



# Pharmacy Technician

## Student Handbook 2023-2024



Wenatchee Valley College is committed to a policy of equal opportunity in employment and student enrollment. All programs are free from discrimination and harassment against any person because of race, creed, color, national or ethnic origin, sex, sexual orientation, gender identity or expression, the presence of any sensory, mental, or physical disability, or the use of a service animal by a person with a disability, age, parental status or families with children, marital status, religion, genetic information, honorably discharged veteran or military status or any other prohibited basis per RCW 49.60.030, 040 and other federal and laws and regulations, or participation in the complaint process.

The following persons have been designated to handle inquiries regarding the non-discrimination policies and Title IX compliance for both the Wenatchee and Omak campuses:

- To report discrimination or harassment: Title IX Coordinator, Wenatchi Hall 2322M, (509) 682-6445, [title9@wvc.edu](mailto:title9@wvc.edu).
- To request disability accommodations: Student Access Coordinator, Wenatchi Hall 2133, (509) 682-6854, TTY/TTD: dial 711, [sas@wvc.edu](mailto:sas@wvc.edu)

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## Contact Information

### Pharmacy Technician Program Director and Support Staff



Yuritzi Lozano M.Ed  
Dean, Allied Health and  
Professional Tech Programs  
Mish ee Twie 1125D  
509.682.6614  
[ylozano@wvc.edu](mailto:ylozano@wvc.edu)



Amanda Stringham, BS, CPhT-Adv  
Pharmacy Technician Program  
Coordinator/Instructor  
Mish ee Twie 1125H  
509.682.6575  
[astringham@wvc.edu](mailto:astringham@wvc.edu)  
Zoom room 218-990-7823

## Introduction

Wenatchee Valley College (WVC) offers a program in the dynamic and challenging field of pharmacy. As a member of the healthcare team, a pharmacy technician is prepared to perform a broad range of administrative and clinical tasks under supervision of a pharmacist. The WVC one-year certificate program is designed to prepare students for entry-level employment as pharmacy technicians in a variety of practice sites.

Please obtain and refer to the WVC Student Planner/Handbook for College information, regulations, and services. Information is also available on the WVC Pharmacy technician webpage.

## Wenatchee Valley College Mission Statement

*Adopted February 20, 2008 by the WVC Board of Trustees*

Wenatchee Valley College enriches North Central Washington by serving educational and cultural needs of communities and residents throughout the service area. The college is committed to diversity, equity and inclusion for all students and employees and provides high-quality transfer, liberal arts, professional/technical, basic skills and continuing education for students of diverse ethnic and economic backgrounds...

## Wenatchee Valley College Core Themes

- Educational Achievement
- Support for Learning
- Responsiveness to Local Needs
- Diversity and Cultural Enrichment

## Wenatchee Valley College Abilities Outcomes

Through the course of pursuing degrees and certificates from WVC, successful students will be able to:

- Problem solve (think critically and creatively, reason quantitatively and qualitatively)
- Communicate orally, in writing, and through artistic expression
- Interact socially through collaboration, ethical and professional conduct, and cultural diversity
- Inquire using information literacy, research, and documentation.

## **Frequently Requested Telephone Numbers**

<u>Department</u>	<u>Wenatchee</u>	<u>Omak</u>
Allied Health Educational Planner	509-682-6844	
Allied Health Office Fax	509-682-6661	509-422-7801
Barnes & Noble WVC Bookstore	509-682-6532	
Cafeteria	509-682-6518	N/A
Cashier	509-682-6500	509-422-7803
CVCH College Health Center	509-662-6000	N/A
Counseling	509-682-6850	
Disability & Support Services	509-682-6854	509-422-7852
Financial Aid	509-682-6810	509-422-7808
Library	509-682-6710	509-422-7830
Lost & Found	509-682-6860	509-422-7803
Office of Diversity, Equity & Inclusion	509-682-6868	
Parking	509-682-6450	509-422-7803
Registration	509-682-6806	509-422-7807
Security	6911	7911 (5-9 PM)
Student Resource Center	509-682-6830	509-422-7810
Student Senate	509-682-6878	509-422-7890
TRiO Student Support Services	509-682-6978	509-422-7810
Tutor Center	509-682-6863	509-422-7845
Veterans Services	509-682-6817	
Veterans Administration	888-442-4551	

## **All Campus Emergency**

Employees and the general public will be notified of any changes from normal college operations through local radio stations and newspaper websites, the home page of the WVC website, and through [emergency text alerts](#) for those students and employees who have signed up for this service.

Wenatchee Valley College partners with Rave Mobile Safety to provide an emergency alert system capable of delivering messages to your WVC and personal email addresses as well as your cell phone. As a student or faculty/staff member of Wenatchee Valley College, you will be enrolled in the program at no additional expense to you. If you do not receive an email in your WVC account within a week of obtaining the account, please first check your SPAM or junk mail folders for email from WVC Alerts ([no-reply@getrave.com](mailto:no-reply@getrave.com)); if you've received no such email, please contact the WVC Helpdesk ([helpdesk@wvc.edu](mailto:helpdesk@wvc.edu)) to be added.

You can also register directly through the Rave website.

1. Go to [www.GetRave.com](http://www.GetRave.com).
2. Enter Wenatchee Valley College as your site's name.
3. Your username is your WVC email address.
4. Enter your password if you know it or click on "Forgot your password?" to reset. A reset password notification will be sent to your WVC email account.

