

# PHARMACY TECHNICIAN PROGRAM



## STUDENT HANDBOOK

CERRITOS COLLEGE

HEALTH OCCUPATIONS DIVISION

PHARMACY TECHNOLOGY DEPARTMENT

PHARMACY TECHNICIAN PROGRAM



**Student Handbook**  
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#### College Mission Statement:

With student learning as the paramount destination, Cerritos College guides students with the map and the means to make their educational aspirations a reality. The college takes pride in offering open access education for associate Degrees, transfer, career technical training, basic skills, and lifelong learning. Creating career pathways and opportunities for self-enrichment that benefit the economic vitality of its unique, multicultural community, Cerritos College values diversity and employs learning programs and student services that underscore student success. Faculty, staff, administrators, and students partner to promote relevance in today's global community by nurturing intellectual curiosity and applauding academic excellence.

#### Educational Philosophy

Cerritos College embraces community, diversity, innovation, and active learning. We strive for high academic and ethical standards, as well as academic freedom; we believe in the worth and dignity of all of our learners. In educating, we consider the learner's cognitive growth and emotional and physical well-being. The college prepares individuals for full participation in a complex democratic society as citizens and leaders, for the fulfillment of personal needs, and for the future. We believe that the purpose of education is to cultivate critical thinking skills and enhance the quality of life.

#### Health Occupations Mission Statement

The mission of the Health Occupations (HO) Division is to provide opportunities for the student to reach his/her greatest potential in the career technical educational arena. The HO division provides opportunities in a variety of health professions, culinary arts, hospitality, child development program and a laboratory Child Development Center. It is the goal of the HO division to design and implement individual programs that encourage active student learning and assist the student in achieving a sense of dignity, value, and personal worth in our diverse community and in the world of employment. These programs have been developed in cooperation with business, industry and advisory committees to satisfy a need for timely, diverse, workforce education. We embrace the diversity of our community and the diversity of the students we serve.

#### Program Mission Statement:

It is the mission of the Pharmacy Technology Program to help students achieve the educational goals important for the profession and as part of their life-long mastery of physical, social, and intellectual skills. To achieve this, faculty aspire to: (1) Model an environment where instructors and students are co-learners in the process of education; (2) Facilitate an environment where faculty and students creatively engage one another in an ongoing dialogue concerning the issues facing health care professions; (3) Share a common vision of the patient as the central focus of the health care system and, consequently, that faculty and students dedicate themselves to the health and well-being of society.

#### Program Philosophy:

The faculty members of the Pharmacy Technology Department believe that a comprehensive, integrated educational approach acknowledging the learner as the central focus of the learning process will develop pharmacy technician graduates who exhibit the appropriate skills, knowledge, and values necessary to achieve competence in the profession of pharmacy. To achieve this, clinical and academic faculty will serve as guides and role models as students move from novice to competent practitioners.

## **PHARMACY TECHNICIAN PROGRAM**

The pharmacy technician is a skilled technical health worker who performs a wide variety of non-discretionary pharmacy related tasks under the direct supervision of a registered pharmacist. Successful completion of the pharmacy technician program qualifies one for registration with the California State Board of Pharmacy. Graduates are also encouraged to complete the Pharmacy Technician Certification Exam, the nationally recognized certification exam for pharmacy technicians.

**Goals:** The Faculty of the Pharmacy Technician Program at Cerritos College affirms that they shall,

1. Provide a high caliber curriculum that mirrors the current standards of practice in pharmacy.
2. Provide students with the tools necessary to obtain employment as pharmacy technicians in a technologically advanced world.
3. Prepare students for employment in a variety of settings and with diverse patient populations.
4. Prepare students to practice within the laws and regulations set forth by the California State Board of Pharmacy and the ethical tenets of the American Association of Pharmacy Technicians.
5. Prepare students who are capable of applying knowledge, skills and demeanor in a manner that ensures comprehensive assistance to the patient and the supervising pharmacist so that treatment may be accomplished expeditiously.
6. Provide training in effective oral, written and non-verbal communication skills for the benefit of patients, colleagues and other members of the health care team.
7. Provide students with a broad-based education that lays the ground-work for advancement into diverse pharmacy careers.
8. Provide a foundation enabling graduates to continue planning, attaining and evaluating their continuing educational needs.

### **Program Outcomes and Objectives:**

Upon completing the Pharmacy Technician Program at Cerritos College, the graduate will demonstrate competency by being able to:

#### **Personal/Interpersonal Knowledge and Skills**

1. Demonstrate ethical conduct in all job-related activities.
2. Present an image appropriate for the profession of pharmacy in appearance and behavior.
3. Communicate clearly when speaking and in writing.
4. Demonstrate a respectful attitude when interacting with diverse patient populations.
5. Apply self-management skills, including time management, stress management, and adapting to change.
6. Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
7. Apply critical thinking skills, creativity, and innovation to solve problems.

#### **Foundational Professional Knowledge and Skills**

8. Demonstrate understanding of healthcare occupations and the health care delivery system.
9. Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health; and adverse effects of alcohol, tobacco, and legal and illegal drugs.
10. Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training.
11. Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology.
12. Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings.
13. Demonstrate understanding of the pharmacy technician's role in the medication-use process.
14. Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession.
15. Demonstrate understanding of nontraditional roles of pharmacy technicians.
16. Identify and describe emerging therapies.

### **Processing and Handling of Medications and Medication Orders**

17. Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review.
18. Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
19. Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.
20. Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
21. Distribute medications in a manner that follows specified procedures.
22. Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
23. Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies [REMS]).
24. Assist pharmacists in the monitoring of medication therapy.
25. Prepare patient-specific medications for distribution.
26. Maintain pharmacy facilities and equipment, including automated dispensing equipment.
27. Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.

### **Sterile and Non-Sterile Compounding**

28. Prepare medications requiring compounding of sterile products.
29. Prepare medications requiring compounding of non-sterile products.
30. Prepare medications requiring compounding of chemotherapy/hazardous products.

### **Procurement, Billing, Reimbursement and Inventory Management**

31. Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services.
32. Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
33. Apply accepted procedures in inventory control of medications, equipment, and devices.

34. Explain pharmacy reimbursement plans for covering pharmacy services.

### **Patient- and Medication-Safety**

35. Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles.
36. Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech).
37. Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as Basic Life Support (BLS) Healthcare Providers.
38. Demonstrate skills required for effective emergency preparedness.
39. Assist pharmacists in medication reconciliation.
40. Assist pharmacists in medication therapy management.

### **Technology and Informatics**

41. Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.

### **Regulatory Issues**

42. Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
43. Maintain confidentiality of patient information.

### **Quality Assurance**

45. Apply quality assurance practices to pharmaceuticals, durable and nondurable medical equipment, devices, and supplies.
46. Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.

### **Statement of Student Rights and Responsibilities**

The community college exists for the transmission of knowledge, the pursuit of truth, the development of students, and the general well-being of society. Free inquiry and free expression are indispensable to the attainment of these goals. As members of the academic community, students should be encouraged to develop the capacity for critical judgment and to engage in a sustained and independent search for truth and knowledge.

Freedom to teach and freedom to learn are inseparable facets of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on the campus, and in the larger community. Students should exercise their freedom with responsibility so as not to endanger the rights, goals, and beliefs of other students.

Cerritos College is open to all qualified students regardless of national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because he or she is perceived to have one or more of the foregoing characteristics, or based on association with a person



or group with one or more of these actual or perceived characteristics, or any other status protected by law in person or in an online environment and, when the victim or victims are associated with the District, whether or not the location is associated with the District.

### **Classroom Rights & Responsibilities**

The professor in the classroom and in conference should permit free discussion, inquiry and expression of thought by the student. Student performance should be evaluated solely on an academic basis, not on opinions or willingness to accept professor's personal beliefs, or conduct unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study for which they are enrolled and for maintaining standards of academic performance established for each course in which they are enrolled. The student has the right to have the course taught in a systematic, meaningful manner and of knowing at the beginning of the course those academic standards required of the student in the course.

Administrative staff and faculty members should respect confidential information about students such as student views, beliefs and political associations, which is acquired in the course of their work. Transcripts of academic records should contain only information about academic status.

### **On Campus Rights & Responsibilities**

Students should be free to examine and discuss all questions of interest to them, and express opinions publicly and privately. They should be free to organize and join associations to promote their common interests. The membership, policies and actions of a student organization will be determined by vote of only those persons who hold bona fide membership in that college organization. Campus advisors shall advise organizations in the exercise of their rights and responsibilities.

Student organizations shall be required to submit a statement of purpose, criteria for membership, rules of procedures, a current list of officers and the advisor shall certify the list of verified members. Campus organizations should be open to all students.

