



code of ethics 2006

Code of Ethics
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INTRODUCTION

This code expresses aspirations that are shared by students, faculty, administrators, and administrative staff in the Arthur A. Dugoni School of Dentistry community as well as the formal structures used to implement them. It represents a set of views: how we view ourselves as a community of teachers and students, how we aspire to treat each other, and how we choose to behave as professionals. The Arthur A. Dugoni School of Dentistry is a humane place, and this code is an expression of our humanistic view, a view predicated on interpersonal kindness, hard work, and personal responsibility. The school is a special place, and the culture and atmosphere is of great importance to students, faculty, administrators, administrative staff, and patients. The overall integrity and positive nature of the community depends on the individual behavior of each and every member.

This document is to be read in conjunction with the Student handbook. Please note that this document is not a contract between the student and the school.

This code is written to accomplish the following:

- A. To express the goals and aspirations which are shared by students, faculty, administrators, and administrative staff of the School of Dentistry community. These aspirations serve as a guide to inspire us to reach up to be the best practitioners and people we can be.
- B. To describe guidelines for behavior expected of members of the School of Dentistry community and to train students in the development of professional and ethical attitudes, which are part of the profession of dentistry.
- C. Provide procedures for administration of the code and clarify the process involved in reviewing these issues.

OUR ASPIRATIONS

The administration and faculty of the School of Dentistry wish to maintain an institution which results in a healthy and positive professional environment for each of its members. We value the following:

Humanism. We value humane treatment of all members of our community, including students, patients, staff, and faculty. It is the goal of the School of Dentistry to produce the highest quality practitioners who can operate independently and successfully in their patients' best interests. It is our belief that a humanistic approach best accomplishes this goal. Our view of humanism is based upon honest communication of clear expectations along with positive support for diligent effort. Although kindness is important, humanism is not interpreted to mean softness, weakness, or superficial niceness. In fact, humanism places great responsibility on each member of the School of Dentistry community. In order for this approach to work, faculty members must be models of the profession's highest standards, and they must teach in a way that encourages and energizes students. Students, in turn, are expected to set very high standards, to work hard, and to take personal responsibility for their own learning process.

Patient-Centered Service. Patients and their care are central to our purposes at University of the Pacific. We place their needs at the top of our list of concerns. This means that we organize treatment based upon what they need, rather than what we need. We listen to our patients and we provide them with the best care possible.

Positive Point of View. We strive to take a positive outlook, and we favor win-win solutions. We assume the best about each other. We would rather continuously improve than merely complain.

Personal Responsibility. We should take responsibility for all we do and do not do and we expect that of others. When we teach, we take responsibility for the quality of our teaching. When we treat patients, we take individual responsibility for the quality of care. When we learn, we take responsibility for our own learning.

Preparation. We work hard to be well prepared for all that we do: teaching, learning, and practicing.

Integrity. We value honesty and direct communication.

EXPECTED BEHAVIORS

The following are some guidelines for behavior which naturally derive from our aspirations:

- A. Diligence is expected behavior. This means that students are expected to be in class or laboratory every day and prepared for work. Faculty and members of the administration are expected to be available and well prepared to serve the School of Dentistry community.
- B. Dress code and appearance. Students, faculty, administrators and administrative staff must maintain an appearance at all times which is consistent with the highest professional standards and one which projects an image in the mind of the public of cleanliness, competence, and professionalism. The specifics of the dress code are in Appendix A.
- C. Patient care. Patients are essential to the School of Dentistry and it is our goal to provide superior care. As health science professionals or students, we are expected to adhere to generally accepted standards of patient care. Our Patient Care Philosophy Statement describes this view in detail and is found in Appendix B.
- D. Essential elements of excellent patient care include:
 - 1. Being compassionate toward patients. Maintaining a friendly and enthusiastic demeanor.
 - 2. Being well prepared and punctual for all patient appointments. Starting patient appointments on time.
 - 3. Continuously working to improve our communication skills. Listening to patients. Including them in all conversations which take place at the dental chair.

4. Informing patients about the treatments we propose and getting their consent.
 5. Being vigilant about safety, sterilization, and infection control.
 6. Being honest with our patients, and informing them of the condition of their oral health and the consequences and implications (with treatment or without treatment).
 7. Respecting the business and financial aspects of clinic care and ensuring that the financial interests of the clinic are honored.
- E. Dishonest behavior in all of its forms is unacceptable. Cheating in any form is not tolerated. Cheating is a counter-productive and misguided approach to the task of learning, and it is expected that each member of the University of the Pacific community will take part in the task of maintaining a level playing field for the teaching, learning, and evaluative process.
- F. It is the responsibility of faculty members to clearly describe the expectations they have of students and to reinforce these expectations at the beginning of each course that they teach. It is important to explain, in detail, the type and amount of work which must be accomplished independently and work which can be shared or done collaboratively. Examples of what constitutes appropriate and inappropriate help should be provided to students. Faculty are urged to create teaching and testing situations which lower the likelihood or probability that cheating might occur. Cooperative learning is preferred to unnecessarily competitive environments.
- G. Substance abuse is not tolerated. At the same time, the School of Dentistry does not take a retaliatory approach in the case of voluntary and timely requests for help with an addiction problem. It is expected that each member of the Pacific community will self-monitor and seek help when appropriate. Open discussion and honest appraisal is essential in this area. However, when substance abuse and related work performance become a problem, personal responsibility must be accepted. The safety of patients is never to be jeopardized.

- H. Interpersonal relationships between students and faculty and staff will include the maintenance of appropriate role boundaries. This means each member of the School of Dentistry community will behave in ways appropriate to their formal role in the school and comply with the policy against sexual and other unlawful harassment. Ultimately, in matter of faculty-student relationships, it is the faculty's responsibility to maintain appropriate boundaries between social and professional interactions with students. Specifics of this policy are detailed in Appendix C.
- I. The principle of justice mandates that all people in the School of Dentistry are treated fairly, equitably, and without abuse. As set forth in applicable law, discrimination based upon race, gender, national origin, color, religion, sexual orientation, age, disability, or HIV status is not tolerated. All patients are treated with the utmost respect, and treatment decisions are not biased with regard to a patient's social or economic status.
- J. As advances in electronic media make access more efficient, it is anticipated that students will use the internet as a way to connect with potential patients. It is our view that such contact can have a beneficial effect on students, patients, and the School of Dentistry when it is conducted appropriately. Here are some important guidelines for such communications:
1. As with all promotional efforts in dentistry, messages must not be *false or misleading in any material way*. Communications should be accurate. This is a baseline condition mandated by law and by respect for the doctor-patient relationship.
 2. All communications should use the phrase "student-dentist" when referring to the student and the dental clinic. It is appropriate to mention that faculty, including specialists, supervise all student work.
 3. Each message should include the following phrase: "This message is not an official School of Dentistry document (or website) and is not endorsed by the University of the Pacific Arthur A. Dugoni School of Dentistry."
 4. Students are not permitted to use the School of Dentistry or University logo in such communications.
 5. Confidential information is not to be revealed. For example, the names of patients should not appear in messages, web-

sites, or on practice calendars. Endorsements by previous patients are not considered acceptable.

6. Decorum and good taste should be used. This means that obviously tacky, pushy, or annoying approaches are to be avoided. The impression that one person's message leaves is likely to create an impression of the School of Dentistry community. If one could reasonably believe that there is some question about the appropriateness of a message, students are advised and invited to seek counsel from a faculty member before publishing it.

K. Specific Ethical Issues: The following represents some types of violations of ethical conduct that are important to mention. The list is not intended to be complete, but is intended to illustrate in more detail the difference between sound professional values and unprofessional activity, particularly within the academic and patient care settings:

1. Academic Dishonesty

- a) Improperly securing and using confidential testing materials.
- b) Submitting someone else's work and representing it as one's own.
- c) Cheating, in any way, on written or performance examinations.
- d) Soliciting or permitting unauthorized assistance with lab or clinical work.
- e) Plagiarism or excessive paraphrasing of someone else's work in a written assignment.

2. Forgery

- a) Falsifying instructor's signatures on charts or evaluation forms.
- b) Altering patient records, grade forms, or other documents after a signature is received.
- c) Signing or initialing another student's name on a classroom attendance record or allowing another student to do so for you.

- d) Forging a patient's signature on clinical records.
- e) Unauthorized individuals approving the authorization of patient treatment or discounting or reducing treatment fees.

3. Theft and Vandalism

- a) The unauthorized possession of someone else's property, such as laboratory or dental equipment, or the books or papers of another student.
- b) Unauthorized use of clinic facilities or supplies.
- c) Failure to charge, collect, or turn in appropriate fees for service provided to patients in the course their treatment.
- d) Defacing or vandalizing School of Dentistry facilities or other personal property.

4. Patient Abuse

- a) Treating patients without authorization or supervision by faculty.
- b) Failing to comply with clinic policy.
- c) Failing to maintain accepted protocols regarding infection control and OSHA standards.
- d) Treating a patient while under the influence of alcohol or drugs.
- e) Accepting unauthorized or extra payments from patients.
- f) Refusal to properly treat any patient for reasons of gender, race, color, creed, national origin, financial status, or disability.
- g) Patient abandonment.

5. Personal Conduct

- a) Use, possession, sale, or manufacture of narcotics or illegal drugs.
- b) Public drunkenness—innappropriate use of alcohol.
- c) Chronic or persistent abuse of alcohol.
- d) Physical abuse, threats of violence, or other conduct threatening the health and safety of another individual.
- e) Acts of sexual or other unlawful harassment.

PROCEDURES

As a starting point, students, faculty, administrators, and administrative staff are expected to monitor themselves and each other. It is especially important to support student participation in enforcement of the code because students are preparing to join a profession. Self-policing in a profession is both essential and challenging. Students need to learn the skills involved in this obligation while they are in the School of Dentistry. They will be expected to monitor themselves and their colleagues, as professionals, in the future. Active student participation is also important because students are often in the best position to observe the behavior of other students.

When members of each of these groups (students, faculty, administration or administrative staff) observe unacceptable behavior, at times it is appropriate that they first consider speaking directly to the offending person. Such one-on-one communication can solve many difficult problems and can often resolve misunderstandings. Other responses, in particular, as to serious matters such as those endangering the health or safety of individuals, require contact with representatives of the Administration. Initiating rumors such as spreading innuendo or accusations of unethical behavior expressed to third parties, but which do not seek resolution in a manner contemplated by School procedures, is improper. An individual's good faith reporting of questions of ethical issues to the Administration and use of School procedures for that purpose is not a permissible reason for any adverse action to be taken against the initiator.

