



College of Health Science
of ECPI University

Physical Therapist Assistant Program

Policies and Procedures

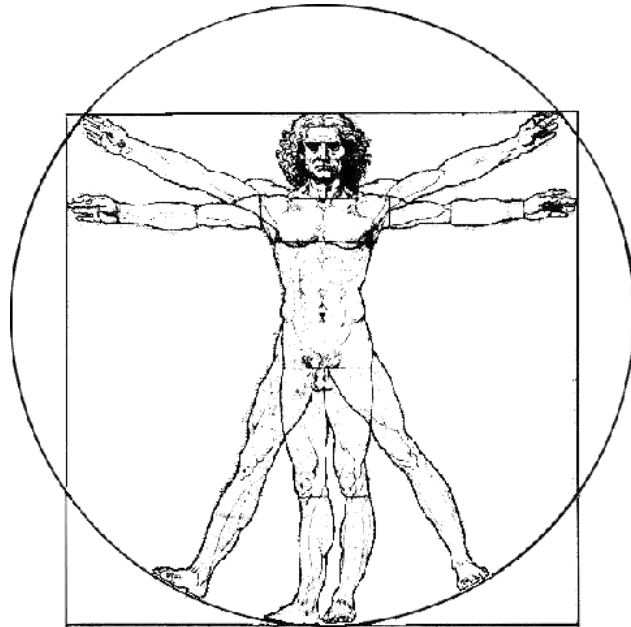


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ACCREDITATION COMPLIANCE

POLICY STATEMENTS

1. The program must abide by the regulatory requirements of accrediting agencies that govern the University which includes the Florida Department of Education's Commission for Independent Education (CIE) and the Southern Association of Colleges and Schools (SACS).
2. The program must abide by regulatory requirements of the accrediting agency that governs Physical Therapy education which includes the Commission on Accreditation in Physical Therapy Education (CAPTE).

SUPERVISORY RESPONSIBILITIES

1. The Executive Administration is responsible for ensuring that the University is in compliance with all policies, procedures, rules and regulations of the Florida Department of Education's Commission for Independent Education (CIE) and the Southern Association of Colleges and Schools (SACS).
2. The Program Director is responsible for ensuring that the program is in compliance with all policies, procedures, rules and regulations of the Commission on Accreditation in Physical Therapy Education.
3. The Program Director is responsible for understanding the policies, procedures, rules and regulations of the Florida Department of Education's Commission for Independent Education (CIE) and the Southern Association of Colleges and Schools (SACS).

EMPLOYEE RESPONSIBILITY

1. Program employees are responsible for effectively and efficiently performing their duties and responsibilities in the delivery of education within the context of the policies, procedures, rules, and regulations of all accrediting bodies that govern the University.

PROCEDURES

1. The Executive Administration will maintain compliance with all policies, procedures, rules and regulations of the Florida Department of Education's Commission for Independent Education (CIE) and the Southern Association of Colleges and Schools (SACS).
2. The Campus President will update the Program Director of any changes by the accrediting agencies that may impact the operation or delivery of education in the program.
3. The Program Director informs the Campus President and Executive Administration of any substantive changes in the operation or delivery of education in the program. If approved, the Campus President will inform the Florida Department of Education's Commission for Independent Education (CIE) and the Southern Association of Colleges and Schools (SACS). The Program Director will inform the Commission on Accreditation in Physical Therapy Education.
4. The Program Director will complete all requests by the Commission on Accreditation in Physical Therapy Education and return them in a timely manner.
5. The Program Director will maintain compliance with all policies, procedures, rules and regulations of the Commission on Accreditation in Physical Therapy Education. The Program Director is responsible for coming into compliance with accreditation criteria within two years or the length of the program, whichever is shorter.
6. The Program Director will forward any invoices or fees required by the Commission on Accreditation in Physical Therapy Education to the Campus President for processing.
7. The Program Director will maintain a Commission on Accreditation in Physical Therapy Education handbook that includes letters and updates.

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PERFORMANCE & PROFESSIONAL DEVELOPMENT

POLICY STATEMENTS

1. The University and the program encourage all employees to participate in or attend performance and/or professional development activities that would develop, improve, or enhance their performance in their specific job responsibilities. Faculty should reference the ECPI Faculty and Staff Manual Section 16.07.
2. The University and the program encourage in-house performance and/or professional activities and meetings that would develop, improve, or enhance employee performance in their specific job responsibilities in the Program.
3. Academic faculty professional development activities are based on faculty and program needs identified in the evaluative process.
4. A program employee attending a performance and/or professional development activity must get the approval of the Program Director if the absence would involve the employee's regular work schedule; otherwise, approval is not required.
5. Attendance at a performance and/or professional development activity without approval will result in leave without pay for the scheduled workday in which the employee was absent and will result in ineligibility for any expense reimbursement for the activity.
6. Performance and/or professional development activities attended on weekends, holidays, and time beyond a Program employee's work schedule may not be paid time. Exception to this policy may be considered for paid time if the activity is critical to operation of the Program or to the delivery of education to PTA students. Such exception must be approved by the University's Campus President and/or Chief Operating Officer.
7. All Program performance and/or professional development activities must be approved by the Program Director prior to registration.

