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## COPE Health Scholars Policies and Procedures

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## Key Terms

<i>All Scholar Meeting (ASM):</i>	A meeting for all Scholars to receive program updates and policy Reminders; attendance required
<i>Canvas:</i>	The eLearning platform that hosts all required training modules
<i>Clearance:</i>	The process of confirming all program requirements are met prior to training
<i>Compliance:</i>	Adherence to program policy including but not limited to health records and program hour requirements
<i>COPE Health Scholars Programs:</i>	All healthcare workforce development programs created and managed by COPE Health Solutions
<i>Counseling Session:</i>	A mandatory program meeting with management and/or Leadership Team to review policy or clearance violations
<i>Department Preference Survey:</i>	Survey sent to Scholars to identify preferences for upcoming department assignments; surveys are sent during the second month of the rotation
<i>Department Specific Training (DST):</i>	An orientation to a newly assigned department, to be completed prior to the Pre-Rotational Shift.
<i>EasyShifts:</i>	The scheduling platform used for COPE Health Scholars program to schedule and track all program hours
<i>Health Scholars:</i>	Any participant 18 years or older and enrolled in the Health Scholar (15-month, 9- month, 6-month, and 3-month)
<i>Health Unit Coordinator (HUC):</i>	Non-clinical professional who provides unit/department support
<i>Junior Health Scholars:</i>	Any participant between the ages of 16-17 and enrolled in the Junior Health Scholars program (9-month, 6-month, 3-month)
<i>Leaders:</i>	Students of COPE Health Scholars programs' Leadership teams, inducted with specific roles in order to develop professional skills via supporting program operations
<i>Leave of Absence (LOA):</i>	A provisional leave from the program, approved in advance from the Program Manager
<i>Pre-rotational Shift (PRS):</i>	A shadow shift in which the Scholar shadows a current Scholar assigned to the department prior to the start of the rotation
<i>Program Completion Request (PCR):</i>	A required form on Salesforce in order to process program graduation, due the end of the first month of the rotation
<i>Salesforce:</i>	The platform Scholars use to manage program participation, COPEHealthScholars.My.Site.com

# Admissions & Enrollment

## Admissions Overview

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*Date Section Created: 06/01/2018*

*Section Last Updated: 12/06/2024*

### Admission Policy

The goal of the program's admissions review process is to identify applicants who demonstrate maturity, professionalism, and passion for the healthcare 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
- Minimum GPA of 2.5 at current institution or from previous institution for first term students
- Program-specific essay response
- Supplemental information
- Interview with the COPE Health Scholars program team

### Essential Attributes

Each applicant will be individually assessed for their 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 healthcare*: Every effort will be made during the admissions process to assess the applicants' dedication to the field of healthcare. Assessment of dedication will include, but is not limited to, assessment of the application materials for documented interest in healthcare, focused questioning in the interview, and the applicants' knowledge of current healthcare 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 healthcare. Applicants should be able to articulate an understanding of the importance of ethical behavior, and honesty and professionalism in healthcare. 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

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*Date Section Created: 06/01/2018*

*Section Last Updated: 8/26/2024*

### Processing Applications

Applicants to the COPE Health Scholars programs must meet the age requirements for the program they are applying to in addition to program site requirements—note that some hospital partners require citizenship whereas others do not. Applicants are encouraged to reach out prior to applying to confirm eligibility.

Applicants must submit an online application through the COPE Health Scholars programs online application portal.

Applicants will be reviewed for the next COPE Health Scholars training cohort. If interest is shared for a proceeding rotation, applicants will have the option to defer enrollment up to 90 days (duration of one rotation) with submission of a deferral fee.

### Screening Applications

Each applicant's file will be reviewed individually and holistically to assess their suitability for participation as a Scholar. Materials reviewed will include the application, a short essay question and any other information requested by the COPE Health Scholars program's office.

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

### Interview Process

Invited applicants will interview with members of the COPE Health Scholars program 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.

### Selection Process

The COPE Health Scholar program team will review the files of the interviewed applicants holistically and provide an evaluation of the future potential of the individual as a Scholar. The final decision regarding which applicants will be admitted resides with the Program Manager of the primary site.

### Clearance Process

Invited applicants will 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 training but unable to submit all clearance requirements by the clearance deadline and/or unable to attend all required training dates, they may request to defer to the next training, as outlined in the *Retrain* 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 and/or training day.

### **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 program management and/or the Director of Recruitment and Enrollment to receive feedback on their application.

### **Reapplication**

Applicants who are serious about the program are encouraged to reapply. 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.

### **Program Extension**

Enrolled Scholars will have a grace period of one additional rotation after the end of their program track to complete their hours. If after that time the Scholar has not reached their required program graduation hours, the Scholar can then choose to extend their program track for an additional four rotations with a program extension fee.

Scholars who have met their program graduation hours within this time frame and remain in good standing may choose to continue in the program.

### **Evaluation of Admissions Policies, Procedures and Activities**

These admissions policies will be reviewed and approved by the Health Scholar management team on a regular basis.



