

SAN DIEGO MESA COLLEGE

ALLIED HEALTH DEPARTMENT

POLICY MANUAL

2011-2012

Policies and procedures are subject to periodic change. It is the student's responsibility to be aware of the changes that may affect completion of the Program's A.S. degree or Certificate.

Please refer to appropriate Mesa College Catalog.

Full presentation of college policies and available services are discussed in the college's catalog and student handbook. See semester schedules for hours of operation of student services areas.

Department manual revised annually beginning 5/04. Replaces all prior copies.

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INTRODUCTION

Welcome to the Allied Health Department of San Diego Mesa College. The Department presently contains six programs: Animal Health Technology, Dental Assisting, Health Information Technology, Medical Assisting (including Phlebotomy), Physical Therapist Assisting and Radiologic Technology. These vocational programs are designed to prepare students for a career in the area of their selected studies.

This manual describes the general guidelines for the Allied Health Department. Each Program may have additional information with specifics relevant to that area of study. Additionally, each course will have its own syllabus that serves as the contract between the student and the instructor(s). Educational experiences directed toward the accomplishment of stated student learning outcomes shall be stressed at all times.

NOTE: All references to "Program" within this manual refer to the student's specific program of enrollment.

DEPARTMENT MISSION STATEMENT & GOAL

The general mission of the Allied Health Department is to deliver educational experiences that promote student success in becoming a professional in the student's specific career field.

Department goals include the development of entry-level application of: 1) safe and effective technical skills, 2) professional attributes, 3) ethical principles and 4) communication skills required of Allied Health professionals at entry level.

To help assure continued improvement of policies, procedures and educational offerings, each program shall conduct a formal review of feedback from all appropriate resources no less than once a year. Feedback shall include any outcome data such as board examination pass rates and job placement rates.

ENTRANCE REQUIREMENTS

Admission of students to all Allied Health programs is non-discriminatory with respect to race, socio-economic background, age, religion, gender, sexual orientation or national origin. Admission to all programs requires that students submit a **completed Program application** along with any required documentation. Please note that entry requirements vary from program to program (see Program Information/Application packets). Students must also submit an application to the College.

Completed application packets with supportive documentation are reviewed for program admittance. Students are admitted to Programs on a first-come-first-served, space-available basis unless the Program is impacted. If a Program is impacted (more complete applications are received than there are slots available for admission), students will either be placed on a wait list and will then be accepted in numerical order if space becomes available or using another process as outlined in the published Program packets (see Program Information/Application packets for specific Program admission process).

In order to learn more about a program and its specific entrance requirements, it is highly recommended that students attend a Program Orientation session. All students should also consult with the College Allied Health Counselor to develop an Educational Plan upon receiving notification of acceptance to the Program.

In order to assist students in achieving success in these intensive programs, students are encouraged to enroll in the College Success Skills course (Personal Growth 127) to focus on the development of strengthened class note-taking, study, and test-taking skills.

CODE OF CONDUCT FOR STUDENTS

All coursework within the Allied Health Department programs is designed to promote good job skills and to mirror the workplace in as close a manner as possible. Regular attendance and active learning constitute two of the most important activities to help assure success in a student's studies.

ATTENDANCE

In accordance with the established policies of the San Diego Community College District and as outlined in the college catalog and course schedules, the attendance policy of the Allied Health Department is as follows:

- Disqualification from a course and a student's program will automatically apply to those students failing to meet the attendance policy as described in the College Catalog, Course Schedules and Student Handbook.
- Every student is expected to attend each meeting of all Program classes, arrive on time, return from breaks on time and stay for the full class period. "On time" is defined as seated in the classroom or present in lab ready for the class activity. Tardiness and leaving early may be treated in the same manner as absences. (Refer to course syllabus for clarification of each Instructor's treatment of tardies and absences to avoid penalty.)
- College policy dictates that students MAY be administratively dropped from class whenever they:
 1. fail to attend the first class meeting
 2. fail to pay all mandatory fees in accordance with the fee payment schedule
 3. accumulate absences that exceed the allowed absences as outlined in the course syllabus
 4. process an ADD code issued to another

Students who are absent or tardy, with or without pre-approval, are responsible for obtaining any missed information on their own. When possible, students absent with pre-approval will be given appropriate assignments by the Instructor prior to the missed class. Instructors are available to provide assistance with unclear information after students review missed information.

PROFESSIONALISM

Students enrolled in Allied Health Programs are expected to maintain a high standard of professionalism at all times as described in the Standards for Continuation cited later in this document.

Classroom courtesies are to be in evidence such as: respect for the instructor and fellow classmates, the avoidance of student-to-student conversations during lecture, and the avoidance of disturbing activities.

Students may be excluded from class or the college whenever the student exhibits behavior which interferes with the educational process. An Instructor may remove a student from class for disruptive behavior. Refer to Policy 3100 for additional information regarding Student Rights & Responsibilities and the Administrative Due Process as outlined in the college catalog and student handbook.

Healthcare is a conservative industry. In alignment with industry standard and clinical site policies, to maintain professionalism and to help assure safety, the following guidelines will be enforced in laboratory classes and directed clinical practice courses:

1. Tattoos must be covered so they are not visible.

2. Body piercings must be limited to one per earlobe and earrings must be limited to one small stud per earlobe (no bigger than the diameter of a pencil eraser).
3. In programs where students are working with patients, artificial nails are not allowed and nails must not extend beyond the finger pad.

ACADEMIC HONESTY

Honesty and integrity are integral components of the academic process, and are key factors in the success of an Allied Health paraprofessional. Procedure 3100.3 describes the Academic and Administrative Sanctions for students who are found cheating.

Cheating includes, but is not limited to:

- plagiarizing
- copying off someone else's examination/test
- cueing of a classmate during examinations (including laboratory testing)
- obtaining copies of an examination without the Instructor's permission
- copying assignments from a classmate
- having electronic devices (including cell phones) out during testing or exam review (unless specifically allowed by Instructor)
- knowingly and intentionally assisting another student in any of the above

CONFIDENTIALITY

All student information will be handled in a confidential manner. The students are to follow the guidelines of confidential behavior when in *the classroom and clinic*. Breach of confidentiality includes, but is not limited to, the avoidance of:

- sharing fellow student information program status and grades;
- discussing opinions regarding the classroom or clinic experiences that may be interpreted as gossip or of a libelous nature;
- handling patient information and clinic records in a manner that violates HIPAA, program or clinical affiliate policies or procedures.

THERAPEUTIC TOUCH

Several Allied Health Programs require the use of touch for the practice of clinical procedures such as positioning, draping, palpation, treatment application, etc. Students must maintain a sense of professionalism and maturity while performing these procedures in the academic and clinical settings. Students who do not exhibit appropriate levels of maturity during classroom, lab and clinical activities will be considered for withdrawal from the program.

SAFETY

Students must follow all safety guidelines established by their Program (refer to Program's safety regulations).

CHANGE IN CONTACT INFORMATION

At the time of admission to a Program, students must complete a Student Information sheet. It is the students' responsibility to be certain that any changes in address, phone number, e-mail address, etc. be conveyed to the Program Director in writing at the time of the change. These changes should also be made on the College's student website – <http://studentweb.sdccd.edu/>.

REASONABLE ACCOMMODATION

It is strongly recommended that students with verified disabilities who may require academic adjustments or auxiliary aids contact Disabled Students Programs and Services (DSPS) Department and complete the orientation procedures well before classes begin. Students are encouraged to identify themselves within the first two weeks to ascertain the reasonable accommodation measure(s) to be taken while maintaining the integrity of the Program.

Students requesting accommodation must be able to present documentation of their identification of need.

Students who may benefit from utilizing accommodation measures and who have not been previously identified, are encouraged to contact the campus DSPS Department prior to or early in the semester to participate in their process of identification.

STUDENT CONFERENCES & PROBATION

The Program Director will schedule a meeting with each student at least once during each semester of his/her Program. Appointments will be determined by the Program Director. It is the student's responsibility to request additional counseling from the Program Director and/or program faculty if he/she needs additional assistance.

PROGRAM CONFERENCE FORMS

Students will be placed on academic or behavioral probation if there is concern about their success in meeting the Standards for Continuation in any Program course (not maintaining a letter grade of "C" or better, exceeding the allowed absences, demonstrating unprofessional or unethical conduct, etc.). Students are to be advised that they may be disqualified from their Program without probation in cases of unsafe, illegal, unprofessional or unethical behavior.

Students are informed of probationary status through the use of a Conference Form initiated during a conference with the Program Director or instructor. The Conference Form will specify the reason(s) for notification and contain recommendations to promote success generated by the student in consultation with the Program Director or instructor. The conditions necessary to remove the student from probationary status and the circumstances that may lead to disqualification will be documented on the form. After completion of the Conference Form (which includes student and Program Director or instructor signatures), the original is maintained in the student's file in the Program office and a copy will be given to the student.

Students are advised that they need to comply with the agreed-upon conditions to promote success in their Program.

DUE PROCESS

Students are to approach the Program Director for assistance with a classroom problem if, after first approaching the course Instructor, they are not able to receive satisfaction. Most issues are resolved at the Instructor or Program Director level so it is imperative to begin there.

If resolution is not possible at the Instructor or Program Director level, the student may approach first the Department Chairperson (Chris Kinney, S320, 619-388-2839, ckinney@sdccd.edu) and then the Dean of Health Sciences and Public Service (Dean Margie Fritch, S300, 619-388-2789). Students who continue to feel that the problem has not been adequately settled may then approach the Vice President of Instruction and then the College President, whose offices are located in A104. The Chancellor and the Board of Trustees are located at the District offices.

DIRECTED CLINICAL PRACTICE (DCP)

All Allied Health Programs include DCP courses that are designed to give students supervised, hands-on clinical experience in their field. Students are NOT to be paid for DCP hours nor are students to be used in lieu of site employees.

Even though DCP takes place off campus, the student must understand that clinic courses are college courses held off campus. Students must adhere to all Program, Department, College and District policies in addition to the policies of the clinic site to which they are assigned. Any violation of policy will result in a negative impact on the student's course grade. Students not observing any policy related to illegal or unethical behavior will be dropped from that clinic, receive a grade of less than "C" and be dropped from the Program..

While students may be allowed to submit requests for their clinic site assignment for each experience, final placement will be determined by the Program Director/Academic Coordinator of Clinical Education (ACCE) based on clinic availability and need for experience in a certain arena. In order to provide optimal learning experiences, students may not also be employees at their clinical site. Generally a student may also not be placed at a site if he/she has done extensive volunteer time at, been previously employed by or has a family member employed at the site (or specific department).

DCP Attendance:

- Students cannot attend until they have fulfilled all Program requirements for DCP placement.
- Students cannot attend until they have enrolled and paid all course fees, including liability insurance.
- Attendance shall not exceed 40 hrs/week.
- Attendance will be according to prearranged days and hours; any deviation from scheduled hours must be approved by the Program Director/ACCE and the site supervisor.
- Students may NOT attend DCP during school closure (outside the hours of regularly-scheduled campus classes, spring break, winter break, holidays, natural disasters, etc.)

Background Checks:

Students are to be advised that the DCP sites may require background checks. Students who do not agree to a background check may not be placed at certain sites and placement elsewhere is not guaranteed. Additionally, students who are denied access to a facility due to the results of the background check are not guaranteed placement at another site.

DCP Costs:

All costs (uniform, nametag, insurance fee, CPR course, physical exam, immunizations, background check and drug screening, etc.) associated with Directed Clinical Practice are the responsibility of the student. These costs may also include parking and transportation expenditures to and from the clinic site. While every effort is made to place the student at sites where travel costs will be kept to a minimum, clinic availability and student need for experiences will also mandate the distances to be traveled.

Drug and Alcohol Testing:

Some DCP facilities require an on-site physical, which may include testing for drugs (including alcohol). If traces of drugs are found to be present, the student will not be able to continue in DCP, will receive a non-passing grade, will be disqualified from the Program and will not be readmitted into their Program. If a student is suspected to be under the influence of drugs (including alcohol) the clinic has full authority to make the determination and remove the student from participation in DCP. Students dismissed from a clinical site for suspected substance use will receive a non-passing grade, will be disqualified from the Program and will not be readmitted to the Program. Students may also be considered for college suspension or expulsion for violation of Policy 3100, Section 3.0.

Injury during DCP:

Any injury, however minor, must be reported immediately to the clinical supervisor at the site as well as the Program Director or DCP instructor. Students must obtain an "Occupational Health Services" form from the Program Director or instructor, or if unavailable, from the Dean of Health Science and Public Service at (619) 388-2789 and proceed to a designated Sharp-Rees Stealy facility for medical attention. If the clinical site has a policy for reporting and taking care of students, the student may follow that procedure. Regardless, students must complete the "Employee Claim for Worker's Compensation" form also available from the Program Director, instructor or Dean's office which must be filled out and submitted within the first 24 hours along with a "Supervisor's Report of Employee Injury" form.

Other:

Students are responsible for immediately reporting to the Program Director or instructor any incident of potential injury to a patient, client or staff that has occurred in which an incident report has been filed. Notification should include whether student was an involved party or an observer.

Students are to adhere to the Program-approved dress code (unless the clinic specifies otherwise).

Students are responsible for providing proof of physical examination, negative TB test or chest X-ray, and required vaccinations (as specified in the Program manual) to the Program Director/ACCE, by the appointed dates. Students may not attend DCP unless all required items are provided and current.

TB verifications must be current (within the past year) throughout all DCP courses. Any student with a (+) TB skin test, must have verification of a negative chest X-ray. If the chest X-ray is more than one year old, verification that the student does not have current symptoms must be signed off by Health Services or personal physician. (NOTE: AHT students should see Program Policy Manual)

All students must participate in and complete any required education such as Universal Precautions, CPR, HIPAA or other training (as appropriate to their Program) prior to beginning DCP.

A professional demeanor shall be demonstrated at all times by students during DCP. There is to be no fraternization between the student and the clinical instructor, clinical staff, patients or patient family members.

DCP course grades are determined by the academic faculty with input from the clinical site.

Students who have not met the course objectives due to reasons that include unsafe, unethical or unprofessional behavior or substandard performance (including ineffective patient treatment), will receive a grade of less than a "C" (with the option of drop or withdrawal if before the published deadline) which will result in dismissal from their Program. They are neither guaranteed placement in another clinical site nor readmission to the Program.

STUDENT FILES

Student files (academic and clinical) will be maintained in the appropriate Program Director's office.

Each student file may contain, but not be limited to, the following items:

- Copy of transcript (as necessary)
- Student Information Sheet
- Program application and supportive documentation
- Directed clinical practice forms
- Student conference logs
- Other materials such as Conference Forms
- Disqualification notices, references, etc.
- Student Release of Information Form
- Physical Exam Form and Immunization Records
- TB test results (negative skin test, chest X-ray or symptom questionnaire within

past year)
Hep. B Declination Form (as appropriate)
Criminal Background Check & Drug Screening Procedure Form
CPR verification

Official grade reports and other reports will be maintained according to college policy.

Student files will be stored by the Program Director for five years after graduation. Pursuant to the “Family Rights and Privacy Act of 1974” and California Education Code, access to a student’s records shall only be allowed with written consent of the student (with several exceptions as noted in the college catalogue).

COMMUNICABLE DISEASES

Students should be aware that, in accordance with published college policy, a student may be excluded from class or the college whenever the student is found to have a communicable disease where isolation is required pursuant to a directive from the County Department of Public Health.

Just as with any work situation, students suffering from any type of flu, cold, etc. should be considerate of others and not attend class (including DCP) during the illness.

MEDICAL RELEASE

Any student recovering from an illness, injury, or surgical procedure must report same at the onset of the problem to the Program Director. The student must be medically cleared to resume participation in all Program activities without restriction and must present the appropriate paperwork to the Program Director and Instructor.

An inability to fully participate in classroom, laboratory or clinic activities will negatively affect the student’s grade. Any student expecting to experience a prolonged recovery process should consider withdrawal from the program after discussion with the Program Director.

HEALTH ISSUES

See Program Policy Manual for Pregnancy Policy.

STANDARDS FOR CONTINUATION

A goal of the Allied Health department is to prepare students to be successful in their chosen profession.

The successful student:

- exhibits appropriate attitudes and interpersonal relationships.
- works as a team player and exhibits such qualities as the acceptance of responsibility for actions taken, empathy, inquisitiveness, and tolerance required for the profession.
- demonstrates professional and ethical conduct.
- demonstrates safe and competent performance of skills as evidenced in class work, laboratory practice and directed clinical work.
- communicates effectively, verbally and in writing with instructors, peers, clinical staff, patients and others (including expressive and receptive language that is mutually comprehensible).
- possesses the physical, mental, and emotional health appropriate to perform the duties related to the Program and profession.

- uses good judgment and exhibits the ability to make sound decisions.
- follows through on written and verbal instructions.
- maintains professional appearance and grooming.
- meets attendance requirements as outlined in the attendance section of this manual.
- maintains a “C” or better in each Program course. Any student who earns a “D” or less or who withdraws will be disqualified from his/her Program studies.
- participates in Program courses without interruption in the publicized sequence of courses. A student who does not complete coursework as outlined in the Program Information packets is considered to have withdrawn from the Program.

DISQUALIFICATION

Students are disqualified and dropped from their Allied Health Program when an unsatisfactory final grade (less than a “C”) in any Program course is received.

Disqualification also may apply to those students who:

- fail to meet the Standards for Continuation (p. 9)
- fail to meet the attendance requirements (p. 4)
- fail to clear any Incomplete grade prior to the next semester
- elect to drop or withdraw from a Program core course
- fail to continue in the Program without interruption in the publicized sequence of courses

Probation may be omitted if the student’s behavior warrants program dismissal.

WITHDRAWAL

The academic regulations of Mesa College concerning class withdrawal are strictly observed. An official withdrawal from class(es) may be requested by the student or initiated on his/her behalf or by the instructor, Program Director, or Vice President of Student Services. The conditions which apply to official withdrawal are discussed in this Manual's section on attendance and are stated in the college catalog. The Allied Health Department faculty is committed to student retention. Any student who is considering withdrawal from a Program course should first meet with the instructor and/or Program Director.

A student who drops or withdraws from any Program course or who does not complete coursework as outlined in the Program Information packet will be disqualified from the Program. After withdrawal the student is required to petition and receive approval from the Allied Health Program Re-Entry Committee to resume Program studies (see re-entry policy and procedures below).

RE-ENTRY

In order to provide the healthcare community with safe and qualified workers, the Allied Health programs at San Diego Mesa College have established the policy that students must maintain a grade of “C” or better in each of the Program’s core courses to remain in their Program.

Students who have been disqualified from an Allied Health program may be considered for re-entry into their Program under very limited conditions. Re-entry that is granted is on a space availability basis. Students disqualified due to legal, ethical or safety issues will not be considered for re-entry.

Courses in these programs are non-repeatable without program readmission. Students who earn a “D” or “F” grade in core courses and who wish to be considered for Program re-entry must submit a completed petition for readmission. A student who withdraws (“W”), does not follow the publicized course sequence or is dropped from a core course will be notified that he/she has been disqualified from the Program and has the option to submit a completed petition to re-enter the Program.

Students who have not successfully completed the first semester of their Program must submit a new application for admission and be accepted again into the program using the Program’s admission criteria for the year of desired readmission, in addition to submitting a petition for readmission.

The following conditions apply to re-entry applications. The student:

- may apply **only once** for re-entry to a healthcare-related program.
- must meet with the Program Director and the Allied Health counselor to discuss the situation surrounding the lack of educational progress.
- must submit a completed formal re-entry petition to the Program Director by the following dates:
November 1st for re-entry into the spring/summer semester
April 1st for re-entry into the fall semester

Each petition will be given individual consideration. **Late petitions will not be considered.**

A primary role of the Re-Entry Committee is to determine what coursework and activities will help assure currency of knowledge, skills and patient/client safety when students are readmitted, Students will be required to repeat any coursework in which they received a “C” during the semester of the Program that they are petitioning to re-enter. In addition students may be asked to repeat other coursework or activities, including DCP.

Procedure for Re-entry –

Those students who have received a less than “C” grade, withdrawn (“W”), or been dropped from core courses in the major may petition for re-entry to the Program as outlined in the Re-entry Policy for Allied Health Programs (above).

The petitioner shall:

1. Obtain a Student Petition from either the College Evaluations Office or the Program Director.
2. Meet with the Program Director to identify and discuss the causes surrounding student’s lack of progress in the program.
3. Meet with a College Counselor to identify and discuss the causes surrounding student’s lack of progress in the program.
4. Complete the Student Petition which shall include:
 - a. the student’s identification of the causes for the lack of progress
 - b. a plan that establishes the groundwork for future academic success based on activities to correct identified deficiencies as developed by the student following discussions with the Program Director and College Counselor
 - c. input from the College Counselor
5. Submit the completed Student Petition to the Program Director within the established timeframe for submission (November 1st for re-entry into the spring/summer semester and April 1st for re-entry into fall semester). **Late petitions will not be accepted.**
6. The Allied Health Re-Entry Committee will meet to consider the student’s petition. The petitioner may request in writing to attend this meeting. This request should accompany the Student Petition. The student may attend this meeting to provide a short verbal presentation of any additional information he/she may deem appropriate (the presentation shall not exceed 10 minutes). The committee meeting dates are fixed and cannot be rescheduled.
7. The petitioner will be notified in writing of the Committee’s decision within five (5) business days of the meeting. The notification may contain comments from the Committee that would assist the petitioner to prepare to resume his/her specific studies.

8. The petitioner will return the notice of agreement of participation to the Program Director within 10 working days of receipt of notification letter and will make an appointment to discuss the petition results with the Program Director. The student and the Program Director will develop a learning agreement reflective of the student's petition contents as a means of following up on the student's progress in those areas.
9. When a student in need of remediation due to unsafe practices is allowed Program re-entry, he/she will also participate in an open discussion with all parties who have been identified as participants in the remediation experience. Said parties will be reflective of the situation and could include, but not be limited to, the classroom Instructor, the Academic Coordinator of Clinical Education (ACCE), the Program Director, the Clinical Coordinator of Clinical Education (CCCE) or Student Supervisor, and the Clinical Instructor. The focus of the discussion will be to review the deficiencies, review the plan to correct the deficiencies, and develop an approach to the educational experiences that will foster the student's clinical safety and success.

The Re-entry Committee requires that at a minimum a student must repeat any coursework in which a "C" or lower was earned for the semester of readmission. The student may be required to retake other coursework or participate in activities that the Committee deems necessary for safety and student success. Students who petition for re-entry more than one academic cycle after their dismissal will be required to apply, be accepted to the program using the current admission criteria, and retake all program coursework.

If the student is unsuccessful in carrying out the requirements of the learning contract, he/she will be notified of his/her lack of progress and will be dropped from the Program. The student will not be allowed to apply for re-entry consideration a second time in accordance with the established departmental policy that allows students to petition for re-entry one time only.

SAN DIEGO MESA COLLEGE
ALLIED HEALTH DEPARTMENT
POLICY MANUAL, 2011-2012

DIRECTIONS: Read, sign and detach this page from the manual. Return the signed page to the Program Director for inclusion in your Student File.

THIS IS TO VERIFY THAT I HAVE RECEIVED, READ AND AGREE TO ADHERE TO THE TERMS & CONDITIONS OUTLINED IN THE 12 PAGE 2011-2012 ALLIED HEALTH DEPARTMENT POLICY MANUAL FOR SAN DIEGO MESA COLLEGE. I UNDERSTAND THAT THESE POLICIES GOVERN MY ATTENDANCE IN THE PROGRAM AND THEY ARE WRITTEN IN ACCORDANCE WITH PUBLISHED COLLEGE POLICIES.

I ALSO UNDERSTAND THAT THIS MANUAL IS TESTABLE INFORMATION.

DATE: _____

(name: print)

(signature)

(program)