Student and student organizations should be free to support causes by orderly means which do not disrupt the regular and essential operation of the college. Student organizations shall have the right to recommend, invite and to hear any person of their own choosing as long as such speakers and topics are in accordance with federal, state and local laws, and guarantee the safety of students and protection of public property. Guest speakers invited by students or student organizations should be subjected only to those policies, requirements, and regulations as established by the Board of Trustees in order to insure an appropriate and meaningful contribution to the academic community. It should be made clear to

the academic community and the larger community that the public expressions of students, student organizations and guest speakers speak only for themselves.

As constituents of the academic community, students should be free, individually and collectively, to express their views on issues of institutional policy, instruction, the evaluation of professors as it pertains to their course content and on matters of general interest to the student body.

### **In the Larger Community**

College students are both citizens and members of the academic community. As citizens, students should enjoy the same freedom of speech, peaceful assembly and right of petition that other citizens enjoy. As citizens, they should be subject to civil law as others and may incur penalties prescribed by civil authorities when violating these laws. Only where the college's interest as an academic community are distinct and clearly involved should the special authority of the college be asserted.

### **Professional Behavior**

Cerritos College Pharmacy Technician students are expected to demonstrate professional behavior at all times in the classroom, while completing clinical training, and during program related activities. It is expected that these professional behaviors will be carried forward as students graduate and assume roles as allied health care practitioners. Examples of professional behavior include, but are not limited to, the following standards.

1. Demonstrate ethical behavior as outlined in the Code of Ethics of the American Association of Pharmacy Technicians.
2. Assess personal strengths and weaknesses as they relate to classroom and clinical performance. Determine a plan to ameliorate perceived weakness. Strive for excellence in attainment of knowledge and skills.
4. Plan for lifelong learning by reading and participating in continuing education. Assuming an active role in a professional association that acts as an advocate for the profession of pharmacy.
5. Demonstrate concern for the welfare of patients, colleagues and other persons associated with the educational environment. Appreciate differences in culture and values. Respect all persons by conducting interactions with dignity and integrity.
6. Assume full responsibility for work and behavior in classroom, clinical and employment settings. Demonstrate punctual, thorough and accurate work habits.
7. Project a professional image through adherence to the program dress code.
8. Exhibit a positive attitude toward learning.
9. Earn the patient's confidence in treatment by building a therapeutic rapport
10. Demonstrate academic honesty as outlined in the Cerritos College Catalog, including Cerritos College's policy regarding plagiarism.

### **Student Grievance Procedures**

A student of the college may address grievances as applied to and regarding academic, administrative, and instructional matters relating to students, and, including, but not limited to, any grievance dealing with any academic employee of the District.

A Grievance is defined as any act depriving a student of any of the rights set forth in the statement of "Student Rights and Responsibilities," or any state, federal, or local codes. Grades and grading grievances are addressed by the "Student Grade Grievance Procedure."

The determination of whether the Statement of Grievance presents sufficient grounds for hearing shall be based on the following:

- The Statement contains facts, which, if true, would constitute a grievance under these procedures;
- The grievant is a student, which includes applicants and former students;
- The grievant is personally and directly affected by the alleged grievance;
- The grievance was filed in a timely manner;
- The grievance is not clearly frivolous, clearly without foundation, or clearly filed for purposes of harassment.

For specific steps in this procedure, please see the Cerritos College catalog.

### **Nondiscrimination and Equal Opportunity**

The program honors all laws, codes, regulations and policies of non-discrimination and equal opportunities specified in California and approved by the College. As such, no student will be discriminated against or treated inequitably for reasons of race, color, creed, national origin, gender, sexual orientation, age, disability or marital status.

The District is committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities. The District, and each individual who represents the District, shall provide access to its services, classes, and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

### **Prohibition of Harassment**

All forms of harassment are contrary to basic standards of conduct between individuals and are prohibited by state and federal law, as well as this policy, and will not be tolerated.

The District is committed to providing an academic and work environment that respects the dignity of individuals and groups. The District shall be free of sexual harassment and all forms of sexual intimidation and exploitation including acts of sexual violence. It shall also be free of other unlawful harassment, including that which is based on any of the following statuses: race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex,

gender, gender identity, gender expression, age, sexual orientation of any person, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics. The District seeks to foster an environment in which all employees and students feel free to report incidents of harassment without fear of retaliation or reprisal.

Therefore, the District also strictly prohibits retaliation against any individual for filing a complaint of harassment or for participating in a harassment investigation. Such conduct is illegal and constitutes a violation of this policy. Any student or employee who believes that he or she has been harassed or retaliated against in violation of this policy should immediately report such incidents by following the procedures described in AP 3435 titled Discrimination and Harassment Investigations. Supervisors are mandated to report all incidents of harassment and retaliation that come to their attention.

### **Sexual Harassment**

Sexual harassment is a behavior not tolerated at Cerritos College. Under state and federal laws, sexual harassment is cause for disciplinary and legal action. Behavior considered to be sexually harassing include unwanted verbal or physical gestures such as requests for sexual favors, implied threats or rewards, inappropriate touching, sexually abusive language, visually offensive material, and jokes with sexual implications.

If, in the opinion of the student, an incident occurs which is considered sexual harassment, the student is encouraged to bring the incident to the attention of a member of the staff, faculty or administrator of the college.

Students are encouraged to use the Student Grievance Procedure as outlined in the Cerritos College Catalog and College Student Handbook in the section outlining "Standards of Student Conduct." Complaints of sexual harassment and other illegal discrimination are to be made to the Diversity/Compliance/Title IX Officer in the Human Resources Office or the Vice President of Human Resources.

If an incident occurs during a clinical affiliation, report the incident to your Preceptor as to the Program Director. Staff of both institutions will work together to investigate and determine appropriate action.

To protect yourself from charges of sexual abuse by a patient, it is strongly recommended that you interact with patients in an area where other staff members are in close proximity. Use professional behavior at all times. Be aware of cultural differences in perception of touch, personal distance and boundaries.

### **Academic Honesty/Dishonesty Policy**

Your instructors are eager to help you succeed in your studies at Cerritos College. But success means more than just receiving a passing grade in a course. Success means that you have mastered the course content so that you may use that knowledge in the future, either to be successful on a job, or to continue on with your education in advanced classes.

Your success depends on a combination of the skill and knowledge of your instructors, and your own hard work. You will reach your future goals only if you gain

new knowledge from every course you take. That knowledge becomes yours, and can be used by you, only if it is gained through your own personal efforts. Receiving a grade in a course, without acquiring the knowledge that goes with it, diminishes your chances for future success.

While in college, you are also shaping the principles which will guide you throughout the rest of your life. Ethical behavior and integrity are a vital part of those principles. A reputation for honesty says more about you, and is more highly prized, than simply your academic skills.

For that reason, academic honesty is taken very seriously by the Cerritos College faculty. The following guidelines have been prepared so that you will understand what is expected of you in maintaining academic honesty.

Academic dishonesty is normally to be dealt with as an academic action by the instructor, reflected in the student's grade in the particular course, rather than through college disciplinary procedures.

No specific departmental, divisional or institutional procedures are established for academic dishonesty other than the normal process for review and appeal of an instructor's grading procedures. However, plagiarism, cheating, and other forms of academic dishonesty are violations of the college's official Standards of Conduct.

Academic dishonesty is defined as the act of obtaining or attempting to obtain credit for work by the use of any dishonest, deceptive or fraudulent means. Examples of academic dishonesty would include, but not be limited to the following:

- Copying, either in part or in whole, from another's test or examination;
- Discussion of answers or ideas relating to the answers, on examination or test when the instructor prohibits such discussion;
- Obtaining copies of an exam without the permission of the instructor;
- Using notes, "cheat sheets," or otherwise utilizing information or devices not considered appropriate under the prescribed test conditions;
- Altering a grade or interfering with the grading procedures in any course;
- Allowing someone other than the officially enrolled student to represent the same;
- Plagiarism, which is defined as the act of taking the ideas, words or specific substantive material of another and offering them as one's own without giving credit to the source.

The faculty member may take options to the extent that the faculty member considers the cheating or plagiarism to manifest the student's lack of scholarship or to reflect on the student's lack of academic performance in the course. One or more of the following actions are available to the faculty member who suspects a student has been cheating or plagiarizing:

1. Review-no action.

2. An oral reprimand with emphasis on counseling toward prevention of further occurrences.
3. A requirement that work be repeated.
4. A reduction of the grade earned on the specific work in question, including the possibility of no credit for the work.
5. A reduction of the course grade as a result of item 4 above, including the possibility of a failing grade for the course.
6. Referral to the Office of Judicial Affairs for further administrative action, such as suspension or expulsion.