SUPERVISORY RESPONSIBILITIES

1. The Program Director is responsible for approving PTA faculty requests to attend performance and/or professional development activities that entail an employee's absence from his/her regular schedule.
2. The Campus President is responsible for approving the Program Director or PTA faculty request to attend performance and/or professional development activities if payment/reimbursement for the activity is requested.
3. The Campus President/Chief Operating Officer is responsible for approving paid time for attending performance and/or professional development activities on weekends, holidays, and hours beyond regular an employee's regular work schedule.
4. The Program Director is responsible for providing coverage, if needed, during an employee's absence for attending a performance and/or professional development activity.

EMPLOYEE RESPONSIBILITY

1. Employees are to request to attend a performance and/or professional development activity to the Program Director if the attendance would require the absence from his/her work schedule.
2. Employees are to request to attend a performance and/or professional development activity to the Campus President if he/she expects the program to pay for the activity.
3. Employees are not to register or make travel arrangements for a performance and/or professional development activity until receiving authorization by the Campus President.
4. Employees will coordinate with the Program Director in seeking coverage during his/her absence, if required.

PROCEDURES

1. The Program Director, in coordination with the faculty member, will determine performance and/or professional development activities based on program needs and deficits elucidated by evaluations and reviews.
2. Employees are to submit a request to attend a performance and/or professional development activity to the Program Director if the attendance would require the absence from his/her work schedule. Details of the activity are to be included.
3. Employees are to submit a request to attend a performance and/or professional development activity to the Campus President if he/she expects the program to pay for the activity. Details of the activity are to be included. All travel arrangements are to be made by the university travel service.
4. The Program Director/Campus President will inform the employee of the final decision.

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CONFIDENTIALITY OF STUDENT INFORMATION

POLICY STATEMENTS

1. This policy outlines confidentiality of student academic records, student clinical records, student medical records and student personal records.
2. The Program must abide by the regulatory requirements of the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99). This Federal law protects the privacy of student education records.
3. Student records are kept by University offices to facilitate the educational development of students. Faculty and staff members may also keep informal records relating to their functional responsibilities with individual students.
4. Records of student academic progress, clinical performance, medical records and personal records are maintained in secure locations on campus. Electronic records are maintained securely in accordance with University information technology policies.
5. The Campus President, Student Records Coordinator, Admissions representatives, PTA Program Director, PTA Director of Clinical Education, PTA program faculty, Financial Aid representatives and Student Account Services representatives maintain the privacy and confidentiality of all student records.

SUPERVISORY RESPONSIBILITIES

1. Each department is responsible for maintaining the confidentiality of student records.
2. The University is responsible for maintaining security of electronic records.
3. The University will maintain updated confidentiality policies in the University Catalog. The PTA Program Director will maintain updated confidentiality policies in the PTA Student Handbook.

EMPLOYEE RESPONSIBILITY

1. University faculty and staff will comply with the implementation and maintenance of confidentiality of all student records in compliance with FERPA and University policy.
2. Clinical education faculty will comply with the implementation and maintenance of confidentiality of all student records in compliance with FERPA and University and Program policy.

PROCEDURES

1. Student records are considered confidential as defined in the University Catalog. Student records are stored in a secure location on campus premises and are accessible only by authorized faculty or staff.
2. Student records pertaining to admissions are stored in a secured site on campus. Paper copies are stored in a secure, lockable cabinet in the Student Records Office or electronically in Campus Nexus or Broadleaf.
3. Student records pertaining to Financial Aid are stored in a secured site on campus. Paper copies are stored in a secure, lockable cabinet in the Student Records Office or electronically in CampusNexus.
4. All confidential PTA student documents are kept in a secure, lockable cabinet in the Program Director's office, accessible only by core PTA faculty. These documents include, but are not limited to, students contact information, orientation documents, clinical education documents, learning contracts, education plans, and medical records.
5. Electronic documentation is recorded in CampusNexus, which is username and password protected for security.
6. Any confidential communication with students, including, but not limited to academic counseling, academic or clinical advisement is performed in private. If documentation is warranted, communications will be recorded in CampusNexus.
7. Clinical education faculty receive pertinent student medical record information as part of the student clinical education information packet. This information is transmitted via e-mail to the Clinical Instructor or Site Coordinator for Clinical Education. The clinical site will maintain confidentiality of student's academic record and progress, medical record and health information, and clinical progress information obtained during the clinical education experience. Clinical education faculty are required to maintain confidentiality of this information as outlined in the Clinical Affiliation Agreement.
8. Academic records specific to the PTA Program are kept in the PTA office for five years. General education tests, case studies, and major examinations are discarded three weeks after the end of the course.
9. Any violation of privacy or confidentiality should be brought to the attention of the Program Director and/or the Campus President.
10. Reference to University policies can be found in the current University Catalog and current Faculty and Staff Handbook.

INFORMED CONSENT

POLICY STATEMENTS

1. Student Informed Consent
 - a. The University and program acknowledge that PTA students will be engaged in laboratory and clinical experiences, requiring them to participate as subjects or patient simulators.
 - b. PTA students are required to sign a release/consent form that addresses:
 - i. Consent to be human subjects in class and laboratory exercises for instructional purposes
 - ii. Consent to be a subject in audio and video recording, photographing, and/or imaging activities for instructional or promotional purposes
 - iii. Field trips
 - iv. Physical exam, drug testing, and or criminal background check
 - v. Release, acquit and/or hold harmless PTA program clinical education sites and ECPI University
2. Non-student Informed Consent
 - a. The University and program acknowledge that individuals other than PTA students may be engaged in laboratory experiences, requiring them to participate as subjects or patient simulators.
 - b. The non-student is required to sign a release consent from that addresses:
 - i. Consent to be human subjects in class and laboratory exercises for instructional purposes
 - ii. Release, acquit and/or hold harmless ECPI University faculty
3. Clinical Education Informed Consent
 - a. Students are required to abide by all clinical education student responsibilities as described in the PTA Program Student Handbook that is provided at orientation.
 - b. The clinical faculty will be responsible for requesting permission from the patient for the student to be allowed to observe or partake in treatment for each therapy session. It is also the responsibility for the clinical faculty to inform patients that they have the right to refuse student participation.