If your email does not work, then you are not in the system and will need to contact the WVC Helpdesk for more information

**Pharmacy Technician Program Guide**  
**First Year Certificate**

<b>First Quarter</b>		<b>Credits</b>
HLTH 123	Medical Terminology	3
MA 113	HIV/AIDS Education	1
MA 116	Office Communications	3
PHARM 110	Intro to Pharmacy and Pharmacy Law	5
PHARM 120	Pharmacy Calculations	3
<b>Second Quarter</b>		
PHARM 130	Over-The-Counter Drugs	3
PHARM 140	Pharmacology II	5
PHARM 150	Intro to Compounding	5
<b>Third Quarter</b>		
PHARM 141	Pharmacy III	5
PHARM 151	Sterile Preparations II	5
BCT 116	Professional Work Relations	3
PHARM 170	Pharmacy Operations	4
<b>Fourth Quarter</b>		
PHARM 210	Hospital Externship	4
PHARM 220	Community Externship	3
PHARM 230	Externship III	3
PHARM 231	Portfolio	1
PHARM 240	Program Conclusion Course	1
Total credits for One-Year Certificate		57

**Second Year Associate of Arts and Science Transfer Degree**

<b>First Quarter</b>		<b>Credits</b>
ENGL& 101	Composition-General	5
MATH& 107	Math in Society	5
PSYC& 100	General Psychology	5
<b>Second Quarter</b>		
BIOL& 100	Survey of Biology	5
CMST& 210		
OR CMST& 220	Interpersonal Communications Public Speaking	5
ENGL& 201, 202,		
OR 203, <b>235</b>	2 <sup>nd</sup> Year English	5
SOC& 101	Intro to Sociology	5
Total Credits for Second Year		35
Total Credits for Degree		92

## Pharmacy Technician Program Information

### **Bill of Rights for Pharmacy Technician Students**

A Pharmacy Technician student at WVC shall have the right to:

- Have opportunities to develop the capacity for critical thinking in a safe environment.
- Exercise the freedom to learn with responsibility.
- Be treated with respect, dignity, courtesy, and trust, without prejudice, on the basis of race, creed, sex, marital status, sexual orientation, or life-style choice.
- Have access to policies and procedures that provide clear expectations of student behavior.
- Engage in reasoned discussion of data or views offered in any course.
- Share reasonable opinions about data or views offered in Pharmacy Technician courses without fear of reprisal.
- Protection through orderly procedures against prejudiced or capricious academic evaluation.
- Information regarding the standards of academic and clinical performance, as established at the beginning of each course.
- Feedback regarding assignments and examinations.
- Confidentiality regarding academic and skill set evaluations.
- Maintenance of a permanent educational record with criteria for release of information in the record.
- Advance knowledge of disciplinary procedures as published and instituted for violations of standards of conduct.
- Advance knowledge of grading systems.

### **Student Responsibilities**

1. Be here. You are investing a great deal of time, energy, and money in your education. Get the most out of it by making attendance and active participation a high priority.
2. Be on time.
3. Be attentive.
4. Don't distract others.
5. Be courteous and thoughtful; remember the "Golden Rule."
6. Come prepared.
7. Be able to work alone as well as with a team.
8. Ask for help when you need it.
9. Share your ideas with us.
10. Always call in if you will be late or absent just as you would for a job.
11. Bring your sense of humor (we plan to have fun, too).
12. Take reasonable measures to maintain your health.
13. Please be flexible. Sometimes we need to change our schedules in order to maintain quality learning.
14. Be 100% responsible for your own learning. This includes:
  - a. Giving your best effort.
  - b. Keeping a positive attitude.
  - c. Seeking answers or clarification when you are unsure.
  - d. Doing all assigned reading and other activities.
  - e. Seeking solutions rather than dwelling on problems.
  - f. Not blaming others.
  - g. Creating the kind of learning experience you need.
  - h. Communicating your needs to instructors in a timely fashion.
  - i. Being open to change.

## **Functions of Pharmacy Technician**

Listed below are duties that *could* be performed by pharmacy technicians in the average pharmacy work environment. These duties are subject to change.

1. Answering phones
2. Patient intake for prescriptions
3. Processing refills
4. Inventory and outdate inspections
5. Insurance coverage calls
6. Procuring medications
7. Receiving and delivery
8. Unit dosing
9. Medication distribution
10. Non-sterile compounding
11. Sterile compounding

## **Student Resources and Support Services**

### **Financial Aid/Scholarships**

The Financial Aid Office at WVC is available to assist students in finding and applying for all types of financial assistance, including grants, work study opportunities, veteran benefits, scholarships, and student loans. The Financial Aid Office is located on the first floor of Wenatchi Hall. Office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

To apply for financial aid, the student simply completes the FAFSA (Free Application for Federal Student Aid) online at <http://www.fafsa.ed.gov/>. Students will need the WVC school code, which is **003801**. Also, the student should check out the Application Checklist on the WVC Financial Aid website for the three basic steps in applying for financial aid. Eligibility for several Washington State financial aid programs has expanded to include students who are ineligible for federal financial aid due to immigration status. Students who meet individual program, income, or residency requirements for the State Need Grant, the College Bound Scholarship, State Work Study, or Passport Scholarship should complete the **free WASFA** (Washington Application for State Financial Aid) to apply for state financial aid at [www.readysetgrad.org/wasfa](http://www.readysetgrad.org/wasfa).

Most types of aid are based on financial need and a student's successful academic progress as monitored by the Financial Aid Office. Once the student has completed the FAFSA, the Financial Aid Office will contact him/her by either mail or WVC email regarding eligibility and status.

March 15 is the deadline for priority consideration for financial aid for the following school year, which begins with the summer quarter. If the student misses that deadline, s/he may still use the FAFSA to apply for student loans and any remaining grant funds. Processing time for financial aid is usually three (3) to six (6) weeks. Please allow sufficient time for the processing of financial aid and tuition due dates. During peak times, processing times may increase.

Loans, unlike grants or work-study, are borrowed money that **must be repaid-with** interest. To apply for a loan, a student loan application must be completed and submitted to the Financial Aid Office. The student must also have a completed FAFSA in addition to the loan worksheet.

