Policies and Procedures

Revised: August 8, 2020

Contents

Admissions & Enrollment

Admissions Overview

Date Section Created: 06/01/2018

Section Last Updated: 8/26/2020

Admission Policy
Each quarter, COPE Health Scholars Programs considers more applications than it can admit. The goal of the program's admissions review process is to identify applicants who demonstrate maturity, professionalism, and passion for the health care field while ensuring readiness for patient and staff interaction.

Criteria for Review
Selection for admission is based on a comprehensive review of all information presented in the application and interview. Readers employ careful evaluation of the following criteria:
- Application form
- Program-specific essay responses
- Supplemental essays and information
- Interview with the COPE Health Scholars programs team

Essential Attributes
Each applicant will be individually assessed for his/her essential attributes and unique potential to contribute to the Scholars programs. Essential attributes include:
- *Competency*: We strive to enroll Scholars capable of accumulating the technical and interpersonal skills required for the competent care of patients. Assessment of competency will include technical and communication competency.
- *Dedication to health care*: Every effort will be made during the admissions process to assess the applicants' dedication to the field of health care. Assessment of dedication will include, but is not limited to, assessment of the application materials for documented interest in health care, focused questioning in the interview, and the applicants' knowledge of current health care issues.
- *Patient-Centered Focus*: A patient centered focus can be assessed through review of the applicant's activities, as well as responses to interview questions.
- *Integrity*: Honesty and integrity are essential in both the Scholar program and eventual career in health care. Applicants should be able to articulate an understanding of the importance of ethical behavior, and honesty and professionalism in health care. Dishonesty on the application form or in the interview will be considered in assessing integrity.
- *Communication Skills:* Potential Scholars should demonstrate to the Admissions Committee an ability to communicate effectively. The essays, and the interview, provide opportunities to assess effective communication skills.

Admissions Procedures

Date Section Created: 06/01/2018

Section Last Updated: 8/26/2020

Processing Applications

Applicants to the COPE Health Scholars Programs are required to be enrolled/graduated from an accredited high school, college, or university and meet the requirements for the program to which they are applying. Applicants must submit an online application through the COPE Health Scholars programs online application portal.

Screening Applications

Each applicant's file will be reviewed individually and holistically to assess his or her suitability for participation as a Scholar. Materials reviewed will include the application, all supplemental essays and any other information requested by the COPE Health Scholars programs office.

A select group of individuals will be invited for an interview. The COPE Health Scholars programs team will screen application materials for the interview decision.

Interview Process

Invited applicants will interview with members of the COPE Health Scholars programs team, including Scholar Leadership team members.

Prior to the start of the interview, interviewees will be provided with an orientation on the basics of the interview process, Scholar role and general scope of service, and key dates/deadlines.

Interviewers will complete a standardized evaluation form for each interviewee that provides clear definitions of qualities to be evaluated.

Interviewees will have an opportunity to anonymously evaluate the interview process and provide feedback about the quality of the interview experience prior to receiving their interview results.

Ranking Process

The COPE Health Scholar programs team will review the files of the interviewed applicants holistically, and provide a ranking of the future potential of the individual as a Scholar. The final decision regarding which applicants will be offered admission resides with the program manager of the primary site.

Clearance Process

Invited applicants will attend a clearance appointment to provide documentation that they meet all health and background requirements for program participation prior to beginning training. Clearance requirements may vary by site, and may include but are not limited to: health records, drug screening, clear physical exam, clear background check, CPR certification, proof of licensure, and proof of health insurance. See the *Clearance Requirements* policy for more information.

Deferral Process

If a student is accepted to clearance but unable to submit all clearance requirements by the clearance deadline and/or unable to attend all required training dates, they may request a deferral to the immediate next rotation, as outlined in the *Re-Train* policy. Students may not be deferred for failing to meet clearance requirements such as non-reactive titers, positive drug screens, hits on background checks, etc. Deferrals are ultimately at the discretion of the program manager. Individuals who are granted a deferral are expected to pay an administrative fee to secure their place in the next cohort.

Admissions Denial

Unfortunately, not all who apply can be admitted to the COPE Health Scholars programs. Those who are admitted will be notified via email on the final communication deadline of the rotation. Those who are not admitted can set up an appointment with the program manager and/or the director of recruitment and enrollment to receive feedback on their application.

Re-Application

Applicants who are serious about the program are encouraged to re-apply. Sometimes it can be beneficial to see how the admissions process works so that improvements can be made. Many current Scholars applied to the program more than once prior to being accepted due to the competitive applicant pool. Applicants must pay an application fee for each submitted application.

Evaluation of Admissions Policies, Procedures and Activities

These admissions policies will be reviewed and approved by the Health Scholar Management Team of the COPE Health Scholars Programs on a regular basis.

Recruitment Incentives

Active Scholars may receive credit for one recruitment hour for each applicant they refer to the program who indicates their name in the referral box in a completed application. If the applicant successfully passes training and enrolls in the program, completing at least one shift, a total of two recruitment hours may be awarded. A Scholar may accumulate no more than ten (10) recruitment bonus hours. Please follow up with Program manager on recruitment incentives as these may vary from site to site.

Covid-19 Updates and Adjustments (Effective March 2020 – TBD)

Effective March 20202 – TBD, all COPE Health Scholar Program events will be moved to a virtual setting this include by not limited to the orientation, clearance, and interview sessions. Health Scholar training will include a hybrid model of in person and virtual settings. Additional updates will be delivered on a site specific basis.

Program Fees

Date Section Created: 12/1/2017

Section Last Updated: 12/1/2017

Application Fees

Application fees are program specific and nonrefundable.

Health Scholar, Junior Health Scholar and Licensed Nurse Scholar Program Tuition

Tuition is non-refundable. Applicants who do not begin training, withdraw from training, do not pass training or otherwise do not meet participation requirements will not be refunded.

Upon request, there is an opportunity for applicants who have expressed financial need to break up tuition payments into multiple payments.

Administrative Fee

The administrative fee (for students deferring, transferring sites or re-training) is nonrefundable.

COPE Connect Annual Renewal

COPE Connect membership renews annually. You may opt out of the renewal at any time. Membership fees are nonrefundable.

Testing Accommodations

The Americans with Disabilities Act (ADA) ensures that individuals with disabilities can fairly compete for and pursue such opportunities by requiring testing entities to offer exams in a manner accessible to persons with disabilities. When needed testing accommodations are provided, test-takers can demonstrate their true aptitude.

COPE Health Scholars programs strive to provide an educational program for a diverse body of students. Students who need testing accommodations are encouraged to disclose this during the clearance process on the health status form and provide documentation. To that end, we ask that the trainee provide one of the following documents:

- Recommendations of qualified professionals
- Proof of past testing accommodations
- Observations by educators
- Results of psycho-educational or other professional evaluations
- An applicant's history of diagnosis
- An applicant's statement of his or her history regarding testing accommodations
- Proof of past testing accommodations for a similar exam

Students may always choose whether or not they want to identify themselves as having a disability, but students who want the program to provide an accommodation must do so. If a student requires testing accommodations, the trainee must notify the program manager **no later than the end of the first day of training** to ensure that the appropriate testing accommodations are provided.

The student assumes full responsibility for providing all diagnostic information to sufficiently support the existence of disability and the need for reasonable accommodation.

Academic Dishonesty

Academic dishonesty is defined as lying, cheating, or stealing that undermines academic integrity.

Lying is communicating an untruth or misrepresentation in order to gain an unfair advantage. Examples include, but are not limited to: falsifying information on an application or clearance paperwork; providing false or misleading information to be excused from a shift or participation requirement; misrepresentation of one's conduct to avoid disciplinary action.

Cheating is the act of using or attempting to use unauthorized materials, or the work of another, to gain an unfair advantage. This includes but is not limited to: plagiarism; using unauthorized materials during an examination; distributing unauthorized materials or otherwise providing prohibited assistance to other students; working on any exam outside of the time constraints; submitting an altered examination for re-grading; failing to adhere to the specific exam instructions pertaining to academic integrity and competency assurance.

Stealing is the act of intentionally taking or appropriating information or materials without prior authorization. This includes but is not limited to: retaining a copy of the exam questions and rubric materials; taking patient care materials from the site for personal use.

Lying, cheating or stealing in connection with any aspect of the program (enrollment, training, exams, timesheet forms, counseling sessions, etc.) will result in immediate dismissal from the enrollment process or active program participation.

Exam Fails

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms
Examination(s): COPE Health Scholars programs written and/or practical skills examinations
Fail: a score of less than 80% on **any required** examination
Fail can also refer to a score of less than 100% on the critical section of the practical skills examination
Pass: a score of 80% or greater on **all required** examinations. A passing score on the practical skills examination requires a minimum competency score of 80% in addition to a score of 100% on the critical section

Policy
Trainees who receive a failing score on any required examination, fail to meet entrance competency requirements for the program. Trainees who have failed their examinations have the following options:
- A trainee may re-test if conditions outlined in the *Examination Re-testing Policy and Procedure* are met
- A trainee may re-train if conditions outlined in the *Re-train Policy and Procedure* are met

Trainees who fail the examination but do not wish to re-test or re-train in the subsequent training class will be dismissed and will not be refunded. COPE Health Solutions staff will notify trainees regarding a failed examination. All dismissals from training must be led by COPE Health Solutions staff. Trainees who fail the examination will not be credited with hours for training participation. Dismissed trainees may reapply to the program.

COPE Health Solutions staff must lead all dismissal discussions with trainees in a confidential, individualized manner. The failed exam is to be reviewed by the trainee in the presence of COPE Health Solutions staff or executive leader. The trainee must sign the statement at the bottom of the exam rubric on the practical exam whether they passed or failed that exam. If a trainee is eligible to re-train, only COPE Health Solutions staff may provide information regarding re-training arrangement(s).

All fails and re-training authorization must be documented via examination answer sheets, examination rubrics, and/or electronic communication.

Note: Certain programs, such as International Health Scholar Study or Custom Group tours, do **not** require written and/or practical skills examinations. Program specific examination requirements will be documented in the *Program Outline*. However, examination exempt Scholars may be provided the opportunity to experience the Health Scholar testing conditions.

