

DATS, LLC.
Dental Assistant School

Postsecondary School Offering
Entry-Level Dental Assistant
Training Program

*Our mission is to provide the community with a competent and educated workforce
for dental assistant career positions in demand, and to have all of our students find positions
to attain their career potential.*

Information Catalog
Volume 15
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MAIN OFFICE:

DATS, LLC Dental Assistant School
P.O. Box 247
Miamisburg, Ohio 45343
Toll Free (866) 420-7900 Local (937) 859-5146
Email: datoh@sbcglobal.net
Website: www.datsohio.net

4 Convenient Locations

DATS at Cambridge

Darcy A. Wakefield, DDS, LLC
951 Steubenville Avenue
Cambridge, Ohio 43725
Certificate of Registration: 10-05-1925T

DATS at Springboro

Springboro Dental Center
335 N. Main Street Suite 1
Springboro, Ohio 45066
Certificate of Registration: 05-07-1763T

DATS at Springfield

Certificate of Registration: 11-07-1937T

DATS at Troy

Mark Bentley, DDS
1523 North Market Street
Troy, OH 45373
Certificate of Registration: 06-11-1805T

STATE APPROVING AGENCY INFORMATION

Registered by

Executive Director
State Board of Career Colleges and Schools
30 East Broad Street, 24th Floor, Suite 2481
Columbus, Ohio 43215

Governing Board

Lindsey E. Elms, Owner/Director
Angela Beckett, Assistant Director
Darcy Wakefield, D.D.S., Cambridge Campus
Bruce Hartle, D.D.S., Springboro Campus
Mark Bentley, D.D.S., Troy Campus

Disclosure

DATS, LLC reserves the right to change programs, start dates, tuition, and to cancel programs. Any changes will be made in accordance with the Ohio State Board of Career Colleges and Schools registration rules and regulations and will be stapled to this catalog.

FACULTY AND ADMINISTRATION

Director of Education and Instruction

Lindsey E. Elms, EFDA

Director of Admissions, Students Services, Administration and Placement

Lindsey E. Elms, EFDA

DATS Staff

Main Office: Angela Beckett, Assistant Director

Campus Instructors

Cambridge Campus Instructor: Amy Jo Bates, EFDA

Springboro Campus Instructor: Lindsey E. Elms, EFDA & Nella A. Hill, EFDA

Troy Campus Instructors: Kimberly A. Hagan, EFDA; Shirley S. Johnson, EFDA

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DATS, LLC. – DENTAL ASSISTANT SCHOOL

Goals and Objectives

Because of the demand for Dental Assistants, dental practitioners often hire people with little or no training or experience and then provide them with on-the-job training. As a result of the demand for dental assistants, DATS created a training program that provides the on-the-job training needed to work in a dental office. The program is short so that students can go from the classroom to the workplace quickly. With DATS training individuals can usually seek employment at a higher salary level than with no training at all.

Program Objective

It is the objective of DATS, LLC to provide entry-level dental assistant training that allows an individual to complete training and seek employment in the shortest time possible. Training focuses solely on the fundamental knowledge and skills needed to work in a dental office. Students learn in an actual dental office and get familiar with the work environment before their first day on the job.

History

The company is structured with regional offices. DATS, LLC offers entry-level dental assistant training programs within dental offices. The company is structured with regional offices. The regional office provides oversight and handles enrollment for all schools.

ABOUT THE FIELD

Typically entry-level dental assistants handle a variety of tasks for the dental professional and provide assistance in patient care, the office, and laboratory. Entry-level dental assistants work chair side with the dentists and other dental staff. Examples of tasks include helping to make patients comfortable, preparing them for treatment, and obtaining dental records. Usually entry-level dental assistants hand instruments to the dentists, help to keep the patient's mouth dry and may sterilize and disinfect instruments, prepare tray setups, and instruct patients on postoperative and general oral health care.

The dental assisting field generally requires physical work, moving throughout the office, standing on ones feet for long periods of time, and sometimes in small places. Dental Assistants have close contact with the public. For this reason, successful candidates must be in good physical health.

According to the U.S. Department of Labor, dental assistant employment is expected to grow 36 percent from 2008 to 2018, which is much faster than the average for all occupations. In fact, dental assistants are expected to be among the fastest growing occupations over the 2008-2018 projection periods. Population growth, greater retention of natural teeth by middle-aged and older people, and increased focus on preventative dental care for younger generations will fuel demand for dental services. Older dentists, who have been less likely to employ assistants or have employed fewer, are leaving the occupation and will be replaced by recent graduates, who are more likely to use one or more assistants. In addition, as dentists' workloads increase, they are expected to hire more assistants to perform routine tasks, so that they may devote their own time to more complex procedures.

THE ENTRY-LEVEL DENTAL ASSISTANT TRAINING PROGRAM

Classroom format

Training is offered for 9 weeks in succession for a total of 18 class session. Sessions are held on weekday evenings from 6:00 pm to 10:00 pm. Training takes place within a dental office when the office is closed. This gives the student hands-on experience in all areas of dental assisting using the treatment rooms, laboratory, x-ray facilities, and office area. Each session is divided into lecture and lab. During the lecture portion the student views slides presented by an instructor. There is time for questions, answers, and review. The second part of the class focuses on learning and practicing skills utilizing office treatment rooms, labs, and equipment.

Class Time

Evening sessions are held from 6:00 pm to 10:00 pm.

Program Dates

Please see 2017 campus schedule in 2017 brochure.

72 CLOCK HOURS TOTAL

NOTE: All courses provide an overview of and introduction to the topics taught. The objective of each course is to provide vocabulary used in the dental office, demonstrate tasks performed, and allow students to practice these skills. These are short courses and are not intended to cover the subject matter in-depth. Each session is 4 hours in length. The sequence of courses is shown in the order given. The pre-requisite for each course is satisfactorily completing the one preceding it.

Class Number and Name	Lecture/Lab
101. Role of the Dental Assistant, the Dental Office, the History of Dentistry, Head and Tooth Anatomy	3/1
The student is introduced to the role of the dental assistant as part of the dental team and is oriented to the physical set-up of a dental office. The session includes introduction to the anatomy of teeth and their surrounding structures and the names of individual teeth. The student is given an overview of selected anatomical structures of and in the human skull as they relate to clinical dentistry.	
102. Dental Treatment Specialists and Insurance, Tooth Terminology, and Patient Charts	3/1
The component dental treatment disciplines and the types of patient dental insurance are defined and discussed. The student learns the descriptive terminology of tooth surfaces and the 6 classifications of cavities and the use of and need for patient charts and charting.	
103. Basic Instruments, Equipment, and Office Familiarization	3/1
This session includes demonstration and student handling of most commonly used hand instruments and their variations. Included are: hand pieces, burs, excavators, mirrors and explorers, carvers and files, and operative dentistry instruments. Students are introduced to dental office rooms and equipment, treatment rooms, sterilization and supply areas, laboratory, darkroom, reception, and other rooms including central vacuum and compressor.	
104. Study Models, Impressions, Pouring, Trimming, and Wax Bites	1/3
The instructor demonstrates study models, impressions, pouring, trimming, and wax bites. Students complete hands-on tasks and take upper and lower impressions and wax bites on each other. These procedures are completed in the operatory. Students then mix plaster/stone, pour, trim and mount their own models. Students keep the final product.	
105. Amalgam, Composites, Tub, and Tray Systems	1/3
The session begins with a definition and discussion of operative dentistry, and examples of the 6 cavity preparations. Amalgams are presented including components, uses, instruments used in procedure, procedures and responsibilities of dental assistant, and amalgams with pins. A presentation of composites is given including components, uses, instruments used in procedure, procedures and responsibilities of dental assistant, and composites with pins. Esthetic veneers are presented. Students also learn about tub and tray systems including amalgam tub materials and tray instruments, and composite tub materials and tray materials.	
106. Radiology Theory, Safety, and Practice	1/3
The session begins with a presentation on radiation including what it is and what safety is involved. Students learn about radiology, purpose of x-rays, the dental assistant's responsibility, x-rays as a diagnostic tool, exposure, precautions, and how to take x-rays, techniques, components of the x-ray machine, x-ray terms and types of radiation, patient and dental assistant safety, and state regulatory requirements. Each student takes a full set of x-rays using sterile film holders and employing all safety precautions.	
107. Darkroom, Mounting, and Panorex	1/3
Students learn about x-ray film, parts of the x-ray film pack, film speed, film types, diagnostic uses, and storage. Darkroom techniques and developing films are included in this session including automatic and manual methods, chemicals used, time and temperature standards, and errors and how to avoid them. Students learn mounting x-rays, identification of individual films, and placement of x-ray mount cards. The reasons and shortcomings for use of panorex as a diagnostic tool are discussed.	

108. OSHA, Sterilization, Cements, Liners, and Waxes

2/2

The students learn the definition of sterilization, methods, guidelines, patient medical history, infection control, prevention of contamination, the use of protective eyewear, masks, and gloves, and barriers to infection. In addition, verification of infection, disinfection, care of treatment room, handling and disposal of hazardous waste, handling soiled instruments, hand pieces, burs and water and air syringes are presented. The who, what, and why of OSHA is discussed. Students learn the purpose and types of cements. The session also covers the types and uses of cavity liners and varnishes. Types and uses of waxes are also presented. Students will handle and mix the associated cements, cavity liners, varnishes and handle and manipulate the various waxes.

109. Four-handed Dentistry, Isolation, and Rubber Dam

1/3

Four-handed dentistry is presented including operating zones, suction/evacuation, saliva ejectors, retractors, air and water syringes, exchanging of instruments (assistant to dentist and dentist to assistant), and bur replacement. Isolation techniques are presented and include use and placement of cotton rolls and gauze. The definition and reason for use of rubber dams is presented along with associated equipment and how to place and remove. Students role-play by rotating through each position acting as the dentist, assistant, and patient and performing the procedures taught.

110. Review of Subject Matter to Date and Mid Term Exam

4/0

111. Crown and Bridge, Inlays, Impression Materials, and Temporaries

2/2

Porcelain/metal crowns, gold crowns, and inlays on articulators and on models are used for “touch and feel” demonstrations. Students learn about indications for use of crowns and bridges and component parts. Bridges and crowns are presented including types, role of laboratory, protocol and role of dental assistants in each step. Uses of impression materials used for fixed restorative procedures are presented. Students will handle and mix all associated materials.

112. Anesthesia, Hand Piece Maintenance, Endodontics, Orthodontics, and Pediatric Dentistry

3/1

This session starts with a presentation of general, local, and topical sedation anesthesia. Delivery of local anesthesia and use of syringes cartridges, and needles is demonstrated. Students learn and practice how to individually load syringes, practice passing syringe, unload, recap and dispose of needle and cartridge. Students learn the role of assistant in pre- and post-administration of anesthesia to patient. Hand pieces are presented including types of hand pieces, sterilization, and maintenance procedures for high- and low-speed hand pieces. Includes cleaning and lubrication. Definitions and indications of endodontics are presented. Included are a review of treatment procedures, instruments, and the role and responsibilities of the dental assistant. Students learn the definition of orthodontics and the limited role in general dental practices. Pediatric dentistry (pedodontics) is presented including definition, applicability and limitations in a general dental practice, and treatments for different pediatric procedures.

113. Oral Surgery, Removable Prosthodontics, and Periodontics

3/1

Students gain an overview of dental specialty areas of oral surgery and periodontics. Included are instruments and materials used, procedures, and treatments. Students see and handle a variety of extraction forceps. Students load a scalpel blade and needle onto a needle holder and practice cleanup procedures for surgical equipment and disposal of surgical debris. Periodontal instruments are exhibited and defined as to their uses. Prosthodontics is explained, and instruments, materials, and treatment procedures are demonstrated. Students see lab models depicting the various stages of partial and full denture fabrication and demonstration of taking a full denture impression with custom tray.

114. Processing Radiographs and Extraoral Radiography

1/3

Review of intraoral radiography as it relates to the techniques associated with taking films, mounting films, and radiographic exposure errors. The student is exposed to the types and uses of extraoral radiography and digital radiography. Review of techniques and protocols for radiation safety for the patient and the operator is emphasized for all of the above.

Class Number and Name	Lecture/Lab
115. CPR, Basic Life Support, and Heimlich Maneuver	1/3
Students learn cardiopulmonary resuscitation, Heimlich, and Basic Life Support skills in a 4-hour training session that will result in being certified in CPR. Certification is for both child and adult CPR.	
116. Office Management, Patient Scheduling and Seating, Review Role of Dental Assistant	4/0
This session focuses on a review of the role of the dental assistant relating to clinical dentistry. The student also learns the techniques of telephone answering, the protocol of patient scheduling, and how to make a patient comfortable.	
117. People and Dentistry, Employment Skills, and Job Interview Techniques	4/0
Students learn how to deal with the people in the dental office. Includes understanding patient attitudes, reassuring the patient, personal appearance, dress codes, personal attitudes, and dental office do's and don'ts. Job interview techniques are presented including describing the type of job the dental assistant is seeking and what they offer the employer, locating employment opportunities, constructing a resume, interviewing skills, how to answer questions, and salary negotiation. Students practice a mock job interview from the telephone response to a one-on-one interview	
118. Review and Final Exam	4/0

LEARNING MATERIALS

Instructional materials

Modern Dental Assisting and Boyd Text book and Dental Instruments Pocket Guide 5e Package, 11th Edition

Modern Dental Assisting 11th Edition + Dental Instruments 5th Edition Package ISBN: 9780323239912

By Doni L. Bird, CDA, RDH, MA, Debbie S. Robinson, CDA, MS and Linda Bartolomucci Boyd, CDA, RDA, BA

Equipment

Classes are held in a modern state-of-the-art dental office with the latest equipment. The school provides each student with dental assistant nametags, sets of models of human dentition, and student models of his/her dentition. Each student receives all disposable equipment and supplies needed to perform tasks. Five students work in a treatment or specialty room at any one time. Each student has the opportunity to use the required tools and equipment in each room.

Teaching Devices

Fully equipped dental treatment rooms and dental laboratories, darkroom, office including computer, photocopy machine, fax, multiple phone lines

Digital X-ray machines, Autoclave and Automatic film processors

ABOUT ENROLLMENT

Entrance requirements

Admission is open to any qualified applicant. No qualified person may be excluded from enrollment in DATS, LLC training based on age, race, gender, disability, or national origin.

Applicants must meet the following requirements:

1. Be at least 18 years of age.
2. Have an in-person interview with a school employee.
3. Provide proof of at least a high school diploma or GED.
4. Submit a signed Enrollment Agreement at least 5 days prior to the start date.

Transfer or granting of credit

No life experience or previous education and training apply to DATS, LLC training programs. Students may not transfer in any previous education or training to apply to DATS training programs.

TRAINING FACILITIES

DATS Cambridge Campus

The school is located within a functional dental office of approximately 5,938 square feet. There is a lobby, front desk area, 10 operatories, labs, x-ray, offices, kitchen and restrooms. Classes are held in the lobby and at the front desk area. Students perform hands-on tasks in operatories and specialty offices.

DATS Springboro Campus

The school is located within a functioning dental office of approximately 2,600 square feet. There is a lobby, front desk area, 5 operatories, labs, x-ray, offices, and kitchen and restrooms. Classes are held in the lobby and at the front desk area. Students perform hands-on tasks in operatories and specialty offices.

DATS Springfield Campus

The school is located within a functioning dental office of approximately 5,349 square feet. There is a lobby, front desk area, 6 operatories, labs, x-ray, offices, and kitchen and restrooms. Classes are held in the lobby and at the front desk area. Students perform hands-on tasks in operatories and specialty offices.

DATS Troy Campus

The school is located within a functioning dental office of approximately 5,400 square feet. There is a waiting room area, reception office, 10 operatories, a sterilization room, dark room, a Panorex area, supply rooms, training rooms, and meeting room. Classes are held in the conference room. Students perform hands-on tasks in operatories and specialty offices.

TUITION AND PAYMENT PLANS

Tuition

The total tuition is **\$3,300.00**. It is required that payment be made in full prior to the first day of class. Payment plans between the student and outside tuition lending sources may be arranged and must be completed prior to the first day of class.

Registration

A deposit of **\$125.00** is due at the time of enrollment and is applied to the tuition. Of this \$125.00 deposit, \$125.00 is considered the Registration fee. All required documents **MUST** be mailed to the MAIN OFFICE to complete enrollment requirements no later than ten days prior to the start date.

MAIN OFFICE: DATS, LLC Dental Assistant School P.O. Box 247 Miamisburg, Ohio 45343

Books and Learning Materials

The textbook fee is **\$275.00**. All learning materials are included in the education/lab fee of **\$2,900.00**. All consumable supplies are provided. ***A set of scrubs is not provided***; students are expected to wear scrubs to each class. Each student receives a nametag to wear to each class. There are additional costs such as purchasing scrubs, shoes, hepatitis b 3-shot series and the Ohio State Dental Board Radiography Certificate application fee.

REFUND AND CANCELLATION POLICY

Cancellation and Settlement Policy

This enrollment agreement may be canceled within five calendar days after the date of signing provided that the school is notified of the cancellation in writing. If such cancellation is made, the school will promptly refund in full all tuition and fees paid pursuant to the enrollment agreement and the refund shall be made no later than thirty days after cancellation. This provision shall not apply if the student has already started academic classes.

REFUND POLICY

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies, and consumable fees shall be made in accordance with Ohio Administration Code 3332-1-10.1. There is one (1) academic term for this program that is 72 hours in length. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3222-110:

- (1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.
- (2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.
- (3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.
- (4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
- (5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

COMPLAINT OR GRIEVANCE PROCEDURE

All student complaints should be first directed to the school personnel involved. If no resolution is forthcoming, written complaint shall be submitted to the director of the school. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the

**Executive Director
State Board of Career Colleges and Schools
30 East Broad Street
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Phone (614) 466-2752
Toll Free (877) 275-4219**

ACADEMIC INFORMATION AND STANDARDS OF PROGRESS

Syllabus

On the first day of class students receive a copy of the course syllabi and course outlines.

ATTENDANCE POLICIES

Absence

Students are expected to attend all 72 hours of program instruction. We recognize that emergencies occur. Should there be extraordinary circumstances; students are requested to speak with the School Director who will arrange ways to make up the sections that were missed. Often this is accomplished by completing the missed section the next time the program is offered or through make-up work. Only 10% of the program can be made up through makeup work. Students must be in class during the session they enroll in for a minimum of 90% of the time or 65 hours minimum.

Lateness or cutting classes/Makeup Work

Absences due to arriving late or leaving early will be treated as absences. Missed coursework is to be made up by conferring with the instructor. There is no charge for make-up work. However, only 10% of the work and session may be made up in this way.

Leave of Absence

A student who is absent from class but who has been granted a leave of absence by DATS is not considered to have left the school. A request for a leave of absence must be made in writing by the student and approved by the school director. The letter must state the date the leave begins and is scheduled to end. DATS may not grant more than one leave of absence to a student in a 12-month period. A leave of absent may not exceed 30 days of the beginning of the next block of instruction, whichever is longer, provided that the next block of instruction does not begin more than 100 days after the beginning of the leave of absence. If a student fails to return after the end of the leave of absence, or the first day of the next block of instruction, s/he will be deemed to have terminated enrollment in DATS. DATS will make a refund that is payable within 30 days. The refund will be calculated form the date of the student's last date of actual class attendance.

Unsatisfactory Progress

Should a student receive a grade of less than 75% s/he will be notified. Ways to raise the grade will be determined with the school director and/or instructor. If the student is not able to raise the grade point average above 75% s/he will be requested to take the course for no credit or withdraw and return at another time if there is demonstration of the ability to succeed. The tuition paid will be refunded less than \$125 registration fee.

Re-Enrollment

The student may re-enroll or re-enter at another time if arrangements have been made with the school director at the time the student leaves. If satisfactory arrangements have been made, no additional tuition is charged.

Re-admission

Students may have to suspend their training due to extenuating circumstances. Should this occur the student may request re-admission from the school director for future date. All training must be completed within a twelve month period from the original start date.

Grading

An average grade of 75% is required in order to satisfactorily complete training programs. Class work is graded as follows:

Excellent	94 – 100	
Good	85- 93	
Fair	78- 84	
Failing	below 75	Lab work is graded on a pass/fail basis

Graduation

Students will receive a certificate upon satisfactory completion of all program requirements. In addition there may be no outstanding balances owed to the school.

Records

Student records are maintained permanently by the school in fire-proof safe. Computer records are backed up regularly. All records are maintained with the same security and confidence as patients' dental records. A set of records is maintained by the corporate offices.

Termination

Students will be terminated if, after having been put on Academic or Attendance probation, they fail to meet Attendance or Grade requirements by the 15-day deadline. Fifteen days begin from the date of notification of probation.

Changes made by school

If the school cancels or changes a program of study or location in such a way that the student who has started is unable to complete training, arrangements will be made in a timely manner to accommodate the needs of each student enrolled in the program who is affected by the cancellation or change. If the school is unable to make alternative arrangements that are satisfactory to both parties, the school will refund all money paid by the student less the \$125 registration fee.

STUDENT SERVICES

Housing

Typically students attend a school near their home. Therefore no housing arrangements are available.

Student Records

Student records maintained by the school are available upon written request. No records will be made available to employers, prospective employers, or other schools unless a written request has been made.

Family Educational Rights and Privacy Act

DATS complies with the Family Educational Rights and Privacy Act of the 1974 Buckley Amendment, Public Law 93-380, and Section 438. All student records are confidential.

Counseling

Students may request counseling and career information from the school director, student services personnel, or instructor. Referrals will be made to community resources for personal counseling.

Placement

Employment skills are integrated throughout the program. During the 17th class, time is spent on resume writing, job search skills and interview techniques. These are presented by a dental professional aware of staff needs in a dental office. The regional office contacts area dentists and maintains a bank of job openings. The list is available to both students and grads. All DATS schools offer placement assistance but does not guarantee employment.

RULES OF CONDUCT

It is expected that students will conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. DATS administration reserves the right to terminate a student on any of the following grounds.

- Not complying with DATS rules and regulations.
- Unprofessional conduct.
- Unsatisfactory academic progress.
- Excessive absence or lateness.
- Failure to pay fees when due.
- Cheating.
- Falsifying records.
- Breach of enrollment agreement.
- Entering school site while under the influence or effects of alcohol, drugs, or narcotics of any kind.
- Carrying a concealed or potentially dangerous weapon.
- Sexual harassment.
- Harassment of any kind including intimidation and discrimination.

Dress

Students are required to wear to class each session along with a nametag also provided. Students are expected to wear gloves, masks, and protective glasses in all sessions. These are supplied.

Drug free school and workplace

DATS has a zero tolerance for drugs and alcohol. No student, instructor, or employee may be on school premises under the influence of any substance. As a drug and alcohol free environment, individuals under the influence may be subject to immediate dismissal/removal. Students may request counseling for substance abuse and will be referred to community resources.

No smoking

There is no smoking within any place in the dental office or training rooms. Smokers may smoke outside during a break.

Sexual harassment and anti-hazing policy

The administration of DATS, LLC takes the issue of sexual harassment very seriously. Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature between and/or among students and staff. Sexual harassment or harassment because of age, race, color, religion, national origin, or disability, will not be tolerated. This includes any kind of intimidation or discrimination. Investigation of such concerns will be undertaken promptly and handled confidentially. Behavior that denigrates the integrity of another student (hazing) will not be tolerated. If a student or employee feels that he or she has suffered a form of discrimination or harassment, the individual should immediately contact a supervisor or school director. Students or staff involved may be subject to termination.

Unresolved disputes

Students are expected to address any disagreements or conflict directly with the individual involved in person with a written document outlining the complaint and communication. After this, if there is no satisfactory resolution, the student may set an appointment by phone to see the school director. All communications regarding the complaint must be in writing and all meetings and communications will be documented in the student file. Every attempt at a satisfactory resolution will be made. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may contact:

**Executive Director
State Board of Career Colleges and Schools
30 East Broad Street
24th Floor, Suite 2481
Columbus, Ohio 43215**

Faculty and staff are encouraged to address any disagreements or conflict directly with the individual involved. After this, if there is no satisfactory resolution, the individual may set an appointment by phone to see the school director and then the corporate officers. This must be documented in writing via mail, fax, or email. All communications regarding the complaint must be in writing and all meetings and communications will be documented in the employee file. Every attempt at a satisfactory resolution will be made.

Enroll Today!
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