### **Bookstore**

The WVC Bookstore is located in Van Tassell Center on the Wenatchee campus. Textbooks, school supplies, art supplies, clothing, snacks, greeting cards, and computer software are among the items available for purchase. Books can also be ordered online for in-store pick-up or home delivery at [www.wvc.bncollege.com](http://www.wvc.bncollege.com). Please refer to the WVC Student Planner/Handbook for the textbook return policy.

### **Computer Lab**

Computer labs on both campuses are available for use by students for either independent, group, and/or assigned activities. Computer labs may be used during posted hours. Students should be conscientious about logging on and logging off when utilizing computers.

### **Counseling**

WVC counselors provide academic, career, and personal counseling services, which are free, voluntary, and confidential for WVC students. Please see the WVC Student Planner/Handbook for further information about counseling services.

### **Disability and Support Services/Reasonable Accommodations**

Whether the student is taking classes on campus or online, there may be issues of access to direct and to web-based instruction and to participation that should be explored as early as possible. Individuals who have a disability which might affect their ability to perform in classes are encouraged to contact the Director of Student Access at 509.682.6854, TTY/TTD 509.682.6853 or email at [sas@wvc.edu](mailto:sas@wvc.edu). Reasonable accommodations for qualified students with disability will be provided in accordance with Section 504 of the Americans with Disabilities Act law, the Rehabilitation ACT of 1973, and Washington State Law SDS 102. Canvas is a web-based course management system that is ADA compliant (<https://www.canvaslms.com/accessibility>).

For reasonable accommodations to be considered, it is first necessary for the student to obtain a current (within one to three years) evaluation of the disability from a licensed/certified professional counselor, psychiatrist/ psychologist, or diagnosing physician (with experience in the disability identified), and if appropriate, an ARNP. The specific disability and recommendations should be described in the documentation submitted.

If reasonable accommodations are in place, the student is responsible for any necessary scheduling at the Testing Center. Please refer to the current WVC Student Planner/Handbook, Disability and Support Services, for additional information.

### **Library Services**

Each campus has a library with full library resources. In addition, the WVC library web site (<http://commons.wvc.edu/library>) offers access to a variety of information resources. They include access to databases with peer-reviewed journal articles, an online catalog of the libraries' holdings, an online reference collection, over 70,000 electronic books, streaming instructional films, Films on Demand, Academic one file, and other resources. Services available online include tutoring, study room reservations (Wenatchee campus), 24/7 "ask a librarian" service, and basic information about



the libraries. Students are encouraged to utilize the libraries. Please refer to the WVC Student Planner/Handbook for further information about the libraries.

### **Office of Diversity, Equity & Inclusion**

This office works with other departments to ensure that the needs of diverse students are fulfilled in counseling, financial aid, registration, learning skills, and student programs. The office also promotes appreciation and awareness of diverse student experiences and offers a diversity center in Van Tassell. For further information about the Office of Diversity, Equity & Inclusion, please contact the Director in Wenatchee (Erin Tofte-Nordvik, 509.682.6868, [etofte@wvc.edu](mailto:etofte@wvc.edu)).

### **Sim Labs**

The Allied Health programs of WVC are housed on the Wenatchee campus in Wenatchi Hall. The campus prides itself on maintaining clean, state-of-the-art, realistic simulation environments for effective skills practice. There are two labs on both the Wenatchee Campus and the Omak Campus. On the Wenatchee Campus, the Sim Lab is located in Wenatchi 2145 and 2147. The Pharmacy Lab is located in Wenatchi 2111.

Simulation labs provide an active learning environment that replicates the healthcare setting in which healthcare graduates will find employment. Please refer to the WVC Sim Lab Policy (Section 3.7), for further information.

### **Tutoring Services**

Tutoring services are available, free of charge, to all enrolled WVC students on both campuses. A variety of services are provided at each center. For further information about tutoring services, please refer to the current WVC Student Planner/Handbook or contact the appropriate tutor center. Contact [www.wvc.edu/tutoring](http://www.wvc.edu/tutoring) or phone 509-682-6863.

### **Veterans Services**

Students who are eligible to receive VA educational benefits should contact the WVC Financial Aid office for comprehensive information. A school certifying official is available to support prior service military, active-duty personnel, reservists, and their family members. Contact the WVC Veteran Office at 509.682.6817, [veterans@wvc.edu](mailto:veterans@wvc.edu) or visit the webpage [www.wvc.edu/veterans](http://www.wvc.edu/veterans) for more information regarding VA educational benefits, financial aid, reduced tuition and fee waivers, and campus and community resources. Further information is also available in the current WVC Student Planner/Handbook.

### **Title IX/Sexual Harassment: Complaints and Grievances**

Wenatchee Valley College is committed to the preservation of dignity and integrity for all students and employees; therefore, this policy is issued in recognition of the college's moral and legal obligations to provide protection from and resolution of incidents of sexual harassment.

It is the policy of Wenatchee Valley College to maintain an academic and work environment free of sexual harassment. Sexual harassment of faculty, staff or students is against the law and will not be tolerated. Sexual harassment violates the dignity of individuals and impedes the realization of the college's educational mission. The college is committed to preventing and addressing sexual harassment of faculty, staff and students through education and by encouraging faculty, staff and students to report any concerns or complaints about sexual harassment. Prompt corrective measures will be taken to stop sexual harassment whenever and wherever it occurs.

The human resources office has primary responsibility for resolving sexual harassment complaints in accordance with this policy and the college's sexual harassment/Title IX procedure 1000.340. Questions or concerns should be directed to the Executive Director of Human Resources at 509.682.6445. <https://www.wvc.edu/students/support/diversity/title-ix-sexual-harassment.html>.