## Program Tuition & Fees

*Date Section Created: 12/1/2017*

*Section Last Updated: 11/19/2024*

The Health Scholar, Junior Health Scholar and Care Navigator tuition is non-refundable. Applicants who do not begin training, withdraw from training, do not pass training or otherwise do not meet participation requirements, background check, or health screening will not be refunded.

### **Application Fees: \$21**

Application fees are program specific and non-refundable.

### **Health Scholar, Junior Health Scholar and Care Navigator Scholar Program Tuition**

Tuition is due one week (7 days) after acceptance to the Health Scholar, Junior Health Scholar, or Care Navigator program. There is an option for applicants to break up tuition payments into multiple payments and if chosen, the first tuition payment must be made within that seven-day period.

Once tuition payment(s) have been made, individuals will have access to the eLearning platform, Canvas, to complete their learning modules prior to training day. Modules need to be completed, and clearance health records and forms need to be submitted prior to the training day. Failure to complete clearance items and learning modules by training day will result in dismissal unless a deferral is requested, approved, and processed by program management in advance.

<b>Health Scholars Program</b>		
<b>15-Month, 16 hours per month</b>	\$325	Standard track – Scholars rotate through one department per rotation
<b>9-Month, 32 hours per month</b>	\$475	Fast track – Scholars rotate through two departments per rotation
<b>6-Month, 48 hours per month</b>	\$535	Semi-Accelerated track – Scholars rotate through one department per month
<b>3-Month, 84 hours per month</b>	\$595	Accelerated track – Scholars rotate through two departments per month
<b>Junior Health Scholars Program</b>		
<b>9-Month, 16 hours per month</b>	\$325	Standard track – Scholars will rotate through one department per rotation
<b>6-Month, 24 hours per month</b>	\$475	Fast track – Scholars will rotate through two departments per month
<b>3-Month, 48 hours per month</b>	\$595	Accelerated Track – Scholars will rotate through one department per month
<b>Care Navigator Program</b>		
<b>9-Month</b>	\$325	Standard
<b>6-Month</b>	\$475	Fast track
<b>3-Month</b>	\$595	Accelerated Track

### **Deferral Fee: \$145**

The administrative fee for students deferring enrollment is nonrefundable.

### **Out-of-State and Outer-Health System Transfer Fee: \$145**

Scholars who wish to transfer to a site within the same healthcare system and within the same state will need to submit the in-state transfer fee.

**In-State and Intra-Health System Transfer Fee: \$75**

Scholars who wish to transfer to a site within the same healthcare system and within the same state will need to submit the in-state transfer fee.

**Retraining Fee: \$145**

The retraining fee for Scholars returning from a Leave of Absence of 110 to 180 days is nonrefundable.

**Mid-Rotation Program Track Change: \$75**

Scholars who wish to change their program track mid-rotation will need to submit the program track change fee.

**CHS Growth Annual Renewal: \$30**

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

**Program Extension Fee: \$100**

Scholars who have not met program required hours after the duration of their program track with an additional rotation as a grace period may extend their program participation by submitting a program extension fee. Scholars who met program hours within their program allotted track are able to continue building clinical experience until they choose to apply to graduate.

## Testing Accommodations

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

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 as stated by the ADA in the recommendation for documentation sufficient to support requests for testing accommodations:

- 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 accommodation must do so. If a student requires testing accommodations, the trainee must notify program management **no later than a week prior to the testing dates** 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.

## Artificial Intelligence

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*Date Section Created: 9/11/2023*  
*Section Last Updated: 9/11/2023*

### **AI Content Creators**

Artificial Intelligence (AI) content creation tools use artificial intelligence technology to generate written or visual content based on text prompts. These tools can create content such as articles, social media posts, product descriptions and even videos without human intervention.

The use of AI content creation tools is in violation of COPE Health Solutions' Code of Ethics. The use of AI content creators applies to, but is not limited to, Scholar application essay questions during the application process, drafting letters of recommendation or any content released from COPE Health Solutions staff.

If the use of an AI content creator is suspected, an investigation will be conducted, and if confirmed, the Scholar will be dismissed from the program.

## Academic Dishonesty

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*Date Section Created: 06/01/2018*  
*Section Last Updated: 8/26/2024*

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, Retests, and Retraining

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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

**Retest**: a situation in which a trainee retakes either examination for the same rotation in which they are currently testing

**Retrain**: a situation in which a trainee needs to attend an additional training

### 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 retest if conditions outlined in the *Exam Fails, Retests, and Retraining Policy and Procedure* are met

Trainees who fail the examination but do not wish to retest or retrain 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 retrain, only COPE Health Solutions staff may provide information regarding retraining arrangement(s).

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

### Exam Fail - Policy

Trainees who receive a score below 80% on any required examination fail to meet entrance competency requirement for the program.

Retesting 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 retests and fails the retest examination, then they are eligible to retrain for the rotation immediately following the rotation they failed. Trainees who fail the examination but do not wish to retest or retrain will not be refunded.

Discussion between COPE Health Solutions staff and a trainee regarding failed examinations and retesting must follow the conditions outlined in the *Exam Fails, Retests, and Retraining Policy*.

For trainees who fail the retest, COPE Health Solutions staff must provide information regarding retraining arrangement(s) according to terms outlined in the *Exam Fails, Retests, and Retraining Policy*.

All fails and retraining authorization must be documented via examination answer sheets, examination rubrics, and/or electronic communication. Requests to retrain must be addressed to site program management.

### **Retrain - Policy**

Retraining can only occur for trainees with the following circumstances and must be approved by the site's program management:

1. Any trainee who fails any required examination, and they have only trained once
2. Any trainee who cannot continue with training due to extenuating circumstances, as approved by the site Program Manager, Program Coordinator, or Regional Manager

If a trainee retests and fails the retest examination, they may be eligible to retrain, per Program Manager approval.

Trainees who are retraining will be deferred to the training date immediately following the rotation in which the trainee did not continue to active status. Once approved, the option to retrain will only be valid for 90 days for the program for which it was granted. The trainee must pay the retraining fee by the 90-day deadline to confirm their enrollment in the next training session.

The trainee may be referred to an alternate site to retrain at the Program Manager's discretion.

The trainee can bypass the application and interview stages but must provide proof of compliance with requirements of the program site.

Trainees who attend a second training 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 trainees regarding failed examinations and retraining must follow the conditions outlined above.

Following dismissal, the Program Manager is to contact all trainees who are eligible to retrain 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 retraining fee by the deadline will result in the trainee being dismissed from program consideration for that application cycle.

## Conduct and Accountability

### Scope of Service

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

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 except for:
  - Scholars who attend two 4-hour consecutive shifts as they are required to take a 30-minute break between shifts
    - All breaks must be accurately reflected on EasyShifts
  - 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

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*Date Section Created: 06/01/2018*

*Section Last Updated: 07/10/2024*

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** as it poses a risk to the safety of the Scholar or others.

## Confidentiality

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*Date Section Created: 06/01/2018*

*Section Last Updated: 08/26/2020*

During 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.
6. 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.



## Dress Code

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*Date Section Created: 04/17/2017*

*Section Last Updated: 07/10/2024*

### 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
  - Ankle length skirts with stockings or leggings underneath are permitted for Scholars citing religious reasons
- White or neutral, 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 upon successful completion of training and confirmation of completion of clearance items 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 "low rise") or excessively loose clothing
- Sweaters or jackets worn over the uniform
- Branded clothing with prominent logos or graphics
- Denim jeans

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. Scholars must comply if a specific uniform (e.g., scrubs, business professional) is required in certain departments.

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 need to be no shorter than knee-length. For safety reasons, ankle length skirts are not advised, but are permitted for religious purposes.



## 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.

## Fingernails

Nails must always be kept clean, neat and of short length.

- Nail polish must be unchipped, of neutral tone, and without embellishment (e.g., crystals, diamonds).
- **Artificial nails and gel polish are not permitted**—artificial fingernail enhancements can increase the risk of colonization and transmission of pathogens to patients. Outbreaks of infections have been traced to the artificial fingernails of healthcare workers. For those reasons they are prohibited for anyone having patient contact.

## Makeup and Scents

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 & Tattoos

Jewelry must be minimal, professional and align with site expectations for caregivers.

Scholars need to ensure any visible tattoos or facial piercings remain in compliance with the site's dress code expectations (may include covering visible tattoos or removing specific piercings for the duration Scholar is on-site for their shift).

## Hairstyles

Hairstyles should be clean and well-kempt.

- Long hair must be completely pulled back and off the face and neck.
- Hues of visible unnatural shades of hair color (e.g., blue, green, pink, purple) are not permitted, unless the hospital site does not specify limitations in their formalized dress code.
- Mustaches, beards, and sideburns must be kept clean and well-trimmed at all times.

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.

## Networking, Mentorship, and Shadowing

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

### Key Terms

**Networking:** the action or process of interacting with others to exchange information and develop professional or social contacts.

**Mentorship:** a professional relationship where a mentor provides support for assessing and choosing an academic and career path by evaluating mentees' strengths, areas for growth, interests, and abilities.

**Shadowing:** a formal opportunity in which an individual observes a day in the life of a professional including day-to-day tasks and other vital parts of their work routine.

Mentors help mentees reflect and think critically about their goals; progress toward goals; challenging mentees' decisions or avoidance of decisions. Formal mentorships usually occur via programs in which a mentor and mentee are paired together with structured goals. Mentorships that occur naturally are considered informal mentorships.

### Policy

Scholars with an established, formal mentorship with a site staff member must disclose this information to the Program Manager. The Scholar cannot use their role or badge access on-site in related activities to this mentorship.

The Program Manager will be responsible for documenting the relationship and providing information regarding site specific policies and objectives to ensure that all professional interactions will support in achieving goals.

Scholars are encouraged to establish strong working relationships with the staff within their assigned department and at the hospital, Scholars may only observe staff on their assigned department as a part of their shift must only observe the staff member within that department. Networking conversations or observations of staff or procedures during your Scholar shift should not take precedence over patient care activities.

Scholars should never request or provide personal contact information from/to staff on-site; however, they may ask if the staff member would be open to connecting on LinkedIn. If provided by a staff member, Scholars are welcome to email staff using their hospital site/employee email address.