### **Drugs and Alcohol on Campus**

The District shall maintain a drug and alcohol free campus/workplace environment for students and employees. The District prohibits the unlawful possession, use, or distribution of illicit drugs and/or alcohol by students and employees. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in all facilities under the control and use of the District. Any student who violates this policy will be subject to disciplinary action, which may include, but is not limited to, referral to an appropriate rehabilitation program, suspension or expulsion. Any employee who violates this policy will be subject to disciplinary action up to and including termination. The District may refer students and employees who violate this policy to the Campus Police or other appropriate law enforcement agency for appropriate criminal action.

Cerritos College adopted the Drug-Free Schools and Community Act Amendment of 1989 shortly after its approval. College policy clearly prohibits the possession, use, distribution or sale of alcohol or illicit drugs by any student or employee on campus or at any campus activity. "Activities" includes on-campus activities as well as clinical assignments, field trips, or other campus-or-program-sponsored activities. Violation of this policy will result in disciplinary action which may include expulsion.

### **Safety on Campus**

The goal of the college faculty and staff is to provide a safe learning environment. The Campus Police department is staffed 24 hours per day. Crime prevention on campus is everybody's responsibility. Please report any suspicious activities to Campus Police. Maintain awareness of surroundings at all times. Please protect valuables by keeping them locked-up and out of sight. Car doors should also be locked to prevent theft.

Call 911 from a campus phone or (562) 402-3674 from a cell phone to report suspicious activity.

The Cerritos College Police Department reminds all members of the campus community to follow basic safety precautions, including:

- Stay alert and be aware of your surroundings.
- Know what is typical and what is not.
- Be aware of parking lots, walkways and restrooms.
- Travel with others with whom you are comfortable when possible, or call Campus Police for a Security Escort at (562) 924-3618 if needed.

- Let others know where you are going, especially if you might be there alone.
- If you are uncomfortable, go to where there are other people.
- Headphones can eliminate your ability to be aware of your surroundings.
- Move confidently at a steady pace and make eye contact with people.
- Keep keys in hand when moving to a vehicle.
- Keep windows and doors locked.
- Check the interior of a vehicle before getting in.
- Go to the nearest open business or police station if you are being followed.
- Do not confront a fleeing suspect, from a safe distance obtain a good description and direction of travel for the police

**EMERGENCY EVACUATION:** Please be aware of all exit routes. Evacuation drills will take place yearly. Evacuation will be signaled by four bells, all clear is signaled by a long bell. When the evacuation signal is sounded, exit by either door. Begin evacuation any time you hear an alarm, smell smoke or see flames, or are directed by an instructor or other authority. Proceed to the nearest safe stairwell and/or exit. Stay calm, move quickly, and do not run. Provide help to those who need assistance. Report to the appropriate evacuation area. **DO NOT RE-ENTER THE BUILDING** until told to do so by your instructor or other authority. Use of the “buddy system” is advised.

**EARTHQUAKE:** If an earthquake should occur during class, follow the instructions to duck, cover and hold. Stay in the building, do not dash for an exit. When the exit signal is given, follow the exit instructions as practiced in an evacuation drill or as given by the instructor.

**FIRE:** Evacuation for fire and fire drill is the same procedure as described above. Pull the nearest red fire alarm pull station. Contact Campus Police using any campus phone (including all pay phones), or by dialing 562-402-3674 on a mobile phone (911-type emergencies ONLY). Be prepared to: Describe the situation. Give your location. Do not hang up until the dispatcher tells you to do so. Only attempt to extinguish a fire if you find it is safe to do so. React and follow instructions on fire extinguishers. Alert others in your area to go to this location’s evacuation area. As you evacuate the area completely, close but do not lock doors, after last person has exited. Use the nearest stairwell and / or exit: **DO NOT USE THE ELEVATOR.** Try to stay low to the floor if smoke is present.

**BOMB THREAT:** If you see something that appears to be a bomb, notify any college employee immediately to call Campus Police. If a suspicious object or potential bomb is discovered, **DO NOT HANDLE THE OBJECT.** Clear the area, and contact campus police. If a bomb threat has been received by anyone on campus, evacuation signals may be sounded. Follow the evacuation procedure as outlined above. If evacuation is required, take all personal items with you.

**EVACUATION OF A DISABLED PERSON:**

When an emergency occurs necessitating evacuation from an upper floor or basement:

- Proceed to the nearest stairway landing;
- Stay at the landing next to the Emergency Evacuation Chairs;

- Shout for help, if needed and if able;
- Ask someone to report your location to the Building Marshal;
- The Building Marshal will report your location to the Area Team Leader, who will dispatch this information to the Emergency Operations Center (EOC);
- Wait for a qualified safety evacuation member to arrive and provide assistance evacuating safely.

**CAMPUS CLOSURE DUE TO EMERGENCY:** Occasionally, the campus has been closed due to weather, earthquake, power failure or other emergency. Please do not call the campus. Every attempt will be made to notify each student. Nobody will be penalized for non-attendance if unable to determine campus closure.

Cerritos College maintains a web site housed off campus, should campus IT services be interrupted by the emergency at hand or for another reason. The address is [www.cerritoscollege.us](http://www.cerritoscollege.us). It provides basic emergency response information to anyone as well as detailed information on matters addressed by texted advisories or alerts.

### **Cerritos College Policy on Infectious Diseases**

The following statements are Cerritos College Board Policy, approved by the Board of Trustees in 2007.

The District shall not discriminate against any person with a chronic disease as defined in the Americans with Disabilities Act, and California Government Code Section 1292i6.1(c) except as required by Federal or State Law for Public Safety.

The President/Superintendent shall establish procedures necessary to assure cooperation with local public health officials in measures necessary for the prevention and control of communicable diseases in students. Such procedures shall comply with the Family Educational Rights and Privacy Act, the Americans with Disabilities Act, and the Health Insurance Portability and Accountability Act. The District will comply with all state and federally mandated health requirements relative to infectious diseases, including:

- Cooperation with local health officers in measures necessary for the prevention and control of communicable diseases in students, and
- Compliance with any immunization program required by State Department of Health Services regulations.

Students are expected to comply with applicable OSHA (Occupational Safety and Health Act) infection control regulations as well as comply with infection control policies of the facility in which they provide services.

Appropriate steps shall be taken to ensure the safety of individuals who come in contact with blood, blood products, and bodily fluids. Appropriate Programs and Offices of the College will establish protocols in compliance with the guidelines from the United States Centers for Disease Control and all other applicable laws for the handling of blood, blood products, and bodily fluids.

### **Infectious Diseases Standard of Practice: Program Procedures**

The Cerritos College Pharmacy Technology Department will follow Standard Precautions for infection control as outlined by the Center for Disease Control



(CDC), the National Institute of Health (NIH), the Occupational Safety and Health Association (OSHA), and California State OSHA, (CAL OSHA). Students will be instructed on Standard precautions and will practice all necessary procedures throughout the entire program, in both lab and clinical courses.

At all times, when involved in patient care, students shall use standard precautions. This is a method of infection control in which all human blood and certain human body fluids, including saliva, are treated as if known to be infectious for blood-borne pathogens. Wash hands thoroughly when preparing products for patient use. Follow the facility protocol for isolation techniques.

### **Standard Precautions**

Standard precautions apply to contact with blood; all body fluids, secretions, and excretions except sweat, regardless of whether they contain blood; non-intact skin; and mucous membranes.

1. "Blood-borne Pathogens" refer to pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV).
2. The Center for Disease Control (CDC) recommends Standard Precautions based on the rationale that medical history and examination **cannot** reliably identify all patients with blood-borne pathogens.
3. The **goal** of good infection control in dentistry is to treat **every** patient as though he or she is infected with an incurable and potentially fatal disease.
4. Standard precautions does not prevent the use of needed additional infection control procedures to protect a patient who is so severely medically compromised that additional precautions are needed to provide for safe treatment of that patient.

### **Protocol for Needle Stick or Blood Exposure**

1. Report the incident to your faculty supervisor immediately. She/he will fill out the appropriate incident report and referral slip to expedite the process.
2. Wound Care/First Aid
  - a. Express blood from puncture wound.
  - b. Clean wound with soap and water.
3. It is recommended that appropriate medical follow-up be obtained.
4. If the injured student refuses follow-up services, be sure to:
  - a. Have the individual sign the form declining medical treatment (Student Health and Wellness Center Refusal of Treatment Form).
  - b. This form must be signed by the injured person and the staff at the SHWC.