*Discrimination and discriminatory harassment are addressed separately in the college's nondiscrimination and discriminatory harassment policy 000.330 and procedure 1000.330.*

## Pharmacy Technician Program Policies

### **Immunization/Documentation Policy**

It is the student's responsibility to ensure that adequate documentation of the listed requirements is provided for the student's file through Complio® (instructions for which are included in the new student information packet) during each quarter of the Program. The student should keep his/her original documents in his/her personal records.

Lack of compliance with any of these requirements will prevent a student from entering the pharmacy clinical area and completing his/her practicum/externship training. Subsequent updates require that the student submit documentation with the document manager, Complio®. Lapses in renewal or updating of required documentation, immunizations, and health testing (i.e., PPD) during enrollment in the Program will lead to issuance of a Deficiency Notice and prevent the student from entering the clinical area, which will jeopardize the student's enrollment in the Program. WVC reserves the right to modify these requirements as needed.

### Criminal History Check

Washington State law (RCW 43.43.832) permits businesses or organizations that provide services to children, vulnerable adults, or developmentally disabled persons to request criminal history records. Facilities used for practicum/externship require clearance prior to the student being allowed to work in the facility. Prior to beginning any practicum/externship, criminal record checks (Complio®) are required of all students accepted into the health science programs at WVC, dated not more than forty-five (45) days prior to the beginning of the Program. The forms and instructions to initiate these background checks are included in the new pharmacy technician student information packet.

Students need to be aware that conviction of certain crimes may prevent completion of the clinical course requirements of the Program (thereby preventing completion of the Pharmacy Technician Program) and may also prevent future licensing and employment in the healthcare field.

### Negative Drug Screen

Students must provide results of a standard, ten-panel drug screen, either urine-based or oral swab, dated not more than forty-five (45) days prior to the beginning of the Program. WVC has chosen Complio® as an approved source for drug screening. After students have set up their Complio® account, they must:

- Obtain a Chain of Custody form (COC), which will be sent to the student by Complio®.
- Take the COC to Confluence Health (either the Wenatchee Valley Clinic or the Omak Clinic) and provide the sample.
- Refrain from consuming large amounts of liquids just prior to the test.

Confluence Health will forward the results directly to Complio® and they will be posted to the appropriate student account.

Any positive drug result may be reviewed by a certified Medical Review Officer (MRO). This review will require an additional fee. If the MRO deems that the positive drug result is due to the use of illegal drugs, the student will not be allowed to begin the practicum/externship and will be dismissed from the Program.

### Immunization Records

Official copies of immunizations are to be submitted with the documentation tracker for review by Complio®. Official documentation will include (when at all possible) the healthcare provider's letterhead, the student's name, date of immunization, signature of person administering the immunization, and the lot number of the vaccine (mandatory for all PPD tests). Students are required to purchase the document manager, at a cost of \$24 annually.

Documentation of student immunization status is essential to ensure the health and safety of students and patients/residents in healthcare agencies that provide clinical learning experiences.

### Two-Step PPD (Tuberculin Skin Tests)

An initial negative two-step PPD is required, which means that two (2) separate tuberculin skin tests have been placed one to three weeks apart. Each test is read 48 to 72 hours after it has been placed. This is a four-visit procedure. Documentation must show the dates and results of the tests, as well as the lot numbers of the vaccine. Students should not get any other vaccination with the first PPD.

Students with a positive PPD must provide documentation of a chest x-ray, treatment (if necessary), and a release to work in a healthcare setting from a doctor or healthcare provider.

Tuberculin skin tests are required each year (annual renewal) and must be placed and read within one year following the initial two-step PPD.

As some facilities now utilize the QuantiFERON® TB Gold Test in place of the PPD, WVC will accept this method. This does not require a two-step initial skin test; however, the test must be performed annually. If the student goes back to the PPD the year after having had the QuantiFERON® TB Fold, the two-step process is required.

### PPD Timeline:

<u>Appointment with Healthcare Provider</u>	<u>Action</u>	<u>Time Interval</u>
First appointment	Initial injection	
Second appointment	Read results	48 to 72 hours from date/ time of injection; cannot be prior to 48 hours or later than 72 hours.
Third appointment	Second injection	One to three weeks after initial injection; cannot be less than one week or more than three weeks.
Fourth appointment	Read results	48 to 72 hours from date/ time of injection; cannot be prior to 48 hours or later than 72 hours.

Hepatitis B Vaccines (complete series of three [3] injections)

Students must have the first and second injections prior to entering the Program. Adults getting Hepatitis B vaccine should get three (3) doses, with the second dose given four (4) weeks after the first and the third dose five (5) months after the second. Your healthcare provider can tell you about other dosing schedules that might be used in certain circumstances. Positive titer (blood test for immunity) is acceptable.

Measles, Mumps, Rubella (MMR) Vaccines, or Titer

Students must provide presumptive evidence of immunity to measles, rubella, and mumps. Presumptive evidence includes documented administration of two doses of live virus vaccine or positive titers (blood test for immunity of Mumps, Rubella, and Rubeola).

Tetanus/Diphtheria/Pertussis (Tdap) Immunization

Students must have had a Tetanus/Diphtheria/Pertussis injection, or booster, within the last ten (10) years.

Chickenpox (Varicella) Immunization

Students must have had two (2) Chickenpox injections or a positive Varicella titer (blood test for immunity).

Flu Vaccine

Depending on the availability of flu vaccine, each student is required to be vaccinated by the announced date.

COVID- 19 Vaccine

Students must have one of the approved COVID- 19 vaccinations.

CPR Certification and HIV/AIDS Certificate

A copy of the student's CPR card and HIV/AIDS Certificate must be submitted with the document manager.

