



# **Cleveland Clinic Center for Youth & College Education**

**Department Handbook**

## Frequently Asked Questions (F.A.Q.)

Why use the Center for Youth and College Education (CYCE) student handbook?

- The CYCE student handbook is a resource for all students in CYCE programs. It has information on the department's goals, vision, values, rules, processes and expectations.
- You should know the rules and processes that apply to your role and duties in the department. You should also follow the guidelines and standards of the department and organization.
- If you have any questions or need more details on any rule or process, you should ask your program manager or send a message to the assigned email address for the program.

What is a paid internship?

- A paid internship is a role that a high school or college student can hold when enrolled in a formal educational program at Cleveland Clinic. Students are hired as Cleveland Clinic caregivers and can perform Cleveland Clinic work as part of their internship.

What is a shadowing experience?

- A shadowing experience entails only observation. Students do not have any contact with patients or perform any Cleveland Clinic work. Shadowing hours are limited by age. Students under 18 are restricted to certain areas based on compliance and risk requirements.

What does it mean to be an academic student?

- An academic student is an unpaid role that a high school, college or adult learner can hold when enrolled in a formal educational program at Cleveland Clinic. The academic student role is designed to meet the educational requirements of an internal or external program. We require an affiliation agreement with external programs before the learner can be accepted at Cleveland Clinic.

What is a field trip?

- Field trip experiences are for groups of learners visiting non-clinical areas for educational experiences that are less than 4 hours.

What is the Cleveland Clinic dress code?

- You must wear business casual clothes, even when working from home.

What should I do if I have an emergency and miss a planned day, session, opportunity, etc.?

- Contact your program manager to tell them about your absence and discuss how to catch up on what you missed.

## Contents

|   |    |
|---|----|
| Frequently Asked Questions (F.A.Q.) .....                                   | 2  |
| Welcome Letter to Our Learners .....  | 4  |
| Cleveland Clinic Mission .....  | 5  |
| Care Priorities .....   | 5  |
| Center for Youth and College Education – CYCE .....                         | 6  |
| Meet Our CYCE Team .....  | 7  |
| Center for Youth and College Education Programs.....                        | 8  |
| Academic Student Programs.....  | 8  |
| Connected Career Rounds .....   | 8  |
| Field Trips.....  | 9  |
| Internships .....   | 10 |
| High School Summer Internships .....  | 10 |
| Undergraduate Summer Internship Programs.....                               | 11 |
| Student Pathways Program.....   | 12 |
| Student Shadowing Program .....   | 12 |
| Visiting Researcher Program .....   | 15 |
| Parental Consent.....   | 16 |
| Family Educational Rights and Privacy Act (FERPA) .....                     | 16 |
| Institutional Policies .....  | 17 |
| Disability Accommodation in Education Policy .....                          | 17 |
| Equal Employment Opportunity/Workforce Diversity and Inclusion Policy ..... | 18 |
| Non-Smoking Policy.....   | 19 |
| Professional Conduct Policy .....   | 19 |
| Student Anti-Hazing Policy .....  | 21 |
| Student Immunization Policy .....   | 21 |
| Student Substance Abuse Policy.....   | 23 |
| Social Media Use Policy.....  | 24 |
| Telephone and Cellular Phone Use Policy.....                                | 25 |
| Weapons and Contraband Policy .....   | 26 |
| Standard Operating Procedures .....   | 28 |

## Welcome Letter to Our Learners

Dear Learner,

Welcome to the Cleveland Clinic! We are thrilled that you are participating in one of the education programs offered by the Center for Youth and College Education (CYCE). As the newest center in the Cleveland Clinic Education Institute, CYCE was created in 2022 with the goal of helping students like you experience learning opportunities in a healthcare environment. At CYCE, we pride ourselves in offering meaningful and authentic programming that provides opportunities for career exploration and training in core professional skills. As you participate in your educational program, know that you will be observing and learning from professionals at one of the premier medical institutions in the world. To help you make the most of this opportunity, we've created a handbook that outlines our values, describes our programs, and offers guidelines for professional behavior in a hospital setting.

As you read through this handbook, please pay close attention to the values that guide what we do. In doing this, think of yourself as a Cleveland Clinic caregiver. Whether you are participating in a shadowing experience or completing a paid internship, you will be a visible representative of the Cleveland Clinic program in which you are enrolled. This means that you will be held to a high expectation of professional behavior, which we are confident that you can uphold. Please know that the rules and expectations outlined in this handbook were developed with the combined goals of protecting patient safety and confidentiality, providing a high-quality educational experience, and ensuring your physical and emotional wellbeing. Please know that the rules and expectations outlined in this handbook were developed with the combined goals of protecting patient safety and confidentiality, providing a high-quality educational experience, and ensuring your physical and emotional wellbeing.

We hope your experience with the Center for Youth and College Education is a positive one that sparks your interest in continuing your education or pursuing a career in healthcare. Through undertaking this experience, you will hopefully get a taste for what it is like to have a career that allows you to make a real difference in people's lives. If you have any concerns about the program in which you are enrolled, do not hesitate to reach out to your program manager. We want to ensure that you have a great experience, and we are glad you are here!

Sincerely,



Michael J. Nelson, PhD  
Medical Director, Center for Youth and College Education  
Associate Staff, Cleveland Clinic Education Institute



Nicole Fennell, MBA  
Administrative Director, Center for Youth and College Education  
Education Institute

## Cleveland Clinic Mission, Vision & Values

### Mission

Caring for life, researching for health, educating those who serve.

### Vision

Our vision for Cleveland Clinic is to be the best place for care anywhere and the best place to work in healthcare.

### Values



#### **Serve with heart:**

We care for patients and each other with compassion and purpose.

#### **Succeed as one team:**

We achieve excellence together as One Cleveland Clinic.

#### **Shape the future:**

We advance care for all through courage and innovation.

## Care Priorities

### **Patients:** *Care for the patient as if they were your own family.*

Cleveland Clinic is here for one reason: to take care of patients. We are known for exceptional care delivered by multidisciplinary teams. We challenge ourselves to get better each year. Our goals are to touch more lives, relieve suffering, and provide every patient with the best care and experience.

### **Caregivers:** *Treat fellow caregivers as if they were your own family.*

There are nearly 60,000 Cleveland Clinic caregivers around the world. We are the largest employer in Northeast Ohio and the second largest in the state. We promote teamwork, engagement and integrity. We strive to make Cleveland Clinic the best place to work and grow.

**Community:** *We are committed to the communities we serve.*

Cleveland Clinic's community benefit goes beyond healthcare services. As an anchor institution, we promote the physical and economic health of our neighborhoods. We are building a future for health education and workforce development that will enhance the region for generations.

**Organization:** *Treat the organization as your home.*

Cleveland Clinic is a nonprofit organization. All revenues beyond expenses are reinvested in our mission. We care for the organization as if it were our home by securing its financial health, using resources mindfully and bringing our services to as many people as need our care.

## Center for Youth and College Education – CYCE

CYCE provides educational experiences and career exploration opportunities to youth, college students, and adult learners. By offering meaningful real-world experiences to learners, we hope to prepare the next generation of caregivers to join the healthcare workforce. Through program engagement, students learn that the field of healthcare provides meaningful career opportunities that offer financial stability and the opportunity to impact the lives of others—regardless of one's education level.

