



Risio Institute for Digital Dental Education  
Dental Assistant Distance Delivery Program  
Procedures and Policies Manual



**RISIO Institute for Digital Dental Education**  
Dental Assistant Distance Delivery Program  
Procedures and Policies Manual  
*'Delivering Education Your Way'*

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*Welcome, and congratulations on taking the next step to gaining the credentials required for your new career in dental assisting!*

*As a dedicated professional, you understand the importance of continued education and compliance with regulation in the dental profession.*

*You have chosen a distance delivery model of learning, which requires a high level of discipline, while still enjoying the dynamics of a consistent 'life' schedule! Your dedication to your learning will assist you in succeeding in an online education environment, while your instructors' commitment to your education will aid in fostering and developing your learning habits. Together, we will partner to develop a successful and skilled dental professional who will contribute to the profession of oral health care.*

*At any stage in your educational experience where you may require additional assistance, please know that we are here to assist you and we encourage you to take charge of your learning and advise the instructors of your needs. We want to personally thank you for joining our online learning environment, and we want to invite you to join our learning 'team', as we guide you through this experience.*

**WELCOME, AND ENJOY!**

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## Mission Statement

### Our Mission

Risio Institute for Digital Dental Education (“**RIDDE**”) offers students Canada-wide an opportunity to access and complete their education in a primarily online environment. The mission of the RIDDE is to educate individuals through the latest technology in interactive distance learning theory modules and state-of-the-art clinical modules. The vision of the RIDDE is to recognize, build, and deliver a program that educates individuals who may not have access to full time education. Through this online education, dental offices across the country have access to enrolling their team with ease, knowing they have consistent support for a higher success and completion rate.

### Our Team

**CEO- President & Registrar:** Carey-Ann Thurlow- [cthurlow@risiodental.com](mailto:cthurlow@risiodental.com)

**COO- Instructional Design:** Casey Sharp- [csharp@risiodental.com](mailto:csharp@risiodental.com)

**Student Academic Advisor:** Rejeanne Palmiere

**Clinical Instructors:** Chantel Beliveau, Jewel Arnold

**Patient Care Dentist:** Dr. Alexis David

## Program Description

### Learning Environment and Examinations

RIDDE follows the information/chapters outlined within the Modern Dental Assisting 13th Edition textbook, along with the Clinical Practice of the Dental Hygienist. All aspects of each skill are covered in detail as outlined in the textbook, supplemented with online learning modules and activities based on Canadian content. Foundational knowledge is built through each course, concluded by a final exam (delivered through an online software: Examity).

Clinical modules supplement the foundational knowledge following the sequence of the online program.

All students must complete the WHMIS training module and Alberta students must complete the CADA student membership short courses (as outlined in Schedule "A" of this Policy Manual) within the first 4 months of the program (directives to follow on the Learning Management Software on day #1 of the program).

\*\*\* The advanced skill of 'Provisional Coverage' is not evaluated during the NDAEB CPE. To be registered for this specific skill, this skill will need to be taken at an accredited institute prior to receiving eligibility to practice the skill, as per the College of Alberta Dental Assistants.

### Module Content and Presentation

Students are expected to take an active part in their learning and in the online classroom environment. Interactive learning activities are provided to the student in a variety of methods to engage the learner and enhance the learning experience. The online instructor's role is to guide the student through the learning process. Students are expected to bring their knowledge and a positive attitude to the online classroom environment for an equal opportunity in learning. Students can expect 2-4 hours of homework per day.

### Online Interactive Learning Activities

Students are expected to follow along in the course learning activities during scheduled timelines. Diverting from the course schedule will cause learners to fall behind in their course content. Learning activities are designed to be cumulative and are built to enhance the learning experience and knowledge of the student.

### Term Descriptions

**Term 1:** 7 Theoretical Component Modules- Students are permitted 3-12 weeks for each module, depending on the extent of learning in the module. Extensions are permitted upon written request.

**Term 1:** 2 Clinical Component Modules- taken at Risio Institute in Calgary at scheduled time frames. Students who have completed the necessary theoretical modules are eligible to move forward into the clinical modules for Term 1. The hours of each clinical module are based on the content taught within, and whether or not it consists of 'patient care contact hours'. This is a 12-day module.

**Term 2:** 5 Theoretical Component Modules- Students are permitted 4-10 weeks for each module, depending on the extent of learning in the module. Extensions are permitted upon written request.

**Term 2:** 1 Clinical Component Module- taken in Calgary at scheduled time frames. Students who have completed the necessary theoretical modules are eligible to move forward into the clinical module for Term 2. This is a 9-day module.

**Term 3:** A continuous work schedule is mandatory throughout the program. A final in-office Practicum of 3 weeks (or 120 hours) is mandatory upon completion of all theoretical and clinical modules.

## **Course Descriptions**

### Module 1: Intro to the Profession of Dental Assisting (RIDDE-101)

Module 1 is intended to present a synopsis of the dental profession as a whole. It entails the history of the dental profession, the dental team members and how their roles pertain to the overall function of the dental office. Furthermore, dental and medical terminology are studied to provide learners with the basic foundation for future courses in the program.

### Module 2: Microbiology and Infection Prevention and Control (RIDDE-102)

Module 2 is designed to teach the students the necessity of the health and safety of fellow classmates and patients through acquired knowledge in 'Infection Prevention & Control' and microbiology in a dental office setting. The ADA&C guidelines are the primary focus within this module.

### Module 3- Part 1&2: The Foundation of Dental Assisting (RIDDE-103)

Module 3, Part 1, begins with foundational sciences in dentistry. Part 2 then takes the student through various stages of the role of the Registered Dental Assistant, including preparing for patients, operatory set-up and turn-over, clinic/equipment maintenance, along with other various daily tasks of the Dental Assistant.

### Module 4: Vital Signs and Patient Assessment (RIDDE-104)

Module 4 prepares the student to identify pertinent landmarks of the oral cavity. Students learn the necessity of and the skill in determining patient vital signs, which is an integral component of patient care and assessment.

### Module 5: Emergencies in the Dental Office And OH&S (RIDDE-105)

CPR is a mandatory component of the program. Students may obtain a valid CPR certification (program pre-requisite) either independently or through their sponsoring dental office. Module 5 takes the student through various medical emergency scenarios to prepare them for the unexpected in a dental setting and how to effectively handle it.

### Module 6: Oral Health and Preventive Dentistry (RIDDE-106)

Module 6 teaches the student about caries control and the prevention and treatment of dental disease. Students are taught how to effectively teach proper oral home care along with in-office preventive patient procedures.

### Module 7: Digital Radiography (RIDDE-107)

Module 7 exposes the student to the latest technology in digital radiography. Students begin with learning the history, foundation and physics of dental radiography through didactic online methods. Clinical course RIDDE-109 follows this theory-based course, exposing the learner to positioning and techniques on mannikins, as well as live patient exposure.

### Module 8: Clinical Dental Assisting Part 1 (RIDDE-108)

The first of the clinical on-site modules, Module 8 takes the student through hands-on techniques and evaluation of chairside assisting. Clinical sessions take place in Calgary, AB and include a live patient care clinic.

### Module 9: Clinical Digital Radiography (RIDDE-109)

Digital radiography is taught in the online environment first in Module 7 (RIDDE-107), leading into the clinical practice of radiographic exposure in Module 9. Students learn and practice the skill of exposing digital radiographs on a mannikin, followed by a supervised guided assessment, before proceeding to live patient exposures. Clinical sessions take place in Calgary, AB.

### Module 10: The Art of Restorative Dentistry (RIDDE-201)

The first of the theory modules in Term 2, Module 10 takes the student into a unique area of the dental field which some consider to be 'the art of dentistry'. Students learn the theory behind restorative dentistry, commonly used materials, protocols and the specifics of what makes this area the 'art of dentistry'.

### Module 11: Laboratory Procedures (RIDDE- 202)

Module 11 provides the student with the basic foundation of laboratory materials and procedures, along with didactic knowledge of digital scanning devices commonly used in the dental industry. Term 2 Clinical Course (RIDDE-206) exposes students to the digital 'Itero' scanner in a real-life setting and a practical lab component.

### Module 12: Specialties and Dentistry (RIDDE- 203)

Module 12 provides the student with a broad overview of the industry-specific dental specialties. This module teaches the student about the depth of knowledge and additional training required for many of the dental specialties, including the requirements for referrals to the said specialty.

### Module 13: Dental Health & the Community (RIDDE- 204)

Module 13 teaches the student about the overall, encompassing profession of dental assisting, our involvement in the community and the impact that this involvement has on the community. Through a learning activity based on community health and education, students must complete their community health project in their hometown, with topics approved by their online instructor.

### Module 14: Dental Reception (RIDDE- 205)

Module 14 touches on the main aspect of Dental Reception and the overall front-line/back-line of a dental office. Students learn the foundational knowledge of dental reception including insurance, financial management, communication in the dental office and the Dentrix dental software program. Existing dental receptionists may challenge the exam in Module 14 to bypass the module.

### Module 15: Clinical Dental Assisting Part 2 (RIDDE-206)

The final Clinical on-site Module, Module 15, engages the learner in the remaining hands-on skills and evaluation of dental chairside assisting. Clinical sessions take place in Calgary, AB.

## Practicum Placement & Application of Skills (RIDDE-301)

Practicum placement is 120 hours in the dental clinic sponsoring the student. This course also contains the RIDDE online NDAEB preparation final examinations (grades not recorded, but mandatory completion is necessary for these exams, achieving above 75%).

Each student enrolled in the program is expected to be employed or volunteering in a dental office for a minimum of 14-hours per week. The student will complete their final 120-hour (3 week) practicum at this same office, unless they work/volunteer in a specialty office, in which their final practicum must be completed at a general dental office.

\*Students are not eligible to practice any intra-oral clinical skills in their sponsoring dental office until they have been deemed successful through evaluation in the Clinical Modules (Term 1 and Term 2). All skills must be practiced under direct supervision.

### **Clinical Modules**

The Clinical Modules are delivered in Calgary, Alberta. Patient Management at RIDDE follows the same protocols that are followed in all Alberta dental practices, as per government regulation, on a daily basis. All health and safety protocols are managed and are adhered to on a daily basis. Set hours are outlined in advance of the module, and students are provided with a clinical manual online, which is printed for the on-site module. Evaluation criteria is outlined in the course syllabi so that students are aware prior to the module. This allows a student to prepare in advance of the clinical module.

All digital technology is fully utilized in each clinical module.

Students will engage in the reprocessing of instruments in the clinical modules and will be actively engaged in the sterilization bay, with instruction, throughout the clinical modules.

Students must bring their own (uniform) scrubs, runners and safety glasses. Students must follow the clinical uniform policies as outlined in the clinical manual provided prior to the module.

A changeroom and lunchroom with lockers is provided for students in the clinical setting.

\*Clinical course syllabus and clinical manual contain additional details.

Current CADA (Alberta)- authorized, entry-to-practice intraoral skills:

- dental radiographs\* (RAD)
- impressions (IMP)
- dental dam (DD)
- selective coronal polishing and anti-cariogenic agents (PF)
- pit and fissure sealants (PIT)
- desensitizing agents (DES)
- matrices and wedges (MW)
- topical anaesthetic (TA)
- suture removal (SUT)

- bases and liners (BL)

Current CADA (Alberta)- authorized, advanced intraoral skills taught in Term 2 Clinical Module:

- provisional coverage and restorations (includes placement and removal of gingival retraction cord) (PCR)

## Timetable and Course Delivery Schedule

Course Number	Course Name	Length
RIDDE-101	Term 1: Module 1: Intro to the Profession of Dental Assisting	3 wks
RIDDE-102	Term 1: Module 2: Microbiology and Infection Prevention and Control	4 wks
RIDDE-103-1	Term 1: Module 3- Part 1 (Unit 1 & 2): Sciences in Dentistry	9 wks
RIDDE-103-2	Term 1: Module 3- Part 2 (Unit 1 & 2): Foundation of Clinical Dentistry	6 wks
RIDDE-104	Term 1: Module 4: Vital Signs and Patient Assessment	3 wks
RIDDE-105	Term 1: Module 5: Emergencies in the Dental Office and OH&S	5 wks
RIDDE-106	Term 1: Module 6: Oral Health and Preventive Dentistry	8 wks
RIDDE-107	Term 1: Module 7: Digital Radiography	6 wks
RIDDE-108	Term 1: Module 8: <u>Clinical</u> Dental Assisting Part 1	12 days
RIDDE-109	Term 1: Module 9: <u>Clinical</u> Digital Radiography	
RIDDE-201	Term 2: Module 10: The Art of Restorative Dentistry	10 wks
RIDDE-202	Term 2: Module 11: Laboratory Procedures	4 wks
RIDDE-203	Term 2: Module 12: Specialties and Dentistry	10 wks
RIDDE-204	Term 2: Module 13: Dental Health & the Community	4 wks
RIDDE-205	Term 2: Module 14: Dental Reception	8 wks
RIDDE-206	Term 2: Module 15: <u>Clinical</u> Dental Assisting Part 2	9 days
RIDDE-301	Term 3: Practicum Placement	120 hours

\*Approximately 20-months to complete, although course extensions are available upon written request.

\*Employers of students may contact their Provincial Government for more details on the Canada Job Grant (provincial-specific). A letter showing completion of courses will be issued to the student following each 'grouping of 4 consecutive courses', which must be submitted to the Government to obtain reimbursement for a portion of the fee for Term 1 and Term 2.