### **PHARMACY TECHNICIAN TECHNICAL STANDARDS / ESSENTIAL FUNCTIONS**

The following listing has been prepared to assist you in understanding the technical standards of the Pharmacy Technician program in order to affiliate in the clinical

agencies and ultimately practice the profession. The technical standards as stated herewith are not conditions of admission to a program of study. Rather, they reflect performance abilities that are necessary for a student to successfully complete the requirements of the specified Health Occupations program.

The purpose of this document is to notify prospective Pharmacy Technician students of these technical standards to enable them to make an informed decision regarding enrollment in the Pharmacy Technician program at Cerritos College.

The delivery of safe, effective pharmaceutical care requires that students be able to perform functions related to the technical standards outlined here. The inability of a student to perform these functions may result in the student being unable to meet course objectives and to progress in the Pharmacy Technician program. Additionally, if a student is unable to perform these required competencies, the student may pose a risk of harm to the patient(s) for whom care is provided.

All applicants meeting the appropriate academic requirements shall be considered equally for admission to Cerritos College or any academic program regardless of race, color, religion, sex, marital status, beliefs, sexual orientation, national origin, age, or physical or mental disability.

**Disability & Accommodations Services:**

*If you have a disability or acquire one, you may be entitled to receive support services and/or accommodations intended to assure you an equal opportunity to participate in, and benefit from, the program. Reasonable accommodations for students with disability related needs will be determined on an individual basis taking into consideration the standards and essential skills which must be performed to meet the program objectives. To receive more information or to apply for services, please contact the Disabled Student Programs and Services (DSPS) at (562) 860-2451 ext. 2335 or (866) 971-0948 (Voice Phone), or visit them in the Liberal Arts/DSPS Building. All prospective and current Pharmacy Technician students must be able to meet these standards with or without reasonable accommodations.*

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
Cognitive Ability	<ul style="list-style-type: none"> <li>○ Demonstrate critical-thinking ability sufficient for collecting, analyzing, and integrating information and knowledge in order to safely and accurately process primary care provider orders and promote positive patient outcomes and professional behavior.</li> <li>○ Exhibit ability to follow policies and procedures required by clinical and academic settings.</li> </ul>	<ul style="list-style-type: none"> <li>○ Demonstrate problem solving abilities (measure, calculate, reason, prioritize, and synthesize data).</li> <li>○ Understand and recall complex information and apply to new situations.</li> <li>○ Perform calculations.</li> <li>○ Organize and prioritize multiple tasks; integrate and analyze written, verbal, and observed data regarding patient care.</li> <li>○ Manage distractions.</li> </ul>

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
	<ul style="list-style-type: none"> <li>○ Exhibit ability to organize and prioritize tasks.</li> <li>○ Exhibit ability to function effectively under stress and time constraints.</li> <li>○ Exhibit awareness of, and ability to work with, diverse populations.</li> <li>○ Exhibit ability to follow policies and procedures required by clinical and academic settings.</li> </ul>	<ul style="list-style-type: none"> <li>○ Follow a process from start to finish utilizing sequential established policies and procedures.</li> <li>○ Utilize sound judgment and safety precautions.</li> <li>○ Demonstrate ability to be familiar with, and acquire a knowledge base of, brand/generic names of the most commonly prescribed medications.</li> <li>○ Understand the rationale for, and comply with, HIPAA standards, especially confidentiality.</li> <li>○ Process prescriptions and/or prepare compound medications accurately.</li> <li>○ Demonstrate ability to read and interpret handwritten prescriptions.</li> <li>○ Process prescriptions in an accurately and timely manner that matches level of training and pharmacy's demands.</li> <li>○ Demonstrate the ability to assist accurately with all patient care duties and pharmacy procedures.</li> </ul>
Communication Ability	<ul style="list-style-type: none"> <li>○ Demonstrate ability to speak, hear, read, comprehend, and write English at a level that meets the need for clear and effective communication with instructors, peers, other healthcare professionals, and patients.</li> <li>○ Demonstrate ability to adjust non-verbal and verbal language appropriately to meet the needs of the multilingual and culturally diverse patients, families, and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>○ Understand written and verbal English communication and follow directions explicitly.</li> <li>○ Read and interpret common medical/pharmacy abbreviations.</li> <li>○ Understand patient information and provide verbal feedback.</li> <li>○ Interact and establish rapport with individuals, families, and groups from diverse populations.</li> <li>○ Read and respond to professional emails in a timely manner.</li> <li>○ Provide explanations and teaching.</li> <li>○ Demonstrate empathy.</li> </ul>
Interpersonal/ Intrapersonal Skills and Behavior	<ul style="list-style-type: none"> <li>○ Demonstrate emotional and psychological stability sufficient to function under stress and to adopt to ever-changing situations.</li> <li>○ Follow the Professional Code of Ethics as prescribed by the APhA and APTA.</li> </ul>	<ul style="list-style-type: none"> <li>○ Display a caring attitude.</li> <li>○ Demonstrate professional behavior in classroom, lab and clinical settings; including, but not limited to, appropriate personal hygiene, timeliness, preparation, and concentration.</li> <li>○ Demonstrate empathy for patients and peers, exhibit sensitivity to the needs of others', and treat all with dignity and respect.</li> <li>○ Demonstrate awareness of other's reactions and understanding of why they react the way they do.</li> <li>○ Respond calmly to, and remain focused during, stressful situations.</li> <li>○ Respond professionally and appropriately to emergency situations.</li> <li>○ Maintain composure in clinical and didactic environments.</li> <li>○ Establish productive working relationships.</li> <li>○ Work independently or in a team.</li> <li>○ Interpret non-verbal communication.</li> </ul>

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
Visual Ability	<ul style="list-style-type: none"> <li>○ Demonstrate visual acuity sufficient for reading, evaluating, and processing prescriptions, labels, and packages of all types.</li> </ul>	<ul style="list-style-type: none"> <li>○ Read numbers and letters in fine print, such as would appear on prescription labels and patient package inserts accurately.</li> <li>○ Differentiate solid dosage forms by size, shape, and color.</li> <li>○ Demonstrate ability to accurately distinguish demarcations and be able to calibrate all equipment used to weigh, measure, and dispense medication.</li> <li>○ Read Roman numerals accurately.</li> <li>○ Read medication labels, and draw up and read syringe volumes accurately.</li> <li>○ Perform visual inspections of preparations for discolorations, precipitations, bubbles, clumps, etc. on compounded sterile and not-sterile preparations.</li> </ul>
Auditory Ability	<ul style="list-style-type: none"> <li>○ Demonstrate hearing acuity sufficient to communicate and interact with patients, pharmacists, and other health care professionals.</li> </ul>	<ul style="list-style-type: none"> <li>○ Hear and communicate clearly in person and by telephone.</li> <li>○ Hear conversations well enough to communicate with patients, peers, instructors, and other health care providers.</li> <li>○ Listen for awareness of equipment function or malfunction and/or emergency signals.</li> </ul>
Tactile Ability	<ul style="list-style-type: none"> <li>○ Demonstrate tactile ability sufficient for preparation and compounding of sterile and non-sterile products.</li> <li>○ Demonstrate ability to put on and remove Personal Protective Equipment, or PPE.</li> </ul>	<ul style="list-style-type: none"> <li>○ Manipulate syringes and dispose of needles safely.</li> <li>○ Manipulate vials, ampules, and medication packaging.</li> <li>○ Calibrate and use equipment.</li> <li>○ Demonstrate ability to put on and remove gloves, gown, shoe covers, mask, protective eyewear, and head covering.</li> </ul>
Olfactory Ability	<ul style="list-style-type: none"> <li>○ Demonstrate olfactory ability sufficient to detect unusual odors/smells in the environment.</li> </ul>	<ul style="list-style-type: none"> <li>○ Detect malodorous or unusual odors of medicines.</li> <li>○ Distinguish smells which adversely affect the environment (fire, noxious fumes, etc.).</li> <li>○ Tolerate exposure to various chemical odors.</li> </ul>
Strength and Mobility	<ul style="list-style-type: none"> <li>○ Demonstrate physical abilities and strength sufficient to perform clinical and administrative duties.</li> <li>○ Demonstrate strength sufficient to lift heavy objects.</li> <li>○ Demonstrate ability to move in tight quarters.</li> <li>○ Demonstrate ability to freely walk, stand, sit, squat, balance, climb, reach, grip, lift, pull, and push as needed in the performance of clinical duties.</li> </ul>	<ul style="list-style-type: none"> <li>○ Demonstrate ability to effectively use appropriate ergonomic techniques (good body mechanics).</li> <li>○ Maneuver and move quickly and easily in crowded environments.</li> <li>○ Demonstrate ability to maneuver in small spaces (walk, stand, and bend over).</li> <li>○ Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance.</li> <li>○ Demonstrate ability to withstand repetitive hand, fine motor movements, and manual dexterity without incident.</li> <li>○ Squat, bend/stoop, reach above shoulder level, kneel, and use standing balance to place medications in the proper place.</li> <li>○ Lift and/or carry up to 50 pounds safely and exert up to 100 pounds force for push/pull utilizing a cart with wheels.</li> </ul>

