



MT. HOOD
COMMUNITY COLLEGE

**Mt. Hood Community College
Funeral Service Education Program
Student Handbook**

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Important Note: Some external links may be inaccessible. People requiring accommodations due to a disability should contact the Accessible Education Services at [503-491-6923](tel:503-491-6923) or aes@mhcc.edu.

Purpose of this Handbook

This handbook was prepared for students that have been accepted into the Funeral Service Education program at Mt. Hood Community College (MHCC). It provides the student with information about the program and the College. This handbook, 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 (NBE) 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. 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.

Funeral Service Education Program Faculty

Doug Ferrin – Program Director and Instructor503-491-6940

Terri Makinson – Part-Time Instructor and Program Assistant.....503-419-7967

Miles Johnson – Funeral Directing Instructor503-746-3725

Other faculty contacts will be available on course syllabi

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 an audit, follow these steps:

1. Log on to your MyMHCC student account at my.mhcc.edu/ics, and you will arrive at the “Home” tab. Note: Your username is your MHCC student ID Number, and your password is your six-digit birthdate if you have not changed it. For example, January 12, 1996 is 011296.
2. Click on the link “View my Degree Audit” under the “Frequently Used Links” on the lower right side of the screen.
3. Click on the link “View All Details”
4. Click on the link “Recalculate Student Progress”
5. Scroll to the bottom of the screen and click on the link “Degree Audit PDF”
6. Review your degree audit. Requirements that have been met will state as “COMPLETE” for that category. Requirements that have not been met will state as “INCOMPLETE”.

It is the student’s responsibility to ensure that all requirements are met for the program.

The Funeral Service Education program curriculum requirements are outlined in the MHCC catalog (catalog.mhcc.edu/welcome) and web page (mhcc.edu/fse). Courses offered each term will be visible on the MHCC web site (mhcc.edu).

Students experiencing academic difficulty, financial difficulty or other problems during the term are encouraged to come to speak with a faculty member. 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.

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; (816) 233-3747; www.abfse.org. Transfer credits from a regionally accredited college or university may apply toward comparable courses offered in the curriculum.

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: catalog.mhcc.edu/programs-majors/funeral-service-education-degree.

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. Taking excess courses may result in a delayed graduation and extra fees.

Program Outcomes - after completing this program, students will be able to:

- Explain the importance of funeral service professionals in developing relationships with the families and communities they serve.
- Identify standards of ethical conduct in funeral service practice.
- Interpret how federal, state, and local laws apply to funeral service in order to ensure compliance.
- Apply principles of public health and safety in the handling and preparation of human remains.
- Demonstrate technical skills in embalming and restorative art that are necessary for the preparation and handling of human remains.
- Demonstrate skills required for conducting arrangement conferences, visitations, services, and ceremonies.
- Describe the requirements and procedures for burial, cremation, and other accepted forms of final disposition of human remains.
- Describe methods to address the grief-related needs of the bereaved.
- Explain management skills associated with operating a funeral establishment.
- Demonstrate verbal and written communication skills and research skills needed for funeral service practice.

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 regionally 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 Service Education program, students become eligible to take the NBE administered by The International Conference of Funeral Service Examining Boards (ICFSEB). To receive a license in Oregon and most other states, students must take and pass the NBE.

Essential Functions: The 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 in the FSE program must be physically and mentally able to cope with the rigors of the curriculum and the demanding nature of the funeral service profession. Established academic and internship requirements essential to the program of instruction apply to all students and cannot be waived. Attempts will be made to accommodate and retain qualified applicants with disabilities unless results of evaluations indicate that given reasonable accommodation an individual will still not be able to perform the essential required program functions. The following list describes abilities that will help students to succeed in the program and help graduates work successfully in the field. While students may succeed in completing the program, without mastery of the essential functions, career opportunities may be limited.

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 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 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 a valid driver's license. 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.

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 any FSE class, the class must be repeated.
2. Students who receive grades of less than "C" in three FSE courses (D's or F's) will be dismissed from the program without a chance to re-apply. Cheating will result in negative consequences.
3. All general courses must be completed with a grade of “C” or better in order to be used toward the degree.
4. Any student that is dismissed from the program for reasons other than the academic reasons stated in #2 above may re-apply. A second dismissal will result in permanent dismissal.
5. 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.
6. 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 the discretion of the instructor of the class.

Program Dismissal

1. Academic grounds for dismissal are discussed in the progression section.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. To divulge sensitive information about, or to take pictures of funeral service related processes or procedures in funeral homes or on campus may be grounds for dismissal.

Funeral Service Education 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. Students are expected to demonstrate honesty, integrity, initiative, responsibility, professional behaviors, and accountability. 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. 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. Some funeral homes have less stringent requirements, but students should start with formal attire, then modify according to company policy. Students are required to wear professional business attire to all internship days in funeral homes and comply with the funeral home's attire requirements and dress code. 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. Be prepared, the conservative nature of the industry may limit the job prospects for individuals who have visible tattoos, piercings or other body modifications.

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.

- B. Hygiene. Perfume or cologne can cause allergic reactions, headaches and even nausea for some individuals and can be considered unprofessional in certain settings. At internship sites, be aware of the work environment and make decisions accordingly. Personal hygiene is important in both the program and the job settings. The industry standard for personal grooming are often described as business conservative, although individual funeral homes may be more or less strict.

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 excessive 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 Service Education 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. Specific course syllabi will address the consequences of cheating. Cheating takes many forms, and the program staff are good at catching cheaters. Cheating does not help students prepare for the National Board Exam. 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 Success 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 on campus. 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 professional demeanor, 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 locally so it might be possible that you will have to be willing to move to find work.

3. ***MHCC Student Handbook***

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 herein.

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, Suite 430
Portland, OR 97232-2195

Phone: 971-673-1500
Fax: 971-673-1501
Email: mortuary.board@state.or.us
8:00 AM - 3:30 PM

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

Phone: 503-639-1186 or 800-304-5095
Fax: 503-624-2903 or 800-828-3415
Email: 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, WI 53005-6607

Phone: 800-228-6332 or 262-789-1880
Fax: 262-789-6977
Email: nfda@nfda.org

[Cemetery Association of Oregon](#)

8421 SW Macadam Ave
Portland, OR 97219

Phone: 971-258-0886
Fax: 503-246-9653
Email: cemeteryassociationoforegon@gmail.com

[The International Conference of Funeral Service Examining Boards](#)

The Conference
1885 Shelby Lane
Fayetteville, AR 72704

Phone: 479-442-7076
Fax: 479-442-7090

The International Conference of Funeral Service Examining Boards administers the National Board.

Academic Support Services

Need	Resource	Contact
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 due to disability	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 visit 211info.org .	
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

Campus Directory – mhcc.edu/CampusDirectory.aspx

Campus Map – mhcc.edu/maps

Mt. Hood Community College Commitment

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.

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 meeting with the faculty member does not lead to a resolution of the problem, you have the option of following the student complaint procedure

Additional Information and Resources can be found at:

- [Accessibility Statement](#)
- [Equal Opportunity: Culture of Respect](#)
- [Reasonable Accommodation of Persons with Disabilities: AR-1100-B](#)
- [Discrimination Resolution Procedures](#)
- [Student Rights and Responsibilities](#)
- MHCC Website – mhcc.edu

Accessing Student Files

The student files are located in a secure and central area of the Funeral Service Education 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 Service Education 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 Service Education program at Mt. Hood Community College.

Printed Name

Signature

Date