RIDDE maintains the highest level of student interaction through their ratios of 5 students to 1 (or more) instructor in the clinical modules at all times. Depending on the skill and evaluation, the ratio may be one-on-one with the student/instructor. Patient Care Clinics will consist of smaller ratios.

The online platform consists of one instructor (with the addition of online instructors based on demand in the program), with optional tutoring sessions available to students at flexible time frames each week. Additional tutoring may be requested by the student.

## Admissions Policy

Policy Number:	0001
Policy Title:	Admissions Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	August 3, 2021
Effective Date:	August 3, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

RIDDE will admit qualified applicants in a consistent manner according to the admissions requirements set out below.

### Purpose of the Admissions Policy

To identify the students who are most likely to succeed in their studies throughout the theoretical and clinical portion of the program.

### Scope of the Admissions Policy

The policy applies to all applicants of the Dental Assistant Distance Delivery Program (the “**Program**”).

### Procedure

#### Guiding Principles

Eligibility for admission is based on satisfying citizenship, immigration, age, and academic requirements.

Applicants must provide all required documentation proving that they meet the entry requirements.

Offers of admission may be rescinded if any aspect of the application or submitted documentation is deemed to have been falsified.

RIDDE reserve the right to waive admission requirements under special circumstances.

RIDDE reserves the right to deny admission.

Applicants must be deemed qualified in order to be admitted into a program.

#### General admission

1. To be admitted to RIDDE applicants must qualify as a domestic student. A domestic student is an applicant who is in possession of documentation confirming their legal status as a Canadian citizen, a permanent resident, a convention refugee or with diplomatic status.
2. All applicants must be high school graduates at the start of the first term unless special admission is granted.
3. All applicants must have completed English 30-1 with a final grade of 60% or more, OR English 30-2 with a final grade of 70% or more AND one of either: Science 30, Chemistry 30, or Biology 30 with a final grade of 60% or more.

### Special Admission

An applicant may apply as a mature-status student if the applicant does not otherwise qualify for admission but demonstrates a combination of education and work experience that indicates the ability to be successful in the program. In addition, an applicant must be at least 18 years of age on the first day of the term and must have been out of the secondary school system for at least one year to qualify as a mature student. An applicant that qualifies as a mature student will be required to successfully complete an assessment test prior to enrollment consisting of a multiple-choice exam and short essay to assess reading and writing comprehension.

An applicant applying as a mature status student with undetermined scores on the English language proficiency essay will be directed to complete a recognized English proficiency test (IE: IELTS, TOEFL).

### Documents required

1. Transcripts may be mailed to the Registrar from the issuing school to RIDDE'S address. Transcripts may be emailed to the Registrar, and upon review, an 'official' copy may or may not be requested. Applicants who have completed at least one year at a recognized institution may be reviewed for admission on the basis of their post-secondary studies without consideration of high school completion.
2. Successful applicants are required to submit Immunization records of the Recommended Immunizations as set out in Schedule "B" of this Policy Manual. The deadline for submission is one (1) week prior to the program start date.
3. Successful applicants are required to submit a Criminal Record Check/Vulnerable Sector Check. The deadline for submission is one (1) week prior to the program start date.
4. Successful applicants are required to submit proof of CPR- Level C completion as set out in Schedule "A" of this Policy Manual. The deadline for submission is one (1) week prior to the program start date.

### **Application and Admission Process**

1. Applicants submit the initial online application, accessed through RIDDE's website at risiodental.com.
2. The Registrar reviews the initial application and requests transcripts to be emailed or mailed to the Institute.
3. If an applicant is applying as a 'mature student', the Registrar enrolls the applicant on the Risio Institute LMS and supplies the link to them to complete the 'Mature Student Assessment Test & Essay'.
4. Once the Registrar has approved an applicant's eligibility to the program, the 'ALBERTA STUDENT ENROLLMENT CONTRACT FOR LICENSED VOCATIONAL TRAINING' is sent to the applicant to complete, along with the 'Risio Institute Program Procedures & Policies Manual' for review. The 'Work Integrated Learning Form' and the 'Sponsoring Dentist and Practicum Manual' is also sent to the applicant.

5. Applicants are required to submit the completed 'Work-Integrated Learning Form' (signed by themselves and their sponsoring dentist) showing that they are employed or volunteering at a dental office for a minimum of 14 hours per week while enrolled in the program.
6. When the 'Alberta Advanced Education Enrollment Contract' & the 'Work-Integrated Learning Form' is received back and approved, a Letter of Acceptance is sent to the applicant.
7. Applicants are then directed to Risio Institute's online portal where they must submit payment of \$300.00 CAD tuition deposit to secure their spot in the program.
8. Applicants must submit all remaining documentation as set out in the Documents Required section of this Policy.
9. Applicants pay all tuition and other fees in accordance with the requirements of the Tuition, Fees and Refund Policy.
10. An online orientation is held for all new students enrolled in the program.

## Tuition, Fees and Refund Policy

Policy Number:	<b>0002</b>
Policy Title:	<b>Tuition, Fees and Refund Policy</b>
Approved By:	<b>President- Carey-Ann Thurlow</b>
Approval Date:	<b>July 30, 2021</b>
Effective Date:	<b>August 1, 2021</b>
Review Date:	<b>January 1, 2022</b>
Next Review Date:	<b>January 1, 2024</b>

### Policy Statement

This policy establishes the tuition and related fee responsibilities for students of RIDDE.

### Purpose

This document set the guidelines for the payment of tuition fees, mandatory fees, and non-instructional fees and returning funds to students as required.

### Scope

To be a fully registered student at RIDDE requires the payment of all applicable tuition and fees.

### Fees

**Tuition Deposit:** A deposit of \$300.00 CAD is required within 7 days to hold a student's spot in their intake once RIDDE receives a completed Advanced Education Enrollment Contract. This \$300.00 CAD deposit will be applied toward the Term 1 tuition.

**Tuition Fee:** \$12,500.00 CAD total which includes clinical modules. The total tuition fee of \$12,500.00 CAD is divided between Term 1 and Term 2

-Term 1 fee= \$7,500

-Term 2 fee= \$5,000 (includes Term 3, Final Practicum)

**Individual Clinical Module Fee:** Students retaking a clinical module (due to an unsuccessful first attempt) can register for the clinical modules when space permits (retakes assessed on an individual basis).

-RIDDE-108- \$2500 (or \$350/skill)

-RIDDE-109- \$2000 (or \$350/skill)

-RIDDE-206- \$2500 (or \$350/skill)

**Textbook Fees:** \$275 CAD which includes Instrument ID guide, MDA textbook & MDA workbook. Textbooks are ordered through Elsevier and mailed directly to the student prior to the first day of the term.

**Printing Fees:** ~\$100 CAD for printing materials such as Syllabi (optional) from the LMS, learning activities, etc.

**Licensing Fees:** \$400.00 CAD (approximately) for licensing fees in the student's jurisdiction (paid directly to the registering association upon completion of the program).

**NDAEB Written Exam Fees:** \$700.00 CAD

NDAEB CPE Fees: \$1700.00 CAD (approximately) will be paid by RIDDE until the NDAEB CPE is no longer required through CDAC Accredited status (\*first attempt only & does not include re-takes).

### **Travel and Living Expenses**

Any travel and living expenses including those incurred by the student to attend clinical modules in Calgary are the sole responsibility & liability of the student.

### **Payment Deadlines**

Tuition and all other fees must be paid on or before the first day of the term with the exception of Textbook Fees which must be paid no later than two weeks prior to the first day of the term. Registration is not complete until all tuition and fees are paid in full.

\*Refunds in tuition are considered based on the guidelines outlined by the Private Vocational Training Regulation. Students must apply in writing to the Directors if they wish to withdrawal from the program.

### **Refunds for Withdrawal by Student**

To be eligible for a refund, the student must notify RIDDE in writing of their intent to withdrawal from the program or course by submitting the *withdrawal notice form* directly to the Office of the Registrar by email and must meet the criteria described below under Refund Schedule.

1. The date the withdrawal notice form is received and date-stamped is the official withdrawal date for purposes of determining refunds and academic penalties.
2. Non-attendance or failing to pay does not constitute notice of withdrawal from the program. If a student leaves RIDDE without the completion and submission of a withdrawal notice form, the student is not eligible for a refund and is responsible for any outstanding fees.
3. If a student is eligible and is no longer a registered student, a refund will be issued to the student within 30 days of withdrawal. (Section 21 of the Private Vocational Training Regulation, Alta Reg 341/2003). The refund will be issued to the student or the lender of any student loans.

### **Refunds for Students Withdrawn from RIDDE for Disciplinary Reasons**

1. RIDDE may determine withdrawal for a student who has not met the academic requirements for each course. The student will be informed in writing and must attempt to find a resolution prior to withdrawal. If a student is absent from the online environment for more than 2 consecutive weeks, they are at risk of being withdrawn from the program. Any student experiencing extenuating circumstances is asked to contact the President immediately.
2. When a student is withdrawn from the program by RIDDE the official date of withdrawal is the date that the decision is rendered, not the last day of attendance.
3. The standard refund schedule applies to students who have been withdrawn from their program by RIDDE for disciplinary reasons.

## Refunds for Program Cancelled by RIDDE

RIDDE reserves the right to postpone/cancel the programs for operational reasons. If the RIDDE postpones/cancels the program, all college fees including application and administration fees will be refunded. (Section 18 Private Vocational Training Regulation, Alta Reg 341/2003).

### Refund Schedule

<b>Withdrawal by Student</b>	<b>Withdrawal due to Disciplinary Reasons</b>	<b>Refund</b>
Within five days of submitting completed Advanced Education Enrollment Contract		All tuition and fees will be refunded
30 days or more prior to the first day of the term	N/A	All tuition and fees are refundable minus half of the Tuition Deposit.
29 days or less prior to the first day of term	N/A	Tuition Deposit is entirely non-refundable and non-transferable.  Full refund of all other tuition and fees already paid in full.
When 10% or less of the program has been provided		Tuition Deposit is entirely non-refundable and non-transferable.  75% refund of all other tuition and fees already paid in full
When more than 10% but 50% or less of the program has been provided		Tuition Deposit is entirely non-refundable and non-transferable.  40% refund of all other tuition and fees already paid in full.
When more than 50% of the program has been provided		No refunds.

## Student Complaint and Resolution Policy

Policy Number:	0003
Policy Title:	Student Complaint and Resolution Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

RIDDE strives for excellence in creating a purposeful student experience both online and in the clinical setting throughout clinical modules. Students have a right to register a complaint against any situations which are alleged to interfere unduly with a student's reasonable and legitimate access to services or participation in appropriate RIDDE-related activities, insofar as the complaint is not more appropriately dealt with in other RIDDE policies or procedures.

### Purpose

This policy provides the principles and procedures for making, investigation and resolution of complaints by students about instruction, service or RIDDE's policies. The procedures described herein are to be used by the students.

### Scope

The policy applies to all students who are currently enrolled. This policy does not address issues related to other policies.

### Guidelines

1. All parties involved in reviewing complaints and responding to complaints will act fairly, while listening and responding objectively.
2. RIDDE will not respond to third party complaints made on behalf of the student.
3. Complaints are to be directed to the areas listed below:
  - a. *Academic Student Advisor-Theory*: For complaints related to resource access and additional resources;
  - b. *Registrar*: For complaints related to admissions, related to finances, student aid, refunds;
  - c. *COO*: For complaints related to faculty, course work, scheduling, examinations

4. Students are responsible for addressing concerns in a timely manner, and with respect.
5. Faculty and Managers are responsible for addressing concerns raised by students in a timely manner, and with respect.
6. All parties involved in a hearing, or responding to a student complaint, are responsible for retaining records and correspondence related to the complaint or investigations/decisions.

## **Procedure**

### *Informal Complaint Procedure*

Students are encouraged to seek an informal resolution of the complaint by meeting with the individual most directly involved in the complaint. Most complaints can be successfully resolved through informal consultation and discussion. The intent of the Informal Complaints procedure is to facilitate the resolution of questions and concerns as efficiently as possible.

1. *Step One:* Within five (5) business days of the incident, the student should speak to the Student Academic Advisor, or Clinical Instructor to resolve a complaint, explaining the nature of the complaint and the requested resolution. Within five (5) business days of receiving the complaint, the Student Academic Advisor, or Clinical Instructor, should provide their written response to the student by email.
2. *Step Two:* If the student is not satisfied with the outcome of step 1, or if the student is not comfortable in proceeding with Step 1, within five (5) business days the student should speak to the COO, explaining the nature of the complaint and efforts taken to address it, including the results of the resolution attempt and the requested resolution. Within five (5) business days of receiving the complaint the COO should provide their written response to the student or by email.
3. *Step Three:* If the student is not satisfied with the decision of the COO the student may proceed to the Formal Complaint Procedure set out below.

### *Formal Complaint Procedure*

The Formal Complaint Procedure can only be accessed after the Informal Complaint Procedure has been exhausted.

1. If the student is not satisfied with the decision of the COO, within five (5) business days of receipt of the written response from Step 2, the student must submit a written request for review of the decision to the President.
2. The request for review for must include:

- a. A written statement of the original complaint;
  - b. All previous written responses, including email from the Informal Complaints procedure (Steps 1 and 2);
  - c. All previous written responses from Steps 1 to 2, if applicable;
  - d. A statement explaining why, in the view of the student, the complaint has not been resolved; and
  - e. A statement of the requested resolution.
3. Within ten (10) business days of receipt of the 'written request', the President will review the complaint and the efforts made to resolve it and make a written decision that provides a resolution to the complaint.
  4. The President will provide the student with their written response and provide a copy to the Registrar's Office. The decision of the President is final.
  5. All documentation related to the student complaint and resolution procedures, including the decisions, will be sent to the Registrar's Office for retention.
  6. If the complaint involves the COO or President, the decision maker under the Formal Complaint Procedure will be the Appeal Board.