Technical Standards (Essential Functions)	Description (Performed consistently and dependably)	Examples of activities (not all-inclusive)
Motor Skills	<ul style="list-style-type: none"> <li>○ Demonstrate gross and fine motor abilities sufficient to effectively prepare, package, carry, and deliver medications in a timely manner.</li> <li>○ Demonstrate physical ability sufficient to maneuver in small spaces (including standing, walking, bending, and range-of-motion of extremities).</li> </ul>	<ul style="list-style-type: none"> <li>○ Calibrate, adjust, use, and clean equipment.</li> <li>○ Demonstrate fine motor skills required to safely manipulate syringes and needles.</li> <li>○ Manipulate vials, ampules, and medication packaging.</li> <li>○ Load paper and labels in printer or automated medicated dispensing machines.</li> <li>○ Demonstrate keyboarding skills sufficient to complete data entry and/or clinical duties in a timely manner.</li> <li>○ Perform Cardiopulmonary Resuscitation (CPR) on a patient if needed.</li> </ul>
Physical Endurance	<ul style="list-style-type: none"> <li>○ Demonstrate sufficient physical endurance to complete assigned periods, the required shift, and assigned tasks.</li> </ul>	<ul style="list-style-type: none"> <li>○ Work 8- to 12-hour shifts on AM or PM rotations.</li> <li>○ Sit or stand for long periods of time, including up to 4 hours.</li> <li>○ Carry at least 20 pounds while walking for extended periods of time.</li> <li>○ Climb stairs.</li> </ul>
Environmental Tolerance	<ul style="list-style-type: none"> <li>○ Demonstrate ability to work in the pharmaceutical environment.</li> <li>○ Demonstrate sensitivity and ability to protect self and others from environmental risks and hazards.</li> <li>○ Demonstrate ability to tolerate prolonged periods of time amidst artificial lighting, air conditioning, dust and odors, residue from cleaning products, noise, and congested workplace.</li> <li>○ Demonstrate ability to wear Personal Protective Equipment, or P.P.E., for extended periods of time during work, educational study, and labs.</li> <li>○ Demonstrate awareness that the health care environment may contain latex and other allergens, including but not limited to medication (topical and ingestible), chemical, and mundane; tolerance of such allergens in the work place must also be demonstrated.</li> </ul>	<ul style="list-style-type: none"> <li>○ Wear gloves, mask, head covering, protective eyewear and gown for extended periods of time during patient treatment, educational study, and labs.</li> <li>○ Perform frequent evaluation and correction of facility for vapors/fumes, excessive noise, and facility cleanliness in the performance of patient care.</li> <li>○ Use MSDS (materials safety data sheets) for specific drugs, chemicals, and common environmental handouts.</li> </ul>

## PHARMACY TECHNICIAN PROGRAM – PROGRAM INFORMATION SHEET

Prerequisites: MATH 40 / ENGL 52 / READ 54 or equivalent scores on the College Assessment Battery.

A Certificate of Achievement shall be awarded to the student who completes with a “C” or better the following courses:

HO 56	Medication Calculations	1.0
PHAR 50	Pharmaceutics	1.5
PHAR 55	Introduction to Pharmacy	1.5
PHAR 56	Pharmacy Skills Lab Introduction	1.0
PHAR 57	Pharmacy Operations I	0.5
PHAR 63	Pharmacy Operations II	2.0
PHAR 64	Pharmacy Operations III	2.0
PHAR 65	Pharmacy Operations IV – Compounding	2.0
PHAR 81	Over-the Counter Products	3.0
PHAR 83	Pharmacy Technician Pharmacology I	3.0
PHAR 85	Pharmacy Technician Pharmacology II	3.0
PHAR 90	Clinical Experience I	3.0
PHAR 95	Clinical Experience II	5.0
**MA 161	Medical Terminology	<u>3.0</u>
		34.0

### Recommended Courses

AP 120 (AP 10)                      Anatomy and Physiology

\*\* AP 120 may be substituted for MA 161.

An Associate in Arts Degree can also be earned by the student completing the above course work, electives and general education requirements to achieve a minimum of 60 units.

### Four Semester Plan

The Pharmacy Technician Program is intended to be a full-time vocational program. The following course sequence is to be followed in order to complete the Program in four semesters.

#### 1st Semester

HO 56 (1 <sup>st</sup> nine weeks)	1.0 units
PHAR 50 (2 <sup>nd</sup> nine weeks)	1.5 units
PHAR 55 Lecture (nine weeks)	1.5 units
PHAR 56 Lecture/Lab (nine weeks)	1.0 units
PHAR 57 Lecture (nine weeks)	1.0 units
MA 161(18 weeks)	3.0 units
PHAR 63 (Lecture/Lab)	2.0 units

#### 2nd Semester

PHAR 65 (Lecture/Lab)	2.0 units
PHAR 83 <b>OR</b> PHAR 85	3.0 units
PHAR 81	3.0 units

#### 3rd Semester

PHAR 64 (Lecture/Lab)	2.0 units
PHAR 83 <b>OR</b> PHAR 85	3.0 units
PHAR 90*	3.0 units

(\*includes on-campus hours and 32-40 clinical hours per week arranged)

#### 4th Semester

PHAR 95**	5.0 units
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(\*\*includes on-campus hours and 32-40 clinical hours per week arranged)

### Three Semester Plan (For Full-Time students only)

When Summer classes are available, a student beginning the Program in either Fall or Spring can complete the program in 18 months. Students who wish to complete the program at an accelerated pace must make an appointment with the program director.

#### 1st Year: Fall Semester

PHAR 55 Lecture (nine weeks)
PHAR 56 Lecture/Lab (nine weeks)
PHAR 57 Lecture (nine weeks)
HO 56
PHAR 50
MA 161
PHAR 63

#### 1st Year: Spring Semester

PHAR 55 Lecture
PHAR 56 Lecture/Lab
PHAR 57 Lecture
HO 56
PHAR 50
MA 161
PHAR 63

1st Year: Spring Semester

PHAR 64  
PHAR 65  
PHAR 81  
PHAR 83  
PHAR 85

1st Year: Fall Semester

PHAR 64  
PHAR 65  
PHAR 81  
PHAR 83  
PHAR 85

2nd Year: Summer Semester

PHAR 90  
PHAR 95

2nd Year: Spring Semester

PHAR 90  
PHAR 95

**Course Repetition – Significant Lapse of Time**

Administrative Policy states that students may be permitted or required to repeat courses in which a “C” or better grade was earned where there was a significant lapse of time since the grade was obtained and:

- The District has determined a process for defining “significant lapse of time” for course repetitions; or
- The District has properly established a recency prerequisite for a course or program pursuant to Section 55003; or
- Another institution of higher education to which the student seeks to transfer has established a recency requirement which the student will not be able to satisfy without repeating the course in question.

Students will be required to repeat the following courses if it has been more than three years since the course was originally passed.

- PHAR 55
- PHAR 56
- PHAR 63
- PHAR 64
- PHAR 65
- PHAR 83

When a student needs to repeat an activity course due to a significant lapse of time, each repetition attempt will be counted toward the established repetition limits. However, if a student has already exhausted the number of permitted repetitions, then an additional repetition due to significant lapse of time may be permitted or required by the District.

**Medical Clearance, Immunization Record, Background Check**

Each student is to have: (1) health clearance by a nurse practitioner or physician, (2) TB clearance, and (3) a completed record of immunizations as listed on the immunization form. All records regarding medical clearances will be kept confidential.

**Clearance of a criminal background check and/or drug testing may be required prior to clinical externships.**



Original or copies of the above records shall be presented by the student prior to commencement of the externship and again prior to any expiration date. If the student does not provide up-to-date records, his or her clinical assignment will be postponed.

The **Medical Clearance** must certify that the student is able to perform the work of a pharmacy technician. This is due prior to commencement of the program. This must be signed by either a nurse practitioner or physician.

The immunization record must include, but may not be limited to, immunizations and tests for presence of TB, childhood diseases, polio, Hepatitis B, and Tetanus. TB tests must be renewed yearly.

