I assume all risk and responsibility therefore. In case of a medical emergency occurring during my participation in this Program, I authorize in advance the representative of the College to secure whatever treatment is necessary, including the administration of an anesthetic and surgery. College may (but is not obligated to) take any actions it considers to be warranted under the circumstances regarding my health and safety. Such actions do not create a special relationship between the MCCCD and me. I release the MCCCD, its officers, officials, employees, volunteers, students, agents and assigns from all liability for any bodily injury or damage I sustain as a result of any medical care that I receive resulting from my participation in Program, as well as any medical treatment decision or recommendation made by an employee or agent of the MCCCD. I agree to pay all expenses relating thereto and release College from any liability for any actions.

ASSUMPTION OF RISK AND RELEASE OF LIABILITY: Knowing the risks described above, and in voluntary consideration of being permitted to participate in the Program, I agree to release, indemnify, and defend College and their officials, officers, employees, agents, volunteers, sponsors, and students from and against any claim which I, the participant, my parents or legal guardian or any other person may have for any losses, damages or injuries arising out of or in connection with my participation in this Program.

SIGNATURE: I indicate that by my signature below that I have read the terms and conditions of participation and agree to abide by them. I have carefully read this Release Form and acknowledge that I understand it. No representation, statements, or inducements, oral or written, apart from the foregoing written statement, have been made. This Release Form shall be governed by the laws of the State of Arizona which shall be the forum for any lawsuits filed under or incident to this Release Form or to the Program. If any portion of this Release Form is held invalid, the rest of the document shall continue in full force and effect.

Signature of Program Participant		Date

Signature of Parent or Legal Guardian (if student is a minor)		Date
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(Student Copy)

(Student Copy)

ACKNOWLEDGEMENT OF DUE PROCESS

If a student has his/her/their continuation in a class or the academic program called into question based upon a positive drug test, a failed background check, or a code of conduct violation that may prevent the program's ability to place the student at a clinical site, the student will be afforded due process prior to being removed from the class/program.

_____ (initial) I have read and understand that issues such as a positive drug test, a failed background check, or a code of conduct violation may prohibit me from being placed in a clinical site, which places my continuation in a class or in my academic program in jeopardy.

_____ (initial) I understand that challenging a positive drug test or a failed background check is done through the vendor contracted to perform such test/check and not with Maricopa County Community College District or its associated colleges and my appeal must be made through the vendor's established process and at my expense.

_____ (initial) I understand that I will be afforded due process prior to being removed from a class or my academic program due to a positive drug test, a failed background check, or a code of conduct violation. I further understand my participation in this process is vital.

_____ (initial) I understand that if I am ultimately removed from a class or the academic program, my tuition will not be refunded. I also acknowledge that if I am removed from my clinical site and I cannot be placed in another site, I will be withdrawn from the program for failure to meet its requirements.

_____ (initial) I understand that I may be afforded conditional continuation in my class or academic program pending the outcome of the appeal with the vendor (for positive drug test or failed background check) and the results of my due process meeting with college administration. This continuation is conditional, pending the outcome of the appeal(s) and due process meeting.

Student Signature_____

Student Printed Name_____

Date_____

(Student Copy)

RECEIPT OF HANDBOOK

This Handbook prescribes standards of conduct for students enrolled in the Mortuary Science Program. The standards are in addition to those prescribed for students under Maricopa Community Colleges policies and administrative regulations. Violation of any such standard may serve as grounds for program dismissal, suspension, or other discipline. Every student is expected to know and comply with all current policies, rules, and regulations as printed in the college catalog, class schedule, and the student handbook. Copies are available at many sites throughout the college.

I have received a copy of the Mortuary Science Student Handbook. I understand this Handbook contains information about the guidelines and procedures of the Mortuary Science Program. I also understand that I can find information about the general college policies in the College Catalog and in the College Student Handbook. I can find information specific to each course in the course syllabus.

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