## Academic Assessment Policy

Policy Number:	0004
Policy Title:	Academic Assessment Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

Student assessment is an integral part of RIDDE's mission of teaching and learning.

### Purpose

RIDDE's Academic Assessment Policy:

1. sets out the principles to be used for the assessment of student performance and achievement;
2. informs internal and external stakeholders of the grading system at the RIDDE; and
3. promotes reliable, valid, and fair assessment and grading practices.

Through the assignment of grades, assessment serves as the means to communicate student knowledge and achievement to a variety of stakeholders and, therefore, should be reliable, valid, fair, transparent, and consistent with the program goals and objectives.

### Scope

The policy applies to all students who are currently enrolled in the Program.

### Guidelines

The online environment requires the student to be disciplined in their learning and dedicated in achieving the overall outcome of course completion. It is the student's responsibility to engage in learning activities and prompt the tutor when additional help is required.

### Grading

In order to achieve a passing grade in each module, students must prove active engagement in the online learning activities (worth 20% of the grade) and achieve 75% on all assignments & final examinations. A Module-based Learning Activities Rubric has been set out in Schedule "E" of this Policy Manual and is provided to guide the student in the engagement and assessment of the learning activities.

## Student Rewrites and Extensions

Students are given one rewrite per exam. The rewrite exam must be completed within 2-days of the first writing date. Additional rewrites may be requested in writing to the Student Academic Advisor. All circumstances are reviewed by the advisor on an individual basis. Students are notified of the decision in writing and if approved, an additional rewrite exam is offered. Students already placed on Academic Probation are not permitted a *second* rewrite of an examination.

An additional assignment related to the learning concepts is assigned and must be completed within 2 days of the unsuccessful exam writing, prior to all rewrites, to clarify concepts. The maximum grade recorded on a rewrite exam is 75%, regardless of the 'higher' grade achieved on the rewrite. Students who achieve 75% or higher on their first writing of the exam are not eligible to rewrite. All late assignments are graded at a maximum of 75%.

Extensions on examination dates are permitted for extenuating circumstances only. A doctor's note is required for examination extensions related to illness. Extension requests are accepted up to 3-days prior to the scheduled examination date.

If a student is unsuccessful on the *second* rewrite examination, the course must be repeated in its entirety at the student's expense. Maximum grade awarded on a re-take of a course is 75%. Individual course costs are as follows:

RIDDE-101: \$652	RIDDE-104: \$489	RIDDE-201-1: \$595	RIDDE-204: \$476
RIDDE-102: \$978	RIDDE-105: \$815	RIDDE-201-2: \$595	RIDDE-205: \$952
RIDDE-103-1-1: \$489	RIDDE-106-1: \$652	RIDDE-202: \$476	RIDDE-206: \$2500 (or \$350/skill)
RIDDE-103-1-2: \$489	RIDDE-106-2: \$652	RIDDE-203-1: \$595	RIDDE-301: \$476
RIDDE-103-2-1: \$489	RIDDE-107: \$978	RIDDE-203-2: \$595	
RIDDE-103-2-2: \$489	RIDDE-108/109: \$4500 (or \$350/skill)		

Students completing a 're-do' of a module must take the appropriate time allotted to complete the course again (IE: 6 weeks if initially allotted 6 weeks). If a student is unsuccessful again on the final examination the first time writing the exam in the re-do module, they will be withdrawn from the program.

Course extensions due to an approved accommodation plan or extenuating circumstances may be requested in writing to the President. All circumstances are reviewed on an individual basis. Students are notified of the decision in writing. Any students who do not complete their coursework in the allotted time frame outlined in the Syllabus, including the final examination (without an approved course extension), are considered unsuccessful in the course and must repeat it at the student's expense.

## Academic Integrity Policy

Policy Number:	<b>0005</b>
Policy Title:	<b>Academic Integrity Policy</b>
Approved By:	<b>President- Carey-Ann Thurlow</b>
Approval Date:	<b>July 30, 2021</b>
Effective Date:	<b>August 1, 2021</b>
Review Date:	<b>January 1, 2022</b>
Next Review Date:	<b>January 1, 2024</b>

### Policy Statement

RIDDE is committed to academic integrity. Academic integrity is paramount in the learning environment and creates the foundation for student success. All faculty, staff and students must practice academic integrity at all times.

### Purpose

RIDDE expects integrity and academic honesty of its students. It is assumed that the vast majority of students conduct themselves and their scholarly activities with integrity. However, any instance of academic misconduct is serious. This policy provides examples of academic misconduct that may be subject to disciplinary action by the RIDDE and outlines the actions RIDDE may take in response to academic misconduct.

### Scope

This policy applies to students and applicants of RIDDE and addresses expectations related to academic conduct only. Non-academic student conduct is addressed in the Student Non-Academic Misconduct Policy.

### Guidelines

1. RIDDE requires that students conduct themselves in an honest and trustworthy manner in all aspects of their academic career.
2. It is the responsibility of all students to be aware of and to comply with RIDDE's standards for academic conduct. Not being aware of this policy is not an excuse for violating it.
3. All suspected breaches of this policy will be investigated in accordance with the procedures set out in this Policy. If a student is sanctioned, all documentation related to the misconduct will be permanently saved to the student's file.
4. Where a breach of this policy is established, sanctions will be imposed progressively based on the severity of each incident and in consideration of past violations of this policy.
5. Sanctions applied for academic misconduct may only be appealed using the Student Appeals Policy.

6. Students are expected to cooperate in investigations of allegations of Academic Misconduct. Obstructing an investigation may result in penalties under the Academic Misconduct Policy.

## Definitions

### *“Academic Activities”*

Academic Activities refers to any instrument used for measuring a student’s attainment of specified educational outcomes, including, but not limited to, assignments, term papers and essays, examinations, tests, quizzes, essays, projects, clinical and practicum placements, internships, presentations, online discussions, performances, exhibitions, blogs and/or informal writing, or research papers/projects.

### *“Academic Misconduct”*

Academic misconduct includes but is not limited to:

- Cheating, which includes but is not limited to:
  - using or attempting to use another person's answers/work;
  - purposely exposing or providing answers to another student(s) or failing to take reasonable measures to protect answers from use by another student(s);
  - unless permitted by the instructor, a student submitting identical or virtually identical assignments/materials for evaluation;
  - sharing information or answers when doing any assignments, modules, tests or examinations, except where the instructor has authorized collaboration;
  - consulting with another person or unauthorized use or possession of materials or equipment (such as smart watches or cell phone) in a test, or examination, including, concealing and accessing such aids outside the evaluation room during the evaluation period (e.g. emergency evacuation, washroom break, etc.);
  - resubmitting altered test or examination work after it has already been evaluated;
  - communicating with any person during an exam or test other than the instructor;
  - accessing or attempting to access examinations or tests before the student is authorized to do so;
  - violating the online software (Examity) rules and guidelines for test-taking; and
  - impersonating another student on an examination or test, or benefiting from the results of such impersonation.
- Plagiarism is the presentation of someone else’s work, words or ideas as if they were one’s own. Plagiarism may be deliberate or accidental and occurs when:
  - an idea, phrase, sentence or longer passage is submitted as one’s own work;
  - one hands in someone else’s partial or entire paper, whether bought, stolen or acquired on the Internet, as one’s own;
  - ideas are summarized or paraphrased without acknowledgement it in-text;
  - citations, footnotes/endnotes or by other accepted academic practices; and
  - sources of thought and writing are not referenced.

- Fabrication is the invention of information or citations in academic work.
- Facilitating academic dishonesty is knowingly or negligently making academic work available to others to copy, or concealing information related to an incident of academic misconduct.
- Other: Any behavior that undermines RIDDE’s ability to evaluate a student’s academic achievement, or any behavior that a student knew, or reasonably ought to have known, could gain them or others unearned academic advantage or benefit, is a violation of academic integrity.

*“Support Person”*

A support Person is an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the student to consult with, accompany, or assist, at any meeting or hearing related to an allegation of Academic Misconduct. The Support Person may observe but may not participate in any proceedings without the permission of a designated RIDDE official.

**Allegations of Academic Misconduct**

Initial Review

1. If an instructor/advisor has reason to believe that a student in one of the instructor/advisor’s courses may have engaged in an act of Academic Misconduct, the instructor/advisor will investigate the alleged misconduct and establish to a reasonable degree of certainty that the act did occur prior to proceeding.
2. If an individual other than the student’s instructor/advisor has reason to believe that a student in one of the instructor/advisor’s courses may have engaged in an act of Academic Misconduct, the individual will inform the instructor/advisor and provide any supporting evidence that is available.
3. If the instructor/advisor is reasonably certain that an act of Academic Misconduct did occur, the instructor/advisor will request a meeting with the student in person, over the phone, or via electronic communication, as appropriate. Either party may be accompanied by a Support Person.

Parties Agree

1. If a resolution can be reached with regard to the alleged act of Academic Misconduct, the instructor/advisor and student will record their mutual understanding of the incident and any resulting sanction(s) on an Academic Misconduct Report Form (the “**Report**”), and forward this completed form to the Registrar within five (5) working days of their initial meeting.
2. The Registrar will review the student’s record to determine if there have been any previous incidents of Academic Misconduct in the past five (5) years. If there is no prior record, the Registrar will place the Report on file and inform the parties of the decision of the case.

Parties Disagree

1. If, following the initial review process (above), the instructor and student fail to agree on either the facts of the alleged incident of Academic Misconduct or the proposed sanction(s), the instructor will provide a description of the incident and sanctions on the Report, and the student will be given five (5) working days after their initial meeting to provide a response on the form before it is forwarded to the Registrar.
2. The Registrar will review the student's record to determine if there have been any previous incidents of Academic Misconduct in the past.
3. The Registrar will notify the COO of the Report including any records of a previous incident. The COO will conduct a review of the case and notify the Registrar of the decision and any sanction(s).
4. The Registrar will place the Report on the file, and, if applicable, monitor the fulfillment of any conditional sanctions.
5. The Registrar will inform the parties of the outcome and the allowable grounds for appeal within two (2) working days of the decision.

### **Academic Misconduct Sanctions**

Determinations of the appropriate sanction for Academic Misconduct will consider the student's intention, any other instance of Academic Misconduct committed by the student, any relevant personal circumstances, and the gravity of the offence in the context of the course and program.

#### Minor Sanctions

- **Warning/Admonition:** A written notice that further incidents of academic misconduct may result in additional disciplinary action that could carry more serious consequences.
- **Remediation:** A requirement, often combined with another sanction, that a student re-do an assignment or participate in an academic integrity activity (e.g., workshop, on-line tutorial, assignment).
- **Grade Reduction:** A reduction in grade or a failing grade for the activity or work which was found to be an incident of Academic Misconduct.
- **Failing Grade:** A failing grade for a course in which academic misconduct occurred, as a result of the academic misconduct.

#### Major Sanctions

The application of major sanctions requires the approval of the President.

- **Suspension:** means a period of time during which a student is prohibited from conducting Academic Activities.

- Expulsion: A permanent exclusion from the Program.
- Revoking of Credential: A credential awarded in good faith by RIDDE that is subsequently rescinded following a discovery that it was based upon significant dishonest or fraudulent conduct.

## Student Non-Academic Misconduct Policy

Policy Number:	0006
Policy Title:	Student Non-Academic Misconduct Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

RIDDE is committed to the integrity of the online environment, along with the clinical setting environment. Upholding integrity is paramount in the learning environment and creates the foundation for student success. All faculty, staff and students must practice integrity at all times.

### Purpose

RIDDE expects integrity and honesty of its students. It is assumed that the vast majority of students conduct themselves and their scholarly activities with integrity. However, any instance of non-academic misconduct is serious. This policy provides examples of non-academic misconduct that may be subject to disciplinary action by the RIDDE and outlines the actions RIDDE may take in response to non-academic misconduct.

### Scope

This policy applies to students and applicants of RIDDE and addresses expectations related to non-academic conduct only. Academic student conduct is addressed in the Academic Integrity Policy.

### Guidelines:

1. Non-academic offences, attempted or committed by students during RIDDE-sponsored activities either online or on-site at clinical modules shall be grounds for disciplinary action by RIDDE.
2. RIDDE reserves the right, notwithstanding anything contained in this Policy, to refer any non-academic offence to the appropriate civil or criminal authority, as RIDDE deems appropriate.
3. It is the responsibility of all students to be aware of and to comply with RIDDE's standards for integrity. Not being aware of this policy is not an excuse for violating it.
4. All suspected breaches of this policy will be investigated in accordance with the procedures set out in this Policy. If a student is sanctioned, all documentation related to the misconduct will be permanently saved to the student's file.

5. Where a breach of this policy is established, sanctions will be imposed progressively based on the severity of each incident and in consideration of past violations of this policy.
6. Sanctions applied for non-academic misconduct may only be appealed using the Student Appeals Policy.
7. Students are expected to cooperate in investigations of allegations of Student Non-Academic Misconduct. Obstructing an investigation may result in penalties under the Student Non-Academic Misconduct Policy.

## **Definitions**

### *“Non-Academic Misconduct”*

Non-Academic misconduct includes but is not limited to: sexual harassment, verbal or physical harassment, discriminatory harassment, theft and/or destruction of property.