CYCE offers programming that is far-reaching. At the classroom level, teachers can participate in Connected Career Rounds, which focuses on a different healthcare topic every other week between September and March and exposes learners to numerous careers in healthcare.

At an individual level, students can participate in paid summer internships that prepare them for careers in clinical and non-clinical settings. Through the Pathways program, participants are set on a path that could directly lead to employment or certification. We also welcome visiting researchers to work in our state-of-the-art facilities alongside Cleveland Clinic scientists.

We look forward to placing students in shadowing experiences and working with partner organizations to advance the learning of K-12 students, college students, and adult learners.

**We aim to:**

1. Provide learners with career exploration opportunities in a healthcare environment.
2. Engage participants in real-world immersive learning experiences.
3. Offer educational programming that equips learners with necessary professional skills.

**Our impact:**

Since 2006, 2,040 high school and college students have participated in Cleveland Clinic's youth, college and adult education programs. As of 2024, 312, or over 15%, are currently employed at Cleveland Clinic.

## Meet Our CYCE Team



### **Top Row (Left to Right)**

Nedra Starling, MA, MPH, DrPH/ABD, Program Manager, Science Summer Internship Program  
Christine DeNicola MEd, Program Manager, Curriculum Development  
Devin Patterson, Program Manager Adult and Student Pathways  
Jackie Tinsley, Program Manager, Cleveland Clinic Louis Stokes Summer Internship Program  
Donjah Bragg, Administrative Intern  
Katherine Lisle, Administrative Intern

### **Front Row (Left to Right)**

Randeep Chahal, Academic Student Program Manager  
Nicole Fennell, MBA, Administrative Director  
Micheal Nelson, PhD, MEd, Medical Director  
Jennifer Savich, Program Manager  
Melvonna Williams, MBA, Program Manager Student Shadowing Program and Dilemmas of Differential Diagnosis

## Center for Youth and College Education Programs

### Academic Student Programs

Academic students are learners in high school, college or a university seeking to complete a formal educational project or senior project at a Cleveland Clinic location for a defined period of time. Learners can have hands-on experiences with a healthcare professional (clinical and non-clinical).

All academic students will need the documentation below to be considered for acceptance into the program:

- Documentation from the school detailing the project
- Contact information for the school's academic program director
- Affiliation Agreement with the school may be required
- Legal is subject to review all documentation for final acceptance

Academic project requests need to be submitted by the student to CYCE in Clinician Nexus no later than 45 days prior to the project start date to accommodate processing time and onboarding. The student will not be able to begin their project until the process is completed in its entirety.

### Health and Background Check Requirements

All students onboarded for an academic experience must be at a minimum of 15 years old (17 years old for high school senior projects) and are required to attest or provide proof of having received the following health immunizations during the onboarding process and complete a background check if over 18 years of age

- A COVID-19 vaccine may be required of students working in high risk areas such as the pediatric ICU, critical care unit and other areas with immunocompromised patients.
- Negative tuberculosis screening: two-step Mantoux test (TB test), QuantiFERON®-TB Gold test, or T-Spot test within the previous 12 months before the student experience.
- Tdap Booster within the past 10 years, proof of documentation required
- Measles (Rubeola) immunization
- Mumps immunization
- German Measles (Rubella) immunization
- Chicken Pox (Varicella) immunization
- Hepatitis B immunization or signed waiver
- Flu shot will be required between October 1st - March 31<sup>st</sup>

Connected Career Rounds. Each day at Cleveland Clinic, caregiver teams complete “rounds” to coordinate patient care. Educators are invited to have their middle and high school students join teams of Cleveland Clinic caregivers for Connected Career Rounds to learn about the career journeys that landed our caregivers face-to-face with today’s most challenging healthcare issues.

Every Connected Career Rounds (CCR) session will include a caregiver team discussing their career path and how each team member contributes to a specific health topic. Members of the CYCE team will also share information about how learners can pursue any of these careers if they are interested. Throughout each session, students will have opportunities to participate in activities before interacting directly with the caregivers. Information about educational opportunities at Cleveland Clinic (and our affiliates) will also be provided during the session.

Connected Career Rounds is a free program provided by CYCE. Educators can choose to have their students participate in any or all of the Connected Career Rounds sessions. All that is needed to connect is a computer or a laptop equipped with a webcam, microphone, and speakers. Live sessions will usually be facilitated on Tuesdays from 1 – 2 p.m. several times each month between September and March. Each session will also be recorded for students to view on-demand in your classroom or at home.

## Field Trips

Field trips help students gain first-hand insights into the real world. Cleveland Clinic offers field trips to our [Simulation and Advanced Skills Center](#) so that students can see the numerous healthcare career opportunities available to them and to see how caregivers and teams work together in a low-risk environment to learn how to provide high quality and safe care to our patients. Field trips can be up to four hours on site.

Outside organizations and schools can request a field trip by submitting a request form that includes desired dates, number of participants and learning objectives. Once the request is received, our team works to secure the space and the caregivers to facilitate the experience. Students and chaperones must complete the onboarding process prior to coming on site. Pre-organized field trips through other departments must also go through this process for tracking and compliance purposes.

The following steps are required for field trips:

- The organization or school must [submit this request form](#) at least 90 days prior to the desired date of the field trip.
- The CYCE team reviews the request and confirms receipt via email.
- If we can accommodate the request, our team contacts the organization or school to provide specific details and to request the names and email addresses of all students and chaperones who will be participating.
- Once the organization or school returns the requested information, the CYCE team sends out onboarding instructions for all participants.
- The CYCE team provides periodic updates to organization or schools about its members who have completed the onboarding process and who are able to participate in the field trip.

## Onboarding Requirements

Students and chaperones must attest to reading both Fire Safety and Taking Action in an Emergency modules. An optional photo/media release is also provided in case the event is photographed.

## Internships

**High School Summer Internships** The Cleveland Clinic CYCE department offers a paid seven-week summer internship to high school students that offers engaging, real-world work experiences and professional learning opportunities in a variety of **clinical, nonclinical and advanced technology tracks**.

- Advanced Technology Summer Internship program includes **advanced technology** pathways such as artificial intelligence (AI), biomedical engineering and robotics; coding; computing sciences; and information technology/cybersecurity.
- Cleveland Clinic Louis Stokes Summer Internship program includes **nonclinical, business-focused areas of healthcare** pathways such as art and design; building and design; finance; healthcare administration; and marketing and communications.
- Science Summer Internship program pathways include **clinical-focused areas of healthcare** such as applied medicine, behavioral health, medicine, nursing, pharmacy, public health, occupational/physical therapy and respiratory care.
- **Overall application criteria:** Be in 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup> or 12<sup>th</sup> grade.
- Be at least 15 years of age by June 1, 2024.
- Demonstrate a strong interest in a clinical, nonclinical or advanced technology-focused healthcare career.
- Have a cumulative GPA of 2.5 or better on a 4.0 scale, preferred.
- Be a U.S. citizen, noncitizen national or legal permanent resident.
- **Must** be able to attend the entire program from June 10, 2024, through July 26, 2024, during business hours from 9 a.m. to 3:30 p.m.
- Science and Advanced Technology Summer Internship program specific requirements:
  - Live **AND** attend school in one of the following Northeast Ohio counties: **Cuyahoga, Geauga, Lake, Lorain, Medina or Summit**.
- Cleveland Clinic Louis Stokes Summer Internship specific program requirements:
  - Live in one of the following Northeast Ohio cities: **Cleveland, East Cleveland, Cleveland Heights, Warrensville Heights, Euclid, South Euclid, Richmond Heights, Garfield Heights, Bedford, Bedford Heights or Maple Heights**.

**PLEASE NOTE:** This is a paid opportunity. Accepted applicants will be hired as Cleveland Clinic employees for the program's duration.

### Student Benefits:

- Establish mentor and team relationships.
- Gain exposure to and knowledge about various healthcare careers by working with healthcare professionals to support career choice decisions.
- Develop and refine various skills such as managing learning opportunities and real-world work responsibilities through assigned work and tasks, interaction with mentors & work team, professional communication and teamwork.
- Enhancement of research and project management skills, academic writing and presentation skills, professional communication skills
- Personal and professional growth and additional educational experiences finding practical, real-world applications for their academic knowledge.

- Building financial literacy.
- Networking with professionals in the healthcare field to support decision making relative to their career choices and awareness of education requirements.
- Providing career preparedness and increasing employability.
- Assistance with transition back to high school, to college and/or employment.

### **Undergraduate Summer Internship Programs**

Administrative College Summer Internship Program. This paid summer internship is designed for undergraduate students to gain administrative experience working on youth and college education projects, with a focus on our high school summer internship programs. Interns will serve as liaisons to Cleveland Clinic high school learners and work directly with peer colleagues, program managers and Cleveland Clinic leadership. Interns will be fully immersed in the department as a team member and work closely with their mentors on projects.

- 11-week internship from May -Aug. 9, 2024.

Students will have opportunities to participate in Cleveland Clinic professional development courses and workshops. Application criteria:

- Preferred undergraduate majors: public health, science/pre-med, education, business administration.
- Must reside in one of these Northeast Ohio counties: Cuyahoga, Geauga, Lake, Lorain, Medina or Summit.

### *Discovery Accelerator/IBM Summer Internship Program*

This paid summer internship is designed for undergraduate students to gain research experience working on projects related to the [\*\*Cleveland Clinic Discovery Accelerator\*\*](#), a partnership between Cleveland Clinic and IBM. The Discovery Accelerator was formed to advance healthcare research through high-performance computing that includes artificial intelligence, hybrid cloud and quantum computing.

Interns work directly with Cleveland Clinic principal investigators in leading-edge laboratories on Cleveland Clinic's main campus. Students will gain not only research skills, but also skills related to information technology and professionalism which are both areas of importance that will help them advance their career goals.

- 8 to 10-week internship, May through July.
- Curriculum determined based on lab mentor and approved project.
- Students will have opportunities to participate in Cleveland Clinic professional development courses and workshops.

Application criteria:

- Preferred undergraduate majors: Computer science, neuroscience, data science, biomedical engineering.
- Must reside in Northeast Ohio during the internship.

### **Disclaimer (Louis Stokes Summer Internship, Science Internship Program, Advanced Technology Internship Program, and Discovery Accelerator Program)**

Please note that either all or portions of virtual sessions may be recorded. Mentors and students (participants) participating in the Summer Internship Program authorize the Center for Youth & College Education Department, the Education Institute, Cleveland Clinic, their agents

or employees, any of its physicians, or other persons, including members of the external media, print and/or broadcast, authorized by Cleveland Clinic and/or the Center for Youth & College Education Department to interview the participant, photograph, make motion sound pictures, movies, videotapes/video recordings, or audiotapes/audio recordings, of the participant.

Participants agree that the interview, negatives, prints, videotapes/video recordings, audiotapes/audio recordings, or computer graphics prepared therefrom may be used for any purpose, including: medical research, grant writing, professional or patient education, newspapers, magazines, web sites, Intranet, Internet, television, billboards, displays, exhibits, audiovisual or multimedia presentations, kiosk imaging, radio broadcasts, and any other news, public service, promotional, or advertisement reason, especially to further the aims and objectives of this program any other purposes as identified by Cleveland Clinic, the Center for Youth & College Education Department, or other Cleveland Clinic or the Center for Youth & College Education Department representatives. Participants agree that such use may occur at unspecified times after the date of this authorization, whether the participant is alive or not. Any photograph, motion sound picture, movies, videotape, or audiotape taken of participants will become and remain the sole property of Cleveland Clinic and/or the Center for Youth & College Education Department or of the authorized print or broadcast media organization.

Student Pathways Program High school students in 11<sup>th</sup> and 12<sup>th</sup> grade, who are interested in a healthcare career, now have a unique opportunity to take the first step towards their career. Participants in the Student Pathways Program gain exposure to a wide variety of clinical and non-clinical healthcare careers. Through direct interaction with current Cleveland Clinic caregivers, students will explore the world of opportunity available to them in the healthcare field. This includes direct employment positions, which can be accessed immediately after high school. Not only will Student Pathways Program participants learn about careers through virtual workshops and onsite observations, but students will also receive skills training directly from our Talent Acquisition Team. Topics covered include resume writing, interviewing, and personal branding.

Participation in this 6-week education experience allows students to explore career possibilities while successfully preparing for their post-graduation journeys.

Financial incentives are available for participants who successfully complete all Student Pathways Program requirements.

To participate in the Cleveland Clinic Student Pathways Program, students must:

- Be an 11<sup>th</sup> or 12<sup>th</sup> grade student at the time of application.
- Be a U.S. Citizen, non-citizen national or legal permanent resident.
- Be interested in healthcare careers with a clinical, non-clinical or business focus.
- Obtain the agreement of parents, guardians or caregivers to participate in assessments and educational forums.
- Have Wi-Fi, Internet, or Hot Spot capabilities; access to a desktop computer, laptop computer, tablet/iPad and/or cell phone; and have the Zoom and Microsoft Teams apps downloaded.

### **Student Shadowing Program**

This program is for college students, adult learners, and high school students (age 16 and older

in grades 11<sup>th</sup> or 12<sup>th</sup>) who are interested in shadowing a healthcare professional for a defined period of time. This shadowing opportunity will allow the student to gain visual and verbal experiences to make an informed decision and/or gain an understanding regarding their career of interest. Shadowing experiences are observational in nature and do not include hands-on work with Cleveland Clinic patients or data. Students also do not conduct any type of research, and they do not provide or receive performance feedback.

### **Shadow Student Eligibility**

1. Eligible Categories
  - a. Shadow Student
    - i. High school students (age 15 and over) seeking an exploration shadowing experience.
    - ii. High school students are restricted from shadowing in certain pediatric areas because of background check requirements.
    - iii. Shadow Students must have a curriculum in place to be in the Operating Room (OR).
  - b. Student Caregiver, College or Adult Learners seeking exploratory shadowing experience.
2. Non-Eligible Categories
  - a. Any student that is a part of a formal program that requires hands-on work.
  - b. Case Western Reserve University (CWRU) School of Medicine, including Lerner College of Medicine, students.
  - c. Students who would need CC (Cleveland Clinic) to sponsor their visa to participate (Except for F1 visa held by the student's university).

### **Assignments/Scope of Duties**

- Shadow Students must be assigned a specified location for their shadowing experience.
- Shadow Students **will not** be granted access to any CC computer systems under any circumstances.

### **Student Application Procedures**

These procedures must be followed and completed prior to ANY initiation of shadowing

1. All students must complete an application through Clinician Nexus for review, approval, and processing. Students can access Clinician Nexus on our [website](#).
2. All Shadow Students must complete all steps as instructed during the onboarding process with Security Administrative Services (SAS) and all required MyLearning education and compliance modules.
3. After completing all steps, the Shadow Students will be entitled to, and must receive, a photo identification (badge). The badge will permit the Shadow Student to be on CC premises, in appropriate areas/ buildings only as indicated for their shadowing opportunities.
4. Shadow Students will not be granted access to any CC computer systems under any circumstances.

Under no circumstance will Shadow Students be permitted to receive additional hours beyond the allowed hours.

## **Sponsoring Institute/Department**

The sponsoring institute or department must be listed in Clinician Nexus, our shadowing platform, to provide shadowing experiences. Sponsors must be employed by the Cleveland Clinic to provide shadowing experiences. Cleveland Clinic sponsors can become shadowing sponsor by completing the [Clinician Nexus Student Shadowing Training MyLearning](#) module.

## **Shadowing Time Length**

Shadow Students will be guided and directly supervised by their CC Sponsor and/or Co-Sponsor, as applicable. Shadow Students will be scheduled only during normal business hours (Monday – Friday 8am- 5pm, no weekends/no holidays).

- College or adult learners are not to exceed a maximum of 40 hours per calendar year.
- High school students (age 16 and over) are not to exceed a maximum of 20 hours per calendar year.

Scheduled hours must be feasible and reasonable when considered in conjunction with the sponsor's availability. Shadow Students must be directly supervised at all times by an appropriate sponsoring caregiver.

## **SilkRoad RedCarpet Onboarding Task Overview**

Students completing a shadowing experience for any length of time are required to complete the SilkRoad Red-Carpet onboarding process and adhere to the requirements listed below.

Students will complete onboarding tasks within SilkRoad, with badge collection being the final task. For non-employees, SilkRoad onboarding can take up to 30 days – dependent on the background check, TB results, and how quickly a student moves through their tasks.

### **SilkRoad Onboarding Tasks:**

- Update and verify your personal information
- Sign a confidentiality statement and waiver
- Complete background check
- Sign Conditions of Use
- Review Cleveland Clinic policies
- Flu shot will be required between October 1st - March 31st
- Provide proof of a negative Tuberculosis (TB) test
- The date the TB test was administered & read. **Results must be within the past 6 months to be acceptable**
- Completing online training modules (My Learning)
- Obtaining an ID badge

### **Onboarding Health Requirements:**

All students on-boarded for a shadowing experience are required to attest or provide proof of having received the following health immunizations and complete a background check during the onboarding process.

- Some high risk areas may be subject to the COVID VACCINE (EXAMPLE: PICU, CRITICAL CARE UNITS, CANCER CENTER, IMMUNOCOMPROMISED) Tdap Booster within the past 10 years, proof of documentation required
- Negative tuberculosis screening: two-step Mantoux test (TB test), QuantiFERON®-TB Gold test, or T-Spot test within 6 months before the student experience
- Measles (Rubeola) immunization

- Mumps immunization
- German Measles (Rubella) immunization
- Chicken Pox (Varicella) immunization
- Hepatitis B immunization or signed waiver
- Flu shot will be required between October 1st - March 31st

### **Cleveland Clinic Caregivers**

Cleveland Clinic Caregivers are not required to complete the SilkRoad Red-carpet onboarding process designed for external students but are required to complete a shadowing application via Clinician Nexus.

Caregiver Shadow Students must also adhere to the following protocols throughout their shadowing experience.

### **Protocols**

- Maintain HIPAA and refrain from accessing any CCF systems using their caregiver credentials
- Remain hands off, visual and verbal experiences only
- Must identify as a shadowing student during the experience

### **Supervision of Shadowing Students**

Students are not to take the responsibility or place of qualified staff. They must be directly supervised and evaluated by a Cleveland Clinic appointed, appropriately credentialed, caregiver. Students are only gaining visual and verbal experiences entirely supervised by the Cleveland Clinic preceptors and supervised in administrative, lab, and clinical settings.

Cleveland Clinic Foundation is committed to ensuring the safety and well-being of minors on our campus. It is imperative on campus that they are supervised in a fashion that is appropriate and intended to keep them healthy and safe while visiting the clinic. Detailed guidelines on the sponsor's role in supervising minors [are listed here](#).

### **Shadow Student Badging and Departure**

All Shadow Students must follow the nonemployee badging and departure requirements as outlined in the Non-Employee Visitation and Onboarding SOP (Standard Operation Procedures). The Student Shadowing team will not provide badging access to any buildings. Individual departments will be responsible for monitoring building access for Shadow Students.

### **Student Illness**

Students should be instructed to remain home if they feel ill and/or have diarrhea, coughs, fever, known COVID exposure, positive COVID test, or colds. If a student becomes sick while onsite, they should be sent home to recover. Students will work with their sponsor to reschedule once free of any symptoms. The return date is based on the sponsor's discretion.

### **Visiting Researcher Program**

The Visiting Researcher Program is available to outside individuals who wish to participate in research on Cleveland Clinic premises, as well as to Cleveland Clinic employees who wish to engage in research outside the scope of their ordinary work responsibilities. Individuals previously employed by the Cleveland Clinic may not be considered for a Visiting Researcher role without approval from the Law Department.

Study teams may wish to bring individuals from unaffiliated universities and institutions to Cleveland Clinic to collaborate on specific research projects. These individuals, or visiting researchers, are a specific group of non-employees that are required to undergo an onboarding process through Security Administrative Services (SAS).

Visiting Researchers will:

- Establish standard working hours with their department mentor.
- Be required to badge swipe at least once every 30 days during their stay (or repeat the onboarding process).
- Ordinarily stay for a minimum of 6 days and maximum of one year.

## Parental Consent

High school students will have to provide parental consent during the application process via Clinician Nexus.

## Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth their view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
  - School officials with legitimate educational interest
  - Other schools to which a student is transferring
  - Specified officials for audit or evaluation purposes
  - Appropriate parties in connection with financial aid to a student
  - Organizations conducting certain studies for or on behalf of the school
  - Accrediting organizations
  - To comply with a judicial order or lawfully issued subpoena
  - Appropriate officials in cases of health and safety emergencies

- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must inform parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

View the complete [Family Educational Rights and Privacy Act \(FERPA\)](#)

## Institutional Policies

### Disability Accommodation in Education Policy

**Purpose:** This policy confirms Cleveland Clinic's commitment to provide access to educational opportunities for qualified students and applicants with disabilities and establishes criteria for the consideration of requests for reasonable accommodation by such students and applicants. This policy reflects Cleveland Clinic's compliance with the Americans with Disabilities Act of 1990, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, and all other relevant federal and state laws and regulations.

**Policy Statement:** Cleveland Clinic does not discriminate against qualified individuals with disabilities in regard to their application to, or participation in, educational programs or activities. Cleveland Clinic will make, upon the request of a qualified individual with a disability and under the conditions described herein, a reasonable accommodation to permit such individual to participate in an educational program or activity.

**Policy Implementation:** This policy applies to all applicants, and non-employee participants in, Cleveland Clinic's educational programs and activities. Accommodation for job applicants, trainees and employees, including members of the Professional Staff, is addressed in the Disability Accommodation in Employment Policy. Accommodation for patients are addressed in the Patient Accommodation Policy (see Florida Patient Accommodation Policy for Weston; does not include Coral Springs). A qualified individual with a disability who seeks reasonable accommodation to apply to or participate in an educational program or activity must contact the program administrator for that program or activity as early as possible. Upon such notification, Cleveland Clinic will engage in an interactive process to determine if there is an available reasonable accommodation that will allow the qualified individual with a disability to meet the academic and technical standards requisite for admission or participation in the educational program or activity. Qualified individuals with a disability who are enrolled as students in affiliate schools may make this request through their affiliate school. In such cases, Cleveland Clinic will work with the affiliate school to engage in the interactive process. The Education Institute shall be responsible for engaging in the interactive process and determining the reasonableness of accommodation for nonemployee participants in and applicants to the programs and activities operated/coordinated by the Education Institute. Nursing Education shall be responsible for

engaging in the interactive process and determining the reasonableness of accommodation for non-employee participants in and applicants to the programs and activities operated by Nursing Education. The Lerner Research Institute shall be responsible for engaging in the interactive process and determining the reasonableness of accommodation for non-employee participants in and applicants to the programs and activities operated by the Lerner Research Institute. For educational programs and activities outside of the Education Institute, Nursing Education and the Lerner Research Institute, responsibility shall fall to the institute, department or hospital offering the educational program or activity. All individuals requesting reasonable accommodations are required to cooperate with the interactive process by providing required documentation and being willing to consider alternative accommodations when applicable. Cleveland Clinic shall, in most cases, request medical documentation from individuals seeking an accommodation. In such instances, the individual will be responsible for providing the requested medical documentation and for the initial cost of doing so. Cleveland Clinic will bear the cost of a second opinion, if requested. All medical information shall be kept strictly confidential. The Education Institute, Nursing Education, Lerner Research Institute or relevant other institute, department or hospital will provide to the individual requesting the accommodation written documentation of any reasonable accommodations provided. The Education Institute, Nursing Education, Lerner Research Institute or relevant institute, department or hospital will maintain documentation of the interactive process, including records of any accommodations that were requested but not provided. Individuals with a disability have the right to appeal the failure to engage in the interactive process, the denial of a request for a reasonable accommodation, or decision to provide an accommodation that the individual does not accept in accordance with Disability Accommodations in Education Appeals Procedure.

View the complete [Disability Accommodation in Education Policy v.1 \(policytech.com\)](https://policytech.com/Disability-Accommodation-in-Education-Policy-v.1)

## Equal Employment Opportunity/Workforce Diversity and Inclusion Policy

**Purpose:** To affirm the commitment of Cleveland Clinic to the principles of equal opportunity employment and workforce diversity and inclusion in its human resources policies and practices.

**Policy Statement:** Cleveland Clinic is an equal opportunity employer. It is the policy of Cleveland Clinic to prohibit discrimination and harassment of all kinds, to afford equal employment opportunities to employees and applicants, and to administer all terms and conditions of employment including but not limited to, recruitment, employment, promotion, compensation and salary administration, benefits, transfers, training and education, working conditions and application of policies, without regard to race, color, religion, gender, sexual orientation, gender identity, gender expression, pregnancy, marital status, age, national origin, ethnicity, ancestry, disability, military (including veteran) status, citizenship, genetic information, or any other characteristic protected by federal, state or local law. The policies and principles of equal employment opportunity also apply to the selection and treatment of and by independent contractors, personnel working on Cleveland Clinic premises who are employed by temporary agencies, and any other persons or firms doing business for or with Cleveland Clinic. Cleveland Clinic also promotes an inclusive organizational culture through diversity and inclusion education, consultation, and programs that leverage and support differences to enhance innovation, quality of care, teamwork, health equity and economic impact. Further, it is our policy to encourage all vendors, contractors, and others doing business with Cleveland Clinic to adhere to these same principles.

**Policy Implementation:** Application -This policy applies to all employees/physicians/vendors/third parties/contractors or contracted employees/students/volunteers affiliated with or under contract with Cleveland Clinic. This policy applies to conduct occurring in the workplace or in any work-related setting outside the workplace. View the complete [Equal Employment Opportunity/Workforce Diversity and Inclusion Policy v.6 \(policytech.com\)](http://Equal Employment Opportunity/Workforce Diversity and Inclusion Policy v.6 (policytech.com))

## Non-Smoking Policy

**Purpose:** To promote the safety, health and wellness of our organization, enhance the quality of life for each other and those we serve, support state laws and local ordinances, and meet The Joint Commission (TJC) standards.

**Policy Statement:** Cleveland Clinic is committed to providing a safe and healthful environment for all employees, visitors and patients. Therefore, using any smoke-producing products (including but not limited to cigarettes, e-cigarettes, cigars, pipes and vaporizers), or the usage of any tobacco products is prohibited on all Cleveland Clinic owned and leased properties and private property adjacent to the facilities. No tobacco products will be sold on Cleveland Clinic properties.

**Policy Implementation:** Employees who violate this policy will be subject to corrective action in accordance with the Corrective Action policy. To assist employees, Cleveland Clinic offers smoking cessation resources.

**Patients** - Patients found in violation of this policy will be kindly informed about our Non-Smoking policy. Repeated violations may result in confiscation of tobacco products in order to protect the safety of others from fire risk. Nicotine replacement options may be available, as determined by a physician/licensed independent practitioner (LIP). In addition, smoking cessation information is made available.

**Contractors** - This Non-Smoking policy applies to all construction areas and contracted work activities. Non-employees performing work on Cleveland Clinic properties are expected to follow this policy. Instances of non-compliance should be reported to the contract manager or designated employee representative. Repeated non-compliance is grounds for removal from the property.

**Visitors** - Visitors will be discouraged from using any smoke-producing products (including but not limited to cigarettes, e-cigarettes, cigars, pipes and vaporizers) and tobacco products on Cleveland Clinic properties. Visitors who are in violation of our Non-Smoking policy will be kindly informed about our policy. Repeated violations may result in confiscation of tobacco products, in order to protect the safety of others from fire risk, or removal from the property.

## Professional Conduct Policy

**Purpose:** This policy provides criteria for identifying and addressing inappropriate behaviors that undermine a culture of safety, resolving concerns and significant workplace conflicts that create an unhealthy work environment or interfere with the orderly conduct of business.

**Policy Statement:** Cleveland Clinic is committed to providing a professional work environment that promotes teamwork, the free exchange of ideas, and a collaborative approach to problem solving. It is the policy of Cleveland Clinic to address disruptive behavior that creates an unhealthy work environment and interferes with the orderly conduct of the hospital business through the provisions of this policy and other applicable policies. This policy applies to all employees/physicians/vendors/third parties/contractors or contracted employees/students/volunteers affiliated with or under contract with Cleveland Clinic. Conduct prohibited by these policies is unacceptable in the workplace or in any work-related setting outside the workplace such as during business trips or business meetings. Those individuals who engage in acts prohibited by this policy, regardless of status, position or title, will be subject to appropriate action, including but not limited to corrective action up to and including discharge.

**Policy Implementation:** This policy will be communicated to employees and physicians at the time of hire and reiterated periodically throughout the individual's employment with the Cleveland Clinic. The other individuals to whom this policy applies will be made aware of it at or around the commencement of their employment with Cleveland Clinic. Reporting an Incident of Disruptive Behavior where feasible, employees who believe that they have been subjected to Disruptive Behavior are encouraged to initiate a private, non-confrontational conversation regarding the behavior with the offending party. Often this action alone will resolve the problem. Cleveland Clinic recognizes, however, that an individual may prefer to pursue the matter through formal complaint procedures as outlined below Cleveland Clinic supports the reporting of perceived incidents of Disruptive Behavior, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct or who have witnessed such conduct should report the matter to their supervisor. If the supervisor is the offending party, report the matter to a representative of Human Resources, or, if the matter involves a member of the Professional Staff, report to the Office of Professional Staff Affairs. Reports of Professional Staff behavior should be taken to the direct supervisor, the Department or Program Chair, the Institute Chair, the Office of Professional Staff Affairs, or a member of the Cleveland Clinic Professional Conduct Committee. Reports of Physician behavior at regional hospitals may also be reported to the President, CMO (Chief Medical Officer), Chief of Staff, the Medical Executive Committee (MEC), or in accordance with local policy. All employees are encouraged to report incidents of suspected Disruptive Behavior as soon as possible as early reporting and intervention will be the most effective method of resolving such complaints.

**ANY ACTS OF VIOLENCE OR IMMINENT THREATS OF VIOLENCE SHALL BE REPORTED IMMEDIATELY BY THE AFFECTED EMPLOYEE OR SUPERVISOR AS FOLLOWS:**

- Main Campus Employees – Call Cleveland Clinic Police at: (216) 444-2222
- Regional Hospitals – Contact emergency security phone number at your location
- Family Health Centers and Administrative Location Site Employees – Call 911
- Employees at All Other Locations – Dial 911

View the complete [Professional Conduct Policy v.4 \(policytech.com\)](http://policytech.com)

## Student Anti-Hazing Policy

**Purpose:** The purpose of this policy is to prohibit student hazing and to provide penalties in compliance with applicable state law.

**Policy Statement:** Cleveland Clinic is committed to maintaining a safe, healthy and efficient working and learning environment for its students, trainees, employees, patients and visitors. Consistent with the spirit and intent of this commitment, Cleveland Clinic prohibits hazing as defined in this policy.

**Policy Implementation:** Scope - This policy applies to students as that term is defined in this policy. This policy applies to conduct that takes place on or off Cleveland Clinic premises and that involves two or more people who are affiliated with the Educational Program or Activity. Hazing directed toward or by individuals other than students falls under the Professional Conduct Policy.

**Procedure:** Individuals who become aware of any student engaged in hazing shall report the conduct to the student's program leadership. The student's program leadership shall investigate the report, as appropriate, in accordance with the disciplinary process for the program. Where the hazing conduct may constitute a crime, program leadership shall report it to the appropriate law enforcement agency.

**Violation of Policy:** Any student who is found to be in violation of this policy is subject to disciplinary action up to and including dismissal from their program/educational experience. A student may be suspended from participation in their program/educational experience pending the outcome of an investigation. An affiliate student's program leadership will inform an affiliate school of any actions taken under this policy. View the complete [Student Anti-Hazing Policy v.1 \(policytech.com\)](http://Student Anti-Hazing Policy v.1 (policytech.com))

## Student Immunization Policy

**Purpose:** This document outlines the process for annual immunizations of all students.

**Policy Statement:** The Cleveland Clinic strives to protect patients, employees, employees' family members, students and the community through the immunization of all students, clinical instructors and preceptors.

### Policy Implementation:

#### A. Annual Influenza Immunization

- a. All students, regardless of age, and visiting preceptors, who are placed in the Cleveland Clinic health system (CCHS) for more than 5 days and receive a Cleveland Clinic identification (ID) badge for a planned clinical or educational experience during the flu season are required to receive an influenza vaccination in accordance with this policy.
- b. Any student or visiting preceptor who does not comply with this policy will not be allowed to participate in a clinical or educational experience within the CCHS during flu season. However, if such a student or visiting preceptor meets all other

health and background check requirements, they may be provided a clinical or educational experience outside of flu season if available.

- c. Students or visiting preceptors placed in the health system before or after the flu season begins must obtain the annual flu vaccine when it becomes available from their primary care provider (PCP), public clinics, pharmacies, etc. and provide evidence of receiving the flu vaccine to their School, or directly to the CCHS employee responsible for student placement.
- d. Students or visiting preceptors placed in the health system during the flu season must show evidence of receiving the flu vaccine to their School or CCHS employee responsible for student placement before they are on-boarded into CCHS.

**B. Other Immunizations**

- a. Every Cleveland Clinic educational program may establish requirements for additional immunizations based on the nature of a student's or visiting preceptor's clinical placement. These requirements will be communicated to Schools, or directly to students and visiting preceptors, as appropriate.
- b. Any student or visiting preceptor who does not comply with these additional immunization requirements will not be allowed to participate in a clinical or educational experience within the CCHS.

**C. Exemptions**

- a. Medical - Exemption to immunization may be granted for medical contraindications.
- b. Religious - Exemption to immunization may be granted for religious beliefs. Exemption requests will be communicated by students, visiting preceptors or Schools to Cleveland Clinic's education representative of the specific education program in which the student or visiting preceptor plans to participate. Generally, such requests will be granted if they are granted for Cleveland Clinic caregivers.

**D. Payment for Immunizations**

- a. Students and visiting preceptors are not eligible to participate in the Employee Cleveland Clinic Influenza Immunization Program and must obtain all vaccinations at their own (or their School's) cost.

**E. Flu Vaccine Documentation**

- a. Schools will attest to student and visiting preceptor compliance with this policy. Students not affiliated with a School must show evidence that they received all required immunizations to the CCHS employee responsible for student placement.

**F. Internal Centers for Medicare & Medicaid Service (CMS) Reporting**

- a. Student Flu Vaccine compliance (CMS data) will be communicated to the Occupational Health Department by Protective Services.
- b. Occupational Health is responsible for reporting CCHS hospital student and academic instructor or preceptor data to CMS.

View the complete [Student Immunization Policy v.3 \(policytech.com\)](http://policytech.com)

## Student Substance Abuse Policy

**Purpose:** The purpose of this policy is to define prohibited behavior with regard to the possession, diversion and/or use of alcohol and/or drugs by students and to provide information on how to address instances of suspected possession, diversion and/or use of alcohol and/or drugs by students.

**Policy Statement:** Cleveland Clinic is committed to maintaining a safe, healthful and efficient working and learning environment for its students, trainees, employees, patients and visitors. Consistent with the spirit and intent of this commitment, Cleveland Clinic prohibits: A. The unlawful or unauthorized use, manufacture, possession, sale, or transfer of illegal drugs and/or controlled substances on Cleveland Clinic premises. B. Reporting to any learning or clinical environment impaired or under the influence of any illegal drug, controlled substance, and/or alcohol. C. Consumption of alcohol (except at approved or sponsored Cleveland Clinic functions) on Cleveland Clinic premises. D. Improper self-medication of over the counter or prescribed drugs on Cleveland Clinic premises.

**Policy Implementation:** Scope - This policy applies to students, as that term is defined herein. Individuals who are employed by Cleveland Clinic are subject to the Substance Abuse Policy even if they are also enrolled in a Cleveland Clinic educational program or activity. If program leadership learns of the impairment of a student who is also an employee, they shall consult with Human Resources to implement the Substance Abuse Policy.

Voluntarily Seeking Assistance - Cleveland Clinic recognizes that substance abuse/dependency is a progressive, chronic disease that has adverse effects on both the student's quality of life and job performance. However, substance abuse/dependency is treatable and early recognition and treatment is advisable. Students who suspect they may have a problem with substances are encouraged to voluntarily seek assistance. Cleveland Clinic will provide reasonable academic accommodations for students who are diagnosed with substance abuse/dependency.

Programs of Education, Prevention, Treatment and Support - Cleveland Clinic provides programs of education, prevention, treatment and support to encourage a drug-free learning environment/lifestyle.

Reasonable Suspicion of Impairment, Possession or Diversion - All students may be subject to urine and/or breath testing when reasonable suspicion exists that the student is in an impaired condition and/or under the influence of drugs and/or alcohol on Cleveland Clinic premises. For the purpose of this policy, a reasonable suspicion of impairment exists: (1) when the student exhibits aberrant behavior and/or the type of behavior that shows symptoms of intoxication or impairment caused by drugs and/or alcohol; and (2) the behavior cannot reasonably be explained by other causes. Student Substance Abuse Policy Page 4 of 5 If an employee develops a reasonable suspicion that a student is impaired while on Cleveland Clinic premises, the employee will report their suspicion to the student's program leadership. The student's program leadership will notify the student of the need for immediate evaluation and testing. A reasonable suspicion referral for evaluation/testing will be made on the basis of documented objective facts and circumstances that are consistent with the effects of substance abuse or

alcohol misuse. Program leadership will contact Occupational Health or a designated testing location for evaluation and/or testing and shall accompany the student to the location of their evaluation and testing. The Substance Abuse - Reasonable Suspicion or For Cause Testing Procedure includes information on regional testing locations. All students may be subject to an appropriate search on Cleveland Clinic premises when reasonable suspicion exists that a student is in improper possession of alcohol, illegal drugs and/or a controlled substance or may have diverted a controlled substance. If an employee develops a reasonable suspicion that a student is in improper possession of alcohol, illegal drugs and/or a controlled substance or may have diverted a controlled substance, the employee will report their suspicion to the student's program leadership. The program leadership shall contact Cleveland Clinic Protective Services to perform appropriate searches and investigations. View the complete [Student Substance Abuse Policy v.1 \(policytech.com\)](http://policytech.com)

## Social Media Use Policy

**Purpose:** To provide all Cleveland Clinic employees and to any students, volunteers, contractors, or vendors who are obligated to comply with Cleveland Clinic policies and procedures with rules and standards for participation in social media (also known as social networking).

**Policy Statement:** This policy will also apply to any students, volunteers, contractors, or vendors who are obligated to comply with Cleveland Clinic policies and procedures. The intent of this policy is not to restrict the flow of useful and appropriate information, but to safeguard the interests of Cleveland Clinic, its employees, and its patients. This policy is not intended to limit any employee's rights under the National Labor Relations Act (NLRA) and does not apply to communications protected by the NLRA. Although Cleveland Clinic recognizes the value of social media as a tool for communicating and gathering information, time spent posting on, or viewing social media sites must not interfere with job responsibilities.

**Policy Implementation:** When communicating on Cleveland Clinic social media sites, communicating about Cleveland Clinic, or as a representative of Cleveland Clinic on any social media site unaffiliated with Cleveland Clinic, Cleveland Clinic employees are expected to follow the same standards and policies that otherwise apply to them in the workplace as a Cleveland Clinic employee. For example, social media activity is subject to Cleveland Clinic policies that strictly prohibit discrimination, harassment, threats, and intimidation. The standards set forth in Cleveland Clinic's Health Insurance Portability and Accountability Act (HIPAA) and Confidential Information policies also apply to social media activity, such as comments posted to Facebook, blogs, or discussion forums, as do the standards set forth in Cleveland Clinic's Telephone and Cellular Phone Use policy. Likewise, Cleveland Clinic does not intend to limit any employee's rights under the NLRA as such policies do not apply to communications protected by the NLRA. Employees must not post content about coworkers, supervisors, or the Cleveland Clinic that is knowingly false, vulgar, obscene, threatening, intimidating, harassing, defamatory, or maliciously detrimental to Cleveland Clinic's legitimate business interests. Relatedly, employees must not post content that violates Cleveland Clinic's workplace policies against discrimination, harassment, or hostility based on race, color, religion, gender, sexual orientation, gender identity, gender expression, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information or any other protected class, status, or characteristic protected by state, federal or local law. Inappropriate postings may include, for example,

discriminatory remarks; harassment on the basis of race, sex, disability, religion and other protected characteristics; malicious posts meant to intentionally harm someone's reputation; posts that could contribute to a hostile work environment or violate the Professional Conduct Policy; and threats of violence or other similar inappropriate and/or unlawful conduct.

Employees should use good judgment and discretion in developing postings. In the interest of guarding the privacy of our patients, employees must not publish any content including photos, names, likenesses, descriptions or any identifiable attributes or information – related to any Cleveland Clinic patient. Unless the applicable requirements in the Policy on Patient Recordings are fulfilled and approved, postings that attempt to describe any specific patient and/or patient care situation, or that contains any patient identifier, or in combination may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited. Violations of Cleveland Clinic policies that occur online or on social media may subject the violator to disciplinary action, up to and including termination. View the complete [Social Media Use Policy v.3 \(policytech.com\)](http://policytech.com)

## Telephone and Cellular Phone Use Policy

**Purpose:** To provide standards on the appropriate use of business telephone and voicemail systems as well as personal cellular phones or similar devices.

**Policy Statement:** Cleveland Clinic maintains telephone and voicemail systems for business purposes as a vital link to our patients and community. For this reason, Cleveland Clinic discourages the making or receiving of personal calls or engaging in other non-work-related activities with a phone during working hours either on hospital owned phones or personal cellular phones. This policy is also intended to provide and maintain a quiet, healing environment, and to protect patient confidentiality. Use of cellular phones in patient care areas will be permitted at the discretion of departmental management.

**Policy Implementation:** Personal Telephone Calls - Cleveland Clinic understands that employees may periodically need to make and receive personal calls during working hours. Such calls, whether utilizing Cleveland Clinic telephone equipment or personal cell phones and relating to personal, non-emergency issues during work hours, are disruptive to the normal flow of business and should be strictly limited. When at all possible, personal calls during working hours should be limited to the use of personal cellular phones in authorized non-working areas during employee breaks or meal periods.

Voicemail, like other components of Cleveland Clinic's telephone system, is intended for business use. All messages, whether left of Cleveland Clinic owned desk phones or cellular phones, are company records. While voicemail passwords are intended to limit access to authorized individuals only, employees should not have an expectation of privacy in connection with voicemail messages and should exercise professional discretion and judgment when utilizing the system.

**Monitoring Telephone Calls for Customer Service** Cleveland - Clinic reserves the right to monitor the calls of employees to ensure a consistent level of service and verify that information provided to customers is accurate. Employees who work in departments where phone monitoring occurs will be informed of this requirement during their departmental orientation process.

**Cellular Phones** - While at work, employees are expected to exercise the same discretion in using personal cellular phones as they do with Cleveland Clinic telephones. Excessive personal calls, text messaging, social media activity, or internet activity during the workday, regardless of the device used, can interfere with employee productivity and distract others. Employees should restrict all such activity during work time and use personal cellular phones only during scheduled breaks or lunch periods in non-working areas and avoid patient care areas when possible. Cellular phone devices should be set to vibrate or silent mode when carried by employees on Cleveland Clinic premises during work time. Cellular phones should not be answered or used for any other non-work-related purpose including but not limited to texting, emailing, and social media activity during patient care delivery or when it would interrupt employees' day-to-day work responsibilities, with the exception of conducting business related calls impacting patient care. The personal use of earbuds, headphones, headsets and similar devices or accessories by employees during work time is also prohibited unless authorized in advance by management. Cleveland Clinic cellular phones are provided to assist employees in the performance of their jobs and intended for business use only. Employees who are issued a Cleveland Clinic cellular phone should use it for all work-related needs and refrain from using a personal device for any business purpose. Employees are expected to use common sense and exercise good judgment regarding the personal use of Cleveland Clinic mobile devices and accounts. Personal use must not conflict in any way with Cleveland Clinic's business objectives, or interest, organizational values, standards of business conduct, nor should such use jeopardize Cleveland Clinic's status as a nonprofit organization. Employees should not have an expectation of privacy or personal ownership in connection with their use of Cleveland Clinic issued cellular phones.

View the complete [Telephone and Cellular Phone Use Policy](#)

### **Weapons and Contraband Policy**

**Purpose:** To provide Cleveland Clinic health system (CCHS) personnel with a standardized process in preventing the introduction of weapons and contraband to CCHS property and mitigate incidents wherein weapons or contraband are present.

**Policy Statement:** CCHS personnel will take precautions to prevent introduction of weapons/contraband to its facilities while respecting the inherent rights of the individual as specified by local, state and federal law. Reducing opportunities for weapons/contraband to enter CCHS facilities and competently resolve situations in which weapons/contraband are found is paramount to assuring a safe healthcare environment for patients, visitors, employees, and non-employees.

**Policy Implementation:** CCHS strictly prohibits the possession of contraband by patients, visitors, employees and non-employees. All persons entering CCHS premises are subject to reasonable search of their person, belongings, and rooms to ensure the health and safety of all persons. Cleveland Clinic Police or the security department will evaluate violations of this policy and will recommend corrective action up to and including termination of employment.

Threatening statements made relating to weapons or contraband will result in termination and/or criminal prosecution. Police or the security department at the location will respond to all

Caregivers who discover or suspect a patient, visitor, vendor contractor or other nonemployee in possession of a weapon.

### **Weapons/Firearms and Contraband**

- A. Firearms are not permitted on any CCHS premises, at enterprise sponsored functions while conducting organization business off-premises, or in CCHS owned or leased vehicles. For the purpose of this policy, CCHS premises includes all enterprise owned or leased buildings, except wereexempted by law.
- B. Firearms are not permitted on any CCHS premises with the exception of law enforcement officers, licensed armored car companies conducting official business on behalf of CCHS or its leased properties (e.g. Brinks, Dunbar, Wells Vargo, etc.), Cleveland Clinic Police Officers, or Cleveland Clinic Inspectors of the Protective Services Department and those individuals employed by CCHS Protective Services authorized to carry by Federal statute.
  - On-duty uniformed police officers, from any state, may carry their firearm in any CCHS premises unless they are a patient due to the likelihood of the officer becoming separated from his belongings and firearm during treatment. Their firearm shall be turned over to a CCPD police officer for storage until the officer is discharged.
  - On-duty plain clothes police officers such as detectives, and state and federal agents, from any state, shall be permitted to carry their firearm in any CCHS premises as long as it can be concealed. If the firearm cannot be concealed, the plain clothes officer or agent can be escorted by a CCPD police officer to and from his business, have his firearm stored until he/she completes their business or store the firearm in their vehicle.
  - Off-duty police officers to include states and federal agents from any state, in plain clothes shall be permitted to carry their firearm in any CCHS premises as long as it can be concealed. If the firearm cannot be concealed, the off-duty plain clothes officer or agent can be escorted by a CCPD police officer to and from his business, have his/her firearm stored until he/she completes their business or return and store the firearm in their vehicle. Off-duty officers and agents who are patients will not be permitted to carry their firearm in any CCHS premises due to the likelihood of the officer or agent becoming separated from their belongings and weapon during treatment. The weapon can be stored by a CCPD police officer until the officer or agent is discharged or returned and stored in the officer or agent's vehicle. Any on or off duty police officer or agent refusing to comply with the firearm restrictions specified in the SOP will not be permitted inside the impacted premises.
  - Security officers are strictly prohibited from handling any firearm in any CCHS premises.
  - The conveyance of other weapons, other than firearms, by on and off duty law enforcement officers into a CCHS premises, shall be at the discretion of a CCPD supervisor.

- C. CCHS employees are not permitted to bring weapons onto CCHS premises. Violation of this policy will result in corrective action, up to and including termination.
- D. Contractors, volunteers, vendors and any other non-employees are prohibited from bringing weapons onto CCHS premises.
- E. Firearms are not permitted in any CCHS location. The Carry Concealed Weapon (CCW) permit does not authorize patients, visitors, employees, or non-employees to carry the weapon in a CCHS facility. Signs are posted at entrances to CCHS facilities advising of this prohibition.

View the complete [Weapons and Contraband Policy v.4 \(policytech.com\)](#)

Standard Operating Procedures Academic Student Program

- [Academic Student Standard Operating Procedure](#)

Field Trip Program

- TBD

Student Shadowing Program

- [Student Shadowing – College or Adult Learners and High School Standard Operation Procedure](#)