SUPERVISORY RESPONSIBILITIES

1. The Program Director and the Director of Clinical Education are responsible for ensuring that all new students are informed of the participation requirements during their educational experience.
2. The Program Director and the Director of Clinical Education are responsible for ensuring that non-students are informed of their rights to be human subjects in class and laboratory exercises for instructional purposes
3. The Director of Clinical Education is responsible for ensuring that all clinical instructors are aware of their responsibilities regarding policies for student participation in patient care.

EMPLOYEE RESPONSIBILITY

1. Program faculty are responsible for ensuring all appropriate informed consent forms are signed prior to the individual's participation as a subject or in patient simulation.

PROCEDURES

1. Student Informed Consent
 - a. The Program Director or the Director of Clinical Education is responsible for informing students of the informed consent policies at orientation. Students will read, initial, sign, and return the PTA Student Release/Consent and the Medical Information Release form. Completed forms will be stored in the PTA student folder in the Director's office.
2. Non-student Informed Consent
 - a. Outside of clinical education, individuals other than PTA students will read, sign, and return the non-student informed consent release form prior to participation as a subject or in patient simulation. Completed forms will be stored in a file in the Program Director's office.
3. Clinical Education Informed Consent
 - a. The Director of Clinical Education will provide pertinent clinical education information from the PTA Handbook to the clinical education site.
 - b. The Director of Clinical Education will provide an information packet to all clinical instructors.

CONFIDENTIALITY OF HUMAN SUBJECTS

POLICY STATEMENTS

1. This policy outlines privacy and confidentiality of patients, visitors, and human subjects used in demonstrations and practice for educational purposes.
2. The Program must abide by the regulatory requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191. This Federal law protects the privacy of individual's personal protected health information (PHI).
3. All individuals invited for guest lecturing, demonstration or practice either on campus or off campus will have their protected health information held in strictest confidence.
4. No protected health information records will be kept on campus.

SUPERVISORY RESPONSIBILITIES

1. The Program Director and/ or Director of Clinical Education is responsible for acquiring student signatures on the PTA Student Information and Confidentiality Agreement.
2. The Program Director and/or faculty member is responsible for overseeing individuals who are invited to campus for demonstration and practice purposes.

EMPLOYEE RESPONSIBILITY

1. PTA Program faculty will comply with the maintenance of privacy and confidentiality of all individuals on campus and off campus while on field trips in compliance with HIPAA policy.

PROCEDURES

1. All students will sign the PTA Student Information and Confidentiality Agreement at orientation.
2. All students will receive HIPAA education during PTA 101 Professional Issues for the PTA. They will receive HIPAA training before their first clinical rotation. Proof of HIPAA training is submitted to the clinical affiliation site in the student affiliation packet.
3. All PHI will be removed from any documentation used for protocols, case studies, research, case scenarios, competencies/lab practicals, or in-service presentations. All references to PHI will be removed from videos or other forms of electronic communication.
4. No PHI will be kept on campus.

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OFF-CAMPUS EXPERIENCES (FIELD TRIPS)

POLICY STATEMENTS

1. Students in the Physical Therapist Assistant program at ECPI University may be required to go on off-campus experiences (field trips) to various healthcare facilities as well as professional meetings. Field trips are a part of the class work portion of the program and must meet specific course objectives.
2. The University has the responsibility of assuring student and faculty safety during off-campus experiences.
3. This policy is communicated to students in the PTA program Student Handbook.

SUPERVISORY RESPONSIBILITIES

1. Field trips will be pre-arranged by the program faculty and approved by the PTA Program Director.
2. Any questions or concerns from students, faculty or facility staff regarding the offsite experience may be addressed to the Program Director.

EMPLOYEE RESPONSIBILITIES

1. PTA program faculty member will coordinate and attend all field trips.
2. "Field Trip Request Forms", "Field Trip Memo of Agreement" forms, and any other paperwork required by the facility will be completed prior to the start of the field trip. Completed forms and applicable paperwork will be kept in a file in the Program Director's office.

STUDENT RESPONSIBILITIES

1. Attendance is required on field trips in order for students to meet the objectives of the program.
2. The student must represent ECPI University in a professional manner at all times by adhering to the dress code policy, as well as, displaying respect and courtesy toward self and others.
3. Students will provide their own transportation to each field trip. Carpooling is encouraged. Students will be required to have a valid driver's license and automobile insurance. All expenses involved in the field trip will be the student's responsibility.
4. Students will sign the "Field Trip Request Form" with understanding that ECPI University is not responsible for transportation, property loss or damage, or personal injury associated with the field trip.

PROCEDURES

1. Field trips may take place at facilities that currently have a clinical site contract. These facilities will already have proven evidence of the required safety policies under their Clinical Affiliation Contract. Facilities that are not currently under contract for clinical affiliation sites will complete the "Field Trip Memo of Agreement" supporting the existence of the facility's policies and procedures for safety and security of ECPI University students while on the premises. These policies include but are not limited to: facility safety and security, equipment safety, emergency services and evacuation procedures.
2. Each facility visited on field trips will sign a "Memo of Agreement" that stipulates:
 - a. the date, time and exact location of the experience
 - b. the number of students attending and the ECPI University faculty supervising the field trip
 - c. the activities to occur at the facility
 - d. the acknowledgement that the facility has safety policies in place and that these are available to faculty or students upon request
 - e. that the facility will provide the location of safety policies/equipment MSDS sheets to student and faculty
 - f. that the facility will instruct the faculty and students of any safety information/procedures/precautions
 - g. that, in the event of an emergency, the facility staff will direct students and faculty to safety
3. In the event of an emergency at an offsite facility the students will be safely attended to or evacuated as needed by ECPI University faculty and/or facility staff. All students will be accounted for and medical emergencies will be attended to by the appropriate medical personnel. Student contact information is located in CampusNexus. All emergencies and incidents will be reported to the Program Director and/or Campus President. An incident report will be completed and submitted.

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STUDENT DUE PROCESS

POLICY STATEMENTS

1. This policy is for students with complaints, concerns, or dispute regarding any issue relating to the PTA program's personnel, operations, or delivery of education.
2. This policy has been expanded for the PTA program to allow for a more defined procedure than is outlined in the University Catalog or Faculty and Staff Manual. Students, faculty or staff should follow this procedure as outlined in the case of any complaints, concerns or disputes.
3. Students may file a complaint regarding any aspect of the program. Complaints can be filed without fear of retaliation. The University prohibits retaliation against a person who submits a complaint, concern and/or suggestion regarding any issue relating to the PTA Program's personnel, operations, or delivery of education. Any reports of retaliation will be investigated by the Program Director and/or Campus President.
4. Three type of review boards comprised of faculty and administrative personnel meet as needed to review the academic, financial and enrollment status of students. Academic Review Boards address concerns that affect student academic progress. Financial Review Boards address student financial concerns. Judicial Review Boards address non-academic and non-financial concerns. Students, faculty or administrative personnel may initiate review boards. The boards have the authority to review appropriate issues and serve as the official student appeals process. Actions recommended to the Campus President by these boards include probation, repeat, suspension, financial leaves of absence and termination. Students may attend and participate in review board hearings. A student's spouse or parent(s) may also attend.
5. Complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education from students will be addressed and/or resolved with the proper and appropriate action within five working days.
6. Student complaints, concerns, and/or disputes relating to the PTA Program will be kept in a secure, lockable file cabinet in the Program Director's office for five years.

SUPERVISORY RESPONSIBILITIES

1. The Program Director and/or Campus President are responsible for addressing any complaints, concerns, and/or disputes regarding any student issue relating to the PTA Program's personnel, operations, or delivery of education.
2. The Program Director and/or Campus President is responsible for implementing the proper and appropriate response/action for any student complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education.
3. The Program Director will maintain updated due process policies in the PTA student handbook.

EMPLOYEE RESPONSIBILITY

1. Program faculty will comply with the implementation of the proper and appropriate response/action for any student complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education.

PROCEDURES

1. In the case of all complaints, concerns or disputes, attempts shall be made to settle the dispute by informal discussions between the concerned parties, possibly with the assistance of mediators.
2. If the complaint, concern or dispute is not resolved, the student must initiate the grievance process for resolution of the dispute. Listed below is the appropriate chain of command or steps to resolve any such dispute, complaint, or issue.

1st	step	Course Instructor
2nd	step	PTA Program Director
3rd	step	Campus President
4th	step	Chief Operating Officer
5th	step	University President
6th	step	Accrediting Agencies

3. ECPI decisions affecting a student may be appealed at any time by requesting a review board hearing.
4. Students may appeal results of tests, examinations, or other grades within three weeks of the end of the course.
5. Complaints, concerns, and/or disputes will be submitted to the Program Director by verbal or written communication.
6. The Program Director will review all complaints, concerns, and/or disputes.
7. Complaints, concerns, and/or disputes will be investigated and addressed and/or resolved with the proper and appropriate action within five working days.
8. The Program Director will forward any complaints, concerns, and/or disputes to the Campus President that are beyond his/her level of authority. Complaints must be submitted in writing in a timely fashion, including signature and date of submission.
9. The Campus President will investigate any complaints, concerns, and/or disputes that have been forwarded by the Program Director.
10. The Campus President will implement the proper and appropriate response/action for any complaints, concerns, and/or disputes.
11. If the complaint is not resolved satisfactorily then unresolved issues may be forwarded in writing in a timely fashion, including signature and date of submission to the Chief Operating Officer.
12. If a complaint or concern remains unresolved, the individual may contact the University President and then the accrediting agency.
13. Students should consult the PTA Handbook or the University Catalog for further information on grievance procedures.

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FACULTY AND STAFF DUE PROCESS

POLICY STATEMENTS

1. This policy is for individuals with complaints, concerns, or dispute regarding any issue relating to the PTA program's personnel, operations or delivery of education. Individuals include faculty and staff.
2. This policy has been expanded for the PTA program to allow for a more defined procedure than is outlined in the University Catalog or faculty/staff handbook. Faculty or staff should follow this procedure as outlined in the case of any complaints, concerns or disputes.
3. Faculty and staff may file a complaint regarding any aspect of the program. Complaints can be filed without fear of retaliation. The University prohibits retaliation against a person who submits a complaint, concern and/or suggestion regarding any issue relating to the PTA Program's personnel, operations, or delivery of education. Any reports of retaliation will be investigated by the Program Director and/or Campus President.
4. Complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education from faculty or staff will be addressed and/or resolved with the proper and appropriate action within five working days.
5. Faculty and staff complaints, concerns, and/or disputes relating to the PTA Program will be kept in a secure, lockable file cabinet in the Program Director's office for five years.
6. The ECPI University, Human Resources Department may assist in resolving any complaints, concerns, or disputes. ECPI University has also established a confidential reporting link – EthicsPoint (available through Ultipro or <https://app.convercent.com/en-us/LandingPage/805f43da-b737-e511f-00155d623368>). Employees may make a report directly to the Chief Compliance Officer or, if an employee wants to provide the University with an anonymous and confidential report, they may do so through EthicsPoint.

SUPERVISORY RESPONSIBILITIES

1. The Program Director or Campus President are responsible for addressing any complaints, concerns, and/or disputes regarding any faculty or staff issue relating to the PTA program's personnel, operations, or delivery of education.
2. The Program Director or Campus President is responsible for implementing the proper and appropriate response/action for any faculty or staff complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education.

EMPLOYEE RESPONSIBILITY

1. Program faculty and staff will comply with the implementation of the proper and appropriate response/action for any complaints, concerns, and/or disputes regarding any issue relating to the PTA program's personnel, operations, or delivery of education.

PROCEDURES

1. In the case of all complaints, concerns or disputes, attempts shall be made to settle the dispute by informal discussions between the concerned parties, possibly with the assistance of mediators.
2. If the complaint, concern or dispute is not resolved, the faculty or staff must initiate the grievance process for resolution of the dispute. Listed below is the appropriate chain of command or steps to resolve any such dispute, complaint, or issue.
3.

1st	step	PTA Program Director
2nd	step	Campus President
3rd	step	Chief Operating Officer
4th	step	University President
4. Unresolved complaints, concerns, and/or disputes will be submitted to the Program Director by verbal or written communication.
5. The Program Director will review all complaints, concerns, and/or disputes.
6. Complaints, concerns, and/or disputes will be investigated and addressed and/or resolved with the proper and appropriate action within five working days.
7. The Program Director will forward any complaints, concerns, and/or disputes to the Campus President that are

beyond his/her level of authority. Complaints, concerns, and/or disputes must be submitted in writing in a timely fashion, including signature and date of submission.

8. The President will investigate any complaints, concerns, and/or disputes that have been forwarded by the Program Director.
9. The Campus President will implement the proper and appropriate response/action for any complaints, concerns, and/or disputes.
10. Any further unresolved issues may be forwarded in writing in a timely fashion, including signature and date of submission to the Chief Operating Officer. If a complaint or concern remains unresolved, the individual may contact the accrediting agency.
11. All records of complaints, concerns, and/or disputes will be kept in a secure, lockable file cabinet in the Program Director's office for five years.
12. Faculty and staff should refer to the faculty/staff handbook, Ethics Point <https://app.convercent.com/en-us/LandingPage/805f43da-b737-e511-811f-00155d623368> or Human Resources at 757.213.3523 for further information on grievance procedures.

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COMPLAINTS OUTSIDE OF DUE PROCESS

POLICY STATEMENTS

1. This process is only for complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education that cannot be addressed by the current grievance or due process policy and procedure.
2. ECPI University takes complaints that fall outside the realm of due process seriously.
3. Anyone may file a complaint regarding any aspect of the program. Complaints can be filed without fear of retaliation. The University prohibits retaliation against a person who submits a complaint, concern and/or suggestion regarding any issue relating to the PTA Program's personnel, operations, or delivery of education. Any reports of retaliation will be investigated by the Program Director and/or Campus President.

SUPERVISORY RESPONSIBILITIES

1. The Program Director or Campus President is responsible for addressing any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program.
2. The Program Director or Campus President is responsible for implementing the proper and appropriate response/action for any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program.

EMPLOYEE RESPONSIBILITY

1. Program faculty will comply with the implementation of the proper and appropriate response/action for any complaints, concerns, and/or suggestions regarding any issue relating to the PTA Program's personnel, operations, or delivery of education from individuals in the community that do not have a formal affiliation with the institution or program by the Program Director.

PROCEDURES

1. Complaints should be in writing and addressed to the attention of the Program Director at:
ECPI University – Lake Mary
660 Century Point Suite 1050
Lake Mary, FL 32746
2. Upon receiving the complaint, the program director will contact the individual(s) making the complaint within fourteen business days. If a resolution is reached, a letter will be sent to all involved parties confirming the issue of concern as well as the resolution. The resolution letter will be kept on file by the Program Director.
3. In the event a resolution is not reached, the Program Director will notify the Campus President to seek additional guidance. If a resolution is reached at this level, a letter will be sent to all involved parties confirming the issue of concern as well as the detailed resolution. The resolution letter will be kept on file by the Program Director.
4. If the issue is still not resolved, the individual(s) may contact the Chief Operating Officer of the University.
5. If the complaint involves the Program Director, the matter should be addressed directly to the Campus President, and any resolution will be kept on file by the Campus President.
6. Outside of the institution, a complaint can also be filed with the physical therapy accrediting body: Commission on Accreditation in Physical Therapy, American Physical Therapy Association, 3030 Potomac Ave, Alexandria VA 22314
7. The PTA program web page <https://www.ecpi.edu/programs/physical-therapy-associate-degree> contains the following contact information for anyone to communicate directly to the program.
If needing to contact the program/institution directly please call 757.490.9090 or email PTADirector@ecpi.edu.

MAINTENANCE OF PHYSICAL PREMISES AND WORK AREAS

POLICY STATEMENTS

1. The University is responsible for the regular maintenance of the University's physical premises and general work areas.
2. Program faculty members are to maintain their personal work areas by keeping them clean and neat.
3. Students are to maintain areas they use by keeping them clean and neat.
4. Program faculty members and students are to assist the University in maintaining a clean and neat physical premises.

SUPERVISORY RESPONSIBILITIES

1. The Program Director is responsible for ensuring that Program faculty members and students abide by the policies on Maintenance of Physical Premises and Work Areas.
2. The Program Director is responsible for implementing appropriate counseling and/or disciplinary actions on Program faculty members and students who violate the policies on Maintenance of Physical Premises and Work Areas.

EMPLOYEE RESPONSIBILITIES

1. Program faculty members are responsible for abiding by the policies on the Maintenance of Physical Premises and Work Areas.
2. Program faculty members are responsible for maintaining a clean and neat personal work area.
3. Program faculty members are responsible for assisting in maintaining clean and neat shared areas, such as, but not limited to classrooms, lounges, faculty kitchen, and other areas.
4. Program faculty members are responsible for maintaining a clean and neat teaching area.
5. Program faculty members are responsible for ensuring that students abide by the policies on Maintenance of Physical Premises and Work Area

STUDENT RESPONSIBILITIES

1. Students are responsible for abiding by the policies on Maintenance of Physical Premises and Work Area.
2. Students are responsible for maintaining clean and neat work areas.
3. Students are responsible for assisting in maintaining clean and neat areas, such as, but not limited to the lounge, computer rooms, learning resource center, and classrooms

PROCEDURES

1. The University will arrange for the regular maintenance of University premises and work areas, which will include:
 - a. Landscape maintenance
 - b. Physical plant maintenance
 - c. Janitorial services
2. Program faculty and students will assist in the maintenance of the University's physical plant by:
 - a. Not littering
 - b. Not vandalizing University property
 - c. Maintaining clean and neat personal work areas
 - d. Assisting in maintaining clean and neat common work areas
 - e. Reporting any areas that are consistently disorderly and unclean to the Program Director
 - f. Reporting any observed behaviors that violate the policies on the Maintenance of Physical Premises and Work Areas
3. Program faculty members and students will maintain a clean and neat work area by keeping desks and work space free of unsightly clutter and litter.
4. Program faculty members will maintain a clean and neat work area when using classrooms and laboratories.
5. Program faculty will assist in maintaining clean and tidy common areas by:
 - a. Keeping the common areas free of litter and unsightly clutter
 - b. Cleaning up after use of common facilities like the classrooms, lounges, faculty kitchen, and other areas
 - c. Not storing perishable foods in the faculty kitchen refrigerator for more than 3 days

- d. Not leaving dirty dishes and utensils in the faculty kitchen sink
- 6. Students will assist in maintaining clean and neat common areas by:
 - a. Keeping common areas free of litter and clutter
 - b. Cleaning up after use of common facilities like the classrooms, lounges, and other areas
 - c. Cleaning up classroom and putting away laboratory equipment after use
- 7. Observed violations of the policies on the maintenance of physical premises and work areas are to be reported to the Program Director.
- 8. The Program Director investigates any allegations of observed violations of the policies on the maintenance of physical premises and work areas and implements the appropriate actions based on the findings of the investigations.

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PROPERTY, EQUIPMENT, AND SUPPLIES

POLICY STATEMENTS

1. The University has ownership of all furniture, equipment, supplies and documents used in the PTA program.
2. The University will provide the necessary furniture, equipment, and supplies for faculty to effectively and efficiently perform their duties and responsibilities in the delivery of education.
3. The University will procure, maintain, and/or repair the necessary furniture, equipment and supplies.
4. The Program will maintain an annual contract with a certified biomedical company for calibration, performance check, and safety inspection on required equipment. Only qualified biomedical personnel will maintain, repair, and or calibrate the designated biomedical equipment.
5. Property belonging to the University will be used only for its intended function in the delivery of education in the PTA program and will not be used for personal reasons.
6. Students or faculty who vandalize University property will be subject to disciplinary action.

SUPERVISORY RESPONSIBILITIES

1. The University assumes financial responsibility to procure, maintain, and/or repair necessary furniture, equipment, and supplies.
2. The Program Director is responsible for requesting authorization from the Campus President to procure, maintain, and/or repair necessary furniture, equipment, and supplies.
3. The Program Director is responsible for ensuring that faculty members have the necessary furniture, equipment and/or supplies to effectively and efficiently perform their duties and responsibilities in the delivery of education.
4. The Program Director is responsible for implementing appropriate disciplinary action for violations of Property, Equipment and Supply policies.
5. The Program Director will verify the currency of the biomedical contract and schedule the annual calibration, performance check, and safety inspection on required equipment.
6. Calibration, performance check, and safety inspection on required equipment will be performed by a certified Biomedical Company.

EMPLOYEE RESPONSIBILITIES

1. Program faculty members are responsible for informing the Program Director of any necessary furniture, equipment, and supplies they need to perform their duties and responsibilities in the delivery of education.
2. Program faculty members are responsible for informing the Program Director of any necessary required maintenance or repair of furniture or equipment.
3. Program faculty members are responsible for monitoring and enforcing the proper use of furniture, equipment, and supplies by students.
4. Program faculty will abide by the policies on Property, Equipment and Supplies.

STUDENT RESPONSIBILITIES

1. Students are to inform the Program Director or a program faculty member of any furniture or equipment that needs maintenance or repair.
2. Students are to inform program faculty if they do not receive or have access to equipment or supplies required for learning course specific material.

PROCEDURES

1. The Program Director annually submits a budget allocating necessary funding to provide faculty members with the necessary furniture, equipment, and supplies they need to perform their duties and responsibilities in the delivery of education.
2. The Program Director annually submits a budget allocating necessary funding to provide funding for the maintenance, repair, calibration, performance check, and safety inspection on equipment.
3. Program faculty members inform the Program Director of any necessary furniture, equipment, and supplies they need to perform their duties and responsibilities in the delivery of education.
4. The Program Director submits a requisition, utilizing the Purchase Request form, to the Campus President for any necessary furniture, equipment, and supplies needed.
5. The Program Director submits a request to the Campus President for any necessary maintenance or repairs.
6. The Program Director annually schedules the biomedical company for calibration, performance check, and safety

inspection on required equipment.

7. The Program Director will implement appropriate disciplinary action for violations of the Property, Equipment and Supply policies.

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POSITION DESCRIPTIONS

POSITION TITLE: **Program Director: Lake Mary
Physical Therapist Assistant**

REPORTS TO: **Campus President**

Position Concept:

The Program Director is responsible for providing on-site leadership of the Physical Therapist Assistant Program. The Program Director possesses an understanding of education and contemporary clinical practice appropriate for leadership in physical therapist assistant education. The Program Director is responsible for determining and implementing the academic standards of the program. The Program Director has teaching assignments but is provided an adequate reduction in teaching load for administrative functions.

Responsibilities:

- Provides effective leadership for the program including, but not limited to, responsibility for communication, program assessment and planning, fiscal management, and faculty evaluation.
- Completing all requirements necessary for achieving and maintaining CAPTE accreditation of the program. This includes submission of required fees, documentation, notification of substantive program changes, and notification of change in institutional or accreditation status.
- Attaining and maintaining compliance with accreditation criteria
- Develops, implements, evaluates and revises the Physical Therapist Assistant Program curriculum and course content in accordance with accreditation requirements, program standards and student and University needs.
- Develops, implements and monitors policies and procedures relating to the instructional activities of the program
- Provides information to appropriate agencies for educational, employment, and/or statistical purposes within the scope of federal and state freedom of information and privacy laws.
- Reviews and updates of the University Catalog and PTA handbook
- Reviews short and long range goals and objectives of the program annually
- Assesses the PTA program in accordance with Standards 1-8 of CAPTE's evaluative criteria

Campus-specific:

Faculty:

- Recommends program faculty to administration after verifying all qualifications
- Recommends faculty promotion, salary adjustment, and separations from employment
- Supervises and assists faculty
- Evaluates faculty performance and provide guidance and advisement for professional development of faculty
- Monitors teaching activities and equity with the program faculty

Student:

- Assists in the selection of qualified applicants for the PTA program
- Provides resources for student learning and tools for evaluating progress and competency
- Participates in guidance and advisement to students
- Evaluates student progress and competency based on program philosophy and objectives
- Provides tutoring or remediation when indicated
- Advises students regarding academic, curricular and career matters
- Ensures student safety and security
- Maintains appropriate records for current and former students
- Registers students for classes, ensures student schedules are complete and correct
- Encourages and provides opportunity for student philanthropy
- Emphasizes student professionalism
- Assists with student retention

Departmental:

- Provides for the care of PTA program supplies and equipment
- Schedules biomedical inspections
- Maintains an inventory of equipment
- Assists in the evaluation of textbooks, references, and other teaching materials

- Makes recommendations for textbooks, materials and equipment to the Dean of Health Sciences
- Assists in the development of the annual PTA program budget
- Implements, monitors and records approved budgetary expenses
- Assists in review and acquisition of clinical education contracts
- Assists in the review of all public documents for public profile and presentation of the program.
- Chair campus PTA faculty meetings

Campus/University:

- Chairs PTA advisory boards
- Participates in academic review boards
- Attends committee meetings as required
- Presenting the PTA program at campus Open House Events
- Participates in University Institutional Effectiveness Plan
- Participates in other campus or university-wide initiatives
- Participates in University governance

Other:

- Accepts special assignments and/or responsibilities made by the Dean of Health Sciences, Campus President or Administration
- Maintains professional qualifications through participation in continuing education programs and academic courses
- Other duties as assigned

Job Skill Requisites:

- Minimum of a Master's Degree required
- Current physical therapy license to practice in the state of jurisdiction
- Minimum of five years (or equivalent), full-time, post licensure experience that includes Minimum of three years (or equivalent) of full-time clinical experience
- Didactic and/or clinical teaching experience
- Experience in administration/management
- Experience in educational theory and methodology, instructional design, student evaluation and outcome assessment, including the equivalent of nine credits of coursework in educational foundations
- Has contemporary expertise in assigned teaching areas and demonstrated effectiveness in teaching and student evaluation

POSITION TITLE:**Director of Clinical Education:
Lake Mary Physical Therapist Assistant
Program****REPORTS TO:****Program Director**

Position Concept:

The Director of Clinical Education is responsible for the coordination of the Clinical Education Program of the Physical Therapist Assistant Program. The Director of Clinical Education assists the Program Director with determining and implementing the academic standards of the program. The Director of Clinical Education has teaching assignments but is provided an adequate reduction in teaching load for administrative functions.

Responsibilities:

- Serves as a liaison between the Physical Therapist Assistant Program, the clinical site and the Center Coordinator of Clinical Education
- Serves as a liaison between the student and clinical instructor
- Establishing clinical site and clinical faculty standards
- Initiation, review and maintenance of Clinical Affiliation Agreements
- Review and maintenance of Clinical Site Information Forms
- Counsels students and clinical instructors seeking advice regarding clinical education
- Works with the Directors, Supervisors, Managers and CCCE's in the coordination and integration of clinical internships of the Program
- Communicates the Program's requirements, course objectives and all academic expectations to the Clinical Site and understands that Clinical Faculty understand all academic expectations
- Schedules clinical affiliation rotations of PTA students
- Schedules site visits during the affiliation to meet with student and Clinical Instructor on-site
- Supervises and monitors student's progress during affiliation
- Develops, implements, and evaluates clinical internship requirements, educational experiences, skills evaluation, and desired outcomes
- Assigns a final grade to each student for each clinical education experience
- Creates skill specific learning contracts and reviews with Clinical Instructor and student when student is not meeting course objectives
- Prepares necessary teaching tools to perform the pedagogy of the assigned course to be taught for each term
- Spends the required time in the classroom and laboratory of the assigned course for each term
- Delivers course material effectively with the appropriate methodology
- Directs, monitors, and supervises the PTA student assigned to his/her class for the term in any or all of the following areas:
 - Individual activities
 - Group activities
 - Assignments, projects, presentations, and other special activities
 - Quizzes, tests, and/or examinations
 - Course presentations
- Delivers expectations of course requirements and course materials to students
- Reviews and evaluates the performance of the PTA students enrolled in his/her class for the term at midterm and end of term or as needed for student success
- Provides program approved tutoring or remediation services to PTA students when indicated
- Performs other teaching responsibilities as assigned by the Program Director. Strict adherence to a faculty member's qualifications for teaching a particular course will be observed
- Maintains or improves his/her competency in the courses he/she teaches
- Provides advising to PTA students, upon request regarding academic, curricular, and career matters
- Provides mandatory remediation when required
- Completes all required academic documentation within the appropriate time as specified by the Program. Such academic documentation may include, but will not be limited to:
 - Mid-term grades
 - Final grades
 - Student counseling notes
 - Student progress reports
 - Student skills competency reports

- Perform special academic administrative responsibilities as delegated by the Program Director. Such academic administrative responsibilities may include but will not be limited to:
 - Participation in peer review activities
 - Coordination of PTA related Program activities (e.g. PT Month Celebration)
 - Gathering data for certain academic related reports (e.g. self-study report)
 - Assistance with curriculum, syllabus, lesson plan development
 - Acquiring internship sites
 - Involvement with annual activities such as curriculum reviews, policies, and procedures review, student outcomes reviews and Program assessments/evaluations
 - Involvement in meetings such as staff meetings, in-services, staff and development meeting
- The DCE will have the following qualifications
 - Graduate of an accredited physical therapist or physical therapist assistant program
 - Earned an associate degree as a physical therapist assistant or a bachelor degree as a physical therapist
 - Have a current license to practice in Florida.
 - Have a minimum of 5 years clinical practice
 - Have a minimum of 2 years' experience as a center coordinator of clinical education and/or clinical instructor, or experience in teaching, curriculum development, and administration in a physical therapist assistant or physical therapist program
 - Have experience in curriculum design, development, implementation, and evaluation
 - Have experience in instruction design and methodology
 - Have experience in student evaluation and outcomes assessment

POSITION TITLE: Faculty, Physical Therapist Assistant Programs

REPORTS TO: PTA Program Director

Position Concept:

Faculty of the Physical Therapist Assistant Program are responsible for the training and supervision of students as they prepare for their chosen career. Faculty assist the Program Director and the Director of Clinical Education with determining and implementing the academic standards of the program. Faculty of the Physical Therapist Assistant Program are classified as full-time or part-time, depending on the number of hours worked.

Responsibilities:

- Provide classroom instruction including lectures, laboratory sessions, testing, attendance, classroom and clinical site discipline, safety and security.
- Maintain and update course curricula.
- Assist in the development of new curricula.
- Prepare and utilize approved lesson plans.
- Provide for the care of ECPI University supplies and equipment.
- Contribute to student retention.
- Conduct student evaluations and advising.
- Prepare student progress reports and transcripts.
- Participate in graduation ceremonies.
- Contribute toward professional growth through in-service workshops, cross-training, and teachers' meetings.
- Provide administrative support, as required.
- Coordinate and/or participate in special projects as required.
- Assist Program Director in completing all requirements necessary for achieving and maintaining CAPTE accreditation of the program.
- Perform other appropriate duties as may be assigned.

Job Skill Requisites:

Individual must be a graduate of an accredited college or university or a proprietary school certified by the Board of Education in a majority of the subjects the individual intends to teach. Individual must be licensed in the state of Florida to practice as a Physical Therapist or Physical Therapist Assistant. Individual must have 24 months of actual occupational experience in the trade or occupation OR have 24 months of successful teaching experience in the trade or occupation most appropriate to the classes he/she intends to teach.