Dental Hygiene Program
Clinic Practice Requirements

Program Intake	Due Date
Spring (May) Intake	May 17, 2024

Ensuring you meet your school's health and safety documentation requirements is mandatory for you to fully participate in clinic practice. **The items below are required for completion by the deadline noted above and failure to do so will prevent you from taking clinical courses and extend the length of your program considerably with applicable fees applied.**

Some of these items below take several weeks to complete, so be sure to **start this process now** to avoid implications to your participation in clinic practice.

Requirements Checklist

Once you complete all items on the list, you upload the documents to Verified by Synergy Gateway (a third-party document verification webpage). Information about Synergy and this process can be found at the end of this document. Review this checklist to ensure you have everything you need before booking your online verification appointment. Your Synergy status must be a ***pass by the deadline above and remain at a pass for the entire duration of the program.***
Please use this link to access these forms.

☐ **Entry Immunization Form (EIF)**

Book an appointment with your health care provider now as this process requires multiple visits to your doctor for full completion and can often take a month to complete. If you do not have a doctor, you can book an appointment at the Campus Health and Wellness Centre by calling 905-721-3037. Please view the form carefully. Supplying your yellow immunization tracking card is not sufficient documentation.

☐ **Standard First Aid (SFA) & CPR Level C Course**

Courses will only be accepted if the provider is WSIBapproved,which mandates an in- person or blended version. Exclusively online training will not be accepted. CPR remains valid for **one year from date of issue, regardless of expiry date on a card issued by the provider** and must be re-certified annually. Standard First Aid remains valid for three years.

☐ **Online Training Modules**

Access via DC Connect in ADVI Health Sciences course after you have completed course registration for your program and received your timetable. Upload each certificate of completion to Synergy.

- ☐ Workplace Hazardous Materials Information (WHMIS) Module Completion certificate
- ☐ Accessibility for Ontarians with Disabilities (AODA) Module Completion certificate
- ☐ Workplace Violence and Harassment Prevention Module Completion Certificate
- ☐ Worker Health & Safety Awareness in 4 Steps Module Completion Certificate
- ☐ Diversity Module Completion Certificate

☐ **Student Forms**

Access forms from DC Connect in ADVI Health Sciences course or link at top of checklist.

- ☐ HS Informed Consent for the Release of Personal Information
- ☐ HS Student Declaration of Understanding Form (WSIB)

Additional Requirements

As part of your community placements occurring in Semester 4 & 6, you will require a **Criminal Reference Check (CRC) with Vulnerable Sector Check (VSC).** This often takes 4-6 weeks to receive in the mail, so be sure to request this during your break term.

- VSC remains valid for 6 months from the date of issue
- Obtain this through your local policing website (for example, if you live in Durham Region, visit the Durham Regional Police webpage).
- If your police service has separate applications for the CRC and VSC, you only need to apply for the VSC.
- The student letter required for this request is available on the ADVI Heath Sciences Course on DC Connect.
- If you live in Toronto, you need to use an agency code to apply for your VSC. This can also be found on the ADVI Health Sciences course on DC Connect.

Synergy Gateway

What is Synergy?
Synergy Gateway (Synergy) is a third-party system which eliminates the need for you to attend an in-person appointment to have your health and safety documentation reviewed. You submit all of your clinic required documentation from the comfort of your home to their website and book an Electronic Requirements Verification (ERV) appointment. Always keep your original documents. You may be asked to present the original documentation at any time.

Required Documents For My Program
- Most of these documents are a requirement of the Occupational Health and Safety Act of Ontario to not only be able to participate in placement/clinic, but also for your future employment in the industry.
- Ensuring you meet your requirements is mandatory for you to proceed in your chosen program. Further information about each requirement can be found on the ADVI Health Sciences course page on DC Connect once you register for courses.
- You MUST adhere strictly to your program deadline to avoid delays with program progression and extension with additional fees.

Accessing Synergy
- Synergy is available through a secure username and password.
- **Login instructions are emailed to your DC Mail account within 48 hours (2 business days) from the time you register for your courses.**
- If you cannot locate this information in your general inbox, then please check your junk/spam folder. If you still can't find your login credentials, please open a Help Desk ticket by visiting **www.synergyhelps.com**
- To log into Synergy go to*:* **https://verified.sgappserver.com/**

Booking Your Virtual Appointment:
- Once you have ensured that all requirements have been uploaded to your Synergy profile, you may book your virtual appointment (ERV) in Synergy.
- Synergy will send you an email 48-72 hours (2 to 3 business days) after your appointment with a status update. Be sure to book your appointment prior to the due date, to ensure you obtain a pass status PRIOR to the due date.
- **To avoid paying additional appointment fees, ensure all of your documentation has been uploaded prior to your appointment date. Each appointment incurs a fee**.
- If you are notified by Synergy via email your documents were not approved, please correct the issue and upload the correction to Synergy. You need to either create a help ticket, or book another ERV in order for Synergy to know there is a document there for review. Follow the steps issued in the Synergy email to ensure this is done correctly.

Synergy Fees
- The fee schedule can be found at Synergy Gateway, **https://verified.sgappserver.com/** under Notes and Fees on the left-hand panel.
- To avoid booking multiple appointments and paying for each one throughout the year we strongly suggest that you check each semester for upcoming documentation expirations.

- You can update expiring Vulnerable Sector Checks (VSC) documents free of charge, after your initial appointment, throughout that calendar year**.** The free update will only be honored if you upload the documentation into Synergy before they expire and only applies to the VSC.
- Once you have uploaded your new VSC, ***you need to place a helpdesk ticket to have it processed***. If you are renewing other documents at the same time, you will need to book an appointment.

FAQs

1. **What if I need booster doses for vaccines, but have everything else complete?**
   Upload all documents for review and book an ERV. Assuming everything is completed correctly, you should be issued a conditional pass. You will need to upload your booster proof PRIOR to the conditional pass date they provide you. You create a ticket and have it reviewed for free, as long as you create your ticket prior to the date Synergy provided you with.

2. **What if I have a conditional pass?**
   That means something else is still required for you to obtain a full PASS status. You need to log in to your account and review what is outstanding. Then upload that document PRIOR to the date outlined in your conditional pass note. You create a ticket for review for free, PRIOR to the conditional pass date outlined. If you upload after the conditional pass date, you have to pay a full ERV rate again. Please be aware that your conditional pass date and your overall status expiry date are different, so please be sure to reference the correct information.

3. **I don't have a pass status. How do I know what is missing?**
   Log into your Synergy home page to see what has expired or will be expiring. You can also review the email Synergy sent you after your last review.

4. **What if I'm waiting for my VSC in the mail but have everything else complete?**
   Upload all documents to Synergy and your VSC receipt and complete an Offence Declaration Form (found on Synergy under Important Forms). Assuming everything was completed correctly, you should be issued a conditional pass. Then you'll have 30 days to upload your actual VSC for free by creating a ticket in Synergy for review.