CPR for Healthcare Providers

The CPR card must be issued by a person or facility qualified specifically to instruct CPR for *healthcare providers* (i.e., American Heart Association, American Red Cross, Central Washington Hospital [662.1511], and the WVC Health 051 class). The CPR card must say one of the following: Healthcare Provider, Basic Life Support, or BLS.

Students are required to maintain CPR Certification for Healthcare Providers, and the card must be renewed every two years.

HIV/AIDS Certificate

Seven (7) hours of HIV/AIDS training is required. This may be obtained by taking MA 113 (HIV/AIDS Education) for one (1) credit at WVC. Also, an online course is offered through *Wild Iris* at [www.nursingceu.com](http://www.nursingceu.com).

## Pharmacy Assistant License

Obtain a pharmacy assistant license in Washington State. [www.doh.wa.gov](http://www.doh.wa.gov) before practicum/externship in quarter 4. You may apply for an assistant license upon successful completion of HIV/AIDS class.

## Attendance Policy

Attendance in the pharmacy technician courses is highly encouraged and may be required, at the instructor's discretion, to fulfill the requirements for a unit grade. It is the student's responsibility to obtain the information provided by the instructor. *Attendance is required for quizzes, examinations, and other activities required in a specific unit of study.* The student *must notify the instructor* if student will be absent for a quiz or exam. A percentage of the total grade may be deducted for late completion of exams, quizzes, or assignments, at the discretion of the instructor. Permission must be granted before leaving the room during an exam.

*Attendance is mandatory at Intro to Compounding, Sterile Preparations II, Pharmacy Operations LABS, and the PRACTICUM/ EXTERNSHIP.*

Successful completion of coursework is dependent on consistent attendance. A maximum of one absence per quarter from a Lab class- ie, Sterile Preparation class, for any reason, is all that a student can experience in one quarter. A student is in jeopardy of being dismissed from the Program if student misses more than one clinical day per quarter.

Travel to distant facilities within the WVC district may be required. Students will be assigned to day and evening shifts for practicum/externship experiences. A limited number of practicum/externship experiences on weekends may also be expected within the required clinical courses.

### *Procedure for Notification of Absence from Practicum/Externship*

If a student is unable to attend Practicum/Externship class, student must notify the instructor in person, by phone or email, prior to the class.

If a student is unable to attend a scheduled practicum/externship day, student must notify the preceptor in person, by phone, or email prior to the start of the scheduled shift. The student must then contact instructor. (This may vary, depending on the clinical site and their requirements. The clinic policy will be provided in your practicum paperwork, prior to your practicum start date.)

If the student fails to follow through with the procedure outlined above, the student will receive a clinical failure. Two clinical failures during the Program will result in dismissal from the Program (see page 14 for description of clinical failures).

## Uniform Policy

Scrubs are required for the Saturday lab classes (and when asked by the instructor) and for the Practicum/Externship:

- Practicum/Externship: The site will determine dress code. Hospital setting will require solid scrubs. Community sites will be at the discretion of the site usually business casual or scrubs.

If above policies are not followed, the student will be sent home to change and return to class. During Practicum/Externship, the student will be sent home and given a clinical failure.

### **Dress Code and Appearance Policy**

Students are expected to maintain a professional appearance when representing the WVC Pharmacy Technician Program.

- General Grooming requirements include hair that is clean, of a natural color (i.e., not blue, orange, etc.), well groomed, and effectively restrained so that it does not fall into or contaminate the workspace. Beards and/or mustaches must be clean, neatly groomed, no longer than  $\frac{3}{4}$  inch, and not interfere with personal protective equipment.
- Nails must be short (nails should not be visible when looking at palm of hand), clean, and well-rounded. Nail polish is to be maintained in good condition
- Use of fragrances (lotions, colognes, perfumes, etc.) is not allowed. Students shall be respectful of the fact that colleagues and/or patients may be sensitive to fragrances.
- Daily bathing and the use of deodorants are expected.
- Gum chewing is prohibited.
- The use of any tobacco product or smoking device is prohibited on WVC campuses and property (WVC Policy #000.240, effective June 17, 2013). The use of any tobacco product or smoking device is prohibited while wearing the WVC MA student uniform.
- Cell phone usage is prohibited.

### *Jewelry/Adornments*

Jewelry and adornments may not interfere with clinical performance and personal or patient safety; acceptable jewelry and adornments include:

- No more than two simple rings (small stones).
- Dangling earrings are not permitted
- No other piercings may be visible (e.g. tongue, eyebrow, navel, etc.). Small nose jewelry studs must be smaller than 2mm in diameter.
- Tattoos must be healed, small, or covered and not visible/noticeable. Must not be offensive or illegal

### *Professional Equipment*

- Name badge.
- Pen.
- Calculator.
- Notebook/competency lists for clinical site.

### **Provision of Care Policy**

Students may not discriminate in their provision of care by refusing to be assigned to a patient who has been diagnosed with a communicable disease, including HIV infection, with or without symptoms.

### **Academic Standards Policy**

Once a student has been accepted into the WVC Pharmacy Technician Program and course work has begun, a minimum cumulative grade point average of 2.3 must be maintained. Any student receiving less than a cumulative GPA of 2.3 is dismissed from the Program. To remain in good standing in the Pharmacy Technician Program, a student shall maintain a 2.3 or above in **all** courses required in the program of study.

## Grading Policy

Grading for the theory courses will be a compilation of points from the required activities (quizzes, written papers, and other assignments), at the discretion of the instructor. Comprehensive evaluation of learning by exam occurs at the end of most theory courses to determine student outcomes. The following percentages to letter equivalents have been established for the Pharmacy Technician Program courses:

<u>Letter Grade</u>	<u>Percentage</u>	<u>Grade Points</u>
A	93-100	4.0
A-	90-92	3.7
B+	86-89	3.3
B	83-85	3.0
B-	80-82	2.7
C+	76-79	2.3
C	73-75	2.0
C-	70-72	1.7
D+	66-69	1.3
D	60-65	1.0
F	59 and Below	0.0

At the end of the quarter, student grades are obtained when all scores and the comprehensive final exam score (if there is one in the quarter) are averaged. A final grade in any course (required by the Pharmacy Technician Program) of less than a C is considered unacceptable, and the student will not be permitted to continue in the Program.

In calculating the final score, the following procedure is utilized by the entire faculty. Scores are recorded as they are awarded without any rounding; the final score average is rounded up to the next highest number for anything .5 or higher and rounded down to the next lowest number for anything .4 or lower. For example, a final score of 84.5 becomes 85; a final score of 84.4 becomes 84.

## Practicum/externship Course Requirements and Evaluation Policy

### Outcomes Evaluation (Practicum/Externship)

Using the clinical evaluation tool, outcomes are evaluated at the end of the course as follows:

**SATISFACTORY (SAT):** Outcomes have been achieved at the level indicated by the following numerical scale.

The student demonstrates:

- 5** = Exemplary performance; meets and exceeds standard.
- 4** = Independent skill performance; meets standard unaided.
- 3** = Satisfactory performance for this level; meets standard of performance with minimal cueing.

**NEEDS IMPROVEMENT (NI):** Outcomes marginally achieved, requiring additional practice.



The student:

- 2** = Requires extreme cueing and guidance at this level;
  - a. Unable to integrate rationale for Pharmacy technician actions
  - b. Does not demonstrate accountability consistently

**NOT SATISFACTORY (NS):** Outcomes have not been achieved.

The student:

- 1** = Is unable to function at this level despite cueing.
- J** = By omission or commission demonstrates significant errors in judgment and /or safety.

### **Practicum/externship Evaluation**

Refer to the syllabus for specific guidelines for grading practicum/externship performance.

The student earns a failing grade for the course when one or more of the following are present:

- a. A grade of C- or lower is earned for any clinical outcome.
- b. Clinical judgments, decisions, or actions that actually or potentially jeopardize the patient's wellbeing. The student does not have to have advanced notification in order to be immediately removed from the clinical area if s/he demonstrates actual or potential injurious acts to clients.
- c. Student exceeds allowable clinical absences.

Clinical failure incident: (Deficiency Notice) Students who earn two (2) clinical failures (during the four [4] quarter Program) will be dismissed from the Pharmacy Technician Program.

### **Deficiency Notice Policy**

The Deficiency Notice form (Clinical failure) is completed by the appropriate instructor and placed into the student's school file in the Allied Health Department. The student will also get a copy. The Pharmacy Technician Program Coordinator and Allied Health Dean will also be notified of this action.

A deficiency notice will be given when, in the judgment of the experiential instructor:

- a. The student is not prepared for the practicum experience.
- b. The student's act of omission or commission endangers the patient's safety and/or welfare.
- c. The student has an unexcused absence from the practicum experience, orientation, or required meeting.
- d. The student fails to maintain competencies from prior quarters.
- e. The student demonstrates impaired function due to the use of drugs, alcohol, or other chemical substances, or physical or mental exhaustion or illness. Student's behavior actually or potentially could jeopardize the patient's safety and/or welfare.
- f. The student fails to follow through with instruction regarding patient safety.
- g. Other behaviors that could jeopardize the patient's wellbeing.
- h. HIPAA (Health Insurance Portability and Accountability Act) must be maintained at all times in healthcare. Failure to comply will result in a clinical failure and could be cause for immediate removal from the Pharmacy Technician Program.

**Practicum/Externship Policy**

The practicum/externship is a one hundred eighty (180) hour, unpaid, supervised work experience, which allows the student to gain practical experience in a pharmacy setting. The student will be required to complete the 180 hours of practicum/externship during the fourth quarter of clinical training. Practicum/externship training days are assigned by the Pharmacy Technician Program Coordinator and will require daytime hours.

*Practicum/Externship Experience*

Students are required to adhere to institutional policies of each affiliated practicum/externship facility in which they are scheduled.

As required by law, each student must hold in strict confidence medical and personal information pertaining to patients. Any violation of confidentiality may result in the student's dismissal from the Program.

Failure of a student to practice in a safe manner in a practicum/externship facility may be cause for immediate removal from the clinical setting and dismissal from the Program.

*Externship Grading*

The student must maintain a passing grade in the practicum/externship to progress in the Program. The practicum/externship grade is determined by written documentation of performance. Instructors and preceptors communicate with students during the practicum/externship experience about the students' performance. Mid-quarter conferences may be planned with students, as necessary. Guidelines are provided to the student about the objectives to be achieved and assignments to be completed. Students will complete a competency packet for each rotation site. Attendance is mandatory and is included in the grade.

*Clinical Procedure Coursework Grading*

The student must maintain a passing grade in clinical courses to progress in the Pharmacy Technician Program. The clinical grade is determined by a combination of written documentation, skill checklists, and successful completion of exams, projects, quizzes and other assignments in their clinical performance, both on campus and during their practicum. Students receive feedback from their preceptors regarding their performance in the clinical area. Mid-quarter conferences are planned with students as necessary. Refer to each class syllabus for grading guidelines as they can differ from class to class.

**Admission, Exit, and Re-Entry Policy***Admission*

The WVC Pharmacy Technician Program is a limited enrollment program that prepares individuals to work in a variety of pharmacy settings.

*Exit and Re-entry*

A student may exit any quarter and return to the Program the following year, for one additional enrollment, on a space-available basis. Any returning student must complete a new application (WVC Supplemental Application for Admission to Health Care Programs, available on the WVC website) for admission and submit the application to the Allied Health Educational Planner. The

student must fulfill all requirements for entrance into the Pharmacy Technician Program (refer to the WVC catalog and the supplemental application form for specific information).

A student may repeat a Pharmacy Technician course only once throughout the Pharmacy Technician Program, on a space-available basis. In the event of a failure, the student may apply for readmission and will be admitted, on a space-available basis. If the student fails a Pharmacy Technician course the second time, the student will not be readmitted.

A student may re-enter the Pharmacy Technician Program once. Exception to this policy is rare and made only when exits from the Program were based on extreme, non-academic reasons. A committee of Program faculty, the Dean of Allied Health, and the Vice President of Student Services will review the petitions for re-entry. Returning students must notify the Allied Health Educational Planner of their intent to return and provide a completed application to the Pharmacy Technician Program.

#### *Time Limit for Completion of the Program*

The Program must be completed within two (2) years of the student's official start acceptance into the Program) in the Pharmacy Technician Program.

#### **Graduation Policy**

Application for Summer quarter Wenatchee campus graduation must be made by the student no later than August 1st of each year. Application for graduation is required for the *Pharmacy Technician Certificate* to appear on the student's official transcript. This certificate of completion must appear on your transcript in order for the Department of Health for Washington State to complete documentation for your Pharmacy Technician license.

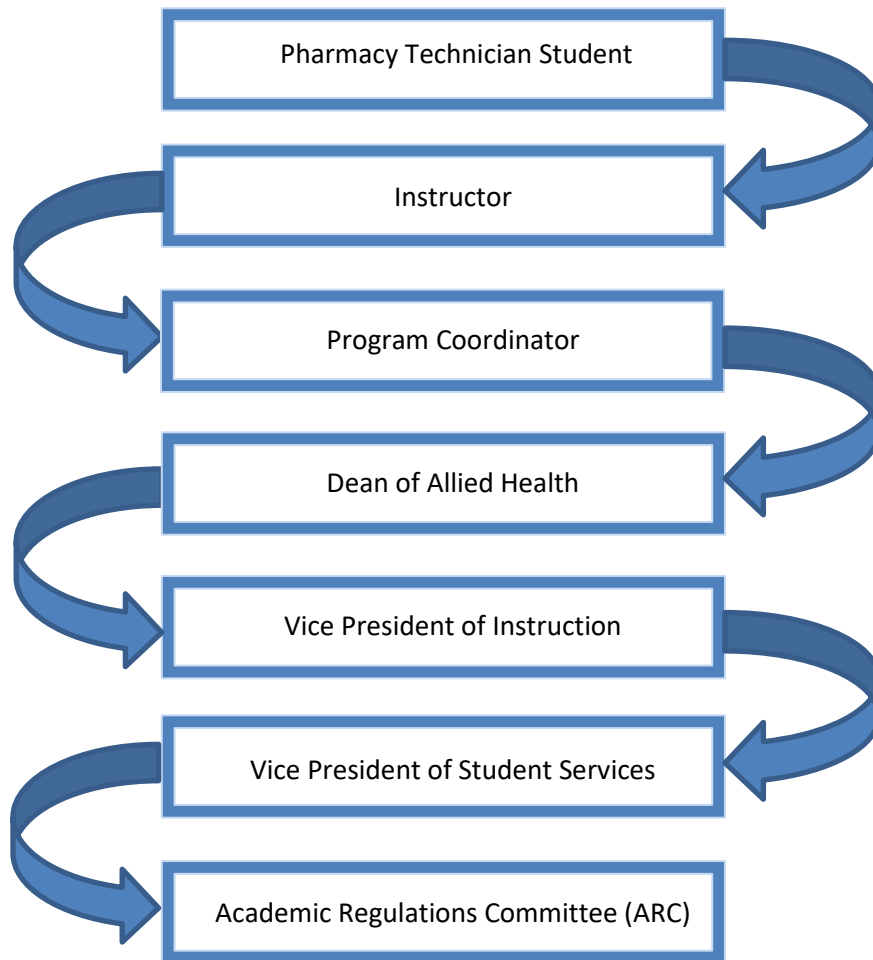
#### **Student Appeal, Withdrawal, and/or Dismissal Policy**

##### *Line of Authority*

In an effort to articulate and cultivate habits for being a member of the healthcare community and for a professional career in medical assisting, the following statements are a guide for students with interactions within the Program:

- Assume good will; approach situations positively.
- Communicate respectfully; listen actively, and be timely with communication.
- Be purposeful with your communication; take the problem to the person involved without going around or behind the person involved.

The due process procedure in the current WVC Student Planner/Handbook will be utilized for all Pharmacy Technician student appeals. Often, the instructor is also the Program Coordinator; in that case, the student should discuss the issue with the Program Coordinator, in a professional manner, and then meet with the Associate Dean of Allied Health, if needed. Following is an organizational chart detailing the flow of the due process procedure:



### **Dismissal and Appeal Process**

Dismissals and appeals are handled through the office of the Vice President of Student Services in the Administration office. Students may initiate an appeal when they perceive that they have been subjected to unjust action or denied their rights. Refer to the WVC Student Planner/Handbook for the procedure to appeal.

### **Judicial Procedure for Academic Dishonesty**

Refer to the WVC Student Planner/Handbook for information related to academic dishonesty. Cheating and/or academic dishonesty, in any way, is cause for dismissal from the Pharmacy Technician Program and will result in an “F” for the class.

**Pharmacy Technician Student Forms and Agreements**



### Student Agreement

I understand that it is my responsibility to monitor my academic and clinical progress in the Program.

I understand that travel to clinical facilities within the district is required by students in the Wenatchee Valley College Pharmacy Technician Program. I further understand that it is my responsibility to provide my own transportation to externship facilities.