### *“Harassment”*

Means any form of verbal or physical abuse either in person, telephone or electronic (social media or email) which is likely to cause offence, humiliation or stress to a student or employee.

### *“Discrimination”*

Means any comment or conduct based the prohibited grounds set out by the Canadian Human Rights Act and the Alberta Human Rights Commission.

### *“Support Person”*

A support Person is an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the student to consult with, accompany, or assist, at any meeting or hearing related to an allegation of Non-Academic Misconduct. The Support Person may observe but may not participate in any proceedings without the permission of a designated RIDDE official.

## **Sexual Harassment**

Sexual harassment, means any conduct, comment, gesture or contact of a sexual nature that,

- is likely to cause offence or humiliation to any student or staff; or
- might, on reasonable grounds, be perceived by a student or staff as placing a condition of a sexual nature on his/her opportunity for training or promotion.

Sexual harassment is generally comprised of objectionable and offensive behavior, which may occur once or repeatedly. Unwelcome sexual advances, requests for sexual favors, and other verbal, pictorial or physical conduct of a sexual nature constitute sexual harassment.

Sexual harassment is also deemed to be harassment on a prohibited ground of discrimination under the Canadian Human Rights Act.

### Written, Verbal or Physical Abuse (or dangerous activity resulting or likely to result in abuse of person or property)

Verbal abuse is a type of psychological/mental abuse that involves the use of oral language, gestured language, and written language directed to a victim.

Physical abuse is any intentional act causing injury or trauma to another person or animal by way of bodily contact.

### Forms of Discriminatory Harassment

It is a discriminatory practice to harass an individual on any of the following prohibited grounds of discrimination: race, national or ethnic origin, color, religion, age, sex, sexual orientation, marital status, family status, physical disability, mental disability, gender, gender identity, gender expression, source of income, or conviction for an offence for which a pardon has been granted.

Discrimination on the basis of childbirth and pregnancy is covered under the category - sex.

Note: Discriminatory harassment includes any comment or conduct, based on any of the grounds listed above, that offends or humiliates. Discriminatory harassment will have taken place if it is known or ought to have reasonably been known that the behavior in question was unwelcome or inappropriate in the workplace.

### Theft

Theft is the taking of another person's property or services without that person's permission or consent with the intent to deprive the rightful owner of it. In the case of Rizio Institute, this involves student and staff contents, along with the Institute's contents at on-site clinic modules. This also involves intellectual property of Rizio Institute.

### Misappropriation of, Misuse of, or Damage to RIDDE Property

Property damage is injury to real or personal property. In the case of Rizio Institute, this pertains to on-site clinical modules.

### Disruption of Activities Related to RIDDE

Disruption of activities related to RIDDE directly relates to:

Theory- Online LMS (Learning Management System)- disruption or destruction to the LMS  
Clinical Modules- Onsite- disruption or destruction in the clinical setting at RIDDE

### Refusal to Provide Identification

Students who do not provide identification when entering the Program, or at clinical on-site RIDDE modules, if asked to do so.

## **Allegations of Non-Academic Misconduct**

### Initial Review

1. If an instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Non-Academic Misconduct, the instructor/advisor will investigate the alleged misconduct and establish to a reasonable degree of certainty that the act did occur prior to proceeding.
2. If an individual other than the student's instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Non-Academic Misconduct, the individual will inform the instructor/advisor and provide any supporting evidence that is available.
3. If the instructor/advisor is reasonably certain that an act of Non-Academic Misconduct did occur, the instructor/advisor will request a meeting with the student in person, over the phone, or via electronic communication, as appropriate. Either party may be accompanied by a Support Person.

### Parties Agree

4. If a resolution can be reached with regard to the alleged act of Non-Academic Misconduct, the instructor/advisor and student will record their mutual understanding of the incident and any resulting sanction(s) on a Non-Academic Misconduct Report Form (the "**Report**"), and forward this completed form to the Registrar within five (5) working days of their initial meeting.
5. The Registrar will review the student's record to determine if there have been any previous incidents of Non-Academic Misconduct in the past five (5) years. If there is no prior record, the Registrar will place the Report on file and inform the parties of the decision of the case.

### Parties Disagree

6. If, following the initial review process (above), the instructor and student fail to agree on either the facts of the alleged incident of Non-Academic Misconduct or the proposed sanction(s), the instructor will provide a description of the incident and sanctions on the Report, and the student will be given five (5) working days after their initial meeting to provide a response on the form before it is forwarded to the Registrar.
7. The Registrar will review the student's record to determine if there have been any previous incidents of Non-Academic Misconduct in the past.
8. The Registrar will notify the COO of the Report including any records of a previous incident. The COO will conduct a review of the case and notify the Registrar of the decision and any sanction(s).
9. The Registrar will place the Report on the file, and, if applicable, monitor the fulfillment of any conditional sanctions.

10. The Registrar will inform the parties of the outcome and the allowable grounds for appeal within two (2) working days of the decision.

### **Academic Misconduct Sanctions**

Determinations of the appropriate sanction for Non-Academic Misconduct will consider the student's intention, any other instance of Non-Academic Misconduct committed by the student, any relevant personal circumstances, and the gravity of the offence in the context of the course and program.

#### Minor Sanctions

- **Warning/Admonition:** A written notice that further incidents of non-academic misconduct may result in additional disciplinary action that could carry more serious consequences.

#### Major Sanctions

The application of major sanctions requires the approval of the President.

- **Suspension:** means a period of time during which a student is prohibited from conducting Academic Activities.
- **Expulsion:** A permanent exclusion from the Program.
- **Revoking of Credential:** A credential awarded in good faith by RIDDE that is subsequently rescinded following a discovery that it was based upon significant dishonest or fraudulent conduct.

## Student Probation Policy & Procedure

Policy Number:	0007
Policy Title:	Student Probation Policy & Procedure
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

RIDDE supports students' academic success and provides clarity with respect to the standards by which academic success is measured. Unsatisfactory academic performance is addressed by requiring Students to re-do an unsuccessful course, withdrawal from the Program or placing them on probation when they have not met minimum approved requirements.

### Purpose

This policy establishes standards for academic performance and RIDDE's actions with respect to those standards. In particular the circumstances leading to academic probation, to non-academic probation and the protocol that is followed by RIDDE when receiving information leading to probation.

### Scope

The policy applies to all students who are currently enrolled in the Program.

### Guidelines

1. RIDDE commits to a fair and transparent process in determining academic standing. Academic standing will be calculated using a formula established by the Registrar for the purpose of fairly representing student achievement ('pass/fail on clinical evaluations and 'percentage' on theory courses).
2. In the event a student is unable to meet academic requirements, RIDDE will make all reasonable attempts to ensure that they are aware of potential consequences as well as support services available.
3. It is the responsibility of each student to be aware of their academic standing.
4. It is the student's responsibility to seek the assistance of instructors, student academic advisors or management at RIDDE, or other supports when they become aware that they are unable to meet academic requirements.
5. RIDDE Managers may place a student on academic or non-academic probation for a period of 60-days, which is reviewed upon completion to develop a plan moving forward.

## **Academic Good Standing**

A student is in academic good standing when they:

- Maintain 75% minimum in all theory courses
- Maintain a 'pass grade' on all clinical evaluations
- Hand in assignments on time
- Complete each module in the time frame allotted

## **Non-Academic Good Standing**

A student is in Non-Academic Good Standing when they maintain the performance and professional standards set by their instructors, sponsoring dental office and the clinical modules.

## **Academic Probation Procedures**

1. Students are considered 'at-risk' and placed on academic probation following three unsuccessful writings of their examinations (the first time the exam is written).
2. Students are considered 'at-risk' and placed on academic probation following an unsuccessful attempt on a 'rewrite' examination. Students already on academic probation will not be granted a second rewrite of any examination. Students who are still unsuccessful on examinations after the aforementioned policy are required to retake the module at their own expense.
3. Consecutive late assignments with no communication with Student Academic Advisor.
4. Extending the allotted time given for each module with no communication with Student Academic Advisor.

## **Non-Academic Probation Procedures**

1. Students are considered 'at risk' and placed on non-academic probation when performance issues arise in their sponsoring dental office and the Student Academic Advisor has been notified by the office.
2. Students are considered 'at risk' and placed on non-academic probation when professionalism issues arise in their sponsoring dental office and the Student Academic Advisor has been notified by the office.
3. Students are considered 'at risk' and placed on non-academic probation when performance or professionalism issues arise in the clinical setting during clinical modules.
4. \*Students must follow the informed policies within their dental office regarding professionalism, IPC regulations and HR policies.
5. When performance is at risk in the dental office setting, and the Student Academic Advisor has been notified, the student is instructed to join the Registrar via Google Meet for a discussion around the issue.

6. When performance is at risk in the clinical module setting, a meeting is held with the student and their instructor.
7. The student has an opportunity to speak to the situation and provide context around it from their perspective.
8. The dental office and/or instructor has an opportunity to speak to the situation to provide context around it from their perspective

### **Expulsion**

If it is determined that the student continuously fails to meet the academic or performance requirements, they may be required to withdraw from the program.

### **Appeals**

Students wishing to appeal their Academic Standing must do so in accordance with the Student Appeals Policy.

## Student Accommodation Policy

Policy Number:	0008
Policy Title:	Student Accommodation Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

RIDDE values diversity and inclusion and offers its students relevant and accessible education.

RIDDE seeks to provide accommodation(s) to students who require it due to a protected ground as a moral and ethical best practice, while at the same time acknowledging the provision of accommodation(s) as a legal requirement set out by the *Alberta Human Rights Act*.

RIDDE seeks to create a space for students to develop and practice (to the best of their individual abilities) independence within their studies and ownership over their goals and abilities.

### Purpose

The purpose of this policy is to outline RIDDE's Duty to Accommodate Students in its role as a service provider, under the *Alberta Human Rights Act*.

### Scope

This policy applies to all instructors, employees and students at RIDDE.

### Definition

"*Accommodation*" is defined as providing support to access services, courses, courses of study or programs, making exemptions to any regulations, policies, standards of practice, or making modifications to physical environments to the extent necessary to address discrimination against a student based on any protected ground.

"*Accessibility Plan*" is defined as the plan developed by *Accessibility Services* to meet the needs of a student with a disability for accommodation, as it may be revised pursuant to this procedure. The plan may include *Letters of Accommodation* for each requested accommodation as well as documentation of additional supports and services that may be provided to the student through *Accessibility Services*.

"*Accessibility Services*" is defined as the department (Registrar) who will assist a student in the requested accommodation/accessibility plan.

"*Act*" means the Alberta Human Rights Act in force at the relevant time.

"*Bona Fide Educational Requirements*" means the admission, progression and graduation requirements that

are essential to maintain the academic integrity of a course, course of study or program, including the requirements for students to acquire and demonstrate essential skills and knowledge related to course objectives and learning outcomes and, if applicable, any professional licensing requirements.

*“Disability”* means any degree of physical disability or mental disability as defined and interpreted pursuant to the Act, regardless of cause or duration.

*“Duty to Accommodate”* means the legal duty to accommodate an individual’s needs based on a Protected Ground.

*“Letter of Accommodation”* means the document prepared by RIDDE and provided to the student that details the reasonable accommodation.

*“Protected Grounds”* means the grounds listed in Section 4 of the Act as they are defined and interpreted pursuant to the Act including: race; colour; ancestry; place of origin; religious beliefs; gender (including pregnancy and gender identity); physical disability; mental disability; marital status; family status; source of income; and sexual orientation.

*“Reasonable Accommodation”* means an accommodation that addresses discrimination based on a protected ground that does not create an undue hardship for RIDDE.

*“Undue Hardship”* means the legal standard where a proposed accommodation would create unreasonable hardship for the RIDDE.

## **Guidelines**

1. RIDDE has a duty to accommodate to the point of undue hardship in the provision of its services. The duty to accommodate applies to all services offered by RIDDE.
2. Staff and Faculty have a responsibility to support and facilitate RIDDE in meeting its Duty to Accommodate.
3. RIDDE will:
  - a. provide an accommodation process that promotes equitable access to all courses, courses of study, programs and other services;
  - b. protect the privacy, confidentiality and autonomy of students requiring accommodation, subject to sharing information when necessary to evaluate a request for accommodation or on a need-to-know basis; and
  - c. consider and assess all accommodation requests on a case-by-case basis and in a timely and responsive manner.
4. If, in relation to any service provided by RIDDE to students, a student experiences discrimination based upon a protected ground, the student may request an accommodation pursuant to this policy.
5. Students needing an accommodation are entitled to a reasonable accommodation, not perfect

accommodation or the particular accommodation requested.

### **Evaluating a Request for Accommodation**

1. Accommodation is assessed and provided on an individual, case-by-case basis.
2. Students may be required to meet requirements or standards for licensing in the dental assisting profession. Students, Instructors or Directors should consult the College of Alberta Dental Assistants when evaluating a request for accommodation.
3. All accommodation requests by students should be made in a timely fashion and in writing to their Student Academic Advisor, Chief Operating Officer, or the Registrar.
4. Students requesting an Accommodation should be prepared to:
  - a. identify the Protected Ground that gives rise to the need for an Accommodation;
  - b. provide details on the nature of the Accommodation requested;
  - c. provide supporting documentation, if requested;
  - d. participate and cooperate in the process of assessing and determining a Reasonable Accommodation; and
  - e. meet any Bona Fide Educational Requirements.
5. Requests for Accommodation are confidential. Student information including the request for Accommodation, supporting documents and any Letter of Accommodation are shared only when necessary to evaluate the request or on a need-to-know basis.
6. A Student Academic Advisor, Chief Operating Officer, or the Registrar who, in accordance with this policy, receives a student's request for accommodation will engage the student in a discussion sufficient to provide enough details to assess the accommodation request.
7. The student and the Registrar will explore different accommodation options prior to determining if a reasonable accommodation exists.
8. Legal services and other subject matter experts internal or external to RIDDE may be consulted to evaluate the request for accommodation.
9. A request for accommodation may only be denied in cases of undue hardship.
10. In determining whether or not there is undue hardship RIDDE may consider, among other things:
  - a. financial cost to the Institute as a whole (not to a unit, program or department);
  - b. significant disruption of operations;
  - c. health and safety concerns;
  - d. substantial interference with the rights of other individuals or groups; and

#### e. Bona Fide Educational Requirements.

11. Determinations of undue hardship should be made in consultation with the Institute's legal services. Undue hardship is a difficult legal standard to meet and, in most cases, a reasonable accommodation will be available.
12. The Registrar will document the request for accommodation and any accommodation options that are discussed with the student.

### **Letter of Accommodation**

When a reasonable accommodation has been identified, the Registrar will prepare a Letter of Accommodation to be provided to the student. The Registrar will retain a copy of the Letter of Accommodation.

### **Appeals**

If the Student or the Student Academic Advisor has any concerns with the Letter of Accommodation, they may appeal the terms of the Letter of Accommodation to the Appeal Board. The Appeal Board will review the concerns and may consult with RIDDE's legal services.

The Appeal Board, in collaboration with the Registrar, will either confirm or modify the Letter of Accommodation within five business days of receiving the appeal. The decision is final.

### **Special Situations**

A request for accommodation made on the basis of disability will be managed by *Accessibility Services* in accordance with the *Procedures for Accommodations for Students with Disabilities*. Student Academic Advisors and Instructors will be informed of any applicable reasonable accommodations provided to the student in a *Letter of Accommodation* prepared by *Accessibility Services*.

### **Responsibilities**

Students must:

- become familiar with their rights and responsibilities under this policy.
- identify when they need an Accommodation and request an accommodation from their Student Academic Advisor, Chief Operating Officer, or the Registrar
- engage in discussions of reasonable accommodation options that will facilitate their access to the Institute's courses, courses of study, programs or other services.
- fulfill their duty to cooperate in determining a reasonable accommodation.
- comply with any reasonable accommodation plan requirements.
- report any change in their condition or circumstances to the Registrar if the change may precipitate changes to their reasonable accommodation.

Student Academic Advisors/Instructors must:

- ensure that the statement relating to the RIDDE's *Duty to Accommodate Students* is included in all course outlines;
- respond to student requests for accommodation in accordance with this policy.
- work with the student requesting an accommodation, Accessibility Services, or the Chief Operating Officer to facilitate reasonable accommodation.
- comply with the terms of any Letter of Accommodation.

Registrar/Chief Operating Officer must:

- respond to student requests for accommodation in accordance with this policy.
- work with the student requesting an accommodation, the Student Academic Advisors and/or Instructors to facilitate reasonable accommodation.
- comply with the terms of any Letter of Accommodation.

Accessibility Services must:

- respond to student requests for accommodation in accordance with this policy and the Procedure for Accommodations for Students with Disabilities
- comply with the terms of any *Letter of Accommodation*.

The Appeal Board:

- consider and decide appeals made under this policy.

Institute's legal services must:

- provide advice on issues of accommodation and undue hardship.

#### **Related Forms and Links**

1. Student Request for Accommodation Form (Schedule G: Forms)
2. *Alberta Human Rights Commission Interpretive Bulletin: [Duty to Accommodate Students with Disabilities in Post-Secondary Educational Institutions](#)*
3. Privacy Policy
4. [Alberta Human Rights Act](#)

## Student Appeals Policy

Policy Number:	0009
Policy Title:	Student Appeals Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

Students have a right to appeal any decision made against them if that decision was unduly influenced by bias, unfair procedure, or incomplete evidence, and if it can be shown that the outcome of the review might have been substantially affected by any of these circumstances

### Purpose:

The purpose of this policy is to identify the appeal bodies, and the principles and procedures for appeals of decisions regarding:

1. Student Academic Misconduct;
2. Student Non-Academic Misconduct;
3. Academic Standing; and
4. Academic Assessments and Graded Term Work.

### Scope

This policy applies to an appeal by a student of decisions made with respect to

1. Student Academic Misconduct;
2. Student Non-Academic Misconduct;
3. Academic Progression Matters; and
4. Academic Assessments.

## Definitions

*“Appellant”* means a Student who appeals a decision about themselves

*“Appeal Board”* means a Board comprised of non-employees of RIDDE *who have no direct connection in any form to the students.*

*“Appeal Hearing”* means either a written or oral process to review and decide an appeal before the Appeal Board.

*“Ground of Appeal”* means a reason that an appeal is being made.

*“Procedural Fairness”* means that an Appellant and a Respondent have the opportunity to be heard by an unbiased decision maker and to be made aware of all evidence considered by the decision maker. Procedural Fairness is about the procedures used to make a decision, not the actual outcome of the decision.

*“Reasonable Apprehension of Bias”* generally means that a reasonable and informed person, viewing the matter realistically and practically, would think that it is more likely than not that a decision maker was biased in respect of the decision under appeal

*“Respondent”* means a person who responds to an appeal.

*“Student”* means an individual who was a registered student at the time the subject matter of the decision under appeal occurred.

## Guidelines

1. Appeals pursuant to this policy will:
  - a. be confidential;
  - b. provide Procedural Fairness;
  - c. strive for consistency in terms of its decisions; and
  - d. be administratively efficient.
2. A student submitting an appeal under this policy must meet the requirements of this policy and the relevant procedure.
3. Appeal Hearings will respect the rights of the Student and the person responding to the Appeal to Procedural Fairness.

4. Regardless of the type of decision being appealed or the grounds of appeal brought forward by a student in an appeal, in conducting an Appeal Hearing, the Appeal Board will review whether the decision being appealed:
  - a. was made with Procedural Fairness; and
  - b. falls within a range of reasonable outcomes.
5. Dissatisfaction with a decision or with a RIDDE policy, procedure, or standard is not a Ground of Appeal.
6. In general, events or academic performance that occur after the date of the decision being appealed are not considered to be relevant new information

### **Grounds of Appeal**

An Appellant may only appeal on one or more of the following grounds:

1. relevant new information has arisen that could not have been presented earlier and that may have otherwise affected the decision being appealed;
2. the decision being appealed was made in a procedurally unfair way; and
3. there was a reasonable apprehension of bias on the part of a person who made the decision being appealed.

### **Appeal Procedure**

1. It is the student's responsibility to appeal the decision and provide evidence for the appeal within ten (10) working days of deemed receipt of the decision. The Notice of Appeal and the evidence for appeals must be submitted to the Registrar.
2. The Registrar will refer appeals that meet the requirements of the Guidelines and the Grounds of Appeals set out above to the Appeal Board.
3. The Appeal Board will hear the appeal.
4. At the Appeal Hearing the Appeal Board will invite the Student to make submissions in support of his or her appeal.
5. After hearing from the Student the Appeal board will invite the decision maker to respond to the student's submissions.
6. After the Appeal Hearing the Appeal Board will provide a final decision to the Registrar. Final decisions will be communicated to the student through the Registrar within two (2) days of receiving the decision.

## Privacy Policy

Policy Number:	0010
Policy Title:	Privacy Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

The Risio Institute for Digital Dental Education is committed to protecting the privacy of individuals who work and study at the Institute or who otherwise interact with the Institute in accordance with the standards set out in the [Freedom of Information and Protection of Privacy Act](#).

### Purpose

The purpose of this policy is to tell individuals how the Risio Institute for Digital Dental Education fulfills that commitment.

### Scope

This policy applies to personal information in the custody or under the control of the Risio Institute for Digital Dental Education.

### Definitions

*“Collection”* means the act of gathering, acquiring, recording, or obtaining personal information from any source and by any means.

*“Consent”* means a voluntary agreement to a collection, use, and/or disclosure of personal information for defined purposes.

*“Disclosure”* means making personal information available to a third party.

*“FOIP”* refers to the Freedom of Information and Protection of Privacy Act.

*“Formal Access Request”* refers to a request for access to information which cannot be answered through existing or established processes. A Formal Access Request is processed under terms and conditions set out in FOIP.

*“Personal Information”* means information about an identifiable individual including but not limited to: name, home address, SIN, gender, income, family status, student grades. Personal information does not include work product information, that is, information that is prepared or collected by an employee as part of the

employee's work responsibilities.

*"Third Party"* means a person, a group of persons, or an organization other than the individual the information is about. An employee of the Institute, acting in his or her official capacity, is not considered a third party.

## **Guidelines**

Responsibility for ensuring compliance with the provisions of FOIP rests with Rizio Institute's Managers. Rizio Institute will collect personal information directly from the individual the information is about unless there is a reasonable requirement to collect from another source and the indirect collection is permitted under FOIP.

Details relating to the purpose for the collection of personal information will be provided to the individual when personal information is collected directly from the individual.

## **Use of Personal Information**

Personal Information will not be used for a purpose other than the purpose for which it was collected or for a use consistent with that purpose except with the consent of the individual or as permitted under FOIP.

## **Disclosure of Personal Information**

Personal Information will only be made public or disclosed to a third party under the following circumstances:

- the disclosure is for the purpose identified at the time of collection or for a purpose consistent with the original purpose, such as review for learning, calibrating and assessing for licensing and accrediting authorities.
- the individual the personal information is about has consented to the disclosure.
- the disclosure is not considered to be an unreasonable invasion of privacy.
- the disclosure is required, permitted or authorized under FOIP.

It is not considered to be an unreasonable invasion of a student's privacy to release the following information to a third party:

- dates of registration at Rizio Institute for Digital Dental Education.
- Instructors/department or program of registration at Rizio Institute for Digital Dental Education.
- Diploma/certificates awarded from Rizio Institute for Digital Dental Education.
- convocation dates.
- attendance at or participation in a public event or activity related to the institution (e.g. graduation).
- personal information already in the public domain.

It is not considered to be an unreasonable invasion of an employee's privacy to release the following information to a third party:

- employment status.
- business address, telephone number, e-mail address.
- job title.
- job profile.

- rank, job family.
- salary range.
- discretionary benefits.
- relevant educational qualifications.
- attendance at or participation in a public event or activity related to the institution.
- personal information already in the public domain.
- publications listed in an academic staff member's annual report.

This information is generally available in public or published sources such as the telephone directory or the Institute's Outline. Requests for the personal information of an employee that is not readily available will be referred to the employee's supervisor or to Human Resources.

Teaching material and research information of employees may be disclosed to Risio Institute's Directors for administrative purposes.

### **Accuracy**

Risio Institute for Digital Dental Education will take reasonable steps to ensure that personal information in its custody or under its control is as accurate and complete as is necessary for the purposes for which it is to be used.

Individuals will normally be able to correct or update certain categories of personal information, such as contact information, through the Managers.

If the Institute is satisfied that the individual's request for correction is reasonable, the correction will be made as soon as possible.

### **Retention**

Risio Institute for Digital Dental Education will retain personal information only as long as necessary for the fulfillment of its purposes as defined in its retention rules.

### **Security**

Risio Institute for Digital Dental Education will take reasonable steps to protect information from unauthorized access, collection, use, disclosure or destruction. When the Institute retains an external organization to undertake work on its behalf that involves the disclosure of personal information, the Institute will enter into an information sharing agreement with that organization. The information sharing agreement will set out conditions that ensure that the Institute's responsibility for the protection of personal information will be fulfilled by the external organization on its behalf.

### **Access**

Individuals have a right of access to personal information about themselves in the custody or under the control of the Institute subject to specific and limited exceptions as provided in FOIP. Employment or academic references will only be disclosed to the subject with the consent of the referee.

A request by an individual for access to his/her own personal information should initially be directed to the

Registrar.

A request by a Risio Institute Official for access to the personal information of an employee or student should be directed to a Manager. Access will be provided when the Risio Institute Official needs the information in order to do his/her job or when the Risio Institute Official is operating within his/her mandated authority.

The Coordinator, FOIP will establish and maintain the procedure for responding to *Formal Access Request*. Fees for producing records in response to a *Formal Access Request* for your own personal information may be charged if the total fee is estimated to be greater than \$10. Reasonable fees will be assessed in accordance with the FOIP Regulation (Alberta Regulation 200/95).

Fees for producing records in response to a *Formal Access Request* for the personal information of another individual will be reasonably assessed in accordance with the FOIP Regulation (Alberta Regulation 200/95).

### **Questions, Complaints**

The Coordinator, FOIP will respond to questions or concerns about the Institute's management or treatment of personal information.

### **Violations**

Violators of this policy may be subject to penalties under Risio Institute for Digital Dental Education's regulations and under provincial and federal law.

### **Responsibilities**

Approval Authority

- ensure appropriate rigour and due diligence in the development or revision of this policy.

### **Implementation Authority**

- ensure that Institute staff are aware of and understand the implications of this policy and related procedures.
- monitor compliance with the policy and related procedures.
- regularly review the policy and related procedures to ensure consistency in practice.
- sponsor the revision of this policy and related procedures when necessary.
- appoint a Policy Advisor to administer and manage these activities.

### **Related Forms and Links**

5. Student Request for Accommodation Form
6. *Alberta Human Rights Commission Interpretive Bulletin: [Duty to Accommodate Students with Disabilities in Post-Secondary Educational Institutions](#)*
7. [Alberta Human Rights Act](#)

## Student Code of Conduct Policy

Policy Number:	<b>0011</b>
Policy Title:	<b>Student Code of Conduct Policy</b>
Approved By:	<b>President- Carey-Ann Thurlow</b>
Approval Date:	<b>July 30, 2021</b>
Effective Date:	<b>August 1, 2021</b>
Review Date:	<b>January 1, 2022</b>
Next Review Date:	<b>January 1, 2024</b>

### Policy Statement

RIDDE is committed to providing a safe atmosphere characterized by respect & well-being. RIDDE students can expect an innovative, respectful, collaborative and engaging platform that is free from harassment, discrimination and any form of abuse. RIDDE is dedicated to advanced technology and learning, knowledge generation and freedom of expression. RIDDE faculty, staff and students lead with respect, while acknowledging their ability to freely express new ideas.

RIDDE has established policies and procedures to uphold their core mission, vision and values, and will take necessary actions to ensure all members of the Risio community are safe and understand their rights and responsibilities.

### Purpose

Students are responsible for adhering to the Student Code of Conduct as the foundation of their relationship with fellow students, faculty and staff. Along with abiding by the laws of Alberta and Canada, students are accountable for:

1. Self-discipline, accountability and judgement in daily interpersonal relationships and academic activities
2. Their own academic and professional learning development
3. The impact that their behaviour may have on the Risio community and how it may reflect on that community
4. Conduct that is not consistent with the RIDDE policies and procedures

### Scope

This policy applies to all students enrolled at RIDDE or engaged in related RIDDE activities. It also applies to the conduct of students when off campus or the e-learning environment when:

1. They are participating in a class assignment or activity (such as the 'Community Health Project')

2. Their conduct negatively impacts RIDDE or its community, or adversely affects the health and safety of a RIDDE community member
3. This policy applies to conduct via telephone, computer or other electronic devices, including email, social media and other online/virtual applications
4. The application of this Policy is independent of any criminal or civil proceedings which may arise from the same conduct. RIDDE may refer an act of student misconduct to an appropriate law enforcement agency before, during or after disciplinary action is taken by the Institute.
5. Incidents of academic misconduct, non-academic misconduct and academic integrity are addressed separately within the RIDDE Policies and Procedures Manual.

## **Definitions**

*“Bullying and Harassment”* means any unwelcome, or that reasonably ought to be known to be unwelcome behaviour that would be expected to cause another person to feel demeaned, intimidated or harassed, or that otherwise creates a hostile or offensive environment. Bullying is usually a set of multiple behaviours over time but can be one action. It can be passive or aggressive and includes but is not limited to unwanted touching, teasing, making fun of someone, spreading rumours, excluding or isolating a person, use of offensive language, name calling, coercion or hazing.

*“Complainant”* means any member of the Risio community (student, faculty, or staff) who notifies a staff member of a possible violation of this Policy and associated procedure and/or makes a complaint against a student.

*“Expulsion”* means the permanent revocation of a student’s permission to attend Risio Institute, its courses or programs and banning of the person’s ability to be in Risio Institute’s clinical location.

*“Misconduct”* means any act or behaviour through which the student contravenes their rights and responsibilities as a member of the Risio community; Conduct which does not respect the rights and dignity of others or that contravenes Risio Institute’s mission, mandate, values and policies.

*“Non-Academic Probation”* means a status assigned to a student for a specified period of time in which further violations of academic or non-academic policies at Risio Institute could result in more severe sanctions and/or further sanctions.

*“Outcome”* means a penalty or consequence imposed as a result of misconduct.

*“Respondent”* means a student that is the subject of Complaint by a Complainant under this Policy and associated Procedure.

*“Sanction”* means a penalty or consequence imposed as a result of misconduct.

“Suspension” means a temporary curtailment of a student’s access to services and course registration within Risio Institute. Must have a start and end date specified, with conditions clearly articulated.

“Student” means any person registered at Risio Institute or a person once registered but on leave or suspension, or a person registered in current or previous terms that has not fulfilled the requirements of their program.

“Risio community” means any person or persons formally or informally affiliated with Risio Institute.

## **Student Rights**

At RIDDE, students have the following rights:

1. The right to pursue academic studies and participate in student activities in a safe and inclusive learning and working environment.
2. The right to participate in student activities without harassment, intimidation, discrimination, disruption or acts of violence.
3. The right to express diverse ideas and viewpoints.
4. The right to expect respect for their own property and person.
5. The right to privacy in respect of personal information.
6. The right to reasonable access to information relevant to their status as a student and that relates to their program, graduation requirements and RIDDE policies and procedures relevant to students.
7. The right to make claims and exercise rights related to RIDDE policies and procedures.
8. The right to fair and prompt procedures in proceedings for misconduct under this Policy.
9. The right to be kept informed of their academic standing and progress through fair and reasonable performance assessments.
10. The right to be protected from retaliation by members of the RIDDE community when the person reports, discusses, provides evidence, or otherwise participates in a student rights and responsibilities process.

## **Student Responsibilities**

At RIDDE, students have the responsibility to:

1. Conduct themselves in a manner that does not harm or threaten to harm another person’s dignity, physical or mental wellbeing.

2. Contribute to and maintains an inclusive environment.
3. Respect the ideas and perspectives of others even if they do not agree.
4. Respect others personal information and privacy and treat disciplinary actions as confidential.
5. Obey public laws.
6. Report acts of rights violations where there is a reasonable and/or expected threat to the community, or where harm (emotional or physical) has been witnessed.
7. Respect the property of RIDDE and of others.
8. Become aware of, and comply with, RIDDE policies and procedures.

### **Staff & Faculty Responsibilities**

Staff & faculty have the responsibility to:

1. Support student rights.
2. Create a positive learning experience for every student equally and for fulfilling all program-related obligations.
3. Providing students with program-related material and information and a high level of service that contributes to the learning experience of every student.
4. Reporting any instances of student misconduct that come to their attention

### **Student Misconduct**

1. Students assume an obligation to conduct themselves at all times as responsible members of the RIDDE community and to respect personal property and the rights of others.
2. Conduct that does not respect the rights and dignity of others and that contravenes Risio Institute's mission, vision and policies may be considered student misconduct; and therefore, subject to the rules governing student misconduct.
3. The following is a non-exhaustive list that provides examples of misconduct that may be addressed under this Policy. Conduct not specifically set out below may be subject to proceedings under this Policy. Students shall not engage in the following conduct:

- a. Physically, verbally, emotionally, or psychologically aggressive behaviour directed towards another member of the community and/or coercion and/or threats towards students, staff, faculty, or other members of the RIDDE Community.
- b. Regardless of the purpose or intent (including jokes), to engage or encourage others to engage in behaviours or activities that harass any person or discriminate against a person based on protected status such as race, ancestry, place of origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability.
- c. Intentionally or knowingly mislead, defraud, or misrepresent themselves or others, or otherwise abuse the trust of staff, faculty & students.
- d. Harm, injure or threaten any person in the clinical setting or during RIDDE classes or activities.
- e. Intentionally or recklessly create situations which endanger or undermines or threatens the health, safety, well-being, or dignity of oneself or another individual regardless of consent.
- f. Possess and/or sell illegal or controlled substances in the clinical setting, or be under the influence of drugs, alcohol, cannabis, or narcotics while attending clinical modules or workplace settings
- g. Commit unlawful acts on RIDDE premises, or at 'Work-Integrated Learning' sites.
- h. Disregard, or encourage others to disregard health procedures and practices mandated by RIDDE or engage in conduct that threatens the health of any other person.
- i. Bribe or make offers of reward to students, staff or faculty for any purpose.
- j. Misappropriate, convert, destroy, permanently deface or otherwise damage RIDDE property, resources or the property of others.
- k. Providing to another person any credentials or access information to RIDDE systems or resources meant for oneself, regardless of intent or purpose.
- l. Utilize any RIDDE resources, including digital programs, for any other purpose than specifically authorized for.
- m. Forge, falsify, destroy, misuse or alter any RIDDE document or record in paper or electronic form and/or aiding another in the forging, falsification, destruction, misuse, or alterations of RIDDE documents.
- n. Engage in any other conduct which is not in keeping with reasonable RIDDE standards and/or violates other policies at RIDDE.
- o. Breach or failure to follow a behavioural contract as outlined by RIDDE.

4. RIDDE will conduct a timely investigation into allegations of misconduct that could, if substantiated, constitute a violation of this Policy. All investigations are conducted in a fair and equitable manner, consistent with the principles of procedural fairness and natural justice, and having regard to the nature and seriousness of the conduct at issue.
5. When RIDDE determines that misconduct has occurred, the outcome of that process will take into account all the circumstances of the misconduct and the circumstances of the student engaging in the misconduct. RIDDE recognizes that, where appropriate, an outcome that is educational, developmental or restorative, may be preferable to, or imposed in conjunction with, a punitive outcome.
6. A Student has the right to appeal action taken by RIDDE under this Policy in accordance with the Student Appeals Policy (0009).
7. Disciplinary sanctions and other measures applicable under this Policy include:
  - a. The student may be required to provide a verbal or written apology.
  - b. The student may be required to make restitution in the form of payment of costs, or compensation for loss, damage, or injury, or in the form of appropriate service or material replacement.
  - c. The student may receive a verbal or written warning or letter of reprimand.
  - d. The student may be placed on non-academic probation for a specified period of time.
  - e. The student may be prohibited for a specified period of time from having access to all or any part of the clinical setting, with or without conditions.
  - f. The student may be required to enter into a behavioural contract being a set of behavioural expectations, terms, and conditions. Any breach of this contract constitutes student misconduct that may result suspension or expulsion from RIDDE.
  - g. The student may be required to abide by a behavioural contract (signed) prior to their return to the online environment or clinical setting.
  - h. The student may be denied admission or re-admission to RIDDE for a specified or indefinite period of time.
  - i. The student may be withdrawn from RIDDE by the President.
  - j. The student may receive a notation of academic discipline on the student's record, which will appear on the student's transcript.

## Covid19 Proof of Vaccination Policy

Policy Number:	<b>0012</b>
Policy Title:	<b>Covid19 Proof of Vaccination Policy</b>
Approved By:	<b>President- Carey-Ann Thurlow</b>
Approval Date:	<b>October 30, 2021</b>
Effective Date:	<b>October 30, 2021</b>
Review Date:	<b>January 1, 2022</b>
Next Review Date:	<b>January 1, 2024</b>

### Policy Statement

Risio Institute has adopted a Covid19 proof of vaccination policy to ensure that all students continue to have access to learn and practice performing their skills on one another and the general public in clinical, on-site modules in Calgary, Alberta.

Students must disclose their Covid19 vaccination record on day #1 of the clinical module. If students are not vaccinated against Covid19 and cannot produce a valid vaccination record, they are required to rapid test every 72 hours at their own expense. Negative Covid19 tests must be disclosed every 72 hours to the clinical instructors.

### Purpose

Risio Institute adopted this policy under the CMOH Order 44-2021, PSI (Post-Secondary Institution) Exemption. The purpose of this policy is to maintain a safe learning environment for students and to ensure the continuity of learning activities practiced on student partners and the general public in Patient Care Clinics.

### Scope

This policy applies to all students enrolled at RIDDE or engaged in related RIDDE activities.

1. Risio Institute students do not need to maintain physical distancing in learning environments
2. Physical distancing must be maintained in common areas.
3. Masking is required in all public indoor spaces.
4. All students must be vaccinated with at least a first dose of a COVID-19 vaccine approved by the World Health Organization (WHO) no later than September 20, 2021.
5. All students must be fully immunized with a COVID-19 vaccine approved by the WHO no later than November 1, 2021. Full immunization occurs 14 days after the second dose of the COVID-19 vaccine, which means all students need to receive their second dose no later than October 18, 2021.
6. In place of full immunization, Risio Institute is able to accept the following:

- a. proof of a medical exemption; or
- b. regular COVID-19 testing through privately paid testing
- c. regular testing is considered to be at least every 72 hours

### **Compliance of the Covid19 Proof of Vaccination Policy**

Risio Institute tracks students' Covid19 vaccination records via paper or electronic records. All records are stored with the Office of the Registrar, proving a list of vaccinated students, and a list of rapid testing results for unvaccinated students.

Students attending clinical modules on-site in Calgary, Alberta are asked to show proof of vaccination on day #1 of the clinical module.

Documentation of a negative Covid19 test for the duration of the clinical module begins on day #1 for all unvaccinated students and is tracked every 3-days before the morning huddle begins.

Individuals experiencing COVID-19 symptoms must isolate in accordance with CMOH Order 39-2021, and should seek testing.

## Transfer Credit Policy

Policy Number:	0013
Policy Title:	Transfer Credit Policy
Approved By:	President- Carey-Ann Thurlow
Approval Date:	October 30, 2021
Effective Date:	October 30, 2021
Review Date:	January 1, 2022
Next Review Date:	January 1, 2024

### Policy Statement

Risio Institute recognizes prior learning at fellow institutions within the past 2 years of applying to a RIDDE program, in the scope of the program the student is enrolling in. Risio Institute provides access to fairly assess prior learning in the scope of the chosen program to ensure that all outcomes are taught and evaluated consistently.

### Purpose

Risio Institute recognizes that students may wish to move from one post-secondary institution to another. In order to recognize prior completed studies, while maintaining the quality of its programs and credentials, Risio Institute has established procedures to review student requests for transfer credits.

### Scope

This procedure provides guidelines for all requests regarding prior learning in specific programs.

### Definitions

*“Course Outline”* means an approved document outlining the course and unit learning outcomes, resources and evaluation methodology for a course.

*“Credit Transfer”* means the recognition of a credit by Risio Institute for courses or programs completed in another program or academic institution at a post-secondary level.

*“Effective Dates”* means when the equivalency is valid.

*“The Start Date”* means the date it was officially reviewed by the academic team.

*“The End Date”* means when the equivalency is no longer valid.

*“Equivalent Learning”* means learning outcomes in one course or a combination of courses are comparable if: 90% or greater of the course outcomes of the Risio Institute are covered and course hours are equivalent to or greater than the Risio Institute course.

*“Official Transcript”* means an official academic record produced by the Office of the Registrar which reports a student’s cumulative academic record, grades or achievement levels obtained.

*“Program of Study”* means a planned and coordinated selection of courses delivered to an identified student, at the successful completion of which an appropriate credential is awarded by Risio Institute.

*“Recognized Postsecondary Institution”* means a public or private institution that has been given authority to grant degrees, diplomas, and other credentials by a public or private act of the provincial/territorial legislature or the international equivalent or through a government-mandated quality assurance mechanism.

## **Responsibilities**

### **Registrar:**

- follows established procedures for the processing of requests for transfer credit review
- records and tracks all student requests for credit transfer
- notifies students throughout the process via email
- ensures accuracy and confidentiality of student records when entering credit transfer information

### **Student:**

- submits appropriate documentation (official transcript, course outlines) upon receipt of offer of admission to support request for transfer credit
- is aware of and adheres to established timelines
- ensures the submission is complete, including the request form and academic documentation
- when challenging examinations, ensures timelines are met

## **Procedures**

1. Students who receive transfer credit for specified courses will have their tuition reduced by the specified fee in the Academic Assessment Policy, per Term.
2. In specific circumstances, as determined by the Office of the Registrar, permission to challenge examinations in specified modules will be granted to students:
  - a. Where it is uncertain that all of the Risio Institute learning outcomes have been taught and evaluated in specified courses.
  - b. The Office of the Registrar will communicate to the student the decision of permission to challenge an examination in a specified course if prior learning at another post-secondary institution has been completed.

- c. The cost to challenge each examination in each module is \$175 per exam. Payment must be received prior to granting access to complete the examination.
  - d. If a student is unsuccessful on a 'challenge examination', a rewrite is not permitted.
  - e. If a student is unsuccessful on a 'challenge examination', they are required to enrol in the module at the specified cost in the *Academic Assessment Policy*, and complete the module in its entirety. The module cost will be *reduced* by the 'challenge exam' fee of \$175. Payment must be received prior to granting access to complete the module.
3. Grading notations for credit transfer on the transcript will include the following:
- a. A notation of 'TC' (Transfer of Credit) will be used when a transfer of credit is granted for course(s) previously completed at another post-secondary institution.

## Schedule “A”- Mandatory Additional Course Work or Training

### **ALBERTA STUDENTS: College of Alberta Dental Assistants Student Membership**

Students should register for ‘Student Membership’ on the CADA website within the first 4 months of the program using the link below. Students must then complete the short courses outlined below:

<https://abrda.ca/registration-and-renewal/dental-assisting-students/apply-for-student-membership/>

1. CADA Code of Ethics- online course
2. Alberta Patient Relations Learning Module- online course
3. Standards of Practice- online course

### **WHMIS Training Module**

Students must complete the mandatory workplace WHMIS training module in the Learning Management Software within the first 4 weeks of the program.

### **CPR Training**

The Heart & Stroke Foundation recommends that Healthcare Professionals:

1. Perform conventional CPR in the course of professional duties.

All students are expected to have CPR (with AED instruction) prior to starting the program. Verification cards must indicate that the CPR course is valid for 3 years, unless the student plans to obtain a yearly certification (a copy of the yearly CPR verification card should be sent to the Registrar of the program).

## Schedule “B” - Immunizations

According to the ADA&C, immunizations substantially reduce both the number of Dental Health Care Providers (“DHCP”) susceptible to infectious diseases and the potential for disease transmission to other DHCP and patients.

All DHCP should be adequately immunized against:

- Hepatitis B;
- Measles;
- Mumps;
- Rubella; (mandated under Public Health Act)
- Varicella;
- Influenza; and
- Diphtheria, tetanus.

\*Updates to the immunization recommendations for Health Care Workers may be accessed on the ADA&C website.

According to the ADA&C, Dental Health Care Providers are at an increased risk of acquiring hepatitis B in an occupational setting. Therefore, all DHCP must be assessed regarding their immunity to hepatitis B, and be provided hepatitis B immunization by their employer, if required.

Students are required to submit a copy of their immunization records upon admission to the program.

## Schedule “C” - Canadian Regulatory Registration and Guidelines

Students residing in provinces outside of Alberta should contact their regulatory authority in their province regarding registration/certification. Additional information is provided below for each province.

### College of Alberta Dental Assistants

Please visit [www.abrda.ca](http://www.abrda.ca) for information about Alberta’s regulatory guidelines. To register for a dental assisting license in Alberta, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Demonstrate Current Practice (<https://abrda.ca/registration-and-renewal/registration-requirements/current-practice/> )
4. Demonstrate Good Character and Reputation (<https://abrda.ca/registration-and-renewal/registration-requirements/good-character/> )
5. Submit a Criminal Record/Vulnerable Sector Check Certificate valid within the past 90-days
6. Submit your Canadian Government ID
7. Submit the Certificate, Diploma or Official Transcript from the school you attended
8. Submit any other documents to support your answers in the application form (<https://abrda.ca/wp-content/uploads/2019/12/Registration-Application-Via-NDAEB-1.pdf> )
9. Submit the completed registration application form and applicable fees

### College of Dental Surgeons of British Columbia

Please visit <https://www.cdsbc.org/registration-renewal/certified-dental-assistants> for information about British Columbia’s regulatory guidelines. To register to be a Certified Dental Assistant in BC, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
4. Submit your BC Driver’s License Number or other form of identification
5. Submit the fees to have the Criminal Record Check completed
6. Submit the ‘Notarized Statutory Declaration’ (available for download during the application process)
7. Submit a notarized copy of government issued photo ID
8. Submit the completed application form and applicable fees

### Saskatchewan Dental Assistants’ Association

Please visit <https://www.sdaa.sk.ca/site/home> for information about Saskatchewan’s regulatory guidelines. To register for a dental assisting license in Saskatchewan, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. \*Registration for a ‘Temporary License’ is eligible if a student passes only a portion of the NDAEB Clinical Practice Evaluation

4. Submit the completed registration form and applicable fees

### **Manitoba Dental Assistants Association**

Please visit <https://www.mdaa.ca/> for information about Manitoba's regulatory guidelines. To register for a dental assisting license in Manitoba, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
4. Submit evidence of appropriate amount of liability insurance
5. Submit any required supporting documents
6. Submit the completed registration form and application fees

### **Ontario Dental Assistants Association**

Please visit <https://odaa.org/> for information about Ontario's membership guidelines. The ODAA is a professional association founded by and for dental assistants. This is not a mandatory membership and Ontario Dental Assistants are not required to join. To register to be a member of the ODAA, you must:

1. Submit the completed registration form and application fees

### **Ordre des dentistes du Quebec**

Please visit <http://www.odg.qc.ca/Accueil/tabid/127/language/fr-CA/Default.aspx> for more information on the profession of Dental Assisting in Quebec

### **New Brunswick Dental Assistant's Association**

Please visit <https://nbdaa.ca/> for information about New Brunswick's regulatory guidelines. To register for a dental assisting license in New Brunswick, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
4. Submit the completed registration form and application fees

### **Dental Association of Prince Edward Island**

Please visit <https://www.dapei.ca/> for information about PEI's regulatory guidelines. To register for a dental assisting license in PEI, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received

4. Submit the completed registration form for Registered Dental Assistant (Level II) for the province of PEI and application fees

### **Provincial Dental Board of Nova Scotia**

Please visit <http://pdbns.ca/applicants/dental-assistants/graduates-from-non-accredited-dental-assisting-programs> for information about Nova Scotia's regulatory guidelines. To register for a dental assisting license in Nova Scotia, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, 'certified verification' of your certificate/diploma received & a letter from the Head of the Program
4. Submit a copy of your Canadian Birth Certificate, Citizenship Card or Proof of Residency Status
5. Submit to the Provincial Dental Board a Vulnerable Sector Check
6. Submit two written character references from individuals who are non-family members and who have known you for the past four years
7. Submit any required supporting documents based on the questions asked in the application process
8. Submit the completed registration form and applicable fees

### **Newfoundland and Labrador Dental Assistants Association**

Please visit <http://www.nldaa.ca/> for information about Newfoundland and Labrador's regulatory guidelines. To register for a dental assisting license in Newfoundland/Labrador, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of successful completion of the NDAEB Clinical Practice Evaluation
3. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
4. Submit the completed registration form and application fees

## Schedule “D”- NDAEB Application Form for the Written National Dental Assisting Examination Board Exam

Please visit [www.ndaeb.ca](http://www.ndaeb.ca) for details about the NDAEB examination.

According to the NDAEB website (please visit the website for the most up-to-date information);

“Candidates must be deemed eligible to write the NDAEB Examination. Applicants, applying for Examination, who have completed theoretical and clinical education in all National Core Skills from a program of education recognized by the NDAEB, will be eligible for Examination. The National core skills are outlined in the NDAEB Domain Description for Dental Assisting (see section contained in the handbook). Effective June 1999 NDAEB policy requires that students complete their in-office practicum before writing the NDAEB examination. The experience gained during in-office placements may be advantageous as you prepare to write the examination.”

NDAEB Fees:

Total first-time writer= \$700.00 (\$600 exam fee + \$100 non-refundable application fee)

Total rewrite= \$675.00 (\$600 exam fee + \$75 non-refundable application fee)

### NDAEB Application for the Clinical Practice Evaluation

Please visit [www.ndaeb.ca](http://www.ndaeb.ca) for details about the NDAEB CPE.

According to the NDAEB website (please visit the website for the most up-to-date information);

The NDAEB developed a Clinical Practice Evaluation (CPE) for use by Canadian Dental Assisting Regulatory Authorities (CDARA) in the licensing/registration of dental assistants.

Some CDARA require graduates of Canadian non-accredited and out-of-country educational programs to successfully complete a two-part NDAEB certificate to include the written examination followed by the CPE. \*\*\*Until RIDDE is Accredited with the Commission on Dental Accreditation of Canada, all students must complete the NDAEB CPE (in addition to the written exam) in order to be eligible for registration.

The NDAEB administers the Clinical Practice Evaluation at up to six sites across Canada three or four times annually, depending on demand. For CPE sessions and application deadline dates, please see the calendar on the NDAEB site. The fee for the full CPE session (9 skills) is \$1700.00 (CAN only). This includes a non-refundable \$100.00 (CAN only) application fee [\$1600 + \$100]. The fee for re-taking individual skills is \$350.00 (CAN only) per skill plus a non-refundable \$100.00 (CAN only) application fee. Candidates registering for 5 or more skills are required to pay the full fee of \$1700.00 (CAN).

### The Clinical Practice Evaluation includes the following nine (9) skills:

*Skill 1: Exposes digital radiographic images*

*Skill 2: Obtains preliminary impressions for study casts*

*Skill 3: Applies and removes dental dam*

*Skill 4: Selective coronal polishing*

*Skill 5: Applies treatment liner*

*Skill 6: Applies and removes matrix band and wedge*

*Skill 7: Applies anti-cariogenic topical fluoride gel*

*Skill 8: Applies pit and fissure sealant*

*Skill 9: Applies topical anesthetic*

### Schedule "E" - Module-based Learning Activities Rubric

Grade	Engagement in Module Learning Activities	Engagement in Review Module for Exam Preparation	Engagement with online instructor in module	Mandatory Learning Activity (if applicable-per module)
3	-Consistently engaged in module for a minimum of 3-times per week. -Accessed all areas of module. -Completed all learning activities (per module).	-Consistently engaged in 'review module' for exam preparation in it's entirety.	-Consistently engaged with online instructor in module if falling behind or required additional assistance.	-Completed learning activity in its entirety to the satisfaction of sponsoring dentist/RDA.
2	-Active in module-engaged for a minimum of one time per week. -Accessed at least two areas of the module (IE: flashcards and matching questions) -Completed a minimum of one learning activity.	-Somewhat engaged in 'review module' for exam preparation. Not fully complete.	- Somewhat engaged with online instructor in module if falling behind or required additional assistance. Prompting by instructor required.	-Completed most of the learning activity to the satisfaction of sponsoring dentist/RDA.
1	-Did not actively engage in module (less than once per week). -Accessed less than one area of the module (IE: flashcards and matching questions). -Did not complete any learning activities.	-Did not actively engage in 'review module' for exam preparation. Less than 10 questions answered.	-Did not actively engage with online instructor in module if falling behind or required additional assistance. Instructor prompted student more than twice.	-Did not complete learning activity in its entirety, nor to the satisfaction of sponsoring dentist/RDA.
0	-Did not engage in module -Did not access any areas of the module (IE: flashcards and matching questions) -Did not engage in any module learning activities.	-Did not engage 'review module' for exam preparation at all. Student unprepared.	-Did not engage with online instructor in module if falling behind or required additional assistance.	Did not complete learning activity. If mandatory in module (module specific, fail grade awarded and activity must be re-done in full).
TOTAL GRADE /12	/3	/3	/3	/3

**Module-based Learning Activities Rubric-** *(not a mandatory pass grade, but worth 20% of overall module grade)*

## Schedule “F”-The College of Alberta Dental Assistants (CADA) Standards of Practice

<https://secure.abrda.org/data/documents/CADAStandardsofPracticepdf>

The College authorizes Dental Assistants to provide services to patients based on their formal education, training and examination. Regardless of direction or supervision, Dental Assistants are responsible and accountable for all services they provide.

### Dental Assistants

- a) confine their practice to only those activities authorized to them by the Health Professions Act and the College;
- b) ensure they are competent to perform authorized services, seek assistance if unable to perform a service or refer patients to someone who is authorized and can provide the treatment safely and competently;
- c) seek authorization for additional activities after pursuing formal education and/or training to expand their practice within the accepted practice of the dental assistant;
- d) decline to perform any services not authorized to them by the Health Professions Act and the College; and,
- e) promptly report unskilled and/or illegal practice to the appropriate authority.

### Restricted Activities (\*)

The Dental Assistants Profession Regulation authorizes Dental Assistants to perform restricted activities including *exposing radiographs, dental probing, preliminary fitting of complete or partial dentures, preliminary fitting of periodontal appliances, preliminary fitting of orthodontic appliances and scaling*. Regardless of direction and supervision, Dental Assistants are responsible and accountable for all restricted activities they perform.

### Dental Assistants

- a) must be authorized by the Health Professions Act and the College to perform restricted activities;
- b) are granted authorization to perform restricted activities only after successfully completing required formal education and training;
- c) when performing a restricted activity, require supervision by a dentist, dental hygienist or denturist authorized to perform the restricted activity. The supervising professional must be on site and available to assist; and,
- d) must refuse to perform restricted activities not authorized to them by the Health Professions Act and the College.

As per the College of Alberta Dental Assistants:

Dental Assistants may perform duties and Restricted Activities\* for which they are authorized by the College and are competent after proper education, training, and experience. Not all dental assistants are authorized to perform all of the skills listed below.

### **Entry to Practice Intra-Oral Skills**

- *dental radiographs\* (RAD)*
- *impressions (IMP)*
- *dental dam (DD)*
- *selective coronal polishing and anti-cariogenic agents (PF)*
- *pit and fissure sealants (PIT)*
- *desensitizing agents (DES)*
- *matrices and wedges (MW)*
- *topical anaesthetic (TA)*
- *suture removal (SUT)*
- *bases and liners (BL)*

### **Advanced Practice Intra Oral Skills**

#### *Orthodontic Clinical Competencies\**

- *obtain diagnostic records;*
- *prepare teeth for bonding and banding procedures;*
- *place and remove orthodontic separators;*
- *select, fit and cement orthodontic bands;*
- *insert orthodontic appliances;*
- *place and bond orthodontic brackets and bondable attachments;*
- *insert, ligate and remove orthodontic arch wires, which were formed by a dentist, using individual elastomeric ligatures, chain elastomeric ligatures, wire ligature ties (separate and continuous) and self-ligation mechanisms;*
- *trim and or bend distal ends of orthodontic arch wires; (9) place and remove orthodontic accessories;*
- *remove orthodontic bands, brackets and bondable attachments with hand-held instruments;*
- *remove excess bonding agent and cement with hand instruments and or slow speed rotary handpiece; and,*
- *apply non-medicinal material to reduce the effect of irritating orthodontic components.*

### *Prosthodontic Clinical Competencies*

- *place intermediate restorative materials for temporary restoration of a tooth, and remove excess material from occlusion or contour with hand instruments and slow speed rotary handpiece;*
- *select or fabricate and fit provisional acrylic crowns, inlays, onlays and bridges intra-orally using self-curing or light curing materials, or prefabricated or custom fabricated acrylic shells, and remove excess material from occlusion or contour extra-orally with slow speed rotary handpiece;*
- *cement provisional crowns, inlays, onlays and bridges using temporary cement, and remove excess temporary cement with hand instruments;*
- *remove provisional crowns, inlays, onlays or bridges and cement with hand instruments; and,*
- *place and remove gingival retraction cord with or without hemostatic agents (no epinephrine) in sulcus.*

### *Preventive Clinical Competencies\**

- *perform periodontal screening and recording assessment;*
- *perform full mouth periodontal probing;*
- *evaluate periodontal scaling instruments for appropriate sharpness;*
- *perform periodontal scaling instrument sharpening; and,*
- *perform periodontal scaling using hand-held instruments and ultrasonic instruments.*

*Registration is mandatory when a person meets the requirements for registration and intends to provide dental assisting services directly to the public.*

*\*Restricted Activities: Dental assistants who are authorized by the College may perform restricted activities under the direction and supervision of a dentist, dental hygienist or denturist.*

## Schedule "G"- Forms



### STUDENT WITHDRAWAL NOTICE FORM

---

Date Received: \_\_\_\_\_

#### Student Information

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

#### Academic Information

Program: \_\_\_\_\_

Program Start Date: \_\_\_\_\_

#### Student Requested Reason for Withdrawal (if requested by the student)

Why are you seeking withdrawal from the Program?

#### Program Requested Reason for Withdrawal (if requested by the Program)

Documented reason for Program to request withdrawal of student:

### Signed Consent for Withdrawal

All information in your file is confidential. It may be necessary to obtain and/or release information to other government departments or services for graduation and retention statistics.

By signing this form, you are acknowledging the 'request to withdrawal' from Risio Institute for Digital Dental Education.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness' Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Risio Institute President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## ACADEMIC MISCONDUCT REPORT FORM

---

Date Received: \_\_\_\_\_

### Student Information

Name: _____	Student ID: _____
Email Address: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____

### Academic Information

Program: _____
Program Start Date: _____

### Suspected Academic Misconduct- Documented by Academic Advisor/ Instructor/ Manager

--

### Additional Information Regarding Event (Date, time & relevant additional information)

--

Incident Reviewed with Student: Yes No

Outcome: _____
----------------

Signed Academic Misconduct Report Form

All information in your file is confidential.

By signing this form, you are acknowledging the 'Academic Misconduct Report Form' initiated by Rizio Institute for Digital Dental Education.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Academic Advisor/ Instructor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Rizio Institute President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## NON-ACADEMIC MISCONDUCT REPORT FORM

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Date Received: \_\_\_\_\_

### Student Information

Name: _____	Student ID: _____
Email Address: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____

### Academic Information

Program: _____
Program Start Date: _____

Suspected Non-Academic Misconduct- Documented by Academic Advisor/ Instructor/ Manager/ Student/ Other

--

Additional Information Regarding Event (Date, time & relevant additional information)

--

Incident Reviewed with Student: Yes No

Outcome: _____
----------------

### Signed Non-Academic Misconduct Report Form

All information in your file is confidential.

By signing this form, you are acknowledging the 'Non-Academic Misconduct Report Form' initiated by Rizio Institute for Digital Dental Education.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Initiator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Rizio Institute President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## NOTICE OF STUDENT APPEAL FORM

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Date Received: \_\_\_\_\_

### Student Information

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### Academic Information

Program: \_\_\_\_\_

Program Start Date: \_\_\_\_\_

### Student Appeal Information/ Reason

### Additional Information Regarding Appeal (Date, time & relevant additional information)

Incident Reviewed with Faculty: Yes No

Outcome:

### Signed Notice of Student Appeal Form

All information in your file is confidential, unless it is found required to discuss the information with the determined faculty member directly related to the appeal.

By signing this form, you are acknowledging that you are initiating the 'Notice of Student Appeal Form' at Riso Institute for Digital Dental Education.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Riso Institute President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Student Information

Name: _____	Student ID: _____
Email Address: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____

## Work Term Information

Work Term Dates: From _____	To _____
Dental Office Name: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____
Email Address: _____	Website: _____
Position/ Title: _____	
Expected Number of Hours Per Week: _____ (minimum 14 hours required)	
Sponsoring Dentist's Name: _____	Phone Number: _____
Email Address: _____	
Mentoring RDA's Name: _____ Phone Number: _____	
Prior/existing employment at this dental office? Yes or No	
Email Address: _____	

## Job Description (attach a separate sheet if necessary)

Tasks and Responsibilities:
-----------------------------

## Student and Sponsoring Dentist Signatures

Student Signature: _____	Date: _____
Sponsoring Dentist's Signature: _____	Date: _____

You will be contacted by the Practicum Coordinator if further information is required.



## STUDENT ACCESSIBILITY SERVICES REGISTRATION/CONSENT FOR SERVICE

Date Received: \_\_\_\_\_

### Student Information

Name: _____	Student ID: _____
Email Address: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____

### Academic Information

Program: _____
Expected Program Completion Date: _____
Last Post-Secondary School Attended: _____
Certificate/Diploma/Degree received: _____
Year of Graduation or Leaving: _____

### Disability/Limitation

Name of Disability/Nature of Limitation:	Documentation Available? YES NO Handed in to Accessibility Services? YES NO Date of Diagnosis: _____
Academic Accommodations you have used:	Adaptive Technology you have used:

Current Concerns

Why are you seeking assistance from *Accessibility Services*?

Current Concerns

How can *Accessibility Services* help you be successful?

Consent for Service

- All information in your file is confidential, however, limits to confidentiality include: if you are at risk to yourself or others, or are presently harming a child. Your file may be subpoenaed by a court of law.
- It may be necessary to obtain and/or release information to other departments or services. Release and/or disclosure of information will only be given with your written consent.
- If you require on-going support services from *Accessibility Services*, it is your responsibility to contact our office well in advance of the service required.
- Your registration with *Accessibility Services* is necessary in order to access accommodations and/or supportive services.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Consent reviewed with: \_\_\_\_\_ (Director's Signature-for office use)

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Risio Institute President's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*PLEASE NOTE: This information is collected under the authority of the Freedom of Information and Protection of Privy Act. [It is required to determine and advise on appropriate accommodation.] If you have any questions about the collection or use of this information, please contact Accessibility Services at (587) 391-7843. This release is valid for two years from the last date signed.*

## Schedule “H” -Current Canadian Dental Assisting Legal Scope of Practice by Province (updated 2018)

Canadian Dental Assisting Legal Scope of Practice by Province - 2018 Portée de compétences légales d'assistantes dentaires au Canada - 2018												
Skill/Compétence	BC*	AB	SK	MB	ON			QC	NB	NS*	PEI	NL
					CDAl	PDA	CDAl1					
Chairside / Extra-orale	•	•	•	•	•	•	•	•	•	•	•	•
Radiography / Radiographie	•	•	•	•	•	•	•		•	•	•	•
Preliminary Impressions / Empreintes préliminaires	•	•	•	•		•	•		•	•	•	•
Dental Dam / Digue	•	•	•	•		•	•		•	•	•	•
Treatment Liners / Traitement protecteur	•	•	•	•			5		•	•	•	•
Matrices & Wedges / Matrices et coins	•	•	•	•			5		•	•	•	•
Selective Coronal Polishing / Polissage sélectionné de couronnes dentaires	•	•	•	•		•	•		•	•	•	•
Oral Hygiene Instruction / Instruction d'hygiène buccale	•	•	•	•		•	•		•	•	•	•
Dietary Counselling / Instruction en nutrition	•	•	•	•	•	•	•		•	•	•	•
Fluoride Application / Application de fluor	•	•	•	•		•	•		•	•	•	•
Fabricate & Insert Bleaching Trays / Fabrique et mise en place les porte-empreintes de blanchiment	9	9	9	•			•		6	•	•	•
Pit & Fissure Sealants / Scelllements de puits et fissure	•	•	•	•			•		•	•	•	•
Topical Anaesthetic / Anesthésie topique	•	•	•	•			•		•	•	•	•
Desensitizing Agents / Agents de désensibilisation	•	•	•	•			•		•	•	•	•
Bonding Materials/		•	•	•						8		
Suture Removal / Retirer les points de suture	•	•	•	•					•	•		•
Take & Record Vital Signs / Prendre et noter les signes vitaux	•	•	•	•	•	•	•		•	•		•
Acid Etch Prepared Cavities / Burinage à l'acide de la cavité	•	•	•	8					•	8		•
Pulp Vitality Testing / Détection de la vitalité pulpaire	•	•	1									•
Polish Amalgams / Polir amalgam **			1				•		•		4	
Retraction Cord Placement /Mise en place la corde de rétraction	1	•	1									
Remove Retraction Cord / Retirer la corde de rétraction	•	•	•									
Fabricate, Cement & Remove Provisional Crowns - Prostho Module / Fabrication, mise en place et retraitement de couronnes provisoires	7	•	1									
Provisional Restoration / Restoration Provisoire		•	1									
Take & Record Gingival Plaque Indices / Enregistrer les marges gingivales	•	•	•	•								•
Applying anti-microbial Agents / Application d'agent anti-microbiens	•	•	•	•								
Remove Perio Dressings / Retirement de pansements périodontales	•	•	•									•
Face Bow Transfer / Transfer d'arc facial	•	•							1			
Ortho Module / Module orthodontie	1	1	1	1					1		1	1
Place & Finish Amalgam Restorations / Place et sculpter restaurations à l'amalgame			1									
Implant Assisting Tech. Module / Module Technologie d'assistance en implant			1									
Level 'C' CPR / RCP niveau 'C'	4	4	•	•								•