### **California Board of Pharmacy Notification**

The California State Board of Pharmacy requires that all students be notified of the procedures they follow before granting a pharmacy technician license. Certain activities may result in denial of a license. These activities include:

- Driving under the influence of drugs, including alcohol
- Possession of illegal drugs or prescription drugs without a prescription
- Possession or sale of illegal drugs or prescriptions drugs
- Theft (identity, fraud, etc.)
- Multiple arrests

Please read the entire message from the board on the following page.



**California State Board of Pharmacy**  
1625 N. Market Blvd, N219, Sacramento, CA 95834  
Phone: (916) 574-7900  
Fax: (916) 574-8618  
www.pharmacy.ca.gov

BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY  
DEPARTMENT OF CONSUMER AFFAIRS  
GOVERNOR EDMUND G. BROWN JR.

February 10, 2016

Dear Pharmacy Technician Training Programs:

The California State Board of Pharmacy (board) requests that you provide prospective students with information regarding criminal history reviews prior to enrolling a student in a Pharmacy Technician training program.

Listed below are types of criminal convictions that *may* result in the denial of a Pharmacy Technician application. This list is not all-inclusive, but it does provide some of the most frequent violations the board reviews. Providing this information to prospective students prior to enrollment may help an individual make an educated decision as to whether or not they may have difficulty obtaining a license, and thus a career, as a Pharmacy Technician. License denials are frequently based on convictions for:

- Driving Under the Influence (drugs or alcohol)
- Possession of illegal drugs, or prescription drugs without a prescription
- Possession or sale of illegal drugs or prescriptions drugs
- Theft (identify, fraud, etc.)
- Multiple arrests

There is nothing in pharmacy law that *requires* the board to deny a license based on a specific conviction. That is, nothing is automatic. The board reviews each incident on a case-by-case basis. Likewise, a determination regarding an applicant's approval for licensure cannot be made prior to the submission of an application. The board believes that providing prospective students with this information will help them decide whether or not they are likely to obtain a Pharmacy Technician license prior to enrollment in a Pharmacy Technician training program.

*Once the board determines that there may be a reason to deny a license, the board will consider evidence of rehabilitation (mitigation) using the following criteria (Title 16, California Code of Regulations section 1769):*

- The nature and severity of the crime
- Total criminal record
- The time that has elapsed since the commission of the act(s) or offense(s)
- Whether the applicant has complied with all terms and conditions of parole, probation, restitution, or any other requirements or sanctions lawfully imposed against the applicant
- Additional evidence, if any, submitted by the applicant

The board reviews all available evidence (arrest report, court documents, applicant's explanation, etc.) and makes a determination based on the Board's primary mandate – protection of the public. An applicant that provides arrest documents, court documents and a written explanation with his or her application will speed the review process. If those items are not included with an application, the board will generally send a letter to the applicant requesting the missing documents, which increases the review time.

Please share this information with your prospective and current students. It is important the Pharmacy Technician training programs are communicating all aspects of the licensure requirements to students about the ability to obtain licensure, so that students can make informed decisions.

Respectfully,

California State Board of Pharmacy

## **Grading, Grade Maintenance, Repetition of Classes**

### **Grading**

The following grading system will be used in the Pharmacy Technician Program. Lecture classes will be graded by a series of points converted to a percentage and awarded a letter grade by the following scale:

<u>Intro/Lab Courses</u>	<u>Pharmacology Courses</u>	
90.0 – 100%	85.0 – 100%	A
80.0 – 89.99%	77.5 – 84.99%	B
70.0 – 79.99%	70.0 – 77.49%	C
50.0 – 69.99%	50.0 – 69.99%	D
Less than 50%		F

Lab sections paired with lecture classes will be graded according to the above standards. Students must receive a passing grade in both the laboratory section and the lecture section to receive a passing grade in the class.

Externship courses will be graded as all other courses with additional input from the clinical preceptor in the form of a clinical evaluation and a weekly time sheet. See *Procedures for Clinical Affiliations* for further details. Students must receive a satisfactory clinical evaluation to receive a passing grade in the courses.

Individual classes may have a grading system different from that listed above. Should the grading system be different for a particular class, the class syllabus will describe the grading system to be used by that particular class.

### **Test Taking**

1. If at all possible, seating for all quizzes and exams will be every other seat or in assigned seating—each student is to be placed so they are not at risk of being accused of cheating.
2. All books and materials will be left at the front and sides of the room. Pencils and exams will be kept in front of the student at all times.
3. No talking or visiting during quizzes or exams (even when finished and the exam is turned in) other students may still be working.
4. All tests must be returned to the instructor prior to leaving the classroom.
- 5. No part of tests may be copied or tape recorded.**
- 6. No phones or other electronic devices may be in the student's possession during an exam or quiz.**

### **Test and Quiz Make-Up Policy**

Making up tests or quizzes is not a program policy. If an unusual circumstance should occur, the circumstance must be reported to the instructor prior to the class.

### **Grade Maintenance and Repetition of Classes**

Students in the Pharmacy Technician Program must earn a “C” or above in EACH program required class and maintain an overall 2.0 grade point average in all

general education classes to progress in the program. Additionally, students must achieve a passing performance evaluation for EACH clinical experience.

### Grade Grievance

All students of the College have the right to present a grade grievance. The California Education Code, Section 76224, states clearly the conditions upon which grades or grading can be questioned.

“When grades are given for any courses of instruction taught in a community college district, the grade given to each student shall be determined by the instructor of the course and the determination of the students grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetence, shall be final.” “Mistake” may include, but is not limited to, errors made by an instructor in calculating a student’s grade and clerical errors.

See the Cerritos College Catalog for the steps involved in the Grade Grievance Procedure.

### Failing a Lecture/Lab Courses

If a “D”, “F” or “NC” grade is earned in a required course, the student must meet with the Program Director and develop a plan for repeating the class. If a second failing grade is earned in the same required course, permission to repeat the course must be requested in writing from the college committee. If approved for a third time and a deficient grade is earned in the same class, the student will be dropped from the program and will not be eligible for a Certificate of Achievement or an A.A. in Pharmacy Technology.

### Failing a Clinical Externship Course

- If the Clinical Preceptor, instructor of record, or Program Director determine that a student has not met the objectives of the clinical course, a failing grade will be assigned.
- When a student is failing related to unsafe clinical practice(s) or a failure to meet the clinical objectives of the site, the student may be instructed to not attend the clinical setting or may be asked to leave the clinical setting.
  - The preceptor shall contact the lead instructor or Program Director.
  - A meeting will be arranged between the student, instructor, and Program Director to discuss the clinical failure.
- If it is determined that a clinical failure is warranted, the student will then be withdrawn from both the lecture and clinical components of the course.
- A student who has withdrawn or been dropped from a course may not attend any portion of the class (lecture or lab) after the withdrawal date.
- All students have the right to grieve the decision and will be referred to the Cerritos College Student Grievance Procedures.

### Reinstatement

A student applying for readmission to a clinical course (or the program) after one withdrawal or dismissal must write a letter addressed to the Director of the Program requesting readmission. The following information must be included in the letter:

- Circumstance surrounding the withdrawal or dismissal.
- Reason for requesting readmission.

- Activities pursued in the interim that demonstrate improvement in problem area(s).
- School term for which readmission is requested.

The request will be reviewed by the department faculty and granted or denied based on the circumstances and space availability for clinical placement.

Students will be allowed to repeat a clinical course one time only. If another deficient grade is earned, the student will be permanently dismissed from the program.

A student who has two withdrawals/dismissals from a clinical externship on their record shall have exceeded the repeat policy of the program and shall have no further chance of re-entry except under extenuating circumstances.

Reinstatement for students who withdraw from a clinical course for extenuating circumstances (e.g., pregnancy, illness, family crisis, financial difficulties, etc.) will be given consideration through faculty review, upon the student's written request describing such reasons.

#### Grounds for Dismissal from the Program

A student is subject to dismissal from the Pharmacy Technician Program at Cerritos College for the following reasons:

1. Failing Grades (see above), including a final grade below "C" in any required course
2. Failure to meet attendance requirements
3. Behavior not consistent with the Code of Ethics for Pharmacy Technicians, including,
  - a. Violations of academic honesty as outlined in the Cerritos College Catalog.
  - b. Breach of patient confidentiality.
  - c. Participation in illegal activities directly related to the practice of pharmacy, as defined by the Board of Pharmacy.
  - d. Activities which place the program in jeopardy, including possession of illegal drugs or alcohol on campus or at a clinical site.
4. Failure to comply with established school or department regulations and policies
5. Sexual harassment of a student, patient, or co-worker.
6. Failure to meet clinical objectives
7. Errors in safety and/or judgment, or any action that places a fellow student, patient or co-worker at risk are grounds for immediate removal from a clinical site and dismissal from the program.
8. Failure complete PHAR 90 in 6 months and PHAR 90 and 95 within 12 months. (California Board of Pharmacy Regulation 4115.5 (c) (2) requires completion of all clinical externships within 12 months. *Failure to do so will affect eligibility for registration as a pharmacy technician.*)

In critical cases, such as unsafe clinical performance, dismissal may be considered without prior warning or probation. This action requires the concurrence of the Program Director, Instructional Dean of Health Occupations, and/or Vice President of Academic Affairs.

