

Standards for Professionalism and Collegiality  
for students, staff, and faculty

Kornberg School of Dentistry, Temple  
University

# Introduction

The following document describes the environment we aspire to as a community of scholars at the Kornberg School of Dentistry and will serve as a guide for all members of the school community to create an environment that promotes professional behavior during patient care and education. The School's credo is as follows:

We serve our community, care for the underserved, provide access to excellence in education, and treat all of our patients, students, staff, faculty, and their families with compassion and respect.

We will show adherence to the school credo by our communication, behaviors, attire, and unselfish pursuit of excellence.

# Communication

As members of a community, communication at the Kornberg School of Dentistry should be based on mutual respect and consideration. We strive to create an environment that fosters mutual learning, dialogue, and respect; while avoiding verbal, written, or physical actions that could create a hostile environment. We adhere to the following guidelines:

- Show respect and understanding of each other in verbal and non-verbal communication
- Listen to patients and our colleagues at the dental school
- Respond using positive and non-dismissive gestures and words
- Strive to explain and share
- Reflect on each other's statements before rejecting them
- Avoid disparaging remarks and actions, endeavoring to be sensitive to the consequences of degrading words and actions
- Be respectful of privacy, and avoid promoting gossip and rumor
- Interact with each other in a helpful and supportive fashion without arrogance, and with respect and recognition of the roles played by each individual
- Respond promptly to patients, colleagues, and supervisors

# Behavior

We understand that behavior that demeans, humiliates, disparages, or insults others is inappropriate and unprofessional. We will encourage patients' and colleagues' trust and confidence by behaving collegially and professionally, and promoting integrity and honesty in all of our daily activities at the school.

- Treat colleagues, patients, and guests in a courteous and dignified manner
- Help all members of our community
- Declare and avoid any situation which may create a conflict of interest and question our motives
- Refrain from engaging in conduct which exhibits prejudice or discrimination against a person based on race, color, national origin, ethnicity, gender, sexual orientation, or disability
- Maintain patient confidentiality
- Attend all lectures and laboratory sessions, arrive on time, and remain until the end of class
- Refrain from using the school's resources for personal gains and personal use
- Use our time at the school to work for the benefit of our community
- Seek assistance for any member of the dental school community who is recognized as having impaired ability to perform professional obligations
- Students should abide by the guidelines of the Temple University Code of Conduct, and the Kornberg School of Dentistry Honor Code

# Attire

As members of the Kornberg School of Dentistry, we must present a professional appearance to patients, students, faculty, and visitors. Patients' trust and confidence depend in significant part on the clean and professional presentation of health care providers.

As a patient-care center, we shall maintain superior standards of personal hygiene, cleanliness, and neatness.

Students are required to wear matching light blue scrub sets in the school, worn with clean sneakers or shoes and socks.

Faculty and staff of the Kornberg School of Dentistry should wear clean clothes that are suitable for a professional health care facility (e.g. no shorts, t-shirts, denim, sandals in the clinic or laboratory, low rise pants, low cut shirts).

All members of Kornberg School of Dentistry should have:

- Facial hair trimmed and clean.
- Fingernails short, clean, and neatly manicured.
- Clean well groomed hair, worn in such a manner that will not interfere with patient care or laboratory activities.
- Jewelry and perfume/cologne worn at a minimum.
- No hats indoors without medical authorization.
- Clean clinic gowns and laboratory coats.
- Owl Card identification badges worn at all times.
- Clean mobile cart or instrument cassettes.

### **Unselfish pursuit of excellence in professionalism and collegiality**

All health care professionals should aspire to be honest, competent, and have integrity. To achieve excellence in learning, all faculty, staff, and students at Temple University Kornberg School of Dentistry must work together to contribute to the educational process. We recognize that this collaborative effort requires the recognition that professional demeanor and conduct are as valuable as technical and academic skills in contributing to the provision of excellent patient care and ongoing professional development. We should strive to be open about critical evaluation of others and ourselves. We should strive to work toward improving our environment using positive and appreciative approaches that promote our credo.