All Scholars must abide by all program and site-specific policies for networking and mentorship.

## Fraternization

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

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 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.

## Use of Premises

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*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.

## Harassment and Disruptive Behavior

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*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 their 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 them.

**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 always avoid all inappropriate behavior and act in a professional and respectful manner; 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 as 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

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

### Key Terms

**Wireless device:** includes without limitation cellular telephones, smart phones, electronic tablets/iPads, electronic watches (smartwatches including, but not limited to, Apple Watch, Samsung, Fitbit), computers,

**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 – Personal Devices

To ensure the safety and security of the healthcare facility and to ensure patient and Scholar privacy and confidentiality, personal wireless devices are to be turned off and/or stored in a designated place during shift hours. Any loss, damage or theft of a personally owned device is the sole responsibility of the Scholar.

During shift hours, electronic watches synced to phones must be set to airplane mode and disconnected from Wi-Fi.

### Policy – Site Owned Devices

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.

## External Communication and Social Media

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*Date Section Created: 04/17/2017*

*Section Last Updated: 05/17/2017*

### Key Terms

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 | • YouTube  | • Facebook  | • Snapchat    |
| • TikTok    | • Discord  | • Threads   | • Weibo       |
| • LinkedIn  | • WhatsApp | • Pinterest | • Flickr      |
| • BlueSky   | • Vimeo    | • Yelp      | • X (Twitter) |

### Policy

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.**

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. If 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.

## Suspension

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/26/2024*

### 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.

**Probation Period:** length of time after counseling session to demonstrate compliance to program policies.

**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 the 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 properly picking the shift up on EasyShifts and/or punching in without GPS location
- Shifting beyond scheduled hours
- 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 the counseling 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, they will receive a call from the executive leader or Program Manager. Failure to abide by counseling session policy will result in a release from the program.

## Counseling Sessions

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/26/2024*

### 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 jeopardizes a 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 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 dismissal, 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 until successful completion of counseling session and agreed terms to reinstate active Scholar status.

- 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.

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 Dismissal policy.

## Program Dismissal

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/26/2024*

### 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 dismissed 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 management's discretion.

A Scholar will be dismissed from the program if they:

- Violate a policy that is automatically grounds for dismissal:
  - Timesheet falsification
  - Harassment/hostile behavior
  - Noncompliance with hospital safety policies
  - Egregious staff complaints
  - 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 take corrective action within 30 days from the start of suspension when suspended for:
  - Noncompliance with health records
  - Noncompliance with certification 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 dismissals must be completed by program management and will be documented electronically. The Scholar **will not be eligible** to receive a letter of recommendation, and **may or may not** be able to receive a letter verifying their participation and hours completed in the program.

However, if the program dismissal is the result of timesheet falsification or due to an egregious policy



offense, the Scholar **will not** be eligible to receive a letter of recommendation nor a letter verifying their program hours. Upon dismissal from the program, a Scholar will automatically be removed from all CHS Growth mailing lists.

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

## Appeal Process

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/26/2024*

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

A released Scholar must initiate the appeal process in writing by submitting a letter to the Regional Manager as a case in Salesforce. 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 an 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

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*Date Section Created: 06/01/2018*

*Section Last Updated: 8/230/2024*

#### 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 if 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 Health Solutions 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 by submitting a case in the Scholar's Salesforce account. Scholars must include a detailed message so that the Program Manager understands the request.

It is not appropriate to call or text the Program Manager and/or Regional Manager outside of business hours unless instructed to do so. Scholars may reach the Program Manager via phone by calling the Scholar office line, the Program Manager's cell phone number, or in emergent situations, the emergency number (888) 248-2914. Please see the *Incidents and Injuries* policy regarding circumstances in which a call to the emergency number is permitted.

### Incidents and Injuries

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/26//2024*

#### 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; includes witnessing on-site injury, altercation, code, or exposure.

#### Policy

Scholars are treated by the program facility for first aid only and treatment is 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 injury occurs, inform the department supervisor/unit manager where they are shifting
2. Get Treated – First Aid

- Go to employee/occupational 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, they 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 electronically on Salesforce.

### Examples of What Constitutes as an Injury or Incident:

You witness a patient fall during a shift.	YES – any harm to a patient, staff member, visitor, or Scholar constitutes as an incident to report.
You're feeling ill and need to stay home from your shift.	NO – contact your department coordinator and then the department within 15 minutes the start of your shift.
You feel lightheaded and faint during your shift.	YES – take care of yourself first and foremost and call the emergency line when you're able to.
You get a paper cut while putting together packets for the unit.	NO – basic first aid does not require an incident report.
You enter an isolation room by mistake.	YES – any potential exposure constitutes as a reason to contact the emergency number
You find out a room you visited last week is now an isolation room.	NO – but inform your site's program management team.
You are attending a pre-rotational shift and the Scholar you are shadowing hasn't arrived.	NO – but inform your department coordinator and site program management.

## Exposure Policy

*Date Section Created: 04/11/2024*

*Section Last Updated: 08/30/2024*

### Policy

If a Scholar has been exposed to a blood borne pathogen or infection during their shift, including but not limited to TB, MRSA, COVID, and C.Diff, they are required to report the incident and submit post-exposure documentation as indicated by the Program Manager and site policy. Failure to comply with reporting policy may result in dismissal from the program.

The Program Manager will follow up to ensure post-exposure clearance documentation before resuming shifts, even if their current vaccination has not expired within the designated time frame.

## COVID-19 Updates and Adjustments

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*Date Section Created: 08/08/2020*

*Section Last Updated: 07/10/2024*

COVID-19 policies and protocols may change for COPE Health Scholars and the hospital site to match best practices. You must adhere to your hospital site's COVID-19 policies.

## Open-Door Policy

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*Date Section Created: 04/17/2017*

*Section Last Updated: 04/20/2017*

### Key Terms

*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 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 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.

### Compliance Reporting

MyComplianceReport was established to provide an avenue for employees and/or others to report serious concerns or violations, perceived or known in the work environment.

Reports may be generated 24 hours a day, 7 days a week, anonymously if elected. Once a report has been completed, all information is forwarded immediately to the company for appropriate follow-up and resolution.

The compliance hotline for sensitive issues that occur that a scholar or employee may not feel comfortable going to their manager for. It is very important to escalate unprofessional and uncomfortable situations up the chain of command no matter if it is a hospital staff member or a COPE Health Solutions staff member.

Website: <https://www.mycompliancereport.com/report?cid=COPE>

Hotline: 1-800-754-9452

## Administration

### Clearance Requirements

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/26/2024*

Scholars must meet all site and program specific clearance requirements to attend training 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.

Scholars are required to provide copies of:

- Health records (immunizations/titers)
- CPR certification (not required for Junior Health Scholars)
- Health assessment (if required by site)
- Program and site specific forms prior to beginning the program
- Proof of identity
- Proof of health insurance

Additionally, Scholars must complete required background check and drug screening as instructed by the program hospital site.

If CPR training is included in your program, you are not required to have it by the clearance appointment or deadline.

The health record requirements vary by program site.

All copies of health records must include the Scholar’s full name, birthdate, vaccination, date(s) of vaccination, 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 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 by the site’s COPE Health Solutions staff and/or COPE Health Scholars leadership team. 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 to the next enrollment step.

## Compliance Requirements

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*Date Section Created: 06/01/2018*

*Section Last Updated: 08/30/2024*

If an active Scholar is required to update a health record (e.g., seasonal flu vaccination), as per site policy, they must do so within the designated timeframe. All clearance requirements and forms will be documented electronically in Salesforce.

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 of mandatory requirements.

## Document Submission

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/30/2024*

Scholars may only submit legible photocopies of all records in PDF format – originals will not be accepted, although originals may need to be presented to verify authenticity.

Health records or program forms that require a signature must use a signature – names cannot simply be typed in lieu of a signature.

Method of submitting and uploading health records and program forms is via Salesforce under the Clearance tab.

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

## Information Disclosure

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*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 themselves 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)<sup>1</sup>, 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, the 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. 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

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*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 permissions of both the program and clinical site.

## Letter of Recommendation

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*Date Section Created: 04/17/2017*

*Section Last Updated: 11/01/2024*

### 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. Served one rotation as a program leader **OR** completion of 20 project hours at the site
3. Remain in good standing with the program

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.

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 including lessons learned and impact on their future
- Signed waiver, if applicable



## Hours Verification Letters

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*Date Section Created: 06/01/2018*

*Section Last Updated: 08/30/2024*

Current and former Scholars may request a formal 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 a formal letter request no less than two weeks in advance.

Students who are suspended for possible timesheet falsification or who have been dismissed for egregious policy violations or timesheet falsification are not eligible for Hours Audits or Hours Verification Letters.

## Program Track Changes

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*Date Section Created: 08/05/2024*

Scholars who wish to change to a slower program track, may do so for the following rotation by indicating in the departmental preference survey.

Scholars who wish to switch to slower program track ***immediately***, may do so by submitting a \$75 administrative fee or submitting extenuating circumstances to the Program Manager or Program Coordinator.

Scholars who wish to change to a more accelerated track may do so by submitting a request in Salesforce. Scholars will need to submit the tuition difference prior to starting on the more accelerated track.

Scholar leaders requesting to move to the leadership team reduced-shifting or executive leadership team reduced-shifting track, may do so by indicating in the departmental preference survey for a shifting track change effective the following rotation. Leaders need to complete one full rotation as a leader in good standing and shifting compliance to be eligible for reduced shifting.

## Site Transfer

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/06/2024*

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.

Scholars must submit the transfer request form no later than 6 weeks prior to the requested transfer date. Transfer requests are at the discretion of the current and transfer sites' program management teams.

If the transfer request is approved, the Scholar will terminate shifting at their current site by the agreed upon date. Prior to the transfer, the Scholar will need to submit their site transfer fee.

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 retake the initial training, or the entrance exams unless returning from a leave greater than 110 days. All accumulated hours from their initial program site will transfer to the new program site.