### **Confidentiality of Records**

Information concerning a student's progress at Cerritos College is considered confidential material to be used for the benefit of the student, instructors, and the appropriate staff of the college. Confidential material includes, but is not limited to, program applications, clinical evaluations, grades and feedback on classroom and clinical progress.

This information will not be released to persons other than those listed above unless specific written permission is given by the student. When requesting release of information, please specify what materials may be released, what may not be released, and to whom the material may be given. Remember to date and sign each request.

Requests for letters of recommendation for employment, scholarship or loan application must accompany written permission for release of information requested in that letter or form.

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

- (1) The right to inspect and review the student's education records within 45 days of the day the College receives a request for access. A student should submit to the registrar or designee a written request that identifies the record(s) the student wishes to inspect. The registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the registrar, the registrar shall advise the student of the correct official to whom the request should be addressed.
- (2) The right to request the amendment of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the College to amend a record should write the registrar, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the College decides not to amend the record as requested, the College will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
- (3) The right to provide written consent before the College discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. The College discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate

educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted as its agent to provide a service instead of using College employees or officials (such as an attorney, auditor, or collection agent); or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the College. The College may also disclose education records without consent to officials of another school in which a student seeks or intends to enroll.

- (4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with the requirements of FERPA.

The name and address of the Office that administers FERPA is:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5901

### **Absence from Class or Clinical Site**

If a student is unable to attend a class, he/she is expected to call the instructor prior to class. A student will be dropped from the class, and therefore the program, if he/she is excessively absent or tardy according to college policy. Excessively absent is defined as twice the number of class hours per week plus one hour.

If attendance at your assigned clinical site is impossible, a sound reason must be reported to your assigned preceptor at the start of the work day; the same information also must be reported to the course instructor at Cerritos College that same day. If additional time is missed, students must report to their assigned preceptor and the program director each day. Students are expected to make every effort to be at their clinical site on assigned days. Permission to miss a day for other than illness must be granted by both the instructor and the preceptor prior to the event. Absences from clinical sites are counted the same as absence from class.

## **Dress Code**

Your appearance and selection of clothing reflects your professionalism. Cerritos College's Pharmacy Technician Program has always been praised for students' professional appearance. Your diligence and extra care will maintain that image.

## **Hospital, Clinic, Retail and Lab Dress Code**

1. Dress professionally! (NO jeans, shorts, or torn clothing). Shoes must be worn (no sandals/open-toed shoes). White jackets, scrubs, or tunics are required. Uniform must be neat, clean and free of wrinkles and stains. The coat must not be faded or show signs of wear. Male students may wear white t-shirt under tunic (tunics are to be zipped at all times). Jeans, shorts, or trendy clothing is not appropriate.
2. Cerritos College name tags identifying each student as a "Pharmacy Technician Trainee" are required and are to be worn on the left side of the uniform. Name tags must be worn at all times.
3. Hair is to be neat and clean. Extreme hair styles, either wig or natural, are not acceptable. Hair style should be conservative and should not draw attention. If hair is long, it must be pulled away from the face. Facial hair must be short and neatly trimmed, and must be shaved off if not in compliance with hospital or store policy.
4. Fingernails are to be short, neat, and well groomed. Light shade nail polish is permitted.
5. Costume jewelry is to be kept at a minimum and should be simple. Wedding and engagement rings or a simple, small ring may be worn. Jewelry should be functional and selected for safety. Pierced earrings should be post-style. Any jewelry that can catch on clothing, equipment or patients should not be worn.
6. Make-up is to be worn in moderation when in uniform.
7. Application of strongly scented perfume, cologne or aftershave is not acceptable.
8. Shoes should be comfortable, safe and quiet-soled with heel and toe enclosed. Sandals and clogs are not permitted. Tennis or athletic shoes are not appropriate. Shoe color should be neutral.

## **Lab Dress Code**

1. Selection of clothing for classroom attendance must be in good taste.
2. Shoes must be worn (no sandals/open-toed shoes). NO jeans, shorts, or torn clothing. White jackets, scrubs, or tunics with name-tags are required.
3. Field trip clothing and/or use of lab coat will be announced by your instructor.



### **Clinical Affiliations (PHAR 90 and PHAR 95)**

1. To be placed in a facility and receive credit for clinical externship hours, you must:
  - a. Complete all prerequisites for the course.
  - b. Apply to take the course (PHAR 90 and/or PHAR 95)
  - c. Obtain a lab coat or scrubs.
  - d. Obtain a name tag from the bookstore that identifies you as a “Pharmacy Technician Trainee”
  - e. Submit to the instructor the following items that must be current for the duration of the clinical affiliation.
    - Documentation of current negative TB status (annual skin test or chest x-ray)
    - Immunization clearance
    - Physical exam
    - Background check if required by the facility.
    - Drug screening if required by the facility.
  
2. Clinical training as a pharmacy technician student represents a major component of the learning experience. It is essential that students are informed of the following:
  - a. Each student will be assigned to a clinical facility.
  - b. Clinical training consists of 120 hours in a retail facility for PHAR 90 and 200 hours in an acute care facility for PHAR 95.
  - c. Clinical assignments are made by the faculty member responsible for PHAR 90 or PHAR 95. Geographical location and shift preference will be considered in making the clinical placement, but cannot be guaranteed. All placements are final. If you are removed from a clinical site or leave for your own reasons, you will be placed at an alternate site only if space is available. If you are removed from a second site or leave for your own reasons, you will be removed from the clinical class and dropped from the program.
  - d. Hours of operation of each facility are limited.
  - e. Students are expected to report to their clinical site no greater than 40 hours per week and no fewer than 24 hours per week for PHAR 90 and no fewer than 32 hours per week for PHAR 95. Failure to do so will result in removal from the site. Placement at another site is on a space available basis only.
  - f. Students are expected to make every effort to be at their clinical site on assigned days. Students must adhere to the assigned schedule.

- g. Instructors must know when students are at a site. Making up time or switching days for student convenience is not permitted. Failure to maintain the prearranged schedule will result in removal from the site and require repeating the class. Permission to miss a day for other than illness must be granted by both the instructor and the preceptor prior to the event.
- h. Making up time or switching days for student convenience is discouraged. If attendance at an assigned clinical site is impossible, a sound reason must be reported to your assigned supervisor at the start of the work day; the same information must also be reported to the Program Director that same day. If additional time is missed, you must report to your assigned supervisor and the Program Director each day.
- i. Tardiness is not acceptable. The program policy for tardiness also applies to the clinical assignment.
- j. Students are guests in the assigned clinical agencies. The clinical instructor (CI) will assign tasks according to course objectives. Students are expected to carry out assignments safely and competently according to procedures demonstrated in class or used at the facility. If a student does not feel competent to perform the assignment it is the student's responsibility to communicate this to the CI and the instructor.
- k. Students are to follow established agency policies and procedures for fire, evacuation and other emergency procedures. It is each student's responsibility to become acquainted with these.
- l. Each student is expected to follow ethical and professional standards. The Cerritos College Pharmacy Technician Student dress code is to be followed at all times.
- m. At the end of the clinical rotation, each student will submit a completed Progress Report, Objective Evaluation, Clinical Journal and Preceptor Evaluation pertinent to the clinical experience. If these are not completed, a failing grade will be issued.
- n. All Progress Reports and student Clinical Journals will become part of the student file. These reports constitute the basis for a course grade as indicated in the course syllabus.
- o. The Program Director or instructor will contact and/or make at least one clinical visit to each site per semester. The purpose is to determine if clinical objectives are met and to work with students and their CIs for learning enhancement and/or problem solving. Additional visits will be scheduled as needed. If a problem occurs, please notify the Program Director for additional assistance.
- p. Errors in safety and/or judgment, or any action which places a patient or co-worker at risk are grounds for immediate removal from a clinical site and potential dismissal from the program.