Actions to be Taken in Cases of Non-Compliance: The following are recommended *actions* to be taken when a member of the School of Dentistry community perceives that some aspect of professional behavior has gone wrong or that this code is being misunderstood or violated. The correct action is first determined by *level of certainty*. One set of actions is appropriate when a student or faculty member suspects an infraction of the code; a different set of actions is *mandated* when a student or faculty member has *strong reason to conclude* that an infraction has taken place. Strong reason to conclude can be derived from personal observation or by other convincing evidence. Inaction is not an acceptable option.

A. When a student's behavior is suspect or problematic.

LEVEL OF CERTAINTY: *SUSPICION*

1. Decide whether individual confrontation is appropriate. If so, talk to the student discreetly and directly. Make sure that your facts are correct. Share what you perceive and listen to the student. Let the student know what you intend to do if the problem behavior continues.

Or...

2. Speak to the entire class and describe the situation without naming or incriminating the other student. Request that the behavior stop.

Or...

3. Speak to the President or Vice-President of the class about the behavior. The President and Vice-President will then confer and decide whether to talk to the suspected individual together. If the suspected behavior is discussed with the individual and still continues, a formal report must be made to the Ethics Committee.

LEVEL OF CERTAINTY:

STRONG REASON TO CONCLUDE AN ETHICAL VIOLATION HAS OCCURRED

Report the problem to the Ethics Committee.

B. When a faculty member's behavior is suspect or problematic.

LEVEL OF CERTAINTY: *SUSPICION*

1. Decide whether individual confrontation is appropriate. If so, speak directly and discreetly to the faculty member, one-on-one. Confront them with the evidence and facts, as they are known. Let them know that if the behavior continues, formal action will be taken.

Or...

2. Speak to the President or Vice-President of the class about the behavior. The President and Vice-President will then confer and decide whether to talk to the suspected faculty member together. If the suspected behavior is discussed with the faculty member and still continues, a formal report must be made to the appropriate department chairperson, or to the Ethics Committee.

LEVEL OF CERTAINTY:

STRONG REASON TO CONCLUDE AN ETHICAL VIOLATION HAS OCCURRED

1. Take the matter to the appropriate department chairperson. The chair must then take action. Such action could include an investigation and remedies such as education, remediation, sanction, treatment, or formal warning.
Or . . .
2. Report the problem to the Ethics Committee.

Note: Alleged violations of the *ethics code* by faculty or administrators can be heard by the Ethics Committee. The Committee shall adjudicate the complaint. If this is not possible or if the issue lies outside student-faculty Committee purview (e.g., faculty grievance against the administration), the matter shall be handled through policy and procedures of the Dental Faculty Council serving in its capacity as Faculty Grievance Committee.

When a student perceives a faculty member is behaving in an unethical manner, it is appropriate for that student to discreetly seek informal advice from another faculty member or administrator whom they trust prior to taking action, but it is inappropriate to expect that faculty member or administrator to then take responsibility for resolution of the problem. Such informal consultation should be handled with discretion, so that rumors or unnecessary damage to a faculty member's reputation aren't the result. Students must be aware that such consultation can put both parties in uncomfortable positions, especially when there is a difference of opinion about appropriate action.

C. When an administrator's behavior is suspect or problematic.

LEVEL OF CERTAINTY: *SUSPICION*

1. Decide whether individual confrontation is appropriate. If so, discuss the problem with that administrator directly. Share your perception and describe what will occur if the situation is not resolved.

LEVEL OF CERTAINTY:

STRONG REASON TO CONCLUDE AN ETHICAL VIOLATION HAS OCCURRED

1. Bring the matter to the appropriate administrator in the administrative structure (the person to whom the administrator reports).

Or...

2. Report the problem to the Ethics Committee.

D. When an administrative staff member's behavior is suspect or problematic.

LEVEL OF CERTAINTY: *SUSPICION*

1. Decide whether individual confrontation is appropriate. If so, confront the staff member directly. Discuss your perceptions and the action you will take if the behavior continues.

LEVEL OF CERTAINTY:

STRONG REASON TO CONCLUDE AN ETHICAL VIOLATION HAS OCCURRED

1. Bring the matter to the administrative staff member's supervisor.

Or...

2. Bring the matter to the Director of Human Resources.

Ethics Committee: The Ethics Committee of the School of Dentistry exists as a vehicle for formally reviewing a matter which has been referred to it regarding an issue of possible violations of the ethics code by students, faculty, or administration. The Committee shall review and recommend to the Dean appropriate action on alleged violations of the Ethics Code. All matters brought before the committee shall be considered on an individual basis.

Non-academic offenses and professional behavior infractions that occur external to the curriculum and the School of Dentistry (e.g., conviction of a crime not related to student status) are outside the purview of the Ethics Committee. Such infractions will be addressed through other policies and procedures.

Membership of the Ethics Committee (9/04)

Chairperson: appointed by the Dean.

Faculty: Three (3) full-time faculty, who have been full-time at the dental school for a minimum of five years, serving staggered terms of three (3) years as a full member plus four (4) serving one (1) year terms as alternates. Replacement or reelection of a member whose term has expired shall be in an annual election from a slate of five nominees developed by the Dental Faculty Council.

Students: Three (3) students serving three-year terms. In his or her first year, each is elected from a slate of at least three (3) candidates.

Alternates:

Faculty: Four (4) faculty members elected annually from the slate described above, to serve as replacement(s) for elected members during review of complaints involving faculty from the course to which the elected member(s) is/are assigned, or where other conflicts of interest exist, and to serve when an elected member is unable to be present. The member receiving the highest number of votes shall be the first alternate and shall be considered first.

Students: Vice Presidents of each class may serve as alternate(s) when the elected member(s) is (are) unable to be present during review of a complaint, or if the elected member has a conflict of interest.

Formal Allegation: Any individual who has reason to believe a violation of our Code of Ethics has occurred and wishes to refer this matter to the committee must make a formal allegation before any action can be taken. An individual making a formal allegation must submit a statement in writing to the Chair of the Ethics Committee.

The statement must include the following:

- A. Name of person believed to be in violation of the Code of Ethics.
- B. Description of the alleged violation.
- C. When the violation occurred.
- D. When the individual making the charge became fully aware of the circumstances of the violation.
- E. Signature of the individual making the formal charge.

A formal written allegation should be made within five official school days of the time the accuser became fully aware of the cir-

cumstances of the alleged violation. Except under unusual circumstances, charges made after that time may not be pursued by the Ethics Committee. At no time should the accuser discuss any aspect of the allegations with anyone not directly involved.

Confidentiality: Information relating to all deliberations and recommendations of the Committee shall be treated as confidential and remain “in Committee” except as reported through appropriate channels. The Chair of the Committee shall be responsible for the collection of all confidential records at the close of each meeting and will be responsible for maintaining a permanent set of records for the Committee.

Procedures: When an issue of possible ethical violation is reported to the Chair of the Ethics Committee, the Chair will ordinarily initiate the following procedure:

- A. Notification to the Respondent: After receiving an allegation, the Chair of the Ethics Committee and the 3rd year student representative will request an interview with the person whose conduct is placed at issue (“Respondent”). During the notification process, the Respondent, who shall not be presumed guilty, shall be provided with the following:
 1. Information about the nature of the conduct in question, including a brief statement of the factual basis of the charges, the time, the date, and the place it is alleged to have occurred, and the policy or regulations allegedly violated.
 2. Copies of all documents relevant to the case.
 3. An invitation to present his/her response to the allegation.
 4. The procedure to be followed by the Ethics Committee if a decision is made to pursue the allegation by the Chair of the Ethics Committee and the 3rd year student representative.

- B. Hearing Process: The Committee Hearing shall be private unless the Respondent specifically requests that other individuals be invited. Names of invitees must be submitted no less than one day in advance of the scheduled meeting for approval of the Committee Chairperson. Legal counsel in these hearings is not permitted for any party, including the School of Dentistry. Ethics Committee Hearings are conducted in the following manner:

1. A quorum of the Ethics Committee consists of five members in addition to the Chairperson. Hearings cannot proceed without a quorum.
 2. Confidential records distributed to Committee members shall be relinquished at the close of each meeting. The Chair will be responsible for collection of these materials and for maintaining one complete set of records for the Committee.
 3. Following a hearing of the evidence and prior to discussion of the case by the Committee, all persons other than members of the Committee shall be dismissed.
 4. Motions recommending dismissal of the student by the Committee require a unanimous vote. Other recommendations require a simple majority vote of the quorum.
 5. Individual Committee members (who shall review the minutes in the Chairperson's office when notified that minutes are completed) must approve each meeting's minutes. Members indicate their approval by initialing the minutes.
 6. The Ethics Committee shall recommend whether the Respondent should be allowed to treat or examine patients during any period of appeal of the decision of the Committee.
- C. Reporting: Findings and recommendations must be provided to the Dean, if possible, within five School days of the Committee meeting. The report shall include:
1. Facts concerning the alleged ethical issues and findings of the Committee.
 2. The Committee's recommendation of sanctions or actions.
- D. Formal Notification: The Respondent student will be notified by the Dean in writing of the final decision if possible within ten School days of the hearing.
- E. Appeals Process: Actions or recommendations of the Ethics Committee are subject to further review only by the Dean.

Courses of Action. It is recognized that there are different types of misconduct, and therefore, disciplinary sanctions will vary depending upon the nature and severity of the misconduct. It should be noted, however, that incidents of verified cheating or other fraudu-

lent misrepresentation will incur severe penalties. Nothing less than suspension from school will be deemed appropriate when the factual case is established. The Ethics Committee may recommend the following actions in the case of *student* infractions:

- A. Dismissal of Complaint.** In the case of lack of substantive evidence, the complaint may be dismissed.

- B. Formal Warning.** The Committee may decide a strong written warning is indicated. If issued, a copy of this warning will be placed in the student's file. The warning may provide that the Committee will recommend one of the penalties below if another infraction occurs following receipt of a warning.

- C. Remedial Action.** In addition to a letter of warning, recommendations may be outlined to attempt remediation. This may include counseling, additional work toward restitution, alteration of behavior, or other activities deemed necessary for correction of the perceived problem. Successful remedial action should occur within a specified time-frame and is required as a pre-requisite for continuation as a student at the School of Dentistry.

- D. Documented Disciplinary Probation.** For some offenses, a period of probation may be prescribed during which time certain academic or clinical restriction may be imposed. This may be in addition to the designation of remedial activity and generally results in loss of specific privileges during the probation. Available sanctions shall include but are not be limited to:
 - 1. Loss of financial aid awarded through the institution for a specified period of time.
 - 2. Loss of credit for any test, paper, report, essay, laboratory project, or clinical procedure involved in the violation.
 - 3. Failing grade for the course or courses in which the violation(s) occurred.
 - 4. Restitution for damages or replacement of property.
 - 5. Loss of the privilege of representing the School of Dentistry in any official capacity.
 - 6. Other sanctions deemed appropriate by the Committee.