If the Scholar requests to transfer back to their previous program site after one rotation, they may do so without incurring a transfer fee. After 110 days, if the Scholar wishes to transfer back, they will be required to pay the transfer fee.

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

## Bridging from Junior Health Scholar to Health Scholar

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/04/2024*

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

1. The Scholar will be 18 years by the program start
2. The Scholar is on track to graduate from high school or GED program

Junior Health Scholar applicants who are at least 18 years old and in good standing to graduate from high school, can have their application transferred to the Health Scholar program when applying for the program.

Bridging requirements:

1. Pay the bridging tuition/administrative fee
2. Must submit updated clearance documents, as needed
3. Must become American Heart Association BLS Provider CPR certified and submit a copy of the CPR card
4. 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
5. Successfully pass **both** the written and practical exam with a score of 80% or higher and 100% on critical sections
  - i. If the trainee 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

Bridging Junior Health Scholars will not be required to complete another program application or Orientation and Interview to transfer to the Health Scholar program.

Any hours completed as a Junior Health Scholar **will not** transfer to the Health Scholar program.

If a Junior Health Scholar graduates from their program, they will need to apply to the Health Scholar program should they be interested in pursuing the program.

Junior Health Scholars who bridge with a minimum of 96 completed floor hours will be eligible to start on a Tier 3 department.

To initiate the bridging process, all transferees should contact the Program Manager for their site. Bridging Junior Health Scholars 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)

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/06/2024*

#### 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.

**LOA Retrain:** 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 for Scholars to address any health, safety, physical, emotional, or family concerns

#### Policy

All Scholars are eligible to request an LOA except:

- Incoming Scholars in their first rotation (within first 90 days)
- Scholars who have returned from an LOA within the past 90 days
- Scholars participating in a program lasting 3 months or less

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 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.

Scholars may not take an LOA during the rotation they plan to graduate.

For LOAs shorter than 30 days, Scholars must plan to complete their missed rotation hours prior to or after their leave to stay on their program completion track.

After returning from an LOA, a Scholar must be active on their assigned department for a minimum of 90 days 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 program management.

If a Scholar requests multiple LOAs within the same calendar year, they may be required to meet with the program management team at the site to discuss their situation. Multiple LOAs within the same calendar year may be approved/denied at the discretion of the site's program management.

#### Before Leave of Absence:

1. 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 prior to leaving. Leaves of Absence longer than 30 days need to be

requested with two months' notice.

2. 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.

#### **During LOA:**

3. If a Scholar has any expired records, they must upload current records to their clearance items in Salesforce 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.
4. If a Scholar takes a medical leave, a note of clearance from their healthcare provider must be submitted to the site's program management. The Scholar may not return to active status until the note has been reviewed and properly filed in the Scholar's confidential records.
5. A Scholar may request a leave extension by submitting a case on Salesforce. Extension approval is at the discretion of the Program Manager. The LOA coordinator will notify the Scholar if approved or denied.

#### **Returning from LOA:**

6. Failure to return from an LOA within 14 days of the return date without an approved extension from the site's program management will result in an immediate suspension from the program. Scholars will be required to attend a counseling session to return to shifting. Failure to respond to counsel notice as outlined in the Counsel Session Policy will result in release from program.
7. If the return date for an approved LOA falls in the next rotation, a Scholar will be assigned to a new department if:
  - a. They complete 48 hours in their previous department assigned by the time of the leave start date
  - b. The return date is within the timeframe for department specific trainings
8. The department assignment will be based on Scholar preferences only if they submit 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 management's discretion.
9. 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 they were assigned to at the leave start date, only after receiving confirmation from program management or leadership team. The department coordinator will assist with the Scholar's return and scheduling.
10. If a Scholar's leave from the program exceeds 110 days, they will be required to pay a retraining fee, complete a clearance appointment, attend training and pass both written and practical exams before returning to the program.
11. If a Scholar's leave ultimately exceeds 180 days, the maximum allowed leave time, they 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 towards program completion.

#### **Denied or Unapproved Leave of Absence**

If an LOA request is denied, the Scholar will be expected to continue shifting in their current department. If the Scholar does not comply, they 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.

## LOA Retrain

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*Date Section Created: 04/17/2017*

*Section Last Updated: 08/05/2024*

Scholars must re-attend training when their Leave of Absence (LOA) is greater than 110 days 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.

If the Scholar has any expired records, they update with current records on Salesforce prior to the set LOA return date. 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 retraining fee before training day. Failure to attend the first available training will result in the Scholar being released from the program.

The Scholar will attend training and is required to pass both the written and the practical. Failure to pass one or both exams will result in release from the program. All exam scores will be recorded electronically within the Scholar's Canvas course.

LOA retrains are not eligible for an additional retraining if they fail an exam.

Department assignment is based on availability and site program management's discretion. Scholars who pass the LOA retraining receive 10 training program hours and must commit to a minimum of 48 hours prior to qualifying for graduation.

