Non-Academic Requirements for Placement
Dental Hygiene – Second & Third Year Students 2024-2025

*In partnership with **Synergy Gateway Inc.***

Non-academic requirements are medical and non-medical requirements needed for students to be cleared to attend clinical placement. Canadore College has partnered with Synergy Gateway Inc. to provide non-academic requirements document handling and verification services.

To have your documents validated you will be required to book an Electronic Requirements Verification (ERV) appointment through Verified, a proprietary platform that is used by students across Canada for the purpose of digitally collecting placement requirements and documentation for verification. Log in details for Verified will be sent to your email account once you are registered. **Please ensure the email you use most often is updated and selected as your primary email in your Canadore Self-Serve.** For an overview of the process, visit our Placement website and click on the Verified tab.

DEADLINES
August 1, 2024

After your deadline has passed, the Placement Office will review statuses. **If you fail to achieve clearance by the posted deadline, you will receive an email from the Placement Office advising that you have failed to meet your non-academic requirements. As such, you will not be able to proceed with placement and you will have to wait for the next offering to register again. This is likely to cause delays in your progression in the program and is likely to result in additional fees.**

*If there are extenuating circumstances surrounding your inability to achieve clearance by the posted deadline, contact the Placement Office by responding to the Placement Office email that you received indicating your non-compliance to discuss.

ERV REVIEW

Make sure you have reviewed the list of non-academic requirements in the table below and have planned out when and how you will be completing them. Refer to the *Non-Academic Requirements Checklist* below for a complete list of your requirements. Visit Canadore's Placement webpage for information on how to obtain your requirements. It is important to remember that some requirements may take an extended time to complete.

Students are responsible for meeting minimum non-academic requirements to proceed onto placement. All costs and service fees associated with obtaining non-academic requirements for placement are the sole responsibility of the student.

Upload all required documentation (listed in the table below) to Verified before 9:00 am (Eastern Daylight Time) on your ERV review date. *For help in navigating the Verified system, please login to the system and go to the section titled: Important Forms. There you will find user guides to assist you with the process.* Ensure that all requirements have been met and proof of completion

has been received BEFORE you book your scheduled appointment. You will not be cleared until all requirements have been submitted.

Please note that you do not need to "show up" for an appointment with Verified. When you book an appointment, you are reserving a time for your documents to be reviewed. You will receive an email with your updated status within 2 business days following your ERV review. Once you receive this status email, you can go to the Compliance Status page in your Verified portal and download a Compliance Summary which will serve as a summary document. It will have a QR code that can be scanned to view current status and see all coded-in information pertaining to requirements. *Keep this for your records.*

If you need to cancel or reschedule a review, ensure you do so *at least 24 hours* prior to your review, or *you will be charged for a missed review.*

If documentation is missing or a requirement is not complete, you will need to book a follow-up appointment for an additional fee.

Please ensure your documents are valid for your entire academic year (with the exception of your VSC which has a validity period of 6 months from date of issue) – If you need to update an expired document you will be required to book a new ERV review at full-service fees. Exception: you can update your VSC in Verified **before** expiry at no cost. If you do not update before this document expired, you will be required to obtain a full review at full cost.

Synergy Gateway Inc. is *not* the authority on Canadore College's policies and deadlines.

STUDENT FEES	
ERV Review	$ 52.00 +HST
No Show	$ 52.00 +HST
Follow-up Review	$ 10.00 +HST

We're here to help! Contact us at www.Synergyhelps.com - Submit a Help Desk ticket and we will be in touch. Our Help Desk hours are Monday to Friday, 10am – 3pm, Eastern Daylight Time excluding holidays.

For matters pertaining to your non-academic requirements, contact your Placement Coordinator.

For program-related questions, contact your Program Coordinator.

CONTACTS

Clinical Placement Coordinator General Inbox: Clinical.Clearances@canadorecollege.ca

DHP Program Coordinator: Contact - Dental Hygiene - Canadore College

NON-ACADEMIC REQUIREMENTS CHECKLIST – DHP Yr 2 & 3

For information on how to obtain your non-academic requirements, visit the Placement website.

MEDICAL REQUIREMENTS	COMPLETED WITH DOCUMENTATION?
Students with certifications/requirements expiring during the placement period must renew (before expiry) and provide updated documentation to Verified by Synergy Gateway to continue to be eligible for placement. This will require another ERV Review and there will be a charge for this Review.	
Upload to Permit Form/Medical Documents Folder:	
Canadore Returning Student Health Form completed by your Health Care professional uploaded to Verified. Obtain your Health Form from the Placement website by selecting your program of study. ***Recommendation: Begin your Medical Requirements 3-4 months in advance.**	
Upload to Annual Vaccinations Folder ANYTIME (not required to pass ERV review – upload once you have completed anytime during the academic year at no additional cost):	
Influenza Optional. Influenza immunization is not usually available until October and takes 2 weeks to become effective therefore students should obtain the vaccine as soon as it becomes available.	

NON-MEDICAL REQUIREMENTS	COMPLETED WITH DOCUMENTATION?
Students with certifications/requirements expiring during the placement period must renew (before expiry) and provide updated documentation to Verified by Synergy Gateway to continue to be eligible for placement. This will require another ERV Review and there will be a charge for this Review.	
Upload to Mask Fit Folder:	
Mask Fit Testing Testing will be organized by the Clinical Placement Coordinator on campus in Fall 2024. Valid for 2 years.	
Upload to First Aid Folder:	
Standard First Aid Valid until date on certificate.	
Upload to CPR Folder:	
CPR Level BLS/HCP Valid for 1 year from date of issue.	

FREQUENTLY ASKED QUESTIONS

Your choice of career path requires you to meet specific health and safety standards. The organizations offering you professional placements have mandated specific medical and non-medical requirements that you must meet before you can begin any professional placements. These requirements come from legislation, public health, and/or agency policies. These measures are there to protect you, your colleagues, and those that you will serve in your placement. Canadore College is committed to meeting standards of practice by ensuring that students attain and maintain required certifications and meet recommended immunization standards.

1. *What's the rush?*
   This can be a time-consuming task. You should start the process of completing your requirements 3 to 4 months prior to your due date.

2. *How does this affect me?*
   If you do not complete your non-academic requirements, you will not be permitted to attend placement. Failure to adhere to the requirements deadline will result in a hold on your academic progress and may result in additional charges and fees.

3. *How do I find out what non-academic requirements I need to complete?*
   Please refer to your Non-Academic Requirements Checklist above to see what is required. You can also find valuable information on Canadore's Placement webpage: https://www.canadorecollege.ca/programs/placement

4. *What are my responsibilities?*
   You must complete the following:
   a. Thoroughly review your non-academic requirements above and review the information on how to obtain these requirements on our Placement webpage: https://www.canadorecollege.ca/programs/Placement/obtain-non-academic-requirements
   b. Plan ahead! Complete all non-academic requirements in time for your Electronic Requirements Verification (ERV) review. You can upload documents as they are ready, in advance of booking your ERV review.
   c. Book your ERV review well in advance of the deadline, once you have all of your requirements completed.
   d. Upload all documentation in advance of your scheduled review. You do not need to attend your review. You are scheduling a time and date for your documentation to be reviewed by Verified.
   e. Keep all your original documents and your electronic copies in a safe place as the School or Agency may request to see them in the future.
   f. Ensure your non-academic requirements are valid throughout the duration of your placement(s). If a requirement will not remain valid for the duration of your academic year, be prepared to renew that requirement and re-book an ERV review for validation.
   g. When your documentation has been reviewed, you will be notified via email of the outcome of the review (i.e., "PASS" or "FAIL"). If you fail your review, you will receive instructions on what item(s) require revisiting.

5. ***Who do I submit my non-academic requirements to?***
   Visit Canadore's Placement webpage for the most up-to-date information
   (https://www.canadorecollege.ca/programs/placement). Students are to upload all their non-academic requirements to their profile using the Verified platform, a cloud based electronic platform that digitally collects placement requirements and documentation for verification. Login details for Verified will be sent to your email address on file. ERV reviews will be booked through this online platform. Verified acts as the College's agent in clearing students on their non-academic requirements. You will only be cleared on what you have completed and must make a follow-up appointment to submit any outstanding requirements or documentation. Your clearance status is registered in Verified's database. At the end of the ERV review, you will be able to see your status as will the Clinical Placement Coordinator team.

6. ***By what date do I need to have achieved non-academic requirements clearance?***
   Please refer to the first page of this document to see when your requirements are due.
   Failure to achieve clearance for placement by the posted deadline will mean that you will not be able to proceed with placement and you will have to wait for the next offering to register again. This is likely to cause delays in your progression in the program and is likely to result in additional fees.
   Note: Demand for appointment times is highest during the week leading up to a deadline. Students are encouraged to plan ahead and book their ERV review well in advance in order to make the deadline.

7. ***Is the influenza (flu) vaccination mandatory?***
   If Influenza vaccination is needed for your program, you can submit this to Verified at a later time. No additional fees are required to submit this item. To find out how to update your Flu shot you can visit the Flu Update Information section in Verified.

8. ***What if I don't have all non-academic requirements completed before the deadline?***
   Students are responsible for meeting minimum non-academic requirements in order to proceed onto placement. All costs and service fees associated with obtaining non-academic requirements for placement are the sole responsibility of the student. Failure to achieve placement clearance by the posted deadline will mean that you will not be able to proceed with placement and you will have to wait for the next offering to register again. This is likely to cause you delays in your progression in the program and is likely to result in additional fees.

9. ***Who pays for the costs associated with obtaining my non-academic requirements?***
   Students are responsible for all costs related to non-academic requirements. Costs are dependent upon each student's needs. Doctor's notes, laboratory blood work reports, x-rays, and immunizations may or may not come at a cost depending on what is needed and who is providing service.

10. ***How long will it take me to gather all my non-academic requirements***?
    It may take several weeks (or months) to obtain all your non-academic requirements. Plan ahead! Refer to the *Non-Academic Requirements Checklist* above for recommended timelines for obtaining your Health requirements and VSC which typically take the longest to obtain.

11. **How do I cancel an appointment with Verified?**
    Students can cancel their appointment before 9 AM of their scheduled appointment date. If the cancellation is made after that time, then the appointment will proceed whether you have all your documents uploaded or not.

12. **I'm not quite sure if I have everything I need for my clearance appointment. Who can help me?**
    Please consult your program-specific Non-Academic Requirements table above for your checklist, or contact the Clinical Placement Office at clinical.clearances@canadorecollege.ca or visit the office in C222.

13. **What happens at an ERV appointment?**
    The ERV appointment is a designated date and time when your documentation will be reviewed. It is NOT an appointment that you need to attend. Your responsibility is to have all documentation submitted in advance of the ERV service date you have scheduled. A Verified representative will review all your documents and determine if you can be cleared for placement. Students are to retain all original documentation. You will be notified once the review has taken place. The turnaround time for each appointment status update is 2 business days. This means if you book on a Monday, you may not hear back until end of day Wednesday.

14. **What are the possible outcomes from my Electronic Requirements Verification appointment?**
    Pass – you met all your requirements.
    Fail – a requirement has not been met or supporting documentation has not been received. You will be required to book a follow-up appointment at additional fees.
    Pending – Verified requires further information from you and has sent you an email indicating what your next steps are.

15. **I've been cleared on all non-academic requirements, however one (or more) will expire before the end of the school year. Is this OK?**
    It is the student's responsibility to ensure that all requirements are valid throughout the duration of all clinical placements. If a non-academic requirement will expire during the school year, the student must renew it (before it expires) and submit the updated documentation. Each time you book an appointment to update your documents it will require a full appointment at full-service fees. It is advised that students renew requirements to carry through the academic year to avoid multiple renewals.

16. **What if I'm given a status of Fail?**
    You will receive a list of non-academic requirements that you still need to complete. Once done, you must book another appointment (for an additional fee). All costs and service fees associated with obtaining non-academic requirements for placement are the sole responsibility of the student. Failure to achieve clearance by the posted deadline will mean that you will not be able to proceed with placement and you will have to wait for the next offering to register again. This is likely to cause delays in your progression in the program and is likely to result in additional fees.

17. **What if I am out of the country or working full-time all summer?**
    Requirements and submission deadlines are communicated to students in advance of the

deadline to give students adequate time to prepare and plan ahead. The Electronic Requirements Verification appointment is completely virtual, and documentation can be uploaded 24 hours a day, 7 days a week. **Completion and submission of non-academic requirements is mandatory and the deadline is not negotiable.**

For More Information:
Canadore Placement Webpage: https://www.canadorecollege.ca/programs/placement
Verified platform, uploading documentation, and ERV: www.synergyhelps.com
Canadore College Clinical Placement Coordinator: Clinical.Clearances@canadorecollege.ca