7. Repetition of any violation of the Ethics Code during the period of probation will lead to a recommendation that the student be dismissed from the dental school.

E. Suspension. The Committee may determine it necessary to recommend suspension as a student from the School of Dentistry for a specific length of time. If approved, this action will be recorded and become a permanent part of the student's transcript. This action will be taken in the case of a serious first offense such as cheating or stealing or in the case of repeated infractions of lesser magnitude or otherwise as deemed appropriate. This action places the student on probation until graduation. A second offense will result in the automatic recommendation to the Dean for dismissal from the School of Dentistry.

F. Dismissal. The Committee may recommend permanent dismissal of a student. If approved this action would be recorded as a permanent part of the student's transcript.

All recommendations require review and decision by the Dean and will be communicated to Respondent by the Dean.

Sanctions for faculty brought before the Ethics Committee are defined in University disciplinary guidelines for faculty members. The Ethics Committee will be asked to determine the factual basis regarding the validity of allegations and then to forward their report to the Dean for appropriate application of University disciplinary and procedures.

Annual report. The Chair of the Ethics Committee will provide an annual report of the previous year's activity to the faculty and students. The report shall include each allegation reported to the Committee which resulted in a determination that the code of ethics was violated, a brief description of the alleged activity, and any sanctions imposed. Names of offenders will not be provided in this report.

APPENDIX A

Professional Appearance Code University of the Pacific School of Dentistry July 1, 1996

Integral to any health care facility's standards of excellence are the professional appearance and demeanor of every person contributing, directly or indirectly, to the care and management of patients. Deviations from accepted norms in appearance and behavior are detrimental to maintaining the high standards our patients expect and may cause them to question the standard of care offered at the School of Dentistry. We seek to extend to our patients, colleagues, and visitors a professional atmosphere in all areas of the School of Dentistry building. The following dress code guidelines for faculty, students, residents, and staff have been established to help foster and ensure an atmosphere of professionalism. These guidelines are in effect from 7:00 a.m. until 5:30 p.m., Monday through Friday, and extend until 9:00 p.m. on Monday and Thursday evenings. They are also in effect for all break periods within the academic year. For students, the guidelines are waived on designated examination days.

GENERAL ATTIRE

Men must wear a dress shirt with necktie, trousers, socks, and dress shoes or dress boots.

Women must wear either a skirt or slacks and blouse or a dress. Hosiery must be worn with skirts and dresses, and socks or hosiery must be worn with slacks. Dress shoes/dress boots must be worn. Trousers/slacks must reach the ankle. Skirts and dresses must approximate the knees in length or fall below them. Culottes which conform to the skirt/dress length standard are acceptable.

The following items apply to the general attire guidelines above:

- A visible official school identification badge must be worn above the waistline at all times.
- Jeans, stirrup pants, tights alone, leggings, and shorts are unacceptable.

- Denim or denim-like fabrics are unacceptable.
- When working in the clinic or laboratories, shoes must be worn to provide protection against accidental puncture injury. Open-toe shoes, sling-backs, moccasins or sandals are not allowed.
- Clinical staff may wear sport shoes, but only clean white or black leather sport shoes. No designs or patterns are permitted.
- No caps or any other type of head gear will be worn.

Exceptions:

- For male faculty members, students, residents, or staff, a necktie is optional if:
 - 1) the majority of the days activities will require wearing a clinical gown.
 - 2) it is during a quarter break period and no public contact is anticipated. This exception does not apply to personnel in the Administrative Area, Business Office, Human Resources, Clinical Sciences/Basic Sciences clerical support staff, Postgraduate Studies, Advanced Education in General Dentistry, International Dental Studies, Department of Dental Practice, Student Services, Student Store, and all Patient Care Areas.
 - 3) Work is limited to the 6th floor Research Laboratories and no public contact is anticipated.

However, only shirts which are designed to be worn with a necktie or polo shirts with collars are acceptable attire.

- For second and third year student, the requirement of a tie is waived due to the unpredictability of their day in relation to patient contact. However, only shirts which are designed to be worn with a necktie or polo shirts with collar are acceptable.
- For first year students and Professional Services Laboratory staff, a more casual attire is permissible with the following limitations:
 - 1) Shorts, cut-offs, tee-shirts, halter-type tops, gym or sweat clothes are not permitted.
 - 2) Jeans that are clean and are in good repair are permitted but *not* encouraged.
 - 3) Clean shoes and socks must be worn.
 - 4) No caps or any other types of head gear will be worn.

Apparel for employees who are engaged in the maintenance of the facility is prescribed by Building Operations, and for employees in the mail/printing facility is prescribed by the Assistant Dean for Financial Services.

PERSONAL HYGIENE

A. Hair

1. Men must be clean shaven. Beards and mustaches are allowed, but must be clean, neatly trimmed, and well groomed.
2. When working with patients:
 - Hair must be kept out of the field of operation.
 - Shoulder-length hair must be tied back so that it does not require handling during the treatment procedure.

B. Personal Cleanliness

1. Body hygiene is required so that offensive body odors are avoided.
2. Strong perfumes, colognes, or after shave lotions should be avoided.

C. Fingernails

1. Hands and fingernails must be kept immaculately clean.
2. Fingernails must be kept trimmed and well manicured.

CLINICAL ATTIRE

The Associate Dean for Clinical Services shall be responsible for coordinating the selection of clinical attire for each class prior to participation in clinical activities.

