



**TOURO COLLEGE**  
**OF OSTEOPATHIC MEDICINE**  

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**TOURO UNIVERSITY**

## PROFESSIONALISM STANDARDS

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## PROFESSIONALISM CONTRACT

Welcome to TouroCOM,

On behalf of the Touro College of Osteopathic Medicine, we are pleased that you have chosen and been accepted to be part of the TouroCOM Community. Due to the respect and expectations that we have for each other and our school, we have designed this contract to act as a guide during your time here at TouroCOM, in both the preclinical and clinical years.

The goal of this contract is to establish a foundation of professionalism, beginning with your acceptance into the TouroCOM community, and which you will carry on to your professional career. We realize that some will occasionally falter, but we must each strive to learn from every experience. Understanding the importance of these lessons can best be achieved through open timely communication and feedback about professionalism amongst ourselves, the TouroCOM family and community.

Professionalism lies in our attitudes, behavior, self-presentation, and respect for our colleagues. Your conduct witnessed by faculty, administration, and staff, must reflect your expectations for each other and for the community. Remembering that in addition to students, staff faculty, and standardized patients, there are often guests present on campus, and therefore, it is prudent to be aware of your actions and behavior at all times. Professionalism includes accepting feedback and constructive criticism, which is crucial for life-long learning, and integral to your osteopathic professional development. Your classmates now are your colleagues of the future.

We all must hold ourselves, as well as others within this community, to a high professional standard. As part of this family, any dishonest, disruptive, or disrespectful behavior in or out of the classroom is unacceptable. At no point may academic integrity or professional behavior be sacrificed for personal gain. It is only through the cooperation of all members of the TouroCOM community that we may succeed in meeting these high professional standards.

Professionalism outside of TouroCOM is representative of what lies within these walls. We each represent ourselves as individuals, TouroCOM, and the osteopathic profession with every interaction we have in our community, recognizing that our actions have both relative and absolute consequence. While in this community, you are responsible for the lives and well-being of others, and therefore, must maintain a professional demeanor.

Professionalism is also an American Osteopathic Association (AOA) core competency for which all clinical students are evaluated on for each rotation in the clinical years.

The understanding of professionalism begins before you enter the classroom and continues beyond your time at TouroCOM.

By signing below, you are indicating that you understand that there is an expectation of accountability for your actions as they relate to TouroCOM. You willfully engage in the ongoing process of practicing honor, integrity, and respect in our profession. We are pleased that you have chosen to be a part of our community and welcome you with open minds and hearts.

***By typing my name, I the undersigned, certify that I am signing this document as the person whose signature is required***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

## PROFESSIONALISM STANDARDS FOR VERBAL/INTERPERSONAL COMMUNICATION

Element	Acceptable	Unacceptable
<b>VERBAL/NONVERBAL</b>	<ul style="list-style-type: none"> <li>-Uses clear language including appropriate language level, good grammar and accurate words</li> <li>-Communicates accurate information to others in a professional and courteous manner</li> <li>-Demonstrates appropriate nonverbal communication skills (eye contact, good posture, and appropriate language level, avoid use of electronic devices unless urgent)</li> <li>-Asks questions when uncertain about proper procedures</li> <li>-Demonstrates good listening skills and takes notes as necessary</li> </ul>	<ul style="list-style-type: none"> <li>-Communicates ineffectively via the inappropriate language levels, poor language skills such as slang, poor grammar, undefined concepts or inaccurate vocabulary.</li> <li>-Communicates inaccurate information that is based on hearsay</li> <li>-Uses poor nonverbal communication (poor eye contact, poor posture, texting in meetings)</li> <li>-Jumps to conclusions</li> <li>-Exhibits poor listening skills</li> </ul>
<b>HUMAN RELATIONS SKILLS</b>	<ul style="list-style-type: none"> <li>-Demonstrates trustworthiness and responsible behavior</li> <li>-Honest in all situations</li> <li>-Demonstrates integrity and accountability</li> <li>-Refrains from “school politics” -- gossip</li> <li>-Respects cultural and ethnic differences</li> <li>-Accepts and responds positively to constructive feedback</li> <li>-Maintains positive relationships</li> <li>-Responds to changing school demands and helps others as needed</li> <li>-Treats all individuals as equals and without bias</li> </ul>	<ul style="list-style-type: none"> <li>-Exhibits behavior that is untrustworthy and irresponsible</li> <li>-Dishonest</li> <li>-Does not accept responsibility, blames, or criticizes others</li> <li>-Engages in “school/hospital politics”/ gossip</li> <li>-Disrespectful of cultural and ethnic differences</li> <li>-Rude, condescending</li> <li>-Irresponsive to changing environmental demands</li> <li>-Does not treat all individuals as equals, demonstrates bias towards others.</li> </ul>
<b>ATTITUDE</b>	<ul style="list-style-type: none"> <li>-Displays a willingness to cooperate</li> <li>-Accepts constructive criticism</li> <li>-Sets realistic expectations and goals</li> <li>-Demonstrates school loyalty</li> <li>-Displays authenticity</li> <li>-Displays and communicates empathy to staff, fellow students and patients</li> <li>-Motivates himself/herself and others</li> <li>-Displays self-confidence and sincerity</li> </ul>	<ul style="list-style-type: none"> <li>-Uncooperative</li> <li>-Combative and unwilling to accept criticism</li> <li>-Unrealistic expectations and goals</li> <li>-Disloyal to school and team members</li> <li>-Displays lack of motivation</li> <li>-Negative, immature, or inappropriate outlook</li> <li>-Lack of self-awareness</li> </ul>
<b>TEAMWORK</b>	<ul style="list-style-type: none"> <li>-Ability to learn about, to, with, and from others</li> <li>-Encourages and facilitates cooperation, pride, trust, and group identity</li> <li>-Fosters commitment and team spirit</li> <li>-Works with teams to satisfy expectations</li> <li>-Displays sensitivity to professional hierarchy</li> <li>-Displays flexibility</li> </ul>	<ul style="list-style-type: none"> <li>-Unwilling to learn about, to, with and from others</li> <li>-Discourages cooperation, pride or trust</li> <li>-Disruptive to team environment</li> <li>-Does not work well with others</li> <li>-Does not follow professional hierarchy when communicating with the institution</li> <li>-Inflexible, rigid behavior or resistance to participate as requested</li> </ul>

<p><b>PROBLEM SOLVING/DECISION MAKING</b></p>	<ul style="list-style-type: none"> <li>-Identifies problems and takes appropriate action</li> <li>-Seeks help when needed</li> <li>-Professionally suggests or requests improvement to workplace systems or processes</li> <li>-Deals with stress in appropriate ways</li> </ul>	<ul style="list-style-type: none"> <li>-Passive aggressive</li> <li>-Addresses concerns in external platforms as opposed to bringing it to the appropriate Touro parties</li> <li>-Projects an incapacity to deal with stress or a changing environment</li> </ul>
<p><b>COOPERATION</b></p>	<ul style="list-style-type: none"> <li>-Conveys collegiality and willingness to assist others &amp;/or follow directives</li> <li>-Works to resolve conflicts as appropriate and to identify solutions in which all parties benefit</li> <li>-Demonstrates concern for treating people fairly and equitably</li> <li>-Follows the chain of command in resolving conflicts</li> </ul>	<ul style="list-style-type: none"> <li>-Unwilling to follow directives &amp;/or assist others</li> <li>-Does not work collaboratively to resolve conflicts. Only concerned about achieving their goal.</li> <li>-Treats faculty, staff, fellow students or patients unfairly</li> <li>-Demonstrates a lack of respect for the chain of command as it pertains to resolving conflict</li> </ul>

## PROFESSIONALISM STANDARDS FOR WRITTEN COMMUNICATION

Element	Acceptable Format/Content	Unacceptable Format/Content
<b>MODE/USAGE</b>	<ul style="list-style-type: none"> <li>-Sent from a Touro student email account</li> <li>-Adheres to the school's acceptable Use Policy for computer use</li> <li>-Responds to email in a 24-hour time frame</li> <li>-Adheres to school's social media policy</li> </ul>	<ul style="list-style-type: none"> <li>-Sent from a personal email account</li> <li>-Violates school's acceptable use policy</li> <li>-Does not respond to emails in a 24-hour time frame</li> <li>-Violates school's social media policy</li> </ul>
<b>SUBJECT LINE</b>	<ul style="list-style-type: none"> <li>-Relevant to purpose</li> <li>-Factual tone (unemotional)</li> <li>-Slight detail (e.g. prepping for Biochem quiz)</li> <li>-Appropriate to content and time</li> </ul>	<ul style="list-style-type: none"> <li>-Irrelevant to purpose</li> <li>-Emotional (e.g. HELLLLLPPP!!)</li> <li>-Vague detail (e.g. HW)</li> <li>-Inappropriate content and timeline (e.g. Urgent when not)</li> </ul>
<b>INTRODUCTION/GREETING</b>	<ul style="list-style-type: none"> <li>-Includes greeting (e.g. "Dear" or "Good Afternoon")</li> <li>-Addresses the receiver by their appropriate salutation (e.g. Dr. or Dean or Mr/Ms.)</li> <li>-Includes pleasantries (e.g. "How are you?" "Hope you had a nice weekend")</li> </ul>	<ul style="list-style-type: none"> <li>-Contains informal greeting (e.g. "Hey" or "Yo")</li> <li>-Addresses the recipient by their first name</li> <li>-Jumps right into question or demand</li> </ul>
<b>BODY</b>	<ul style="list-style-type: none"> <li>-Brief and focused</li> <li>-Contains enough background info/context to make sense</li> <li>-Polite and respectful</li> <li>-Contains requests not demands</li> </ul>	<ul style="list-style-type: none"> <li>-Long winded or unclear</li> <li>-Offers no background or specific content to make request/question clear</li> <li>-Emotional or panicked (e.g. "My professor is going to fail me")</li> <li>-Demanding (e.g. "You have to let me" "Give me" "Get me")</li> </ul>
<b>CLOSING</b>	<ul style="list-style-type: none"> <li>-Acknowledges their time spent (e.g. "Thank you" or "I appreciate your help")</li> <li>-Respectful and friendly ("Have a great weekend!" or "Sincerely")</li> <li>-Includes full name, level of training (e.g. OMS II), Class year, school name, phone and Touro student email address</li> </ul>	<ul style="list-style-type: none"> <li>-No closing</li> <li>-Informal (e.g. "See you later" or "C-Ya")</li> <li>-Includes no information about the sender</li> </ul>
<b>STYLE</b>	<ul style="list-style-type: none"> <li>-Conventions of standard English followed (punctuation, capitalization, grammar, etc.)</li> <li>-Appropriate tone (semi-formal/friendly, respectful)</li> <li>-Greeting, body, and closing are separate lines/paragraphs for visual ease)</li> <li>-Professional business font (ex: times new roman, Calibri, etc).</li> <li>-Standard written language</li> </ul>	<ul style="list-style-type: none"> <li>-Non-standard English (texting language, slang, informal style)</li> <li>-Rude, demanding, or histrionic attitude</li> <li>-asingleparagrahallruntogether</li> <li>-Unprofessional fonts that are too large or illegible</li> <li>-Emoji's</li> </ul>

**PROFESSIONALISM STANDARDS FOR  
ZOOM COMMUNICATION**

Element	Acceptable Format/Content	Unacceptable Format/Content
<b>ZOOM MEETINGS</b>	<ul style="list-style-type: none"> <li>-Use full first and last name</li> <li>-Arrive early</li> <li>-Keep video on entire duration of meeting, showing your face</li> <li>-Turn microphone on only when asking or answering question</li> <li>-Use Chat feature exclusively for content of the lecture</li> <li>-Use professional, polite language in Chat</li> <li>-Be engaged</li> <li>-Stay in Zoom meeting the entire duration of the session</li> </ul>	<ul style="list-style-type: none"> <li>-Do not use a phone number or ghost name</li> <li>-Late arrival may result in being locked out</li> <li>-Do not turn video off or use photo</li> <li>-Keep mic off until asking or answering question</li> <li>-Do not use Chat for personal conversations</li> <li>-No profanity or derogatory comments</li> <li>-Avoid distractions or use of other electronic devices</li> <li>-Do not leave meeting or walk away from your seat during Zoom</li> </ul>

## DRESS CODE STANDARDS

### A. Dress Code

(1) **Professional Appearance.** All students are representatives of Touro College and should dress in a manner appropriate to a professional work environment. “Dress for your day” is intended to be relaxed when students have a school day that does not involve meetings with clients, vendors, administration, or the like. Nevertheless, the expectation is that students will wear clothing appropriate for the nature of the type of work they perform. Students are expected to maintain their professional appearance whether they are onsite or interfacing with faculty, staff or clients in a remote environment. It is our collective responsibility to project a professional, businesslike image to our community, visitors, and the public.

(2) **Inappropriate Attire.** Business judgment should be used when selecting clothes for school. Unacceptable school attire includes, but is not limited to, shorts, ripped attire, clothing that exposes ones back or midsection, backless shoes, tank tops, spandex clothing, see-through clothing, leggings, sweat suits, gym clothing, and clothing displaying vulgar language. Clothing displaying any large words, symbols, or branding other than TCUS or a TCUS endorsed program is inappropriate.

- a. **Examples:**
- i. Jeans may be permitted, but ripped jeans are never acceptable.
  - ii. T-shirts may be permitted, but T-shirts with large images or words are never acceptable.
  - iii. Sneakers may be permitted, but backless shoes (such as flip flops or slides) are never acceptable.
  - iv. Corduroy may be permitted, but sweatpants are never acceptable.
  - v. V-neck shirts may be permitted, but are never acceptable when they are cut too low.

## PROFESSIONALISM REPORT FORM

**Directions:** Aligned with the college’s Code of Conduct policy, any member of the College Community may report an infraction by completing this form and submitting it to the Dean of Student Affairs. Please complete all fields. This report will be visible to the student. *Three or more report submissions for violation of professional standards will be added to a student’s academic file and reported to the Student Affairs Committee for a disciplinary hearing.*

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

Class Year in School: \_\_\_\_\_ Class/Activity/Clerkship: \_\_\_\_\_

Name & Title of Individual Completing Form: \_\_\_\_\_

Which of the following unprofessional behaviors has the student exhibited? Check all that apply.

**Professional Ethic**

- Exhibits dishonest behavior
- Uses illicit substances OR alcohol, non-prescription or prescription drugs in a manner that compromised ability to contribute to patient care
- Misrepresents self, others, or member of the team to others
- Breaches patient confidentiality
- Acts in disregard for patient welfare (e.g. willfully reports incomplete or inaccurate patient information)
- Lack of demonstration of compassion, integrity and respect for others  $\chi$  Demonstrates bias towards others
- Misuses cadavers or other scientific specimens
- Disregard for school property
- Other: \_\_\_\_\_

**Reliability & Responsibility**

- Consistently arrives late to scheduled events
- Does not attend, or inconsistent attendance, to required events, such as classes, exams, labs, work/clinical shifts
- Does not respond to communications (emails, pages, phone calls, etc.) in a timely or professional manner
- Fails to complete required tasks or requires constant reminders from staff/faculty
- Has inappropriate demeanor (raises voice, disrespectful, rude, condescending, etc.) or appearance (dirty white coat, wrinkled or inappropriate clothes, un-bathed, etc.) in the classroom, remote or clinical setting
- Does not accept constructive feedback OR does not incorporate feedback to modify behavior
- Does not accept responsibility or accountability for actions
- Late or incomplete submission of required documents
- Noncompliance with College Code of Conduct Professional Relationships
- Fails to accept responsibility for own errors
- Acts disrespectfully towards others  $\chi$  Engages in disruptive behavior in class or with health care team
- Treats standardized patients disrespectfully
- Does not maintain appropriate boundaries in work and learning situations
- Fails to demonstrate respect &/or responsiveness to diverse patient populations
- Inability to recognize and develop a plan for ones one own personal and professional well being
- Does not follow the chain of command

Please provide the following additional details

Description of incident that prompted completion of this form:

Action Plan & Follow-up Timeline:

Referral to Student Affairs Disciplinary Hearing Committee \_\_\_\_\_

Student signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student comments: \_\_\_\_\_