## Withdrawal

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*Date Section Created: 04/17/2017*

*Section Last Updated: 8/05/2024*

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

To be approved to withdrawal, a student must complete the following:

1. Submit a Withdrawal Form at least 14 days prior to the requested withdrawal date\*
2. Complete an exit interview with program management prior to withdrawing
3. Complete the online exit survey
4. Submit their site issued ID badge

Hours audit requests are only offered within the three months past the withdrawal date, after the previously listed steps have been completed.

If the Scholar does not complete the steps identified above, they will be dismissed from the program.

\*Exceptions can be made in the event of a personal or family emergency and are solely at the discretion of the site's program management team.

If a student wishes to resume a program in the future, they will be required to reapply, complete an interview and clearance appointment, resubmit program tuition, attend the initial training days and must pass both required exams before returning to the program.

If the student is readmitted at a later date, they will be able to use all previously accrued program hours toward the appropriate certificate.

## Program Completion

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Date Section Created: 04/17/2017

Section Last Updated: 11/23/2024

For a Scholar to graduate, they must complete the following:

1. The **minimum required graduation hours** (includes floor, meeting, training and project hours)
  - a. Health Scholar: 280 hours (minimum of 240 floor hours)
  - b. Junior Health Scholar: 164 hours (minimum of 130 floor hours)
  - c. Care Navigator Scholar: 250 hours
2. Submit a **Program Completion Request form** on Salesforce ([copehealthscholars.my.site.com](https://copehealthscholars.my.site.com)) by the rotational deadline of the last day of the first month in the final rotation (January, April, July, October)
3. **Complete the duration of the rotation** in which they intend to graduate; completing all required rotation hours and shifting weekly until the end of the third month (March, June, September, December)
4. **Complete the alumni survey** and/or the exit interview
5. **Return their site issued badge**

Graduation will only be processed at the end of each rotation.

Scholars who graduate from the program may reapply at a later date, however, their previous hours **will not** accumulate with concurrent program enrollment hours.

Scholars will have up to one year after program completion to pick up their certificate.

### 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 will need to complete specified project hours as required by program site.
- **Meeting hours** – Scholars will receive credit for attending scheduled meetings including mandatory All Scholar Meetings and professional development opportunities.

### Ineligible hours

- **Leadership hours** – Scholars will **not** receive graduation credit while performing Leadership duties.
- **Ambassador hours** – Scholars will be able to showcase impact in the program through participation in site activities, shifting on holidays, or assisting in recruiting activities.
- **Health professional shadowing hours** – Scholars may elect to participate in shadowing for their own professional growth and development.

# Program Participation Requirements

## Fitness for Duty Policy

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*Date Section Created: 08/07/2020*

*Section Last Updated: 08/18/2023*

### 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 healthcare 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 healthcare workers and from healthcare 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
- Exposure in the past 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 they maintain 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 a stable 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 site's program management team may ask the Scholar, or the Scholar may request to leave their shift to have their symptoms evaluated by the Scholar's own healthcare provider.

Before returning to their shift, following an absence due to a condition(s) or injury, a note of clearance from a personal healthcare provider must be submitted along any needed updates to their Health Status Form.

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 site's program management.

## Site Employment

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*Date Section Created: 06/01/2018*

*Section Last Updated: 8/06/2024*

If an active Scholar is offered, or plans to accept, employment at the site, they must inform the site's program management.

The program management team 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

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*Date Section Created: 04/17/2017*

*Section Last Updated: 11/21/2024*

Rotational trainees must start the program within the first two weeks of the rotation.

Mid-rotational trainees must start the program within two weeks after successful completion of training.

Scholars must punch-in for their shift within 5 minutes before or after the start time of the shift and not punch-out until the end of the shift unless the Scholar needs to account for a lunch break between two 4-hour shifts.

As an active Scholar, participants are required to complete the minimum monthly shifting requirement for their program track as well as go no longer than 14 days between shifts to remain in good standing with the program.

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, at the Program Manager's discretion.

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 management's discretion based upon site's greatest area of need for the next rotation.

## Program Meetings

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/27/2024*

Active Scholars are required to attend all program meetings, including on-site rotational meetings and virtual 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 before 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 must punch in and out of the meeting to receive full meeting hours credit. Scholars who are late or fail to punch in or out of a 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 otherwise 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 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 they attend an in-person counseling session and sign a performance contract. Scholars 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 in EasyShifts.

## Department Specific Training and Competency

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/27/2024*

Scholars must complete their department specific competency checklist with a Registered Nurse or appropriate program facility staff member within their assigned department by the end of the second weeks on department or upon completion of 8-hours of shifting independently, whichever comes first.

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 their printed name, title, date and signature at the bottom of the checklist.

Scholars who have not completed their competency checklist by their second shift will receive a warning from their department coordinator. At the beginning of week four, or 16 shifting hours into 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 to complete their competency checklist. Scholars who fail to attend the counseling session and complete their competency checklist by the end of their fourth week, will be dismissed from the program.

## Scheduling Shifts

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*Date Section Created: 04/17/2017*

*Section Last Updated: 05/08/2025*

Day of Month	Requirement
1 <sup>st</sup> to 3 <sup>rd</sup>	Schedules open for following month
10 <sup>th</sup>	General Reminders to Schedule are Received
15 <sup>th</sup>	Individual Reminders for those who have not Picked Up Shifts
18 <sup>th</sup>	Electronic Counseling, Final Notice to Pick Up Shifts – 48 Hours
21 <sup>st</sup>	Suspensions and Counseling Session

On the 1<sup>st</sup> of the month, the calendar will be finalized and distributed to the department nurse manager. Scholars are expected to be mindful when picking up their shifts for the month, acknowledging by selecting that shift, other Scholars are not able to.

To best support the department, Scholars must select shifts based upon availability and after review of upcoming academic, extracurricular, and personal commitments.

Additional shifts may be picked up after the first of the month. Any requested changes will count toward the rescheduled shift rotational allotments.

If a Scholar has limited availability and has any concerns with this scheduling process, they should contact their department coordinator and/or program management team as soon as possible.

## Rescheduling Shifts

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/27/2024*

Scholars are permitted no more than one rescheduled shift and one missed shift per month. Absences beyond the permitted 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:

***Rescheduled Shift (dropping and rescheduling a shift more than 48 hours before the scheduled shift):***

1. Scholars must notify their department coordinator (via email) as soon as they realize that they will not be able to attend the scheduled shift with confirmation of the shift scheduled to replace the initially scheduled shift.
2. Only Leaders and program management are able to drop a shift on behalf of the Scholar in EasyShifts.

***Excused Missed Shift (Changing a shift less than 48 hours before scheduled shift):***

1. Scholars must call the department 15 minutes before the start of the shift (as indicated by site- specific procedure) and speak with the Charge Nurse to let them know that they will not be attending their shift.
2. Scholars must notify their department coordinator (via email) as soon as they realize that they will not be able to attend the scheduled shift with confirmation of the shift scheduled to replace the initially scheduled shift.

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

## Timekeeping

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/27/2024*

1. Scholars must punch in on EasyShifts under the appropriate shift. Scholars must ensure that the punch in is allocated to the correct shift (check department and time).
2. Scholars are required to turn on GPS location settings and punch-in once they arrive at their assigned department (not in the parking lot or at home).
  - a. **Note:** GPS location settings may be set to off as the default for browsers. For that reason, Scholars are encouraged to download and use the EasyShifts mobile application for their respective operating systems.
  - b. Time cannot be accounted for any time punches without GPS.
3. After signing in, Scholars should report to the designated check in area of their assigned department and inform staff that they are ready to begin serving their shift and are available to provide support.
4. 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.).
5. At the end of their shift Scholars must punch out on EasyShifts, before leaving the hospital.

## Paper Timesheets

Paper timesheets should only be used in emergent situations – this may include a personal device being lost, out of battery, left at home, or not being able to punch out due to service. The paper timesheet must be completed in its **entirety on the same day as the shift**. Afterwards, a **retroactive shift request** must be submitted in EasyShifts within 12 hours.

The paper timesheet must be signed by a program facility staff member on the same day as the shift. Once completed, the Scholar will:

1. Email the department coordinator at the earliest opportunity to inform them that a paper timesheet was used for this shift.
2. Add a retroactive shift in EasyShifts for the department coordinator to verify.

## 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
- Punching 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
- Spending time during your shift in the breakroom or on your phone

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 Punches

If a Scholar forgets to punch in on EasyShifts, they must punch in as soon as possible. Time spent before punching in will not be awarded. Punching-in after 5 minutes from the start of the shift after a total of 3 occurrences will require the Scholar to attend counseling.

If a Scholar forgets to punch out, the time punch cannot be changed and the Scholar will forfeit any time accumulated during the shift.

The Scholar is expected to demonstrate integrity in timekeeping by holding themselves accountable and building professional working habits. Time will not be awarded if not properly recorded.

### Missed Shifts

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*Date Section Created: 04/17/2017*

*Section Last Updated: 11/15/2024*

#### 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 in a standard program track may incur a total of one (1) excused missed shifts **per month** before being recommended for counseling (see *Shifting Expectations* policy). Scholars in fast or accelerated tracks must not exceed the excused missed shifts per rotation.

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. Extenuating circumstances will be reviewed by site management to determine the appropriate plan of action.

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 immediate counseling.

## Maximum Shifts Per Day & Hours Per Week

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*Date Section Created: 04/17/2017*

*Section Last Updated: 09/27/2024*

### 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

Health Scholars are permitted to attend up to 12-hours' worth of consecutive shifts in one day given that the criteria below are met:

1. They take a 30-minute break between each consecutive shifts (every 4 hours)
2. They do not perform more than 12 hours per day

Junior Health Scholars are only permitted to complete up to 8-hours' worth of shifts within a day and are required to take a 30-minute break after the 4<sup>th</sup> hour.

Maximum Hours per Week:

Health Scholars are permitted to attend up to 40 hours per week.

Junior Health Scholars are permitted to attend up to 24 hours per week.



## Program Policies and Procedures Acknowledgement Form

I acknowledge that I have read the COPE Health Scholars Policies and Procedures in its entirety and understand my responsibility in adhering to the policies as an active program participant.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### **If Under 18:**

Guardian Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_