Clinical Gowns:

- A. Clinic gowns must be worn by faculty, students, residents, and staff at all times when providing patient care, teaching in the clinics, or while handling contaminated instruments and equipment during clean-up. The backs should be snugly secured.
- B. Only gowns provided by the dental school may be used.

- C. Blue gowns are to be worn by students, green by faculty, and pink by staff. Special fluid-resistant gowns are provided in the oral surgery clinic for all individuals participating in surgical procedures.
- D. Gowns must be changed daily, or more often if visibly soiled with blood.
- E. Gowns may not be worn in areas outside of the clinics such as restrooms, lounges, locker rooms, elevators, laboratories, etc.
- F. Used gowns must be placed in the receptacles which are provided in the clinics.
- G. Official school identification badges must be worn on the outside of the clinic gown.

Face and Hand Protection:

- A. Exam gloves must be worn during all procedures. Sterile surgical gloves must be worn for surgical procedures.
- B. Jewelry must be removed from hands prior to washing hands and donning gloves. Jewelry and watches worn on the wrists must be covered by clinic gown sleeves during patient treatment.
- C. Fingernails must be kept short (no more than fingertip-length) to avoid puncture of exam gloves.
- D. Protective eyewear with side shields and a face mask, or face shield in combination with mask, must be worn for all splash or spatter producing procedures.

LABORATORY ATTIRE

Apparel for some laboratories (i.e., the Gross Anatomy Lab) is prescribed by the Department of Anatomical Sciences. In all third-floor laboratories, students and staff will wear the general attire described above with the following additions:

- Clean and pressed blue laboratory coats.
- Safety glasses, masks, and gloves as required in individual courses.
- Faculty will wear long white hospital coats in the laboratories and during consultations.

Any first-year student who enters the patient care area, which includes the reception area, clinic waiting room, and treatment clinics, must wear a clean blue laboratory coat. This provision is intended to facilitate use of the clinic dispensary and consulting with faculty. It is not to be construed as a waiver to clinical attire requirements.

ENFORCEMENT

The spirit of the dress code is intended to nurture the professional image of the School of Dentistry. In addition, the stated guidelines provide for both individual and patient protection. It is hoped all faculty members, students, residents, and staff will cooperate by complying with the code without enforcement. In the case where enforcement is necessary, the following individuals are responsible:

- A. For students and residents, the direct supervising faculty.
- B. For faculty, department chairpersons and administrators.
- C. For the staff, the supervisors.
- D. For administration, the dean.

Enforcement will include the following actions:

- 1. Warnings.
- 2. Denials of access to clinics, classrooms, or laboratories through suspension of privilege.

If a warning is given, compliance with the dress code is expected within 24 hours of the warning. If patient care is involved, an offender may be required to leave the specified area for which he/she is not in compliance. However, an offender will not be required to leave until the patient contact has been completed. If an individual does not come into compliance with the dress code, the individual may be subject to further disciplinary action. A student or faculty member offender who does not comply within 24 hours will be reported to the Executive Associate Dean who will determine if the matter needs to be adjudicated by the appropriate committee. Staff personnel who do not comply will be reported to the Director of Human Resources for disciplinary action.

All individuals have the right to appeal any warnings or disciplinary actions taken against them. Appeals will be handled in the following fashion:

- Students and residents may appeal to the Dean.
- Faculty members may appeal to the Associate Dean for Academic Affairs.
- Staff members may appeal to the Assistant Dean for Business and Financial Services.

CHANGES IN THE DRESS CODE GUIDELINES

Changes in the dress code can only be made by the Student Appeals Committee, whose membership includes three students and three faculty members. The committee will meet as necessary to evaluate the code, consider requests from constituencies, and make revisions when necessary. All modifications to the code, approved by this committee, must be further approved by the following:

- The Dean of the School of Dentistry must approve changes for students.
- The Administrative Council and the Dental Faculty Council must approve changes for faculty.
- The Administrative Council and the Director of Human Resources must approve changes for staff.

APPENDIX B

University of the Pacific Patient Care Clinics Patient Relations Philosophy

The patient care clinics at Pacific provide quality dental care in a professional, caring, efficient, and safe environment. Quality means providing excellent services as well demonstrating excellence in the process of delivering those services. We strive to have each of our patients become a lifelong patient of the dental school and to maximize each patient's likelihood of achieving a lifetime of dental health.

The school's programs blend the needs of a diverse group of patients, students, residents, administrators, faculty, and staff. The following areas describe the process and environment that we all create in order to carry out our patient service philosophy:

Building our future—We embrace change as an investment in the future vitality of our clinics, education of our students, and care of our patients. We realize that there is always room for improvement in everything that we do, and that each of us can make a difference. We feel that the process of constant constructive change and improvement is the noblest of goals and we dedicate ourselves wholeheartedly to it. We realize that putting our patient relations philosophy into everyday practice results in significant benefits to us all. It allows us to create an institution that we are proud of, ensure our ability to remain competitive, and guarantee that we will maintain our teaching and service programs for the long term. The experience of participating in our quality, patient service oriented dental delivery system affords an excellent educational opportunity for students and residents.

Professionalism—We realize that each of us represents the entire school every time we interact with a patient or potential patient. Professionalism means interacting with every individual, patient, and co-worker with complete respect at all times. It means being prepared, knowledgeable, and friendly under every circumstance. It means displaying compassion and patience even in the most difficult of situations. It means dressing and acting in a manner that

conveys knowledge, caring, and competence. It means going out of our way to make every individual feel welcome to our school, whenever we encounter them.

Communication—We continually strive to improve our communication. We always introduce ourselves to any new patient before interacting with them. We use appropriate physical positioning, tone of voice, and other non-verbal communication to involve our patients in conversations concerning their health care. We do not speak to others in front of our patients in conversations concerning their health care. We do not speak to others in front of our patients without including them in the conversation. We listen to our patients and inform them about the benefit to them of all procedures we follow. We strive to develop rapport and trust with our patients and inform them about every aspect of their care. This includes the hours, policies, and procedures we follow as well as information about their dental problems, alternatives for treatment, possibilities of phased care, the advantages and disadvantages of each alternative, and their financial obligations.

Preparation, Timely Care, and Follow Up—We are on time for all patient appointments, clinic sessions, meetings, and deadlines. We answer all phone calls from patients and address their concerns properly. We do not change appointments for our patients except in extreme emergencies. We are prepared for treatment sessions with complete treatment plans, materials, and laboratory products. We strive to complete treatment for every patient in a timely manner. We never transfer a patient to another practitioner for care without discussing the benefits to the patient of this transfer and obtaining their permission. We complete all chart, insurance, and other documentation thoroughly and punctually. We call our patients after appointments to be sure they are well and to answer questions.

Environment—We maintain an environment that is friendly, efficient, and safe. We are constantly mindful of how our work areas look, the level of sound and conversation, and the impression we provide by our actions and demeanor. We follow strict infection control procedures in order to ensure a safe environment for our patients, our co-workers, our families, and ourselves.

Teamwork—The faculty, staff, students, and residents in our school are all part of our dental care delivery team. We are enthusiastic, caring, knowledgeable, and willing to serve and learn. We respect each other as people and professionals and are constantly looking for ways to improve the service we provide, the efficiency of our work, and the image of our school. We express our concerns in a constructive manner and strive to keep the atmosphere in our clinic upbeat and harmonious. We arrive at work each day with a positive mental attitude. We go out of our way to help each other complete our individual work and accomplish our mutual goals.

Business—Our dental school is an educational institution and it is also a business. We know we must follow sound business principles in order for the school to continually improve. We recognize the importance of increasing revenue and controlling expenses. We adhere to sound business principles and procedures that will maximize the efficiency of our business and recognize that each of us contributes to the health of the business by our actions everyday.

Patients—Our patients are those very members of the community who have entrusted us to provide their dental care. We seek to serve patients who appreciate the quality care that we provide, are willing and able to keep their appointments and financial obligations, can respect the needs of others, and can constructively express their concerns. We strive to provide the same high level of care to all our patients in a manner that meets their individual needs. We strive to have our existing patients be our best source of new patients by telling their family members, friends, and acquaintances about the excellent care they receive in our clinics. We realize that each of us represents the entire school in every interaction we have with our patients and each of us can make a difference in how our patients view the University of the Pacific as a source of dental care.

APPENDIX C

Statement of Faculty-Student Consensual Relationships

Introduction and Rationale

The University's educational mission is dependent upon professionalism in faculty-student relationships. Romantic relationships, which may be appropriate in other circumstances, possess inherent risks when they occur between a faculty member and any person for whom the faculty member has professional responsibility. This inherent risk to professionalism arises for two reasons:

1. There is a power differential between a faculty member and a student.

Faculty members are in a position of authority or power in relation to students. It is incumbent upon those with authority not to abuse, or to appear to abuse, the power with which they are entrusted. Where a power differential exists, the individual with the greater power, the faculty member, has the responsibility to consider the potential problems from lack of consent, retaliation, and the perception of fairness or other impropriety that may arise as a result of an apparent consensual relationship with a student. The individual with greater power bears the primary responsibility for any negative consequences resulting from an even apparently consenting romantic relationship.

2. There are many potential conflicts of interest inherent in such a relationship

A conflict of interest may arise when a faculty member is involved with a student in a romantic relationship while having the responsibility to instruct, grade, evaluate, supervise, make recommendations for future study or employment, or otherwise have a direct effect on the work of the student.

In a non-instructional context, a romantic relationship with a student may place a faculty member in a position of authority. This could create the appearance of inequitable academic treatment and be detrimental to the educational atmosphere of the University.

The abuse of power, actual and potential conflicts of interest and the perception of unfairness or other impropriety are the concern of this statement on faculty-student consensual relationships. Otherwise this statement is not intended to interfere with or discourage relationships.

DEFINITIONS

1. Faculty Member: Anyone who teaches at the university, including graduate students with teaching responsibilities and any other instructional personnel.
2. Student: Any person enrolled full or part-time for classes at the university, including undergraduate and graduate students.
3. Romantic Personal Relationship: A romantic personal relationship includes marriage, dating, sexual relations and amorous behavior that goes beyond a formal or informal, professional student-teacher relationship. Romantic personal relationships include heterosexual as well as gay and lesbian relationships.
4. Instructional Context: A faculty member with the responsibility to grade, evaluate, supervise, advise, counsel, recommend, or otherwise have a direct effect upon the academic work of the student.

CONSENSUAL RELATIONSHIPS IN AN INSTRUCTIONAL CONTEXT

The University establishes as a matter of principle that no faculty member should participate in a romantic personal relationship, casual or otherwise, with a student who is enrolled in a course being taught by the faculty member whose academic work is being graded, evaluated, or otherwise supervised by the faculty member. Educational necessity may dictate an exception to this policy. In this case, the faculty member should notify the dean or department chair who can then work with the faculty person to insure that conflicts of interest are removed or minimized.

CONSENSUAL RELATIONSHIPS OUTSIDE OF THE INSTRUCTIONAL CONTEXT

Because of the potential conflicts that may arise from a faculty-student consensual relationship, faculty members are cautioned that if they enter into such relationships, they are personally responsible for their choice and for the consequences of their choice.

COMPLAINTS

A complaint should be filed with the Faculty Hearing Committee as described in the Faculty Handbook.

Note: Approved: April 20, 1995 to the Academic Council
Submitted: April 20, 1995 by the Ad Hoc Committee
on Consensual Sexual Relations
Members: Bob Blaney and Bill Topp (Professional
Relations Committee); Alexis Stjerne
(ASUOP); Linda Carter and Glendalee
Scully (McGeorge School of Law); Dottie
Burk (School of Dentistry); La Von Rupel
(Counseling Center)
Revised: April 20, 1995

APPENDIX D

**Policy Statement on Alcohol Consumption and Drug Abuse
University of the Pacific,
Arthur A. Dugoni School of Dentistry
July 2005**

College and university campuses are particularly vulnerable to the abuse of alcohol and other drugs. Clarity in our community's view and approach to this issue is essential. Please read this information and support the promotion of low-risk, healthy choices concerning the use of alcohol and other drugs.

This is a summary of the dental school's policies and programs related to substance abuse on our campus. This information is sent to you annually as a requirement of the Drug Free Schools and Communities Act of 1965, amended 1989, and the Drug Free Workplace Act of 1988. Universities that receive federal funds in any form are required to comply with the above acts. In general, we support the following approach to alcohol and other drugs:

1. Excessive use or abuse is neither condoned nor tolerated.
2. Treatment and diversion are the preferred method when confronting a problem.
3. Direct, humane, behavior-based communication is important.

Should you have any questions:

Students please call Bruce Peltier, Ph.D. at (415) 929-6602;

Faculty and staff should call Kara Bell,

Director of Human Resources at (415) 929-6454.

STANDARDS OF CONDUCT

Arthur A. Dugoni School of Dentistry students, faculty, and staff will comply with federal, state, and local laws governing the use of alcohol and drugs on dental school property or at any activity or event on and off the campus sponsored by the dental school.

The use of illegal substances in PACIFIC facilities (including the dental school and the Pacific apartments) or at dental school sponsored events is specifically prohibited. Excessive use of alcohol is likewise prohibited.

In the event that a member of the dental school community becomes intoxicated at a school-sponsored event, he or she will be tactfully confronted and required to leave. Appropriate assistance will be provided for a safe trip home.

The consumption of alcohol during the workday is specifically prohibited. This includes consumption of alcoholic beverages at lunch or on breaks.

It is the responsibility of every student, faculty, and staff member to report incidents involving infractions of federal, state and local drug and alcohol laws at the dental school, or at officially sponsored off-campus activities, to one of the following: the Executive Associate Dean or the Director of Human Resources.

As in the courts, lack of awareness and/or failure to comprehend the regulations are not an acceptable defense of ones actions. (1)

ILLEGAL DRUGS AND OTHER SUBSTANCES

Federal penalties for trafficking are dependent upon several conditions including the substance, amount, and whether the matter is a first or repeated offense for an individual or other legal entity.

The California Alcoholic Beverage Control Act protects the safety, welfare, health, peace, and morals of Californians, eliminates the unlicensed and unlawful manufacture, sale and disposal of alcoholic beverages, and promotes temperance in the consumption and use of alcoholic beverages (Bus. and Prof. Code 23001). A person convicted of a violation of this act is guilty of a misdemeanor or felony depending upon the violation.

STATEMENT OF DISCIPLINARY SANCTIONS

The School of Dentistry's regulations controlling student behavior may be found in the general policies section of the catalog. Students who have failed to comply with federal, state and local laws governing the use of alcohol and illicit drugs will be subject to sanctions ranging from probation up to and including expulsion from the School of Dentistry. Incidents involving students against whom charges have been filed will be evaluated in accordance with the School of Dentistry's Code of Ethics.

RESOURCES FOR ASSISTANCE

Employees are encouraged to seek assistance for drug and alcohol problems through the School of Dentistry's employee assistance program, or by contacting Kara Bell, Director of Human Resources at (415) 929-6454. Students are encouraged to seek assistance for drug and alcohol problems by contacting Bruce Peltier, Ph.D. at (415) 929-6602.

In addition, in the yellow pages of telephone directories, under the headings of alcoholism or drug, there are numerous agencies and practitioners specializing in the treatment of alcohol and drug problems. Below is a representative listing of such agencies:

Alcoholics Anonymous (24 hrs)
(415) 674-1821

Narcotics Anonymous (24 hrs)
(415) 621-8600

National Council on Alcoholism & Other Drug Addictions (24 hrs)
(415) 296-9900

CERTIFICATION FORM

I hereby signify that I have read and understand the Code of Ethics and its attachments (the Professional Appearance Code, the Patient Relations Philosophy, the Statement on Faculty-Student Consensual Relationships, and the Policy Statement on Alcohol Consumption and Drug Abuse). Additionally, I have read and understand the “General Policies” and “Academic and Administrative Policies” sections of the school catalog. I have asked all questions I had and have received satisfactory answers.

I agree to abide by this code.

Name (please print)

Signature

Date

UNIVERSITY OF THE
PACIFIC
Arthur A. Dugoni
School of Dentistry