Failed Exam Re-Test

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms

Re-test: a situation in which a trainee retakes either examination for the same rotation in which s/he is currently testing

Policy

Trainees who receive a score below 80% on any required examination, fail to meet entrance competency requirement for the program. Re-testing may only be granted for trainees at facilities in which the actions or lack of action of another individual (COPE staff, leaders, trainees) prohibits the ability of the trainee to sufficiently demonstrate the required knowledge/skill(s). If a trainee re-tests and fails the re-test examination, then they are eligible to re-train for the rotation immediately following the rotation they failed. Trainees who fail the examination but do not wish to re-test or re-train will not be refunded.

Discussion between COPE Health Solutions staff and a trainee regarding failed examinations and re-testing must follow the conditions outlined in the *Exam Fails Policy and Procedure*. For trainees who fail the re-test, COPE Health Solutions staff must provide information regarding re-training arrangement(s) according to terms outlined in the *Re-train Policy and Procedure*. All fails and re-training authorization must be documented via examination answer sheets, examination rubrics, and/or electronic communication. Requests to re-train must be addressed to the program manager.

Re-Train

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms

Re-train: a situation in which a trainee re-attends all three days of training

Policy

Re-training can only occur for trainees with the following circumstances and must be approved by the program manager:
1. Any trainee who fails any required examination, and they have only trained once
2. Any trainee who has begun but cannot continue with training, as approved by the program manager

If a trainee re-tests and fails the re-test examination, they may be eligible to re-train, per program manager approval. Trainees who are re-trained will be deferred to the rotation immediately following the rotation in which the trainee did not continue to active status. Once approved, the option to re-train will only be valid for 90 days for the program for which it was granted. The trainee must pay the administrative fee by the 90 day deadline in order to confirm their enrollment in the next training session.

The trainee may be referred out to an alternate site to re-train at the program managers' discretion.

The trainee can bypass the application and interview stages, but must re-attend a clearance appointment and provide proof of compliance with requirements of the program site. If the trainee remains compliant with program site's requirements, the clearance appointment may be waived only by the program manager.

Trainees who re-train and fail their examination(s) will be dismissed and will not be refunded. Dismissed trainees may reapply to the program.

Discussion between COPE Health Scholars staff and trainee regarding failed examinations and re-training must follow the conditions outlined in the *Examination Fails Policy and Procedure.* Following dismissal, the program manager is to contact all trainees who are eligible to re-train via email with a deadline to contact the program manager requesting to retrain. Trainees must specify their interest to retrain at the same program site or at the specified alternate site. Failure to reply and pay the administrative fee by the deadline will result in the trainee being dismissed from program consideration for that application cycle.

Covid-19 Updates and Adjustments (Effective March 2020 – TBD)

Date Section Created: 08/08/2020

Section Last Updated: 08/26/2020

Policy Updates effective immediately:
- Effective immediately, it is outside of the scope of Health Scholars to enter any isolation areas including contact, droplet and airborne isolation rooms.
    - This will serve as a precaution to reduce the risk of exposure as well as preserve PPE for necessary staff.
- Many of our operational events have been moved to a remote/virtual platform. This could include the following but not limited to:
    - All Scholar Meetings, Leaders Meetings, Orientation and Interviews for incoming participants, Leaders interviews, etc.

Next Steps:
- Read isolation sign on the door before entering any patient rooms.
- Do not go into any isolation rooms in patient areas
- If you accidentally go into any isolation room (regardless if you were wearing PPE), please report this as an incident by:
    - Inform Charge Nurse
    - Calling Emergency Pager number: 888-248-2914
    - Submitting an incident report on CORE ELMS

Please note that the current situation with COVID-19 is consistently changing, so policies and protocols will be updated quickly to match best practices.

Recent CA Masking Recommendations
We are acknowledging CA state governor recommendation to wear homemade masks when going out in public. The recommendations state that face coverings do not have to be hospital grade but need to cover the nose and mouth. For example, bandanas, fabric masks and neck gaiters are acceptable.

Fabric covers and bandanas can be washed and used again. Medical-grade masks are in short supply and should only be used by health care workers and first responders**.**

Leave of Absence (LOA) Reminder
If your site is temporarily closed, you do not need to fill out an LOA form.
If your site is open and you would like to take an LOA, you do need to fill out an LOA form.

What should I expect if my LOA exceed 180 days? Will I need to retrain or retest?

LOA – Status of 180 – 300 days policy
Scholars must:
- Complete and pass the online exam
- If fail, re-watch CORE Modules
  - Review patient modules and complete assessment questions

  - Take patient care quiz and pass
- Complete new department competency and participate in any site specific requirements

LOA – Status over 300 days or Until January 31st, 2021
- Scholars does not need to reapply or re-interview to return

Scholars must:
- Meet all health clearance requirements
- Attend training days as new trainee and participate in any site specific requirements

Social Media Reminder
A HIPAA breach is the acquisition, access, use or disclosure of unsecured PHI, in a manner not permitted by HIPAA, which poses a significant risk of financial, reputation or other harm to the affected individual.
- Respect the privacy of our patients and hospitals' clients, and do not post COVID-19 specific updates on social media.
- Regardless of a patient posting every last detail about his or her medical issues and treatments, no medical professional, staff, volunteer or student should repost, retweet or "regram" this information on their personal pages.
- Never post information on personal social media pages as the voice or representative of the hospital, practice or business.

Scope of Service

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

All Scholars must abide by the standard guidelines of behaviors and performance expectations as outlined in the following "Scope of Service".

Scholars must:
- Follow all site and program rules, regulations, policies and procedures outlined in the manual.
- Politely decline to perform any tasks outside of their scope of practice.
- Be proactive by assessing their environment and seeking out ways to support staff and patients.

Scholars must **not**:
- Perform tasks outside their scope of practice

- Do any outside work (e.g., homework) while attending shifts
- Use personal cell phones during their shift
- Use program facility computers for personal use at any time or under any circumstances, even if permitted by program facility staff
  - Scholars may **only** use facility computers for tasks for which they have been trained and are granted access from the program manager and facility staff
- Eat or drink in patient care areas
- Leave the program site or department for breaks while attending shifts with the exception of:
  - Scholars who attend two consecutive shifts. They are required to take a 30-minute break
    - All breaks must be accurately reflected on the timesheet
  - Scholars who have a medical issue or an emergency arise

A Scholar in violation of program rules, regulations, policies or procedures is subject to disciplinary action, up to and including dismissal from program. All code of conduct violations will be documented on the counseling report form and electronically. Scholars may be subject to a Performance Contract for repeat violations of the Code of Conduct policy. Program participation may be terminated at the program manager's discretion based on severity of the violation.

Drug and Alcohol Free-Environment

Date Section Created: 06/01/2018

Section Last Updated: 06/01/2018

COPE Health Scholars strictly enforces a learning environment free of substance and alcohol abuse. Scholars may not be on site premises, or participating in any COPE Health Scholars event, if they are using or are under the influence of drugs or alcohol. Participating in any Scholar event while under the influence of any substance – whether prescription or not – is prohibited if it poses a risk to the safety of the Scholar or others.

Confidentiality

Date Section Created: 06/01/2018

Section Last Updated: 08/26/2020

During the course of Health Scholar activities, students will have access to information which is confidential and may not be disclosed, except as permitted or required by law and by the policies and procedures of the site indicated above.

Confidential information includes, but is not limited to, the following:

1. Medical and certain other personal information about patients.

2. Medical and certain other personal information about staff members.

3. Medical staff records and committee proceedings.

4. Reports, system policies and procedures, marketing or financial information and other information related to the business or services of the site indicated above or any associated entities or affiliates.

5. Confidential information may be stored in a variety of formats including, but not limited to, regular paper records. Information that was formerly stored in paper files now regularly appears on a computer and is communicated through electronic means both inside and outside the

hospital premises. The manner in which information is stored does not change the fact that it is confidential and may not be reviewed by any person or disclosed to any person in any manner which is inconsistent with applicable laws and the policies and procedures of the site indicated above and medical staff.

If a Scholar has any questions concerning the confidentiality or disclosure of information, they should contact the charge nurse or area supervisor on duty, or a COPE Health Solutions staff member.

During the enrollment process all Scholars will sign a Confidentiality Acknowledgment affirming that:

1. Scholars are obligated to hold confidential information in the strictest confidence and not to disclose the information to any person or in any manner which is inconsistent with applicable law and applicable policies and procedures of the site indicated above. Scholars may not review any confidential record of a friend, relative, staff member or any other person unless they are required to do so as part of their duties as a member of the patient care team.

2. Because of the special confidentiality problems associated with the use of a computer and electronic transmissions, the use of another person's password(s) or PIN is a breach of the confidentiality obligation. Scholars will be held jointly responsible for any breach of confidentiality or damage caused to information systems and/or programs of the site indicated above, caused by the disclosure or use of another person's password or PIN.

3. Scholars will not discuss confidential information of any type in the proximity of any individual who does not have the right to know. This includes, but is not limited to, conversations on elevators, in public areas such as hallways, lobby, cafeterias; conversations with staff while transporting or treating patients.

4. As part of the confidentiality obligation, Scholars have an affirmative duty to report to the charge nurse, field site staff member, or COPE Health Solutions staff member of any breach of confidentiality that comes to their attention.

5. A Scholar's confidentiality obligation shall continue indefinitely, including after their association with the program has ended.

Failure to comply with the confidentiality obligation may result in disciplinary action by the site and/or COPE Health Solutions.

Covid-19 Updates and Adjustments (Effective March 2020 – TBD)

A HIPAA breach is the acquisition, access, use of disclosure of unsecured PHI, in a manner not permitted by HIPAA, which poses a significant risk of financial, reputation or other harm to the affected individual
- Respect the privacy of our patients and hospitals' clients, and do not post COVID-19 specific updates on social media or dsicuss with other scholars or leaders
- Regardless of a patient every last detail abou this or her medical issues and treatments, no medical professional, staff, volunteer or student should text, repost, retweet, or "regarm" this information on their personal pages
- Never post information on personal social media pages as the voice or representative of the hospital, practice or business

Dress Code

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Attire

Scholars are expected to follow the dress code while attending shifts or any program related or sponsored events. This includes, but is not limited to shifts, counseling sessions, trainings, program office visits, program meetings or program sponsored events.

All Scholars are expected to wear the complete uniform, which consists of:
- Identification Badge
  - ID badge should be worn above waistline and visible at all times
- Uniform polo shirt (tucked in at all times)
  - *Optional*: A long sleeve shirt may be worn underneath the polo for warmth/coverage as long as it is white or the same color as the polo
- Long khaki pants (that cover ankles) and will allow for a wide range of movement
  - Split skirts with stockings or leggings underneath are permitted for Scholars citing religious reasons
- White, non-canvas, closed-toe shoes in clean, good condition
  - Ideal shoes should be selected for liquid resistance (will not penetrate through shoes), safety, comfort, and appearance
- Belt, if needed
- Black pen

Scholars will be provided with their uniform polo on Training Day 2 and will be responsible for purchasing the rest of their uniform.

Examples of inappropriate uniform attire include, but are not limited to:
- Mini-skirts
- Skirts with excessively high slits
- Excessively tight pants
- Shorts or cut-offs
- Canvas shoes
- Leggings, jeggings, spandex, and any pants above the calf
- Pants worn below hip level ("sagging") or excessively loose clothing
- Sweaters or jackets worn over the uniform

Uniform worn by scholars must be neat, clean, wrinkle-free, and in good condition, free from offending odors and fit properly. Scholars must wear appropriate undergarments to avoid an unprofessional appearance. Appropriate hosiery or socks should be worn at all times. Scholars must comply if a specific uniform (e.g., scrubs, business professional) is required in certain departments. Additionally, business professional attire may be allowed at some program sponsored events and meetings, per program manager approval.

Pants must allow for appropriate movement without skin and/or body part exposure. Remember that Scholars will often bend and stoop and need to be able to do so comfortably and safely. Overly tight pants (leggings/skinny pants) or pants with a very low rise are not appropriate. For Scholars who choose to wear skirts, note that the length of all skirts are to be no shorter than knee-length. For safety reasons, ankle length skirts are not advised.

Personal Hygiene
Closeness and frequency of contact with patients, the public, hospital staff and fellow Scholars demands a high degree of personal cleanliness at all times. Such cleanliness is an essential condition of quality patient care and overall professional demeanor.

Scholars must ensure good personal hygiene at all times as required by program and site policy, including but not limited to: clean hair, nails, body, and clothing.

- Nails must be kept clean, neat and of moderate length. Nail polish must be unchipped, of neutral tone, and without embellishment (e.g., crystals, diamonds). Artificial nails and gel polish are not permitted
- Scholars must be moderate in the use of make-up, perfume, cologne, and after-shave lotion. Scented cosmetics are prohibited in patient care areas
- Jewelry must be conservative and professional
- Hairstyles should be conservative, clean, and well-kept. Long hair must be completely pulled back and off the face and neck. Visible unnatural shades of hair color (e.g., blue, green, pink, purple) are not permitted
- Additionally, mustaches, beards, and sideburns must be kept clean and well-trimmed at all times. Scholars must cover any visible tattoos or facial piercings

Program managers will be responsible for enforcing the program dress code policy. If a Scholar has any concerns about their ability to comply with the dress code policy, they are encouraged to reach out to the program office for guidance. Any Scholar that fails to abide by the program or site policy will be asked to sign out of their shift and leave the program site. Repeat violations of dress code policy will result in suspension. All dress code violations will be documented in a counseling report form and electronically.

Fraternization, Networking and Mentorship

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

It is essential that students behave professionally while participating in COPE Health Scholars programs, by maintaining professional relationships with patients, physicians, fellow Scholars and other staff members.

Fraternization

Scholars should not engage in intimate relationships with staff and it is never appropriate to initiate relationships with patients. Scholars are to keep their relationship with patients professional at all times; refrain from giving and/or receiving gifts, sharing personal telephone numbers or addresses. Associating, dating, or fraternizing with patients (either inpatient or outpatient), while in treatment, or after discontinuance of treatment is unprofessional and strictly prohibited, as is any attempt, by words or conduct, to engage a patient or former patient in a sexual or intimate relationship.

Program policy prohibits supervisors from dating, entering into romantic relationships or engaging in romantic activities with individuals who hold a subordinate position. Romantic or intimate relationships between a supervisor and a subordinate team member may create actual or perceived favoritism, conflicts of interest, claims of sexual harassment and serious problems in the learning environment in general.

Program policy requires that any Scholar who has a relationship with another Scholar or site staff member must disclose that relationship to the program manager immediately. Scholars who are currently dating one another, married or related and who report to or supervise each other may be

transferred in order to ensure compliance with this policy. Program managers will review professional boundaries, potential consequences, and expectations.

Networking and Mentorship
Scholars who engage in a mentorship relationship with a site staff member must disclose this information to the program manager. The program manager will be responsible for documenting the relationship and providing information in regards to site specific policies and objectives to ensure that all professional interactions will support in achieving goals. All Scholars must abide by all program and site specific policies for networking and mentorship.

Use of Premises

Date Section Created: 06/01/2018

Section Last Updated: 08/26/2018

Scholars may only use their uniform and badge on site property for the purposes of sanctioned program activities. If a Scholar is on-site in a personal capacity, they may not use their Scholar access for personal reasons. This includes but is not limited to: staff parking, nutrition room access, lounge access, etc.

At no time may a student lend their badge to another individual, share door codes or other facility pass codes, or allow entry to unauthorized individuals, directly or indirectly.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

All COPE Health Scholar offices must adhere to physical distancing guidelines until further notice. Program Managers will determine how many Health Scholars or Leaders may be in the Health Scholar Office at a time and ensure guidelines are being followed. Additionally, self screenings (i.e. taking of Scholar temperature) may be enforced by COPE Health Scholar or hospital staff.

Harassment and Disruptive Behavior

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms
Disruptive behavior: conduct that has a potentially hostile impact and threatens a safe environment.
Harassment: any physical or verbal abuse of a person because of her/his race, religion, age, gender, disability, or any other legally protected status. This can further be clarified as any conduct that creates significant anguish to another person, with the intent to bother, scare or emotionally abuse her/him.
Performance contract: a signed document by the Scholar which outlines expected behaviors to set the Scholar up for improved performance and program policy compliance within a given timeframe.

Policy
A Scholar may not harass another Scholar, staff member, practitioner, visitor, patient or COPE Health Solutions staff member under any circumstances. Scholars should avoid all inappropriate behavior and act in a professional and respectful manner at all times; examples are listed below.

- Combative or threatening behavior
- Inappropriate communication, including verbal tirades and intimidation

Sexual harassment is defined as any form of offensive and "unwelcome" behavior including, but not limited to:
- Sexual advances or propositions
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures, displaying of sexually suggestive objects, pictures, cartoons or posters
- Verbal conduct such as making or using derogatory comments, epithets, slurs, jokes, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations
- Physical contact such as touching, assault, or impeding or blocking movements
- Verbal or physical contact of a sexual nature that:
  - Has the purpose or effect of creating an intimidating, hostile, or offensive learning environment
  - Has the purpose or effect of unreasonably interfering with an individual's program performance
  - Otherwise adversely affects an individual's ability to participate in the program

Scholars witnessing or involved in harassment of any kind in the facility must report the incident to the on-call COPE Health Solutions staff by immediately paging **888-248-2914**. If the program manager is involved in the incident, the Scholar must notify the regional manager. All incidents will be documented with COPE Health Solutions, as well the site-specific Human Resources department (pending level of offense).

No adverse actions will be taken against Scholars for making a report in good faith. Anyone who feels that they are being retaliated against is asked to immediately bring their concern forward to their program manager, the regional manager, or director.

Wireless Devices

Date Section Created: 04/17/2017
Section Last Updated: 8/26/2020

Key Terms
Wireless device: includes without limitation cellular telephones, smart phones, electronic tablets/iPads, electronic watches (Apple Watch, Samsung watch, Fitbit), computers, personal digital assistants (PDAs) and other electronic devices capable of wireless communication.
Personal wireless device: Any wireless device owned and paid for by a Scholar. It is the Scholar's responsibility to use a personal wireless device within these guidelines.
Site owned wireless device: At the sole discretion of the hospital/health system site, a site owned device may be used by Scholars while on their shift.

Policy

To ensure the safety and security of the health care facility and to ensure patient and Scholar privacy and confidentiality, personal wireless devices are to be turned off and stored during shift hours. Personal wireless devices are not to be kept with the Scholar in patient care areas at any time. This includes, but is not limited to, patient rooms, open clinical/procedure areas, department hallways, nurses' stations and any area open to patients and visitors.

If a Scholar wears an electronic watch that is connected to their mobile phone during shift hours the Bluetooth must be disconnected. Any loss, damage or theft of a personally owned device is the sole responsibility of the Scholar. It is advised that the Scholar leave a personal wireless device in their car or a designated storage location in their department during their shift.

Calls to/from site owned wireless devices should not disrupt patient/member care. Scholars should ensure conversations on wireless devices are professional, appropriate, brief, and maintain patient confidentiality. Scholars may not use site owned wireless devices for personal communication or engage in any activity that is not directly in their scope of service (i.e. photography, videography, etc.). If a Scholar finds that a site owned wireless device issued to them is lost, damaged or stolen, they must immediately notify the charge nurse or appropriate department supervisor and notify the COPE Health Solutions program manager.

Any Scholar in violation of program policies, procedures or regulations, is subject to disciplinary action, up to and including dismissal from the program. Program participation may be terminated at the program manager's discretion based on severity of the violation. All code of conduct violations will be documented on reporting forms and electronically.

External Communication and Social Media

Date Section Created: 04/17/2017

Section Last Updated: 05/17/2017

A Social Network is a website or application that allows users to interact and share information with people, companies, organizations, etc., through the creation and maintenance of "profiles" or "pages". Examples of sites include, but are not limited to:

- Instagram
- Flickr
- Twitter

- YouTube
- Vimeo
- WordPress

- Blogger
- Facebook
- Pinterest

- Yelp
- Snapchat
- Weibo
- TikTok

Social networks are significant forms of public communication. Program policy recognizes that participating in social networks using personal equipment outside of Scholar shift hours is a personal activity. However, because of the potential impact that social networking can have, it is necessary to outline the requirements for participation in social media and minimize the business, legal, and personal risks that may arise from a Scholar's use of social media, both during shift hours and non-shift hours.

At no time may Scholars speak to the media on behalf of the program or the hospital site. All social media posts must abide by HIPAA privacy rules.

Engaging in social networking during shift hours can negatively impact the learning experience and the reputation of the programs to staff. This means that a Scholar should not engage in social networking during a shift. A Scholar is not authorized to initiate any social networking relationships with patients or former patients, nor are they authorized to access social media accounts of patients or former patients.

In the event that a patient or former patient requests to add/or follow a Scholar on social networking platforms, the Scholar must politely decline. In no case is a Scholar to share confidential information with a patient or former patient.

Program managers made aware of information considered to be inappropriate or in violation of this policy will review the information to determine if program policy was violated and determine appropriate disciplinary actions necessary.

A scholar in violation of program rules, regulations, policies or procedures is subject to disciplinary action, up to and including dismissal from program. Program participation may be terminated at the program manager's discretion based on severity of the violation. All social media violations will be documented in a counseling report form and electronically.

Suspension

Date Section Created: 04/17/2017
Section Last Updated: 08/26/2020

Key Terms
Performance Contract: a signed document by the Scholar which outlines expected behaviors to set the Scholar up for improved performance and program policy compliance within a given timeframe.
Electronic Counsel: a counsel session that is provided via email or electronic survey to address a program violation or concern.

Policy
A Scholar will be provisionally suspended from program duties and participation as a result of a program and/or site policy and/or procedure violation, which is documented in a counseling report. The Scholar is required to attend a counseling session to address reason for suspension and regain clearance prior to resuming shifts in the program. Some policy violations may be able to be resolved by completing an electronic counseling session, however these situations are determined by the program manager. Please see the *Counseling Sessions* policy for more details.

If suspended for failure to complete the competency checklist by specified deadline, Scholar will not be required to come in for an in-person counseling session but rather will be granted a short-term extension as determined by the program manager. Failure to comply by the extended deadline will result in an in-person counseling session.

A scholar may be placed on a performance contract if they have been suspended more than once for the same violation, or for a single violation of program policy at the program manager's discretion.

The Scholar will be provisionally suspended if the following violations occur:
- Failure to attend a scheduled shift without notification
- Attending a shift without confirmation/approval
- Falsification of scheduled hours
- Staff or patient complaint

- Noncompliance with immunizations and health requirements, certifications and licenses requirements and any other program forms requirements
- Inactivity/unapproved leave
- Failure to attend more than one mandatory program meeting
- HIPAA violation

Once a counseling report is drafted to document the violation, a suspension email is sent to the Scholar. The Scholar is then required to respond to the email to schedule a counseling session within two (2) days or 48 hours of the start of suspension, and complete that session within two (2) weeks of the start of the suspension. If the Scholar fails to respond within this timeframe, and/or complete the session within this timeframe, s/he will receive a call from the executive leader or program manager. Please refer to *Counseling Session* policy for next steps. Failure to abide by counseling session policy will result in a release from the program.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

Due to Covid-19, counseling sessions may take place virtually via Zoom or COPE Health Solutions conference line.

Counseling Sessions

Date Section Created: 04/17/2017

Section Last Updated: 08/26/2020

Key Terms
Performance Contract: a signed document by the Scholar which outlines expected behaviors to set the Scholar up for improved performance and program policy compliance within a given timeframe.
Electronic Counsel: a counsel session that is provided via email or electronic survey to address a program violation or concern.

Policy
The counseling process and guidelines are designed to reeducate via a counseling session when appropriate, and only dismiss Scholars when there has been gross negligence that jeopardize any person's safety or the integrity of the program. As an educational body of programs within a clinical environment, COPE Health Scholars strives to provide an immersive experiential learning opportunity while protecting the privacy rights and ensuring the safety of staff and patients.

Following a reported incident or violation of program and/or site-specific policy, a Scholar must attend a counseling session with at least two individuals consisting of executive leaders and/or the program manager. Counseling sessions are designed to 1) correct and improve performance and 2) review program policies and procedures to support successful participation in the program. If a violation is determined to be true and cause for release, then eligibility for participation may be revoked immediately. All counseling sessions involving timesheet falsification and staff complaints must be conducted by the program manager.

Leaders and/or a program manager will complete a counseling report detailing the incident and/or violation and any special circumstances prior to suspension of a Scholar. An executive leader or program manager will notify the Scholar of suspension by email and remove them from all shifts for the next two (2) weeks. The suspended Scholar will be required to schedule a counseling session within two (2) days or 48 hours of the start of suspension. If the suspended Scholar fails to respond via email within two (2) days or 48 hours of the start of suspension, then a leader or the program manager will

call the Scholar based on the contact number provided, and leave a message if the Scholar does not answer. The Scholar will be required to then respond to the call within two (2) days or 48 hours.

A suspended Scholar will be required to attend a scheduled counseling session within 14 days from the start of suspension. Counseling sessions will be conducted by at least two individuals consisting of executive leaders and/or the program manager. A leader may substitute an executive leader, if site does not have a full executive team at the program manager's discretion. During the session, the Scholar will be able to review the written account of the incident or violation recorded in the counseling report as well as provide their own oral and written account. The executive leaders and/or program manager are required to review the program policy or procedure related to the incident or violation with the Scholar.

The Scholar will be required to 1) sign that they have reviewed the written report content and 2) agree to the outlined performance expectations. Any additional comments made by the Scholar will be documented in the counseling report. If the violation results in immediate release, the Scholar will be required to surrender all site-owned property, including their badge. Please refer to *Program Release* policy for more information.

In some cases, an electronic counsel session may be utilized in lieu of an in-person counsel session. This does not diminish the seriousness of the counsel, but rather provides an opportunity for the Scholar to review policy and correct behavior in an alternate format. Scholars who receive an electronic counsel will be required to review the written account of the incident or violation recorded in the counseling report as well as provide their own written account. Scholars will be required to either send email acknowledgement or complete an electronic survey to remedy the situation. If the electronic counsel is not completed by the specified deadline, then the Scholar will be required to attend an in-person counsel. Please note that electronic counsels are for select situations determined by the program manager, and in-person counsel sessions may not be substituted with an electronic counsel.

For a first time offense that is not grounds for immediate release from program, the Scholar will be informed that a repeat violation of the same policy or procedure will result in a performance contract. The Scholar must acknowledge that they understand the program policy or procedure related to the incident or violation. For an offense that is a violation of a performance contract or is grounds for immediate release, refer to *Program Release* policy.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

Due to Covid-19, counseling sessions may take place virtually via Zoom or COPE Health Solutions conference line.

Program Release

Date Section Created: 04/17/2017

Section Last Updated: 08/26/2020

Key Terms
Performance Contract: a signed document by the Scholar which outlines expected behaviors to set the Scholar up for improved performance and program policy compliance within a given timeframe.

Policy

A Scholar will be released from the program when it has been determined that they are unable to meet program educational goals and/or comply with program policies, procedures and expectations. Participation in the program may be terminated at the program manager's discretion.

A Scholar will be released from the program if they:
- Violate a policy that is automatically grounds for release:
  - Timesheet falsification
  - Harassment/hostile behavior
  - HIPAA violation
- Violate an agreed upon performance contract
- Do not attend a counseling session within 14 days from the start of their suspension
- Fail to respond within 14 days and/or fail to take corrective action within 30 days from the start of suspension when suspended for:
  - Noncompliance with health records
  - Noncompliance with certification or license requirements
  - Noncompliance with any other program forms or annual compliance requirements
- Are inactive for more than 14 days and not on an approved Leave of Absence
- Engage in behavior, while shifting, that demonstrates gross negligence for safety

All program releases must be completed by the program manager. Upon release from program, a Scholar will automatically be removed from all COPE Connect mailing lists. The Scholar will not be eligible to receive a letter of recommendation, but will be able to request a letter verifying their hours pending the return of the site issued ID badge. However, if the program release is the result of timesheet falsification, the Scholar **will not** be eligible to receive a letter of recommendation nor a letter verifying their hours. All program releases will be documented electronically.

If the Scholar objects to the terms of the release they may file an appeal per the *Appeal Process* policy.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

Due to Covid-19, counseling sessions may take place virtually via Zoom or COPE Health Solutions conference line. Scholar released from the program may mail in the site issued ID badge.

Appeal Process

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Any Scholar released from a program for noncompliance with program and/or site policy may appeal the decision to the program manager within 14 days of release.

A released Scholar must initiate the appeal process in writing by submitting a letter (physical or electronic) to their program manager. The letter must explain the circumstances that led to release and reason for reconsideration within program. If an appeal is granted, the Scholar will be reinstated into the program and placed in a department at the program manager's discretion. If the appeal is denied, the Scholar will not be readmitted to the program.

A Scholar may submit a secondary appeal to the regional manager, if they disagree with a denied appeal request from the program manager. A released Scholar must initiate the secondary appeal process in writing by submitting a letter (physical or electronic) to their regional manager within 14 days of denial of their initial appeal. The letter must explain the circumstances that led to release and reason for reconsideration within program. If an appeal is granted, the Scholar will be reinstated into the program and placed in a department at the program manager's discretion. If the appeal is denied, the Scholar will not be readmitted to the program.

Once a second appeal is denied, the case is considered closed, and no further appeals may be submitted. If eligible, the Scholar may re-apply to the program.

All appeals will be documented electronically.

Reporting and Communication

General Reporting and Communication Guidelines

Date Section Created: 06/01/2018

Section Last Updated: 8/26/2020

Policy

The program manager is the primary point of contact for the program, and needs to be contacted for all program-related questions/concerns. The regional manager is the secondary point of contact for all program-related questions/concerns, and can be contacted in the event the program manager is not available or does not respond within 72 hours.

Contacting the program manager and regional manager will best ensure an appropriate and timely response. While COPE Directors and Executives make their information available, they should only be utilized when efforts to reconcile and address questions/concerns with the program manager and regional manager remain unresolved.

The best method of contacting the program manager and/or regional manager is via email. Scholars must include a salutation, message, and full name in the signature of the email. This allows the program manager to understand the request and with whom they are emailing.

It is not appropriate to call the program manager and/or regional manager on their personal cell phones, unless explicitly told to do so. Scholars may reach the program manager via phone by calling the Scholar office line, or in emergency situations, calling the emergency pager. Please see the *Incidents and Injuries* policy regarding circumstances in which a call to the emergency pager is appropriate.

Please note that the COPE Health Scholars team is responsible and the representative for all Scholar related items. Contacting facility staff to address program-related questions/concerns is never an appropriate course of action and may delay the resolution of the situation.

Incidents and Injuries

Date Section Created: 04/17/2017

Section Last Updated: 08/26//2020

Key Terms

Injury: any physical or emotional harm that occurs while serving shifts in the program facility
Incident: an unexpected or unanticipated event that needs to be reported to the program facility and COPE Health Solutions.

Policy

Scholars are treated by the program facility for first aid only, and are not covered by the facility's or COPE Health Solutions' worker's compensation. Scholars are not employees of the program facility or COPE Health Solutions. If injured while performing duties, a Scholar will be required to pay for any treatment beyond that of immediate first aid. All Scholars are required to maintain health insurance coverage that meets the definition of "minimum essential coverage" under the Affordable Care Act.

If a Scholar is injured while on shift, they must do the following:

1. Inform the Department Supervisor
   - **Immediately** after the incident occurs, inform the department supervisor/unit manager where they are shifting
2. Get Treated – First Aid
   - Go to Employee Health or the emergency department, as appropriate
   - If injury requires more than first aid treatment, Scholar must determine whether or not they want to receive additional care and utilize their personal health insurance.
3. Page the on-call COPE Health Solutions staff
   - Call **(888) 248-2914** prior to leaving the site and provide name, location, and phone number.

If an incident occurs and a Scholar is directly involved or acts as a witness, s/he must do the following:

1. Inform the Hospital Department/Unit Supervisor
   a. Immediately after the incident occurs, Scholar must inform the Department Supervisor where they are shifting
2. Page the on-call COPE Health Solutions staff
   a. Call **(888) 248-2914** prior to leaving the site campus and provide name, location, and phone number

All incidents and injuries will be documented in electronically on CORE ELMS.

Open-Door Policy

Date Section Created: 04/17/2017

Section Last Updated: 04/20/2017

Key Terms

COPE Health Scholars Programs: all health care talent development programs created and managed by COPE Health Solutions.
Leaders: students of COPE Health Scholars programs' leadership team, inducted with specific roles in order to develop professional skills via supporting program operations.
Emotional Distress: mental or emotional pain or anxiety in reaction to a sudden, severe, disturbing, or saddening experience.
Physical Distress: physical pain or discomfort in reaction to a sudden, severe, disturbing, or saddening experience.

Policy

It may not always be clear if a situation qualifies as a reportable incident or injury. In the event that the situation causes distress, emotionally or physically to the Scholar or others, they should feel free to

escalate any concerns to the program manager directly. If the event is considered an incident or injury, Scholars must report the event following the protocols outlined in the *Incident and Injuries* policy via the emergency pager number (888) 248-2914.

If the situation involves inappropriate behavior on behalf of the program manager, or if the program manager fails to respond within 72 hours, it must be reported to the regional manager. If the situation involves inappropriate behavior on behalf of the regional manager, or if the regional manager fails to respond within 72 hours, the Scholar may reach out to the director.

Administration

Clearance Requirements

Date Section Created: 04/17/2017

Section Last Updated: 08/26/2020

Scholars must meet all site and program specific clearance requirements to obtain and maintain eligibility for participation in a program. Additionally, all Scholars are required to maintain health insurance coverage that meets the definition of "minimum essential coverage" under the Affordable Care Act. Every Scholar is required to provide copies of health records (immunizations/titers) and CPR certification (excluding Junior Health Scholars), authorize and clear a background check, complete a health assessment (if required by site), and complete program-specific forms prior to beginning the program. If CPR training is included with your program, you are not required to have it by the clearance appointment. The health record requirements vary by program site. All copies of health records must include the Scholar's full name, date(s) and name of the provider(s). The Scholar is responsible for updating and/or completing all health records in a timely manner throughout the duration of their time in the program, as required by the Centers for Disease Control, Department of Public Health and site policy. If at any time immunizations expire, the Scholar will be temporarily suspended from their program until the updated record(s) is received and processed. If an applicant does not pass the health assessment and/or background check, please refer to the site specific policy.

All submitted copies of health records, certifications and program forms, as provided by the applicant, will be reviewed at a site-specific clearance appointment. After review and receipt of all required records, the applicant may be invited to attend training. If all required health records are not submitted in a timely manner, the applicant may not be able to continue on to the next enrollment step. There are **no** makeup sessions for missed training days. Scholars are expected to attend all three training days in full and must not arrive late. In the event the Scholar knows they will be unable to attend any of the training days, he/she must reapply for another session.

If an active Scholar is required to update a health record (e.g., annual TB testing), as per site policy, they must do so within the designated time frame. All clearance requirements and forms will be documented electronically.

If a Scholar has been exposed to an infection during a shift, they are required to report the incident and submit post-exposure documentation as indicated by the program manager and site policy. Failure to comply may result in dismissal from the program.

In the event that a Scholar has reasonable suspicion that they have been exposed to a communicable disease or any other vaccine preventable disease, they are required to report it to the program manager and follow up with post-exposure clearance documentation before resuming shifts, even if their current test is not expired within the designated time frame.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

Due to Covid-19, the program site may require the Covid-19 test result. Please refer to the site Program Manager for more detail.

Compliance Requirements

Date Section Created: 06/01/2018

Section Last Updated: 06/01/2018

Scholars must complete any mandatory annual compliance requirements, both from the site and COPE Health Scholars, by the published deadlines. If a student fails to complete compliance requirements by the posted deadline, the student will be suspended and given a final deadline by which to complete the requirement(s). If the mandatory requirements are not met at the end of the suspension period, they may be subject to release from the program for non-compliance with mandatory requirements.

Document Submission

Date Section Created: 04/17/2017

Section Last Updated: 08/07/2020

Scholars may only submit legible photocopies of all records – originals will not be accepted, although originals may need to be presented to verify authenticity at the clearance appointment. Health records or program forms that require a signature must use a wet signature – no electronic signatures are accepted. Preferred method of submitting health records and program forms is via CORE ELMS upload and submission. This can be completed by using a scanner, camscanner app, or other method to *scan* the document – no photos of the records may be accepted.

Email is not a secure method of submitting health records and will not be accepted.

Information Disclosure

Date Section Created: 04/17/2017

Section Last Updated: 05/16/2017

Key Terms
Directory Information: typically includes information such as name, address, telephone listing, date and place of birth, participation in officially recognized activities and sports, and dates of attendance.
Non-directory Information: are items which are considered private, or protected, and cannot be identified as directory information. Such information includes a student's social security number, race, religion, national origin, gender, grades, and GPA.

Policy
A Scholar's information will only be released with written authorization by the Scholar him/herself or a parent/guardian, if considered a minor. All authorized information including program evaluations and verifications will be disclosed and completed only by the program manager. The appropriate leader may disclose hours' audits directly to the Scholar.

Under Family Educational Rights and Privacy Act (FERPA)[1], there are few exceptions to providing personal documents and information without consent from the student which are listed below.

- Parents of a "dependent student" as that term is defined in Section 152 of the Internal Revenue Code;
- Parents of an eligible student, in connection with a health or safety emergency;
- Parents of a student at a postsecondary institution regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance, if under 21;
- To comply with a judicial order or a lawfully issued subpoena.

The release of **any** personally identifiable records must be authorized by a **written consent** of the student (or eligible guardian) and must include:

1. Specified records to be disclosed
2. Stated purpose for the disclosure
3. Identified to who the records are to be disclosed
4. Date
5. Signature

The program manager will release information to authorized individual or entity. Where appropriate, leader may release information directly to Scholar. Parents of a Scholar over the age of 18 may be entitled to access the education records of the student without their express consent once the Scholar has signed a declaration. The permission may be revoked by the Scholar in writing at any time.

Records will **only be released** by postal mail (if the office is provided with a self-addressed, stamped envelope), fax, or will be made available for in-person pickup to an authorized party. Email is not a secure means for sharing health records. Submitting health records via email is not HIPAA-compliant.

Educational records such as exams, competency checklists, counseling reports, performance contracts, or other non-health items related to the student's participation will be made available for review upon request. However, copies cannot be made of exam materials, and internal notes on counseling reports may be redacted to protect the privacy of any parties who wish to remain anonymous in reporting performance or safety concerns.

Requests that originate by phone cannot be accepted

Course Credit and Academic Practicums

Date Section Created: 06/01/2018

Section Last Updated: 06/01/2018

Students who wish to participate in a COPE Health Scholars program for the purpose of meeting an academic requirement with their undergraduate or graduate institution (e.g., practicum, field experience, internship, etc.) must submit all necessary paperwork at least 4 weeks in advance of the academic institution's due date.

Data
Any data resulting from participation in a clinical or administrative rotation is the sole property of COPE Health Solutions and the healthcare field site. Students who wish to use their program experience for an academic thesis, capstone, or other academic assignment that references qualitative and

quantitative outcomes of the program must consult the program manager and obtain all required, written permissions of both the program and clinical site.

Letter of Recommendation

Date Section Created: 04/17/2017

Section Last Updated: 11/01/2018

Key Terms

Letter of Recommendation: Formal letter written by the program manager on official COPE letterhead outlining the participation and performance of the program participant.

Hours Verification Letter: Formal letter signed by the program manager on official COPE letterhead outlining the start and end dates, hours completed, and department assignments of the program participant.

Evaluation: A form from any school or university utilized to verify program participation or to provide feedback on the participation of the program participant

Policy

Scholars may seek verification and evaluation of their program participation via a Letter of Recommendation, Hours Verification Letter, or completion of an evaluation form from their primary academic institution. Eligible individuals seeking an Hours Verification Letter should reference the *Hours Audit* request process. Eligible individuals seeking an academic evaluation should follow the *Course Credit and Academic Practicums* policy guidelines.

A Scholar may be **eligible to request** a letter or recommendation if:
1. 85% of graduation hours (e.g., 240+ for Health Scholar or 124+ for Junior Health Scholar) have been accumulated at the time of the request
2. They are in good standing with the program

A Scholar who has graduated from the program may request a letter of recommendation within three (3) months of graduation. Requests submitted after three (3) months of graduation will be granted only if Scholar is an active member of COPE Connect.

Letters of recommendation **are not guaranteed** and issuance of a letter of recommendation is subject to the program manager's approval. The decision to write a letter of recommendation is based on the program participant's performance record, including but not limited to: counseling records, performance contracts, staff comments, shift and meeting attendance, involvement with projects, events, and any other performance records on file. Declination of a letter of recommendation request may occur at program manager's discretion. In the event the program manager determines they cannot write a strong letter of recommendation for an eligible program participant or alum, they may offer to issue an Hours Verification letter.

A letter of recommendation can only be released by the program manager when the Scholar reaches the minimum required graduation hours for their program. Processing time may take up to two (2) months from the date of the request. As such, a Scholar must submit the letter or recommendation request form no less than two (2) months from desired completion date. Along with the request form, Scholar will submit the following documents:

- Resume/curriculum vitae

- Personal statement
- Summary of experiences in the program
- Stamped and addressed envelope(s), if applicable
- Signed waiver, if applicable

The appropriate leader will confirm eligibility for a letter. If ineligible, Scholar will be notified by the program manager. If the request is approved, the program manager will submit the letter of recommendation to the appropriate entity by the deadline indicated by the Scholar on the request form.

Hours Verification Letters

Date Section Created: 06/01/2018

Section Last Updated: 06/01/2018

Current and former Scholars may request an hours audit at any time by submitting the Hours Audit form. Scholars may request an Hours Verification Letter-- a summary of their dates of participation, department assignments and hours completed– by submitting the Hours Audit form and indicating a formal letter request no less than two weeks in advance. Students who are suspended for possible timesheet falsification or who have been released for timesheet falsification are not eligible for hours audits or Hours Verification Letters.

Site Transfer

Date Section Created: 04/17/2017

Section Last Updated: 08/26/2020

The site transfer process allows for Scholars to request to transfer from one site to another within the same program. Transfer requests are granted only for Scholars with good standing within the program.

Scholar must submit the transfer request form no later than the application deadline for the cycle of the site to which they wish to transfer. Transfer requests are at the discretion of the current and transfer site program managers.

If the transfer request is approved, the Scholar will terminate shifting at their current site as agreed upon with current site program manager. The Scholar's participation at the transfer facility will commence upon successful completion of site-specific clearance and site-specific training/orientation. The Scholar will not be required to re-take the initial training, or re-take the entrance exams. All accumulated hours from their initial program site will transfer to the new program site upon completion of their first rotation.

Graduation certificates, hours audit letters and letters of recommendation will be issued from the most recent program site at which the Scholar has served.

In order to successfully graduate, the Scholar must have accumulated a program specific minimum of graduation hours between both program sites to apply for graduation. Reference program outline for program specific requirements graduation requirements.

Covid-19 Updates and Adjustments (Effectie March 2020 – TBD)

Scholar must:
- Submit electronic transfer request form on CORE ELMS
- Notify site program manager of the transfer request
- Complete any site-specific and health clearance requirements required by the site the scholar intended to transfer to

Site Transfers Policy Updates:
- Active transfer requests should still be submitted via CORE.
- All transfer request (temporary or permanent) from a temporary closed site to an open site will be approved
- **The following policy requirements are waived** for transfers from a temporary closed site to an open site:
  - Accumulation of certain number of hours before transferring back to original site
  - Payment of transfer fee

Concurrent and Continuing Enrollment

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Scholars are encouraged to explore all COPE Health Scholars programs. If an active Health Scholar wishes to participate in a seasonal program offering, they may take a Leave of Absence from their primary program. Active Scholars in programs lasting three months or less interested in concurrent or continuing enrollment must indicate their intention to continue with the same program or enroll in a new program before the end of their active session.

Only one certificate will be issued to students participating in multiple or concurrent programs, and will be printed and made available after they graduate and complete all exit requirements from their final program. Scholars may request an hours audit letter to confirm their eligibility for certification prior to graduating.

If a Scholar in a time-limited program does not complete the certificate requirement by the end date, they will not be issued a program completion certificate. In the event that a Scholar is unable to complete all shifts in the designated time frame due to events outside of their control, they may complete the remaining shifts at their assigned site for one additional week. Acceptable reasons may include but are not limited to:
- Illness
- Injury
- Family emergency
- Other reasons at program manager's discretion

All Scholars are responsible for tracking their shift hours and notifying COPE Health Scholars staff if they are unable to meet the requirements of a time-limited program and arranging for additional shifts outside of the designated time frame.

Timesheet Falsification – Multiple Programs

Under certain conditions, Scholars may continuously enroll between programs of the same scope (e.g. Summer Intensive Scholar to 15-month Health Scholar, 15-month Health Scholar to 3-month Health

Scholar, etc.) without re-attending training. Any timesheet falsification that occurs during continuous enrollment will result in dismissal from the program according to the program release policy, and they will not receive credit for any part of their continuous enrollment.

Scholars who complete a program and receive a certificate may choose to re-apply and enroll in a COPE Health Scholars program at a later date. If a scholar commits timesheet falsification and has already been issued a certificate, they will be dismissed from the program of their current enrollment and any participation history from non-continuous enrollment will be unaffected.

Transfer from Junior Health Scholar to Health Scholar

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Junior Health Scholars who are in good standing within the program may choose to transfer to the Health Scholar program if they meet the following requirements:

1. The Scholar is at least 18 years old at the time of transfer
2. The Scholar has been accepted to or is enrolled in an accredited university or college

Junior Health Scholar applicants who are at least 18 years old and have been accepted to an accredited university or college, but are still enrolled in high school, can have their application transferred to the Health Scholar program when applying for the program.

Transfer requirements:
1. Pay the transfer fee
2. Pay the UCLA course fee associated with the Health Scholar Program
3. Must attend a Clearance Appointment and submit updated clearance documents, as needed
4. Must become CPR certified and submit a copy of the CPR card during the Clearance Appointment
5. Attend full Health Scholar training
    i. Trainees will return their hospital site badge prior to training day one and will no longer be able to shift as a Junior Health Scholar
6. Successfully pass **both** the written and practical exam with a score of 80% or higher and 100% on critical sections
    i. If the transferee fails to pass one or both exams, they will need to reapply to the Health Scholar program and will not be allowed to continue in the Junior Health Scholar program in the interim

Transferees will not be required to complete another program application or Orientation Interview to transfer to the Health Scholar program. All hours completed as a Junior Health Scholar will not transfer to the Health Scholar program.

To initiate the transfer process, all transferees should contact the program manager for their site. Transferees who wish to change sites when transferring to the Health Scholar program will also need to coordinate with the program manager for the site that they are transferring to.

Program Status

Leave of Absence (LOA)

Date Section Created: 04/17/2017

Section Last Updated: 08/26/2020

Key Terms

Leave of Absence (LOA): a provisional leave from the program if Scholar is unable to perform shifts for a period of at least 14 consecutive days and up to 180 days with a valid reason.

LOA Start Date: the day after the Scholar's last shift.

LOA End Date: the day before the Scholar's first shift upon return.

LOA Duration: calculated from LOA Start Date to LOA End Date, inclusive.

LOA Coordinator: Leave of Absence Coordinator

LOA Re-train: Scholar who needs to re-attend training due to an extended Leave of Absence surpassing 110 days but less than 180 days

Medical Leave: time off from the program in order for Scholars to address any health, safety, physical, emotional, or family concerns

Policy

All Scholars are eligible to request an LOA except:

- Incoming Scholars seeking a leave greater than 30 days within the first three months of program start date
- Scholars who have returned from an LOA within the past 90 days
- Scholars participating in a program lasting 3 months or less
- Scholars participating in an International Study Custom Group or Tour

LOAs are granted *solely* on the basis that a Scholar cannot physically attend a shift because of medical leave, temporary lack of transportation, temporary absence due to travel, or some other extenuating circumstance related to other unmentioned hardships. There must be a valid reason for the Scholar's request to take an approved leave from the program. A heavy course load and/or any academic-related reason are not considered valid reasons for a Leave of Absence.

Failure to return from an LOA within 14 days of the return date without an approved extension from the program manager will result in an immediate suspension from the program. Scholars will be required to attend a counsel session in order to return to shifting. Failure to respond to counsel notice as outlined in the *Counsel Session Policy* will result in release from program.

To apply for an LOA, a Scholar must submit a Leave of Absence request form at least 14 days prior to the requested leave start date. The Scholar must receive an approval confirmation email from the LOA coordinator prior to leaving. If approved, the Scholar is required to submit their ID badge to the on-site program office prior to their leave. The Scholar will pick up their badge upon return from their leave before their first shift. The leave will not go into effect until the Scholar's ID badge is turned in.

If an LOA request is denied, the Scholar will be expected to continue shifting in their current department. If the Scholar does not comply, s/he will be held accountable for any shifts missed (See *Missed Shift Policy*). An unapproved leave that exceeds 14 days will be grounds for program release.

If a Scholar has any expired records, they must be provided to the program office prior to their return date. Failure to update any expired records by the return date will result in the Scholar being suspended from the program.

If a Scholar takes a medical leave, a note of clearance from their healthcare provider must be submitted to the program manager. The Scholar may not return to active status until the note has been reviewed and properly filed in the Scholar's confidential records.

If the return date for an approved LOA is during the same rotation in which the leave began, then the Scholar will return to the department in which s/he was assigned to at the leave start date, only after receiving confirmation from the LOA coordinator. The department coordinator will assist with the Scholar's return and scheduling.

If the return date for an approved LOA falls in the next rotation, a Scholar will be assigned to a new department if:
1. They complete 48 hours in the previous department assigned by the time of the leave start date
2. The return date is within the timeframe for department specific trainings

The department assignment will be based on Scholar preferences only if s/he submits the department preference survey by the program-wide deadline. Scholars who fail to complete the 48 hours in their previous department may stay in the same department or may be reassigned to another department per program manager's discretion.

A Scholar may request a leave extension by emailing the LOA coordinator. Extension approval is at the discretion of the program manager. The LOA coordinator will notify the Scholar if approved or denied.

If a Scholar's leave from the program exceeds 110 days, s/he will be required to pay an administrative fee, complete a clearance appointment, attend training and pass both written and practical exams before returning to program. This policy is necessary to ensure the safety of Scholars and patients by reinforcing competency of fundamental skills. Exceptions to these requirements can be made solely at the discretion of the program manager.

If a Scholar's leave ultimately exceeds 180 days, the maximum allowed leave time, s/he will be released from the program. If the Scholar reapplies, is readmitted, and passes the entrance exams, then their hours record will remain intact and they may continue their progress toward graduation.

After returning from an LOA, a Scholar must be active on the floor for a minimum 90 days and/or complete 48 department hours before requesting another leave. Exceptions can be made in the event of a personal or family emergency, and are solely at the discretion of the program manager. If a Scholar requests multiple LOAs within the same calendar year, they may be required to meet with the program manager to discuss their situation. Multiple LOAs within the same calendar year may be approved/denied at the discretion of the program manager.

All Leaves of Absence will be documented electronically.

Covid-19 Updates and Adjustments (Effective March 2020 – TBD)

If your site is temporarily closed, you do not need to fill out an LOA form.
If your site is open and you would like to take an LOA, you do need to fill out an LOA form.

What should I expect if my LOA exceed 180 days? Will I need to retrain or retest?

LOA – Status of 180 – 300 days policy
Scholars must:
- Complete and pass the online exam
- * If fail, re-watch CORE Modules
    - Review patient modules and complete assessment questions
    - Take patient care quiz and pass
- Complete new department competency and participate in any site specific requirements

LOA – Status over 300 days or Until January 31st, 2021
- Scholars does not need to reapply or re-interview to return

Scholars must:
- Meet all health clearance requirements
- Attend training days as new trainee and participate in any site specific requirements

LOA Re-Train

Date Section Created: 04/17/2017

Section Last Updated: 10/1/2017

Scholars must re-attend training when their Leave of Absence (LOA) is greater than 110 and equal to or less than 180 days as calculated from the day after the Scholar's last shift to the day before the first shift upon return. An administrative fee is required to be cleared and attend training.

The LOA coordinator identifies Scholars who need to be retrained to reinstate their active status in the program and connects the Scholar and program manager to discuss retraining at least one (1) month prior to the first day of training. LOA coordinator is to contact the Assistant Director of Administration to determine if Scholar needs to update any clearance requirements. If Scholar has any expired records, they must be provided to the program at a clearance appointment, or to the program office by the first training day. Failure to update any expired records by the first training day will result in the Scholar being released from the program.

The Scholar must attend the first available training after their return from LOA, and pay the administrative fee before training day one. Failure to attend first available training will result in the Scholar being released from the program. The Scholar will attend all three days of training and is required to pass both the written and the practical exams with an 80% or higher and 100% on the critical sections to resume shifting. Failure to pass one or both exams will result in release from the program. LOA re-trains are not eligible for an additional re-training if they fail an exam.

If a Scholar passes both training exams, then s/he may request a department assignment pending confirmation of the prerequisites and hours requirements being met. Department assignment is based on availability and program manager's discretion. Scholars who pass the LOA re-training are credited

with the 30 hours for training participation. Scholars who pass the LOA re-training must commit to a minimum of 48 hours prior to qualifying for graduation.

All exam scores will be recorded electronically. All examinations will be filed in the program Scholar's competency folder.

Withdrawal

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

A Scholar can withdraw from a program at any time and exit in good standing.

To apply for withdrawal, a student must complete the following:
1. Submit a Withdrawal Form at least 14 days prior to the requested withdrawal date*
2. Complete the online exit survey
3. Submit their site issued ID badge

*Exceptions can be made in the event of a personal or family emergency and are solely at the discretion of the program manager.

If a student wishes to resume a program in the future, s/he will be required to submit an application, complete an interview and clearance appointment, attend the initial training days and must pass both required exams before returning to the program. If the student reapplies, is readmitted, and passes the entrance exams, they will be able to use all previously accrued program hours toward the appropriate certificate.

Program Completion

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

In order for a Scholar to graduate, s/he must complete the following:
1. A minimum number of graduation hours (includes floor, meeting, training and project hours)
    a. Health Scholar (15-month, 9-month, and 3-month): 280 hours
    b. Summer Intensive Health Scholar: 250 hours
    c. Junior Health Scholar (9-month and 3-month): 164 hours
    d. Intensive, Prep and International Courses: Refer to Program Outline
2. Indicate their intent to graduate that rotation in the department preference survey
3. Submit a Program Completion Request form by the rotational deadline indicated by the program manager
4. Complete the duration of the rotation s/he intends to graduate from
5. Complete the Alumni Survey and/or the exit interview
6. Submit her/his badge

Graduation will only be processed at the end of each rotation or Intensive/Prep program session.

Eligible hours

- Training hours – Scholars must complete the initial training hours indicated by their specific program. For each subsequent assignment to a new department, Scholars must attend a department specific training.
- Floor hours – Scholars complete clinical hours in their assigned departments each week.
- Project hours – Scholars may elect to participate in projects.
- Recruitment hours – Scholars will receive one hour for every candidate referred to the program who submits a complete application, or two hours for every candidate referred to the program who completes training and serves at least one shift. See the *Admissions Procedures* policy for more details.
- Meeting hours – Scholars will receive credit for attending scheduled meetings.

Ineligible hours
- Leadership hours – Scholars will **not** receive graduation credit while performing Leadership duties.
- Health Professional Shadowing hours – Scholars elect to participate in shadowing for their own professional growth and development.
- Intensive Lectures – Summer Pre-Med Scholars are required to attend all MCAT and UCLA lectures, however, they do not count as graduation hours.

Program Participation Requirements

Fitness for Duty Policy

Date Section Created: 04/20/2017

Section Last Updated: 08/26/2020

Key Terms
Fitness for duty: ability to perform shift duties in a safe, secure, productive and effective manner.
Communicable diseases: one that is spread from one person to another through a variety of ways that include: contact with blood and bodily fluids, breathing in an airborne virus, or by being bitten by an insect.

Policy
Communicable diseases can spread within a health care facility when staff or Scholars fail to use proper precautions. The focus of infection prevention is to avoid the spread of infections from patients to health care workers and from health care workers to patients.

To prevent transmission of infection to patients, hospital staff and other Scholars, you should not attend any shifts if you are experiencing any symptoms, including, but not limited to:
- A fever
- Respiratory infections, including colds and sore throats
- Diarrhea
- Skin Infections
- Open areas on skin, especially when reddened and draining
- Cold sores, until dry and crusted
- Taking any medication that may impair your judgement
- Been exposed in previous three weeks to a communicable disease to which you are non-immune (e.g., chicken pox or measles)
- Undiagnosed rash

- Eye infection

A Scholar shall not be allowed to shift unless s/he maintains a fitness for duty required for the safe performance of essential role functions, with or without reasonable accommodation. Each Scholar is expected to report to their shift in an emotional, mental and physical condition (including free of the effects of alcohol and drugs) necessary to perform his or her tasks in a safe and satisfactory manner. If a Scholar exhibits symptoms of an infectious/communicable disease, or other serious physical or mental health concern, the program manager may ask the Scholar, or the Scholar may request to leave their shift in order to have his/her symptoms evaluated by the Scholar's own health care provider. Before returning to their shift, following an absence due to a condition(s) or injury, a note of clearance from a personal health care provider must be submitted to the program manager.

Under the Health Insurance Portability and Accountability Act (HIPAA), any document containing medical information about an employee is considered a medical record and is regarded as confidential. Records of fitness for duty evaluations shall be treated as confidential medical records and maintained by the program as appropriate. This information may be shared only on a "need to know" basis. Noncompliance with a request for a fitness for duty evaluation shall be cause for disciplinary action at the discretion of the program manager.

Covid-19 Updates and Adjustments (Effective March 2020 – TBD)
Due to Covid-19, scholars are required to complete temperature screening prior to entering the hospital unit. If a scholar's temperature is above 100.1 F, the scholar will be asked to return home and complete the following requirements.

If the scholar is asked to return home, Scholars must:
- Email Department Coordinator for the missed shift
- Drop the shift on CORE ELMS. In the comment section write, "Temperature above 100.1F, the staff at the temperature screening station ask me to return home."
- Pick up a new shift
- Monitor symptoms

Recommend scholars to:
- Contact primary care provider

Site Employment

Date Section Created: 06/01/2018

Section Last Updated: 8/26/2020

If an active Scholar is offered, or plans to accept, employment at the site, they must inform the program manager. The program manager will then inform the student of any site specific policy pertaining to conflicts of interest. While each site is different, the student may be required to withdraw or graduate from the program prior to beginning employment.

Shifting Expectations

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

All Scholars must complete the minimum weekly shift requirement for their program to remain in good standing with the program. At program manager discretion, Scholars who have a commute that would

be a barrier to weekly participation and do not have a closer site they can transfer to may be considered for bi-weekly scheduling.

Scholars enrolled in the Health Scholar program are required to complete 48 hours per rotation in their assigned department, while Scholars enrolled in the Junior Health Scholar program are required to complete 44 hours per rotation in their assigned department.

Any Scholar who fails to complete the required number of hours during a given rotation will not be allowed to move to a new department at the end of the rotation and may be assigned to a department at the program manager's discretion for the entire duration of the next rotation.

Scholars enrolled in an intensive program must complete the minimum required hours as outlined below to be eligible to advance to a new department.

Program Name	Program Duration	Weekly Expectations (# Four-Hour Shifts)	Excused Missed Shifts per rotation
Health Scholar – 15-month	~15 months	One (1)	Two (2)
Health Scholar – 3-month	3 months	Five (5)	Two (2)
Health Scholar – 9-month	9 months	Two (2)	Two (2)
Junior Health Scholar – 12-month	~12 months	One (1)*	Two (2)
Junior Health Scholar – 3-month	3 months	Three (3)	Two (2)
Care Navigator Scholar	6 months	Two (2)	Two (2)

*Some sites may schedule Junior Health Scholar shifts in 2-hour blocks; see program manager for more details
**Subject to change. Refer to Program Outline for specific requirements.

Junior Health Scholar Shifting Policies

Date Section Created: 10/1/2017

Section Last Updated: 08/07/2020

Key Terms
Health Scholar: Any participant 18 years or older and enrolled in the Health Scholar (15-month, 9-month and 3-month)

Policy
Junior Health Scholars are required to shift alongside a Health Scholar during every clinical shift. Junior Health Scholars can round on patients independently, as well as provide comfort care (i.e. deliver blankets to room). Additionally, Junior Health Scholars begin shifting during the second week of each rotation in order to give the Health Scholars time to complete the rotational competency checklist for the floor before being joined by a paired Scholar. If a Health Scholar does not show up for their shift, the Junior Health Scholar must:

1. Check with the staff members to see if they have seen or heard from the Health Scholar, and then wait 30 minutes for the Health Scholar.
2. If the Health Scholar does not show up after 30 minutes, the Junior Health Scholar can complete their shift on a floor that they have previously shifted on as long as:
    a. There is a Health Scholar present on the floor
    b. The number of Junior Health Scholars shifting on the floor during that shift does not exceed the maximum specified by the program site in the Department Specific Training Manual
3. If the Junior Health Scholar has not shifted on a different floor or if the conditions for shifting on a previous floor are not met, then the Junior Health Scholar may complete their hours working on one of the special projects offered at their site (i.e., Patient Experience Ambassador, Lobby Ambassador, etc.).
4. If the Junior Health Scholar cannot complete their hours on a previous floor or on a special project, then they cannot shift during that time and must go home.
    a. If a Junior Health Scholar must leave a shift because they do not have a Health Scholar to complete their shift, this will *not* be counted as a missed shift;
    b. It is the Junior Health Scholar's responsibility to re-schedule their shift with their department coordinator.

Program Meetings

Date Section Created: 04/17/2017

Section Last Updated: 08/07/2020

Due to Covid-19, some program meetings may be held virtually to follow hospital, COPE Health Solutions, and state guidelines.

All active Scholars are required to attend all program meetings. Any Scholar on an approved Leave of Absence is not required to attend program meetings. Scholars on suspension are prohibited from attending program meetings. Scholars will be excused from program meetings if a valid reason is provided in advance of the meeting according to the process established at the site. Valid reasons

include family/personal emergencies, religious reasons and illness/injury. Work and studying are not considered valid reasons to be excused.

Scholars enrolled in programs that offer MCAT Preparatory courses or UCLA lectures that overlap with program meetings are not required to attend the program meetings.

Scholars must sign in and out of the meeting in order to receive full meeting hours credit. Scholars who are late, or fail to sign either in or out of meeting, will receive partial meeting hours credit.

Scholars who are unable to attend program meetings will be required to notify the program as directed (via email or other indicated RSVP method) **and** review the meeting minutes and complete an online quiz which will be emailed within seven (7) days after the meeting.

Scholars who do not attend program meetings, excused or unexcused, will have the absence deducted from the total of missed shifts allowed for that rotation. Scholars who are not excused from attending program meetings and fail to attend will face the following disciplinary action:

1. For the first unexcused meeting absence, Scholar will receive an electronic counseling, documented in their profile, and be required to complete an online quiz. Failure to complete the electronic counseling report within seven (7) days of receipt will result in an in-person counseling session.
2. For the second unexcused meeting absence, Scholar will be suspended until s/he attends an in-person counseling session and signs a performance contract. Scholar will be required to attend a counseling session within 14 days from the start of suspension to avoid dismissal from the program. More than two unexcused meeting absences will result in program release.

All program meeting attendance will be documented electronically.

Department Specific Training and Competency

Date Section Created: 04/17/2017
Section Last Updated: 05/05/2017

Scholars must complete their training competency checklist by the last day of the program training. Scholars must complete their department specific competency checklist by a Registered Nurse or appropriate program facility staff member within their assigned department by the end of their second shift, or week two of the rotation.

For the competency checklist to be considered complete, every individual line item on the checklist must be dated and initialed by the Scholar and the appropriate staff member. In addition, the facility staff member must provide her/his printed name, title, date and signature at the bottom of the checklist.

Scholars who have not completed their competency checklist by their second shift or week two of the rotation, whichever comes first, will receive a warning from their department coordinator. At the beginning of week four, or their fourth (4) shift of the rotation, whichever comes first, Scholars who have not completed their competency checklist will receive a counseling session email.

Scholars will not be suspended for failing to complete their competency checklist because they will need to attend shifts in order to complete their competency checklist. Scholars who fail to attend the counseling session and complete their competency checklist by the end of week four, or their fourth shift of the rotation, may be released from the program.

Scheduling Shifts

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Scholar shift hours, in most inpatient departments, are seven days a week in 2- or 4-hour blocks from 6 or 7am to 10 or 11pm. Certain departments may have a variation on these hours. Outpatient and ambulatory clinic shifts may only be available five (5) days a week during regular business hours.

Scholars enrolled in a program lasting longer than three months will sign up for their first month of shifts during the training month. Every month thereafter, Health Scholars must sign up for the minimum shift hours indicated for their programs (see *Shifting Expectations* policy) for the following month in their department. Health Scholars have until the 10th of each month to indicate their shift preferences for the following month. On the 15th, the tentative calendar will be available for review. From the 15th through the 25th, Health Scholars may reschedule any shifts without penalty. From the 25th through the last day of the month, Scholars may request additional shifts for the month. On the 1st of the month, the calendar will be finalized. Additional shifts may be picked up after the first of the month, but any other schedule changes made after the 1st of the month will count toward the excused or rescheduled shift rotational allotments, as appropriate. If a Scholar has limited availability and has any concerns with this scheduling process, they should contact their department coordinator as soon as possible.

Scholars enrolled in any program lasting three months or less (i.e., Intensive or International) waive their right to select shifts and will be assigned to a pre-determined schedule. Additionally, International Health Scholar or Custom Group Tour students will not be permitted to pick up additional shifts due to the nature of their program schedules.

Timekeeping

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Scholars must locate the sign-in binder for the department in which they are assigned. Timesheets are stored alphabetically within the binder. Each active Scholar should have one timesheet per month per department. Scholars who shift in more than one department will have two timesheets—one for each department. If a rotation change occurs within the month, Scholars must start a new timesheet in the new department binder. At the beginning of the shift, Scholars will sign in on the timesheet indicating the date and the "time in" (rounded to the nearest quarter hour). Scholars must indicate AM or PM when recording in/out times.

After signing in, Scholars should report to the nurses' station of their assigned area and inform staff that they are ready to begin serving their shift and are available to provide support. Scholars must stay within their assigned area for the duration of their shift, unless completing an approved task that

requires going outside of that department (e.g., patient discharge, dropping off lab specimens, escorting a patient, etc.).

At the end of their, Scholars must return to the sign-in binder. Scholars must write the time out, add the total hours that were completed for that shift, and sign their name for each shift.

Electronic Timekeeping
Scholars will be given access to an online portal for electronic timekeeping. They may use a personal wireless device to "Clock In" and "Clock Out" of their shift, which will automatically record the time and GPS location in the electronic timekeeping system. If a Scholar is unable to use a personal wireless device to log time while on site, they may log their time manually after completing the shift via a personal computer.

Hours Falsification

Hours falsification is any inaccurate documentation or intentional misrepresentation of program participation. Examples include, but are not limited to:

- signing both in and out when first arriving to an assigned area to begin a shift
- signing in, leaving the assigned area, and returning to sign out
- clocking in or out at a GPS location not at the program site
- documenting a time other than the actual time of arrival/exit
- signing in or out for another individual, or having someone sign in or out for you

Falsification of hours is grounds for dismissal from the program with no option to re-apply to any other COPE Health Solutions-managed program. Scholars who falsify a timesheet, whether their own or the timesheet of another Scholar, will not be eligible to receive an Hours Verification Letter, a Graduation Certificate, nor a Letter of Recommendation from the program.

Missed Shifts

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms
Excused Missed Shift: occurs when a Scholar notifies the department coordinator less than 48 hours before the start of the scheduled shift, and reschedules the shift with a valid reason.
Unexcused Missed Shift: occurs when a Scholar does not attend their scheduled shift and does not inform the department coordinator before the start of the shift, or reschedules the shift after the shift start time.

Policy
A Scholar may incur a total of two (2) excused missed shifts **per rotation** before being recommended for counseling (see *Shifting Expectations* policy).

Scholars who miss a shift MUST send the department coordinator an email with a valid reason within 24 hours of the missed shift or face additional consequences. If the reason for missing the shift without notification prior to its start can be considered an emergency reason, the department coordinator may retroactively consider this an excused missed shift.

Having one (1) unexcused missed shift is grounds for immediate counseling. Scholars missing project events shifts (e.g., annual charity events, biannual health screenings) will face an immediate counseling.

Rescheduling Shifts

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Scholars are allowed one shift change (reschedule) per month and two excused missed shifts per rotation. More than two excused missed shifts are grounds for suspension and counseling. Scholars must go through the following procedure(s) for rescheduling a shift that they have committed to:

Rescheduling a shift on a finalized schedule more than 48 hours before the scheduled shift:

Scholars must notify their department coordinator (either via email or through the electronic timekeeping "Drop Schedule" form) as soon as they realize that they will not be able to attend the scheduled shift. Scholars may use the template email shown below.

> Subject: Request for Shift Change – [Your Name]
>
> Body: Dear [Name of Department Coordinator]:
>
> I would like to be excused from my shift on [day and time for shift]. I am unable to make my shift due to [valid reason]. I would like to make up this shift on [day and time for make-up shift]. Thank you for your time and consideration of this matter.
>
> Sincerely,
>
> [Your name]

Changing a shift on a finalized schedule less than 48 hours before scheduled shift:

Scholars must call the department 15 minutes before or after the start of the shift (as indicated by site-specific procedure) and speak with the Charge Nurse to let him/her know that they will not be attending their shift. In order to ensure that the message is properly relayed to the nursing staff on duty during the shift (if the Charge Nurse is unavailable to take the call), Scholars must take down the name of the person with whom they speak to. Scholars must e-mail the department coordinator as soon as they realize that they will not be able to attend the scheduled shift. Scholars should use the template email shown above.

Scholars will not be allowed to reschedule special event shifts. If the Scholar is unable to attend a Special Event shift, they must inform the project coordinator, program manager and staff member in charge of the special event more than 48 hours in advance. Failure to do so will result in a counseling session and the Scholar will not be allowed to schedule any further special event shifts.

Scholars who will not be serving shifts for at least two consecutive weeks must follow the proper Leave of Absence (LOA) procedure.

Scholars enrolled in an Intensive or Special Program will not be able to reschedule their shifts unless it is for an emergency or illness.

Scholars must submit a physician clearance note if they miss two consecutive shifts due to illness, are diagnosed with an infectious disease, or have an injury that may require accommodations.

Multiple Shifts per Day

Date Section Created: 04/17/2017

Section Last Updated: 8/26/2020

Key Terms

Multiple Shifts: attending consecutive 4-hour shifts regardless of whether the shifts are completed in one or more units/departments or for more than one program.

Policy

Scholars are permitted to attend consecutive shifts given that the criteria below are met:
1. Both shifts are approved by the department coordinator(s) before the first shift begins
2. They take a 30-minute break between the consecutive shifts
3. They can still perform at least one shift within 14 days of the multiple shift occurrence, unless a Leave of Absence is requested and approved
4. They do not perform more than two (2) shifts per day