I have read, understand and agree to abide by the policies of the Wenatchee Valley College Pharmacy Technician Program.

Name \_\_\_\_\_  
*(Please print legibly)*

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_  
*(Home)* *(Work)*

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

### Student Reference Request and FERPA Release

In accordance with FERPA (Family Educational Rights and Privacy Act) regulations, any student wishing a recommendation from a pharmacy faculty will provide the following information.

Student name (please print): \_\_\_\_\_

I request the following faculty to serve as a reference for me and to provide requested reference in written form. (print names below **OR** check box for all faculty/staff)

Faculty Name \_\_\_\_\_ Faculty Name \_\_\_\_\_  
Please feel free to use the back of this form if needed.

**Check this box if you authorize all faculty/staff.**

The purpose of the reference is (check all applicable spaces):

Application for employment, scholarship, internship

Admission to another education institution

Other \_\_\_\_\_

I authorize the above person(s) to release information and provide an evaluation about any and all information from my education records at WVC, including information pertaining to my education at other institutions I have previously attended, which is a part of my education records at WVC, to the following *agency(ies)* (please print; you may list each facility individually **OR** check the box for any/all prospective employers or educational facilities):

**Check this box if you authorize the above to release any/all prospective employers or educational facilities.**

1. \_\_\_\_\_  
(Name and Address)

2. \_\_\_\_\_  
(Name and Address)

Please feel free to use the back of this form if needed.

I understand that I have the right not to consent to the release of my education records; I have a right to receive a copy of any written reference upon request; and that this consent shall remain in effect until revoked by me, in writing, and delivered to the above faculty member, but that any such revocation shall not affect disclosures previously made by said faculty member prior to the faculty member's receipt of any such written revocation.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

Wenatchee Valley College Pharmacy Technician Program  
**Deficiency Notice/Written Warning**

Written Warning  
Instructor Initials

Deficiency Notice  
Instructor Initials

Student: \_\_\_\_\_ Instructor: \_\_\_\_\_ Date: \_\_\_\_\_

The incident as described below has resulted in the issuance of a Deficiency Notice, as outlined in the Pharmacy Technician Program Policies (Section 3).

- \_\_\_\_\_ The student is not compliant with Program documentation requirements.
- \_\_\_\_\_ The student is not prepared or is not suitably attired for the clinical experience.
- \_\_\_\_\_ The student's acts of omission, commission, and/or failure to follow through with instruction actually or potentially endanger the client's safety and/or welfare.
- \_\_\_\_\_ The student has an unexcused absence from the clinical experience, orientation, or a required meeting, or violates attendance policy.
- \_\_\_\_\_ The student is tardy for clinical experience.
- \_\_\_\_\_ The student fails to maintain competencies from prior quarters.
- \_\_\_\_\_ The student fails to demonstrate expected level of competency.
- \_\_\_\_\_ The student fails to demonstrate expected level of competency in clinical/course paperwork.
- \_\_\_\_\_ The student fails to demonstrate skills test competency.
- \_\_\_\_\_ The student fails to complete assignments in a timely manner.
- \_\_\_\_\_ The student demonstrates impaired function due to the use of drugs, alcohol, or other chemical substances, or physical or mental exhaustion or illness. The student's behavior actually or potentially jeopardizes the patient's safety and/or welfare.
- \_\_\_\_\_ The student fails to demonstrate behaviors/expectation outlined in the current Pharmacy Technician Student Handbook.
- \_\_\_\_\_ The student violates the Student Affirmation for WVC the Pharmacy Technician Program.

Objective description of student behaviors:

\_\_\_\_\_  
Instructor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Pharmacy Technician Coordinator

\_\_\_\_\_  
Date



**Wenatchee Valley College Pharmacy Technician Program**

**Student Affirmation Form**

I understand that, as a Pharmacy Technician student, I am a member of a profession which places me in a position of confidence, requiring the utmost discretion and professionalism to protect those with and for whom I work. I acknowledge that, as a member of a healthcare profession, I have a responsibility to act in a manner consistent with the essential attributes of the profession. In this regard:

\_\_\_\_\_ I agree to protect the privacy of faculty, peers, patients, and family members of patients by not inappropriately disclosing confidential information about faculty, peers, patients or their family members that is disclosed to me in my capacity as a WVC Pharmacy Technician student.

\_\_\_\_\_ I have/will read the syllabi of the Pharmacy Technician courses I am taking this year, and I understand the criteria established for grading my course work.

\_\_\_\_\_ I agree that I will conduct myself in a manner that exhibits professional values.

\_\_\_\_\_ I will maintain and uphold the policies of the Pharmacy Technician Program and will not condone or participate in any activities of academic dishonesty, including, but not limited to, plagiarism, cheating, stealing, or copying another's assigned work, or lying about any situation.

\_\_\_\_\_ I will not recreate any items or portions of any exam for my own use, or for use by others, during my enrollment in the Pharmacy Technician Program.

\_\_\_\_\_ I will not divulge or accept or access any unauthorized information related to any quiz, exam, scenario, or clinical testing administered during my enrollment in the Pharmacy Technician Program. 'Unauthorized information' includes sharing any information about testing other than 'I passed' or 'I did not pass.'

\_\_\_\_\_ I will sign my own papers and other documents and will not sign any other student's name to anything, including class rolls.

\_\_\_\_\_ I will not allow any student access to any of my paperwork for the purpose of copying.

\_\_\_\_\_ I will not discuss or post any information about faculty, peers, patients, family members, or any clinical facility on any electronic venue (i.e., social media, cell phones, etc.). Nor will I leave/save any patient, patient family, faculty, clinical facility, or student information on any open access desktop or hard drive.

\_\_\_\_\_  
Student Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature