



**MT. HOOD**  
COMMUNITY COLLEGE

**Mt. Hood Community College**

**Funeral Services Program**

**Student Handbook**

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## **Purpose of this Guide**

This handbook was prepared for students that have been accepted into the Funeral Services Program. It provides the student with information about the program and the college. This guide, when used in conjunction with the MHCC Catalog and Student Handbook, will be the primary source of information, guidelines, and policies to direct you while completing degree requirements.

You have been accepted into a challenging program. You will have to make time during your busy schedule to study. As other students will attest, this is a rigorous program, which will require many hours of studying. There is much to learn, so don't sell yourself short by waiting until the last minute to study. Also, keep in mind that you will be taking the National Board Exam once you graduate. The NBE covers many of the same subjects you take in the program. You will need to understand and remember your subjects of study in order to pass the NBE and earn a license.

We wish you the best as you enter this program and strive to complete your degree. We understand that life is not static and things may happen to you in yours. Stay in contact with us so we can help you get through the program. Sometimes problems can be prevented or reduced by consulting with faculty. We want you to succeed, and to have a positive educational experience.

If you have a complaint against an instructor or the college, the college encourages students to try working out disagreements and concerns with the faculty member first before seeking remedies through other college procedures. If a meeting with the faculty member does not lead to a resolution of the problem, you have the option of following the student complaint procedure:

<https://www.mhcc.edu/StudentRightsandResponsibilities/>

## **Funeral Service Education Program Faculty**

Terri Makinson – part-time instructor and program assistant..... 503-419-7967  
Miles Johnson – funeral directing instructor ..... 503-746-3725  
Chris Jackson – embalming lab instructor.....503-701-2145

## **The Program**

The Funeral Service Education degree program at Mt. Hood Community College is accredited by the [American Board of Funeral Service Education](http://www.abfse.org) (ABFSE), 992 Mantua Pike, Suite 108, Woodbury Heights, NJ, 08097. [www.abfse.org](http://www.abfse.org). Transfer credit from an accredited college or university may apply against comparable courses offered in the curriculum.

### **Program Aims, Objectives and Outcomes**

#### **Aims** of the Funeral Service Program at MHCC

The Funeral Service Program at MHCC has as its central aim the recognition of the importance of funeral service personnel as:

1. Members of a human services profession;
2. Members of the community in which they serve;
3. Participants in the relationship between bereaved families and those engaged in the funeral service profession;
4. Professionals knowledgeable of and compliant with federal, state, provincial/territorial, and local regulatory guidelines in the geographic area where they practice;
5. Professionals sensitive to the responsibility for public health, safety, and welfare in caring for human remains;
6. Professionals who are empowered to provide compassionate and professional care of the deceased and of the bereaved.

#### **Objectives** of the Funeral Service Program at MHCC

1. To enlarge the background and knowledge of students about the funeral service profession;
2. To educate students in every phase of funeral service, and to help enable them to develop the proficiency and skills necessary for the profession;
3. To educate students concerning the responsibilities of the funeral service profession to the community at large;
4. To emphasize high standards of ethical conduct;
5. To provide a curriculum at a post-secondary level of instruction;
6. To encourage student and faculty research in the field of funeral service.

#### **Outcomes** of the Funeral Service Program at MHCC

After completing this program, students will be able to

1. Perform embalming at a basic level of proficiency;
2. Perform funeral directing at a basic level of proficiency;
3. Discuss the history and current trends in the funeral service profession;
4. Demonstrate the proficiency and skills needed to function as an entry-level funeral services professional;
5. Demonstrate responsibilities of the funeral service profession;
6. Demonstrate high standards of moral conduct in all funeral service settings;
7. Apply cognitive knowledge and demonstrate professional behavior and psychomotor skills required to function effectively in the funeral service industry;
8. Perform research in the funeral service industry;
9. Become life-long learners.

The degree offered by MHCC is earned by following a prescribed course of instruction, which requires six quarters in residence. Transferring all non-FSE classes from accredited institutions may allow a student to complete his/her professional course work in a three quarter sequence, beginning each fall quarter.

Upon completing the funeral program, students become eligible to take the National Board Exam (NBE), administered by the ICFSEB. To receive a license in Oregon and most other states, students must take and pass the NBE.

**Required Abilities:** This following is a list of mental and physical abilities that are necessary for successful participation in the program and for continued success in the funeral service industry. Students with disabilities must demonstrate competency in the following areas with or without reasonable accommodations, as appropriate.

1. **Cognitive** and critical thinking abilities, which are sufficient to make clinical judgments and meet laboratory objectives and requirements.
  - A. *Can* comprehend new knowledge and apply it in any area of funeral service practice.
  - B. *Can* effectively analyze situations and identify cause-effect relationships.
  - C. *Can* effectively organize material, solve problems, and make decisions.
2. **Interpersonal** abilities, which are sufficient to interact purposefully and effectively with others.
  - A. *Can* establish healthy rapport with individuals.
  - B. *Can* interchange ideas appropriately in a group setting.
  - C. *Can* convey sensitivity, respect, tact, and a mentally healthy attitude in interpersonal relationships.
3. **Communication** abilities, which are sufficient to convey thoughts in verbal and written form so that they may be able to communicate clearly with others.
  - A. *Have* sufficient English language abilities to understand printed and verbal instructions.
  - B. *Have* sufficient English language abilities to allow understanding in verbal and written communication.
4. **Physical mobility**, which is sufficient to fulfill classroom, clinical and program objectives safely and effectively. Physical disabilities must not pose a threat to the safety of the student, faculty, or other students.
  - A. *Can* maintain balance in any position, move from room to room, and maneuver in small spaces.
  - B. *Can* flex/extend and/or abduct/adduct arm and leg muscles and rotate all major joints freely.
5. **Strength** (gross motor skills) and endurance are sufficient to fulfill clinical laboratory objectives and requirements safely.
  - A. *Can* work for six or more hours in a laboratory and/or funeral home setting.
  - B. *Can* position, lift and transfer dead human remains without injury to self or others.
  - C. *Can* push, pull or lift (with assistance from one other person) heavy objects such as caskets containing dead human remains.

6. ***Driving vehicles*** – the ability to drive is an essential skill for work in the field, and funeral homes require that interns, apprentices and licensees possess valid drivers' licenses. Funeral home personnel are covered under the company's insurance, and lack of valid license or driving-related convictions are reasons a funeral home may not hire an applicant, or may terminate a current employee.

- A. *Have* valid driver's license.
- B. *Have* current automobile insurance, or the ability to obtain insurance
- C. *Can* drive full-size vehicles such as vans and funeral coaches.
- D. *Maintain* a valid driver's license throughout your time as a student at MHCC.

## **Academic Advisement**

Students majoring in Funeral Service Education can seek academic advisement from full-time faculty, from advisers in the Academic Advising and Transfer Center or by running a degree audit. To run a report, go to the portal via the [MHCC](#) home page and click “MyMHCC” (top right of screen).

The Funeral Services program curriculum requirements are outlined in the MHCC catalog and web page. Courses offered each term will be visible on the MHCC web site.

Students experiencing academic difficulty, financial difficulty or other problems during the term are encouraged to come to speak with a faculty member. To provide the best possible help, let faculty know of problems as early as possible. The last week of the term is usually too late. Feel free to email or call faculty. Advising and Counseling services are available from the college as well.



## **Progression Policy**

All courses in the curriculum must be completed with a grade of “C” or better.

1. If a student receives a grade of less than “C” in one FSE class, the class must be repeated.
2. Students who receive grades of less than "C" in two FSE courses (1 F and 1 D or 2 D's) will be excused from the program. Students wishing to reenter the program must reapply.
3. Failure to obtain a grade of "C" in a repeated course will be grounds for dismissal from the program.
4. All general courses must be completed with a grade of “C” or better in order to be used toward the degree.
5. Any student that is dismissed from the program may re-apply for admission by following the admission process for the program. Should a student be dismissed from the program after a second admission they are not eligible to re-apply.
6. The student may appeal a dismissal recommendation according to the college's appeal process. This usually entails writing a letter to the program director and explaining any extenuating circumstances leading to the unacceptable grade and then asking for readmission. The program director then recommends action.
7. In all FSE courses, students are expected to take exams at specified times and dates. Missing exams at scheduled times, then re-taking later is sometimes possible, but there may be point penalties for doing so, as explained in course syllabi. Final Exams are usually held at different times than standard class times. Students are expected to take finals at the beginning of the scheduled time-period, and students coming in late may not be allowed to take the final, based on how late they arrive and the discretion of the instructor of the class.
8. Mt. Hood Community College is committed to expanding awareness of our common humanity, while recognizing the differences in our various backgrounds, belief systems and lifestyles.

Mt. Hood Community College makes educational and employment opportunities available to all qualified persons without regard to race, religion, age, color, sex, national origin, disability, or any other status or characteristic protected by applicable state or federal law. Mt. Hood Community College complies with Section 504 of the Rehabilitation Act of 1973, Title VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Americans with Disabilities Act, 1990, and the Vietnam Era Readjustment Assistance Act of 1974, among other State and Federal Laws related to employment. Employment is contingent upon eligibility to work in the United States. Individuals requiring accommodations due to a disability should contact the Human Resources Office.

Mt. Hood Community College is an Equal Opportunity Employer that actively supports workforce diversity.

## Funeral Services Program and MHCC Rules and Regulations

### Code of Conduct

This is a list of student conduct expectations while in the program and applies to both on-campus and off-campus situations where specified. Violation of these terms may lead to a warning followed by dismissal from program, or direct dismissal if the violation warrants it.

#### 1. *Dress and hygiene*

A. Dress code. Students are required to wear professional business attire to all internship days in funeral homes. Suits and/or dresses must be clean and shirts must be pressed and fresh. Internship sites may have additional color requirements for dress and overall appearance. Tattoos must be covered, while at internship, and piercings must be taken out with the exception of single earrings. The conservative nature of the industry may limit the job prospects for individuals who have visible tattoos, piercings or other body modifications. Employees at most funeral homes are required to wear professional business attire whenever in contact with the bereaved or the public, which means during removals, funerals, funeral arrangements, etc. Company policies may specify that men wear suits within a particular color range (often dark blues and grays), ties, white shirts, dress shoes, and be well-groomed. Policies for women may specify color and material for dresses or business suits, and that legs be covered with hosiery. When you go to a job interview in a funeral home, the best plan is to dress conservatively. Some funeral homes have less stringent requirements, but the applicant should start with formal attire, then modify according to company policy.

In specified courses and on specified dates, students must wear professional business attire to class. In these courses, your final grade will be influenced by the way you dress. Unless otherwise stated, casual dress is acceptable in funeral service and general education courses, but tattered, dirty, malodorous or risqué clothing is to be avoided at all times. Remember that you may be sitting next to a future employer or future co-employee, and your dress and conduct may positively or negatively affect your future employment prospects.

B. Hygiene. Students are expected to bathe and brush teeth before attending class and internship. Excessive perfume or cologne is considered unprofessional. Please don't be a source of unpleasant distraction to your fellow students. People should be able to see and hear you, but if they can smell you coming, it could be a bad sign. At internship, male students must either be clean-shaven or have neatly-trimmed beards. Female students should dress in a modest and professional manner.

#### 2. *Class Atmosphere* - an atmosphere of mutual respect and a desire to learn is important for student success and satisfaction.

A. Freedom of speech. Provided that student comments are related to the subject being discussed in class, provided that comments are voiced thoughtfully, and provided that students allow other students to talk in class without talking over them, then free speech is a desirable and necessary part of a college class. Personal attacks, off-subject comments, and excessively

loud or aggressive tones tend to disrupt the class, and may lead to student dismissal from class, and if repeated, may lead to dismissal from the program.

B. Food and Drink. Students may have non-alcoholic beverages in class. Snacks are also acceptable, but if eating or drinking becomes a distraction, eating and drinking privileges will be suspended.

### 3. *Academic Honesty*

A. Plagiarism – see the MHCC student handbook for a description of plagiarism and its consequences. The funeral program and college staff do not tolerate plagiarism.

B. Cheating/other acts of academic dishonesty – These are regarded as serious offenses. Depending on the nature of the offense, serious penalties may be imposed, ranging from loss of points to expulsion from the class or college. Cheating takes many forms, and the program staff are good at catching cheaters. Cheating does not help students prepare for the National Board Exam, and may lead other students to shun cheaters. Students may not leave the classroom with tests, nor may they take pictures of tests.

### 4. *Academic Success*

A. A grade of C or better is required in every FSE and general education class. Students earning a D or an F will not be able to apply that course toward graduation, and must re-take it to graduate.

B. Academic Resources. The college offers free tutoring in the Learning Assistance Center located in the library.

### 5. *Activities outside of class*

A. Behavior. Be aware that your behavior outside of class may be grounds for probation or dismissal if it does not reflect the professionalism that is expected in this field.

B. Internet. Beware of social networking sites and give strong consideration about what you are communicating. Students and employees have harmed their reputations and careers by posting inappropriate pictures, information, etc. Potential employers will google your name and try to find you on Facebook, and what they find might prevent them from hiring you. Your professionalism, both while in the program and after graduation, is critical to developing and maintaining a successful career.

### 6. *Internship* – in addition to the dress and hygiene codes discussed above, keep the following in mind:

A. Internship requires extra work for preceptors. It is expected that interns will assist preceptors in a variety of duties to offset the work the preceptors are required to do. Some cleaning and other menial duties are expected.

B. Internship should be a learning experience. If the student is not being involved in the key activities surrounding funeral service, the student should inform the program director or intern site visitor.

C. Confidentiality- interns will not photograph anything within the facility in which they

intern. Discussing personal details about the deceased or families outside the internship or intern meetings at MHCC is grounds for program dismissal. Social media is strongly discouraged. If you photograph a decedent and upload that picture, or blog about details you have learned in the funeral home, you are breaking confidentiality.

7. **Communication** – when the student has a concern or frustration, the student should communicate with the program director as soon as possible. This prevents an escalation of the problem or the frustrations that may surround the problem.
8. **Dangerous activities** – remember that your conduct with instruments and in the handling of deceased human remains may endanger you or those around you. Be cautious at all times.
  - A. On campus – any activity that endangers other students in class or lab will lead to consequences ranging from reprimand to student dismissal based upon the level of danger posed. Be very diligent in lab, and consider your safety and the safety of fellow students. Use of alcohol or drugs is almost certain to increase the chance that you will injure yourself or others – do not come to class or lab while impaired.
  - B. During Internship in a funeral home – any activity that endangers other students, preceptors or employees while at Internship will lead to consequences ranging from reprimand to dismissal based on level of danger posed. Use of alcohol or drugs is almost certain to increase the chance that you will injure yourself or others – don't come to internship while impaired.
9. **Breaches of Confidentiality**- students must not disclose confidential information about decedents or families with whom they come into contact at internships or the campus lab. Students must not take or post pictures of bodies at funeral homes or in the lab. Students who blog or use other forms of posting information will be held accountable for information or pictures that they disclose, and consequences might include, but not be limited to, program dismissal, loss of licenses, lawsuits and criminal prosecution.

## **Disclosures**

### **1. *Criminal background***

Your future in the program and in the funeral service industry may be negatively impacted if you have been convicted of a crime, including DUI. To receive an intern license, apprentice license, embalmer or funeral director's license, the state board in which you are applying will conduct a criminal background check. Previous convictions may result in a denial of license by the state board, effectively preventing a person from working in the field. If the state denies an intern license, the student would not be able to complete FSE240, and therefore would not be able to earn the degree. Additionally, a valid driver's license is required by most funeral homes for employment or internship. Different state boards and employers vary in how they judge the severity of different crimes. Please contact your state board for specific questions about how previous convictions could affect you.

### **2. *Employment in the industry***

The college does not guarantee that you will find employment in the industry. The vast majority of graduates do find work before or shortly after graduation. Many students start looking for employment several months prior to graduation. The program is designed to help you develop skills that will lead to your employment success. However, your own work ethic, diligence, willingness to learn new things, and common sense will be necessary to find and keep a job. Job availability varies by region. You might not be able to find a job in your neighborhood, so it might be possible that you will have to be willing to move to find work.

### **3. *MHCC Student Handbook***

A. Funeral Service Students are expected to have read the student handbook (if you are reading this, it is a good sign), and will be held to the standards therein.

## **Program Dismissal**

1. Lack of respect and class disruption - personal attacks, off-subject comments, and excessively loud or aggressive tones tend to disrupt the class, and may lead to student dismissal from class, and if repeated, may lead to dismissal from the program.
2. Cheating and other acts of academic dishonesty are serious offenses. Depending on the nature of the offense, serious penalties may be imposed, from loss of points to expulsion from the class or college.
3. Behavior outside of class may be grounds for probation or dismissal if such behavior is conducted in the name of the program, the club, or the college.
4. Any activity that endangers other students in class or lab will lead to consequences ranging from reprimand to student dismissal based upon the level of danger posed.
5. During Internship in a funeral home – any activity that endangers other students, preceptors or employees while at internship will lead to consequences ranging from reprimand to dismissal based on the level of danger posed.
6. To divulge sensitive information about, or to take pictures in funeral homes or in the FSE lab may be grounds for dismissal.

**Program Curriculum** – the curriculum, including course descriptions and a term-by-term curriculum plan, can be seen in the college catalog or on the program curriculum page:  
<http://www.mhcc.edu/FuneralServiceEducationCurriculum/>

The student is responsible for knowing the courses that compose the curriculum, including course descriptions, prerequisites and offered terms. When in doubt, consult the program adviser.

## **Student Bill of Rights**

1. Students should be encouraged to develop the capacity for critical judgment and engage in a sustained and independent search for truth.
2. The freedom to teach and the freedom to learn are inseparable facets of academic freedom: students exercise their freedom with responsibility.
3. Each college has a duty to develop policies and procedures that provide for and safeguard the student's freedom to learn.
4. Under no circumstances should a student be barred from admission to a particular college on the basis of race, creed, sex, or marital status.
5. Students should be free to take reasonable exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled.
6. Students should have protection through orderly procedures against the prejudiced or capricious academic evaluation, but they are responsible for policies established for each course in which they are enrolled.
7. Information about student views, beliefs, and political associations which instructors acquire in the course of their work should be considered confidential and not be released without the knowledge or consent of the student.
8. The student should have the right to have a responsible voice in the determination of his/her curriculum.
9. Colleges should have a carefully considered policy as to the information that should be a part of a student's permanent educational record and as to the conditions of its disclosure.
10. Students and student organizations should be free to examine and discuss all questions of interest to them, and to express opinions publicly and privately.
11. Students should be allowed to invite and to hear any person of their own choosing, thereby taking the responsibility of furthering their education.
12. The student body should have clearly defined means to participate in the formulation and application of institutional policy affecting academic and student affairs.
13. The institution has an obligation to clarify those standards of behavior which it considers essential to its educational mission and its community life.
14. Disciplinary proceedings should be instituted only for violations of standards of conduct formulated with significant student participation and published in advance through such means as a student handbook or a generally available body of college regulations. It is the responsibility of the student to know these regulations. Grievance procedures should be available for every student.
15. As citizens and members of an academic community, students are subject to the obligations which accrue by virtue of this membership and should enjoy the same freedoms of citizenship.
16. Students have the right to belong to or refuse to belong to any organizations of their choice.
17. Students have the right to personal privacy in their living space to the extent that the welfare of others is respected.



## Professional Organizations

Funeral service professionals often have questions only experts can answer. This is why it is so important to belong to a professional organization. Here is a list of organizations, their addresses, and phone numbers.

### **Oregon Mortuary and Cemetery Board**

800 NE Oregon Street # 430  
Portland OR 97232-2195  
7:30 AM - 4:00 PM  
[mortuary.board@state.or.us](mailto:mortuary.board@state.or.us)

Phone: 971-673-1500

Fax: 971-673-1501

The Board licenses individual death care professionals and the facilities where they work.

The mission of the Board is to protect public health, safety and welfare by fairly and efficiently performing its licensing, inspection and enforcement duties; by promoting professional behavior and standards in all facets of the Oregon death care industry; and, by maintaining constructive relationships with licensees, those they serve and others with an interest in the Board's activities.

### **Oregon Funeral Directors Association**

12725 SW 66th Avenue, Suite 105  
Portland, OR 97223  
Ph: 503-639-1186 or 800-304-5095  
Fax: 503-624-2903 or 800-828-3415  
Email: [info@ofda.org](mailto:info@ofda.org)

The mission of the Oregon Funeral Directors Association (OFDA) shall be to promote high professional standards and unity, while encouraging excellence in funeral service; and to educate the membership and the public about our profession.

### **National Funeral Directors Association**

13625 Bishop's Drive, Brookfield, Wisconsin 53005-6607  
800-228-6332 262-789-1880 FAX 262-789-6977

### **Cemetery Association of Oregon**

520 W. Powell Blvd.  
Gresham, OR 97030  
PN: 971-258-0886  
FX: 1-866-421-9517

[International Conference of Funeral Service Examining Boards](#) (they administer the National Board)

## Academic Support Services

Need	Resource	Contact Information
Money for School	Financial Aid Office	503-491-7262
Academic Support- tutoring, study skills, trouble shooting	Learning Success Center	503-491-7108
Help to choose a major	Career Planning and Counseling Center (CPCC)	503-491-7432
Advising- course, degree, and transfer planning	Academic Advising and Transfer Center	503-491-7315
Help to get a Bachelor's Degree	TRIO Student Support Services	503-491-7688
Support for minority and ELL (English Language Learners)	Transiciones (for Latina women)	503-491-7680
Accessibility- getting accommodation based on a	Accessible Education Services	503-491-6923
Campus Involvement	Student activities and government	503-491-7277
Find a Career or a Job	Career Planning and Counseling Center (CPCC)	503-491-7432
Career help for Single Parents & Homemakers	Transiciones (for Latina women)	503-491-7680
Survival Resources (food, clothing, shelter, health care, public benefits programs)	Dial 2-1-1 (free, up-to-date referral service) or	
Child Care	Child Development Center	503-491-7169
Crisis counselors available for domestic violence and addiction services	Career Planning and Counseling Center (CPCC)	503-491-7432

### **Accessing Student Files**

The student files are located in a secure and central area of the Funeral Services Office. If a student wishes to see their files, they must provide a 24-hour written notification. The student must sign an Authorization form to allow the Funeral Service Education Program to release their records or information to any potential employer, and/or schools/universities.

### **Authorization for Access to Student Records**

I am knowledgeable of the provisions of Public law 93-380, Family Educational Rights and Privacy Act of 1974. I hereby authorize the release of any and all records maintained by the Funeral Services Program to any agency which may be related to future employment. I waive any requirement that I be furnished a copy of these records prior to or concurrent with their release. This consent is effective for the period of time that I am associated with the Funeral Services Program at Mt Hood Community College.

(Name Printed)

(Signature)

(Date)

## **Campus Phone Numbers**

Main College Number – 503-491-6422  
TDD (Telecommunications Device for the Deaf) – 503-491-6905  
Academic Advising – 503-491-7315  
Admissions and Records – 503-491-7393  
Allied Professions – 503-491-7113  
Bookstore – 503-491-7188  
Business Development Center – 503-491-7658  
Career Center – 503-491-7432  
Business Office – 503-491-7462  
Center for Community and Workforce Development – 503-491-7235  
Child Development Center – 503-491-7169  
Cosmetology – 503-491-7192  
Dental Clinic – 503-491-7176  
Disability Services – 503-491-6923 (TDD X7670)  
Financial Aid – 503-491-7262  
GED Classes – 503-491-7333  
Testing Services – 503-491-7678  
Human Resources – 503-491-7200  
Library – 503-491-7161  
President’s Office – 503-491-7212  
Public Safety – 503-491-7310  
Veterans Services – 503-491-7346

## **Web Resources**

Main MHCC Webpage – [www.mhcc.edu](http://www.mhcc.edu)