- q. If the instructor or Program Director determines that a student has not met the objectives of the course, a failing grade will be awarded. The program policy on repeating courses applies to clinical affiliations. Permission to repeat a clinical course must be requested in writing from the Program Director. After review, readmission is contingent upon circumstances and space availability for clinical placement.
- r. If a grade of “D” or “F” or No Credit is earned in an externship course, the student will be dropped from the program. Permission to repeat the course must be requested in writing from the Program Director. The request will be reviewed by the Program Director and granted or denied based on the circumstances and space availability.
- s. Students will be allowed to repeat a clinical class one time only. If another deficient grade is earned in that class, the student will be permanently dismissed from the program.
- t. Students dropped from the externship course who desire to complete the program will need to re-enroll during another semester and complete the entire course with no credit given for hours completed prior to being dropped.
  - u. Report patient injury to your preceptor and then to the instructor or Program Director. Always follow established agency guidelines regarding injuries.
  - v. If you are injured while on duty at your clinical affiliation, please notify your preceptor immediately. Within 24 hours, please contact the instructor, the Program Director, or Division Office for the appropriate forms to complete. You may see your private physician at your expense if you wish. Clinical sites are only to provide routine first aid.

### **Clinical Affiliations**

**INPATIENT PHARMACY:** Under the supervision of the pharmacist, the student will perform all the duties of a pharmacy technician regularly assigned to the inpatient pharmacy area. The student will perform each of the following, as it relates to the specific pharmacy site:

- Know and conform to all policies and procedures relating to medication distribution to inpatients.
- Maintain patient medication profiles:
  - Process admissions and discharges
  - Transcribe/input medication chart orders
  - Process transfers and readmits
- Fill automated dispensing units with the correct medications and supplies.
- Deliver medications or medication carts as assigned.
- Prepare medication for ward stock distribution.
- Maintain emergency boxes or kits.
- Assist the pharmacist in the distribution of controlled or restricted drugs.
- Extemporaneously repackage medications into unit dose form, label them and maintain the necessary control records.
- Perform inventory control functions, including drug ordering, check-in, stocking and processing returns.
- Participate in quality assurance projects, including ward inspections, drug recalls and drug defect reporting.
- Maintain necessary inpatient pharmacy records.
- Communicate with other health care personnel in a professional manner.
- Perform necessary billing procedures.
- Maintain the inpatient pharmacy area in a clean and orderly manner.

COMMUNITY PHARMACY: Under the supervision of the pharmacist, the student will perform all the duties of a pharmacy technician regularly assigned to the outpatient pharmacy area. The student will perform each of the following, as it relates to the specific pharmacy site:

- Know and conform to all policies and procedures relating to outpatient pharmacy services.
- Maintain patient medication profiles on a computer or manually:
  - Initiate profiles for new patients
  - Update profiles as additional prescriptions are filled
- Participate in the drug distribution process:
- Handle incoming prescriptions
- Prepare primary prescription labels and any necessary auxiliary labels
- Price prescriptions
- Assist the pharmacist in medication preparation
- Process prescription refills
- Process over-the-counter drug orders
- Assist the pharmacist in the distribution of controlled/restricted drugs
- Handle interpersonal communication with patients in a professional manner
- Perform any necessary record-keeping functions:
  - Prescription document filing and retrieval
  - Controlled/restricted drug records
- Perform inventory control functions, including drug ordering, check-in, stocking, and processing returns.
- Participate in quality assurance projects, including drug recalls and drug defect reporting.
- Communicate with other health care personnel in a professional manner.
- Perform necessary billing procedures, including third-party billing.
- Maintain the outpatient pharmacy area in a clean and orderly manner.

### **Patient and Family Rights**

At all times, patients and their families are to be treated with dignity and compassion. This treatment will be delivered equitably to all patients regardless of race, gender, religious preference, sexual orientation, age or disability.

In addition, the patient and his family/significant other has the right to expect confidentiality of diagnosis, care offered or rendered, and information contained in the medical record. Discussion of any of this material will only occur in the manner outlined in the Agency's policy and procedure manual. Breach of patient confidentiality is grounds for immediate dismissal.

Patient care must be delivered in a competent and safe manner. Therefore, all procedures learned in the program and outlined in the clinical policy and procedure manual shall be utilized. All laws and regulations governing the practice of pharmacy and pharmacy technicians in the state of California shall be observed.

It is the responsibility of the student to read and adhere to the policies and procedures regarding patient/family rights for each clinical assignment prior to commencement of clinical assignment. No patient related material is to be removed or used outside the clinical facility unless permission has been granted according to the policy and procedure. This includes taking photographs, videotapes, notes or similar material.

Ethical demeanor as outlined in the Code of Ethics of the American Association of Pharmacy Technicians is to be demonstrated when working with patients, families, significant others, colleagues and other employees. This Code shall be reviewed prior to each clinical assignment.

Any research involving the patient, his/her family or significant other must be carried out according to the agency's clinical policy on human research.

### **GRADUATION PIN**

A graduation pin is a time-honored symbol of the dedication and skill that is demonstrated when a graduating pharmacy technician successfully completes a rigorous pharmacy technician curriculum. Pins are worn with honor and serve as a proud symbol of the student's achievement.

Upon successful completion of the Pharmacy Technician Program at Cerritos College, the student will be eligible to receive and wear a graduation pin. Successful completion is defined as attainment of a "C" or better in all required coursework. The graduation pin may be purchased from a site designated by the Pharmacy Technician Program at the student's expense. All pin purchase requests must be approved by the department chair.

**CERRITOS COMMUNITY COLLEGE –  
HEALTH OCCUPATIONS DIVISION  
PHARMACY TECHNOLOGY DEPARTMENT  
PROGRAM INFORMATION SHEET**

For Student Advisement-Purposes, Please Provide the Following Information:      Date:

\_\_\_\_\_

Semester Entered the Program: \_\_\_\_\_ / \_\_\_\_\_ Student # \_\_\_\_\_ DOB:

\_\_\_\_\_

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

\_\_\_\_\_

(Last)

(First)

(Middle) (Other Names Used)

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

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Cell Phone: (\_\_\_\_\_) \_\_\_\_\_

\_\_\_\_\_ Day

\_\_\_\_\_ Evening

\_\_\_\_\_ Full time

\_\_\_\_\_ Part Time

<b>Sem-Yr</b>	<b>Grade</b>		<b>SEMESTER 1 CLASSES</b>	<b>ASHP Goals &amp; Objectives</b>	<b>Units</b>
		PHAR 55	Introduction to Pharmacy	1,2,3,4,5,6,7,8,42,43	1.5
		PHAR 56	Pharmacy Skills Lab	7,17,18,31,33,34,43	1.0
		PHAR 57	Pharmacy Operations I	2,3,4,5,6,7, 39	1.5
		HO 56	Medication Calculations	7.12	1.0
		PHAR 50	Pharmaceutics	7,12	3.0
		MA 161	Medical Terminology	11	3.0
		PHAR 63	Pharmacy Operations II	7,8,13,14,15,20,21,23,25,26,29,32 33,34,35,36,40,41,42,43,44,45	2.0
			<b>SEMESTER 2 CLASSES</b>		
		PHAR 65	Pharmacy Operations IV	1,7,12,22,25,26,27,28,29 30,36,42,44	2.0
		PHAR 81	Over-the Counter Products	7,9,11,19,38,44	3.0
		PHAR 83	Pharmacology I	7,9,11,16,19.24	3.0
			<b>SEMESTER 3 CLASSES</b>		
		PHAR 64	Pharmacy Operations III	1,7,12,22,23,25,26,27,28,30,36,42,44	2.0
		PHAR 85	Pharmacology II	7,9,11,19,24,37	3.0
		PHAR 90	Clinical Experience I	7,10,13, 17,18, 40,41,43	3.0
			<b>SEMESTER 4 CLASSES</b>		

		PHAR 95	Clinical Experience II	1,6,7,10,13,14,15,16,17,18,39,45	5.0
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Cerritos College  
Health Occupations Division  
Pharmacy Technology Program  
Pharmacy Technician Student Medical & Emergency Information

Student Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Permanent Address:

\_\_\_\_\_  
(Number) (Street) (Apt.)

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Phone Number:

\_\_\_\_\_ Home \_\_\_\_\_ Cell ( ) \_\_\_\_\_

Employer:

\_\_\_\_\_

Employer Phone: ( ) \_\_\_\_\_

In Case of Emergency, Notify:

\_\_\_\_\_

Address: \_\_\_\_\_  
(Number) (Street) (Apt.)

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_

\_\_\_\_\_

- I have read the student handbook and have clarified with the instructor anything I did not understand.
- I understand the Technical standards and essential functions expected of a pharmacy technician.
- I agree to abide by the policies and procedures specified in the Pharmacy Technician Student Handbook.

Signature:

Date: