



Pharmacy Technician Program Student Handbook Policies & Essential Functions

Revision: August, 2008

Pharmacy Technician Student Handbook Policies:

1. General Information:

- a. A student who has been dismissed from another program will not be considered for admission into the Pharmacy Technician program.
- b. Student's Responsibility in the Educational Process: The college faculty provides excellent curriculum, assessment tools, laboratory, and clinical experiences for technical skill development. Students also have a responsibility for their learning and demonstrate this by:
 - i. Attending class and actively participate in class discussions
 - ii. Completing assignments on time
 - iii. Producing college-level work
 - iv. Preparing for assessments, clinical, and labs
 - v. Asking questions when clarification is neededMany of the assessments and activities are online. It is the student's responsibility to prepare for them as if they were in-class assessments and demonstrate academic honesty. This will ensure that the student has the knowledge needed to be successful in the career.
- c. This handbook is designed for the students in the Pharmacy Technician program. All students must follow the policies and procedures published in the college catalog/handbook. In some cases, program handbook policies and procedures are more detailed than in the college's catalog/handbook. In these cases, Pharmacy Technician students will follow the Pharmacy Technician Handbook Policies.
- d. Pharmacy Technicians are involved in dispensing medications and supplies (i.e. birth control, chemotherapy, or other prescriptions) which may be controversial for students. Applicants are invited to discuss career and clinical placement limitations related to areas of concern prior to entering the program.

2. Communication:

- a. Instructor's Office Hours – Office hours are listed on the syllabus of each class.
- b. Name and Address Changes - Students should notify the program Instructional Assistant as well as LTC's Records Department when any personal contact information changes.
- c. School Closings and Class Cancellations – You can access LTC's campus closings notices on LTC's website at gotoltc.edu or call toll free 1.888.468.6582, Ext. 1825.
- d. Faculty Email – Dave Brown dave.brown@gotoltc.edu or educator email Rhonda Schultz rhsch@gotoltc.edu or educator email.

3. Background Information Disclosure:

- a. From the time you complete the Background Information Disclosure form until you graduate or drop the program, understand that if you are charged with or convicted of a crime or if you are investigated for any violation of State or Federal law, you must report this to LTC's Health and Human Services Dean.
- b. Understand that:
 - i. This investigation may result in your suspension from practicums which may delay or prevent your graduation from the program; and
 - ii. A failure to report will result in your removal from the program.
- c. LTC attempts to place applicants who have a previous conviction. If we cannot find a clinical that will accept a prior conviction, you will not graduate or complete the program.

4. **Student Attendance:** Your class participation will count for a portion your grade in some classes. Missing class, clinical, or labs will negatively impact your grade. If you have missed three consecutive sessions, you will be dropped from the class.

5. Children on Campus:

- a. LTC supports a safe and positive educational environment. Therefore, it is LTC's policy that children under the age of 16 shall not be left unattended in any of LTC's facilities (including the parking lot).
- b. Parents need to make adequate arrangements for the care of their children. The Manager of Student Services Operations or Evening Operations Manager may make exceptions to this policy for children who are here for legitimate purposes (such as when the children are involved in an instructional activity).
- c. LTC staff members are responsible for enforcement of this policy. If a staff member is unsuccessful in dealing with an issue, he or she should contact his or her supervisor. Campus Police and/or the Evening Operations Manager should be called to deal with enforcement only when ongoing or serious problems occur. LTC's Campus Police may become involved during their routine monitoring of the campus.

6. Children in the Classroom:

- a. In order to preserve the integrity of the educational environment, students may not bring their children to classes, labs, or shops except when the children are part of the instructional activities.
- b. Children are defined as persons under the age of 16 and not enrolled in LTC classes or programs. Individual instructors may make exceptions for emergencies with the consent of all students in class.

7. Student Honesty:

- a. **Plagiarism** – all written assignments, exact words, phrases, or sentences of someone other than yours are enclosed in quotation marks and the reference is provided. Opinions, whether quoted exactly or paraphrased in your own words, are acknowledged and referenced. All fact of knowledge is stated in your words. Plagiarism is considered academic dishonesty. See *Academic Dishonesty*

- b. **Academic Dishonesty** – A student who demonstrates academic dishonesty in class, lab, or clinical may wish to consider non-health care careers. Such events prevent the student from gaining necessary knowledge or skills and compromises the trust a patient, colleague, or manager need to have in a pharmacy. Most importantly, the lack of knowledge or skill, or the practice of dishonesty in your profession is a threat to patient safety. Therefore, academic dishonesty of any kind, including plagiarism and cheating in a classroom, lab, or clinical setting, will result in disciplinary action that may include immediate termination from the program.

8. Program Progression:

- a. If you fail the same course twice, you will be dismissed from the program. If you fail three times total in any combination of courses, you will be dismissed from the program.
- b. Students who have failed a course or are not in good standing in their coursework are not guaranteed clinical placement.
- c. More than three occurrences of unexcused absences or tardiness at a clinical site must be reported to the program, which may result in the student being removed from the site and subject to discipline or dismissal from the course.
- d. If a student loses his/her clinical site due to unacceptable performance, attendance, or interpersonal issues, he/she will receive a failing grade for the course and not be reassigned to another clinical site.
- e. Students may be required to take a drug test before starting or during clinicals. Any student who fails a drug test will be dismissed from the program.
- f. **Re-admission:**
 - i. Students may submit a letter of appeal to the program chair. The letter must address the following items:
 1. Recognition of the issue(s) that have prevented previous satisfactory performance.
 2. How the issue(s) have been addressed.
 3. A plan for achieving program success should re-entry be granted.

- 9. **Graduation Requirements** – All program and general education classes must be passed with a grade of “C” or higher. An overall grade point average of 2.0 is required.

- 10. **Certification** – Students are encouraged to take the National Certification Exam to earn the designation of CPhT after program completion. For more information, go to the Pharmacy Technician Certification Board’s website at www.ptcb.org.

11. Job search links:

- a. PSW website has a Job Network page where students can search for postings, create and send resumes, and other helpful tools to assist you in obtaining a job after graduation. http://careers.pswi.org/home/index.cfm?sit_id=395.
- b. Another job search website, www.indeed.com, where you type in the kind of position you are interested in and the area. At the top of the page, there is an option to “Save as Email Job Alert”. If you check that box, you will receive job posting notices via email as they become available.

Pharmacy Technician program Essential Functions:

Gross Motor Skills:

- Move within confined spaces (storage bins and shelving areas)
- Maintain balance in multiple positions (high and low shelving)
- Reach above shoulders (IV poles, top shelves)
- Reach below waist (lowest shelving)
- Reach out in front

Fine Motor Skills:

- Pick up objects with hands
- Grasp small objects with hands (tablets, syringes, pen)
- Write with pen or pencil
- Key/type at a computer
- Pinch/pick or otherwise work with fingers (manipulate syringe)
- Twist (turn objects, knobs, bottle caps using hands)
- Squeeze with finger (ointment tubes, droppers)
- Turn wrist while applying pressure (open bottles caps)

Physical Endurance:

- Stand (at prescription work counter)
- Sustain repetitive motions with hands, fingers, wrists, arms (keyboarding, opening bottles, reaching for products, using counting trays, filing syringes, etc.)
- Maintain physical tolerance (work on your feet a minimum of 8 hours)

Physical Strength:

- Push and pull 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (pushing medication carts to nursing units for exchange)
- Lift 10 – 20 pounds daily frequently, 25 – 50 pounds sometimes (cases of IV solutions, cases of OTC liquids-alcohol, cough syrups, antacids, etc.)
- Carry supplies
- Squeeze with hands and fingers (empty syringes, ointment tubes, etc.)
- Turn wrists forcefully to open bottles and containers

Mobility:

- Twist
- Bend
- Stoop/squat
- Climb stairs
- Walk (move about facility)
- Crouch
- Kneel stand
- Climb stairs
- Climb step stools
- Reaching overhead, in front of body, and down
- Grasping overhead, in front of body, and down
- Sitting

Hearing:

- Hear normal speaking level sounds (person-to-person conversation)
- Hear telephone ring
- Hear customer requests over the telephone
- Hear alarm sounds (pharmacy pump alarm)

Visual:

- See objects up to 20 inches away (computer screen)
- See objects up to 20 feet away (patient waiting)
- Use depth perception (compounding, use of needles)
- Use peripheral vision (patients waiting)
- Distinguish color and intensity (medication color)

Smell:

- Detect odors (medications, outdated medications)

Environment:

- Tolerate exposure to allergens (latex gloves, chemical substances)
- Work indoors
- Work around machinery
- Exposure to dust, fumes, smoke, gases, odors, mists, irritating particles (aerosol spray, alcohol, etc. in hoods)
- Work in sterile preparation areas with gloves, gown, and mask (10/06)
- Exposure to toxic or caustic chemicals (chemotherapy)
- Exposure to solvents (alcohol in hoods)
- Working in confined spaces
- Using computer monitor
- Work around others
- Work alone
- Work with others

Reading:

- Read and understand written documents (prescriptions, insurance information, invoices)
- Simple skills:
 - Read digital displays
 - Comprehend simple instructions
- Complex skills:
 - Comprehend newspapers, manuals, journals, instructions in use and maintenance of equipment, safety rules, procedures, and drawings

Math:

- Tell time and calculate time
- Read and interpret measurement marks (volume, balance, temperature)
- Simple skills:
 - Add, subtract, multiply, divide whole numbers
- Compute fractions and decimals (medication dosages)
- Document numbers (inventory, patient profiles)
- Complex skills:
 - Convert numbers to and from the metric, apothecary, and avoirdupois systems and be able to apply formulas

Emotional Stability:

- Adapt to stress
- Focus attention on task
- Cope with own emotions
- Perform multiple responsibilities concurrently
- Cope with emotions in others
- Ability to accept and carry out responsibility

Analytical Thinking:

- Use long-term memory
- Use short-term memory
- Prioritize tasks
- Problem solve
- Deal with abstract and concrete variables, define problems, collect data, establish facts, and draw valid conclusions
- Data: synthesize, coordinate, analyze, compile, compute, copy, compare
- Clerical:
 - Ability to perceive pertinent detail in verbal or tabular material
 - To observe differences in copy, to proof read words and numbers, and to avoid perceptual errors in arithmetic computations
- Perception:
 - Ability to comprehend forms in space and understand relationships of plane and solid objects
 - Frequently described as the ability to “visualize” object of two or three dimensions, or to think visually of geometric forms
- Form:
 - Ability to perceive pertinent details in objects or in pictorial or graphic material
 - To make visual comparisons and discriminations and see slight differences in shapes and shading of figures and widths and lengths of time

Critical Thinking:

- Ability to comprehend and follow instructions
- Ability to perform simple and repetitive tasks
- Ability to maintain a work pace appropriate to a given work load
- Ability to relate to other people beyond giving and receiving instructions
- Ability to influence people
- Ability to perform complex or varied tasks
- Ability to make generalizations, evaluations, or decisions without immediate supervision
- Deal with problems from standard situations
- Carry out detailed but uninvolved written or oral instructions
- Carry out one- or two-step instructions
- Synthesize knowledge and skills
- Sequence information

Interpersonal Skills:

- Establish rapport with individuals
- Work as a team member

Communication Skills:

- Speak and write English (sentences containing subject, verb, and objects; names and addresses, complete job applications or notations in a log book; prepare business letters, reports, summaries using prescribed format and conforming to all rules of punctuation, spelling, grammar, diction, and style)
- Speak with clarity
- Communicate with clarity
- Listen/comprehend spoken/written word
- Collaborate with others (peers, health care workers)
- Manage information



Lakeshore Technical College
Pharmacy Technician Program
Functional Abilities Statement of Understanding

The Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, *et seq.*) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to insure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the functional abilities required of a student in the Pharmacy Technician program.

If you have a documented disability that may prevent you from meeting the functional abilities as stated, you are encouraged to contact LTC's Student ADA /Learning Support Coordinator for assistance with accommodations. It is your responsibility to voluntarily and confidentially disclose information regarding the nature and extent of a disability and to provide documentation of the disability. The college cannot assume responsibility for providing accommodations or services to students who have not identified themselves as having a qualifying disability.

Please note that program requirements will not be waived, but accommodations may be made to assist you to meet requirements. Please contact Rivi Hatt, Student ADA/ Learning Support Coordinator, at 920.693.1690 or email rivi.hatt@gotoltc.edu for assistance in formulating a reasonable accommodation plan.

This form is to be completed prior to admission into the program
and at the time of Clinical Placement

_____ I have read and I understand the Pharmacy Technician Program Handbook. By signing this
 (initials) form, I agree to uphold the policies of the program. I understand that I may be dismissed from the program if I am found in violation of any of the policies.

_____ I have read and I understand the *Functional Ability Categories* specific to a student in the
 (initials) Pharmacy Technician program.

_____ I am able to meet the *Functional Abilities* as presented, and have been provided with
 (initials) information concerning accommodations or special services if needed at this time.

 Name of Student (Please print)

 Signature of Student

 Date

Please return this form to LTC's Admissions Office at:
Lakeshore Technical College
Attn: Admissions
1290 North Avenue
Cleveland WI 53015