

COLORADO AREA HEALTH EDUCATION CENTER (COAHEC) STUDENT CLINICAL  
ROTATION HOUSING POLICY and PROCESS

Brief Description	This policy clarifies the responsibilities of the student, academic programs/schools and the COAHEC program office and regional centers
Effective Date	2/4/2019
Responsible office	Colorado AHEC Program Office
Applies to	All University of Colorado Anschutz Medical Campus health professions students seeking COAHEC housing during a rotation 40 miles outside the CU Anschutz campus

**I. INTRODUCTION**

The state of Colorado is divided into six regional centers to support local health care initiatives meeting the Colorado Area Health Education Center (COAHEC) program's mission and goals (Colorado AHEC program website: [www.ucdenver.edu/coahec](http://www.ucdenver.edu/coahec)). As part of its core mission, COAHEC's program office at the University of Colorado Anschutz Medical Campus, seeks to improve health care distribution and delivery to the State of Colorado by facilitating housing for clinical rotations greater than 40 miles (radius) from the CU Anschutz campus. COAHEC understands preceptors play an important role in the education of health care professionals, as they allow students to fully prepare for employment through real-world experiences. It is the intent of COAHEC housing that students on clinical rotation will be housed within the community they are located for clinical rotation to facilitate their engagement with the community and the ability of the community to access them for future recruitment. Health professions students from the University of Colorado Anschutz Medical Campus will be given priority for Colorado AHEC housing. COAHEC does not discriminate in housing based on race, color, religion, gender, national origin, age, disability, creed, sexual orientation, gender identity or veteran status.

This policy will be in effect for clinical rotations which begin on or after the effective date (above). Clinical rotations in place before the effective date will be reimbursed according to the policy in effect at the time the clinical rotation began. It is understood that no policy can be fully comprehensive and cover all possible scenarios, We request that any emerging issue/conflict that is not covered or clearly addressed by the policy be reported to [coahechousing@ucdenver.edu](mailto:coahechousing@ucdenver.edu) and will be addressed on a case by case basis

**ELIGIBILITY AND DEFINITIONS**

This policy is applicable to all Health Professions students taking part in unpaid educational and experiential opportunities in rural and underserved communities who meet the eligibility criteria for COAHEC housing. Health professions students from the University of Colorado Anschutz Medical Campus will be given priority for Colorado AHEC housing. COAHEC housing is for secondary housing purposes only. Students may NOT use COAHEC housing as a primary residence. **Residents and paid interns are not eligible for Colorado AHEC housing.** There is **no** per diem for meals, travel or mileage. Funding support is limited to COAHEC housing only.

CLINICAL ROTATION DEFINED: For the purposes of the policy, educational and experiential opportunities shall be referred to as a clinical rotation, an unpaid supervised educational experience approved by a participating health professions academic program.

STUDENT DEFINED: Individual enrolled in a health professions program or school.

PRECEPTOR DEFINED: An individual who is a licensed, practicing health care provider who gives personal instruction, training, and supervision to a health professions student.

HOST / HOST HOME DEFINED: Property owned in the community, offering lodging to health professions students under contract with the regional COAHEC center in the area.

HOUSING COORDINATOR DEFINED: An individual, employed by the regional COAHEC center, who serves as liaison between the health professions student or school/ program and the host.

DAYS DEFINED: Calendar days unless otherwise specified.

HOUSING PRIORITY FOR AMC STUDENTS DEFINED: Housing requests for AMC students received 42 days prior to the start of a rotation take priority over requests from non-AMC students.

## II. COAHEC HOUSING PROCESSES AND RESPONSIBILITIES for AMC students

There are two (2) possible options for housing.

- 1) COAHEC arranged housing
- 2) Student arranged housing

The process, policies and responsibilities for each is described below:

### 1. COAHEC ARRANGED HOUSING

While housing is never guaranteed, it is the intent of COAHEC housing that health professions students on clinical rotation will be housed within the community they are located to facilitate their engagement with the community. Housing coordinators shall provide housing as close to the rotation as possible. The majority of COAHEC housing occurs in host homes, and every effort will be made by regional AHEC coordinators to secure appropriate accommodations. See attachment 3 for samples of the housing communication process.

#### Procedures and timelines:

- A. Anschutz schools submit their lists of upcoming student rotations to the Program Office, which checks them for completeness and then uploads them to the online data system (Salesforce) immediately. The schools are told to submit the information as early as possible. Some school programs do so many months before the rotation but in all cases they are told to do so in time for the upload to occur at least 42 days before the rotation start date. They are told by the Program Office that if they submit later, housing will be more difficult or impossible to secure. The information uploaded includes the student name, date and location of the rotation. AHEC regional offices have full access to the uploaded information immediately by looking at the online data system (Salesforce).
- B. The same day that the information is uploaded, the student receives an auto-generated email asking whether housing is requested or not as well as other questions about allergies and their contact information.
- C. Every Monday morning, each school and regional office receives a forward-looking "60 day report" from the Program Office which documents the status of all the student rotations relevant to them including the student's response to the housing inquiry. Even without these reports, the information is available at all times through the online data system (Salesforce) enabling the regional AHEC office to know which students are registered in the online data system and whether they have responded about their need for housing. The Program Office also watches the 60 day reports on a weekly basis and manually-generates an email reminder to students who

have not responded to the housing inquiry. This manually-generated email is copied to the school programs and regional coordinators.

- D. If the rotation notice was submitted by the school at least 42 days before the start date of the rotation, and the student has not responded about the need for housing within 7 days of the initial email (see "B" above), the student and their school coordinator receive an urgent auto-generated email reminding them to respond about housing.
- E. When the regional office secures housing, the student MUST be notified within two business days by the regional office via an email that includes a request for confirmation. An example of this email is provided as attachment 4. This email includes a statement that the student has 3 days to decline the housing without the school incurring a penalty if the housing cannot be otherwise assigned. This right to decline housing applies only if the regional office has notified the student of secured housing greater than 21 days before the rotation start date.
- F. If the rotation notice was submitted by the school fewer than 42 days before the rotation start date, the student and their school coordinator receive an urgent, manually generated email from the Program Office to respond about housing. This email is copied to the regional office. This communication includes a statement that because the submission is late, housing may be more difficult or impossible to find and advises the coordinator to make sure the student responds immediately to the email about housing need. Any such late requests create a need for close communication between the regional office, student and school program to avoid duplication and misunderstandings.
- G. No later than 21 days before the rotation start date, the regional office MUST communicate directly with students who have requested housing to notify them of the status of their request. If housing has not been secured, the regional office must ask the student if they still want the regional office to continue seeking housing. If the student still wants AHEC housing, it is important that the regional office, student and school program stay in close communication to avoid duplication and misunderstandings. Neither should commit to housing before talking directly with the other. The regional office can ask the school coordinator and Program Office to help if needed.
- H. If the student has received notice of found housing more than 21 days before the rotation and does not decline the housing (per 1 E above), or the school program cancels the rotation fewer than 14 days prior to the rotation, the host will be paid for 14 days of housing if no substitute student is placed in that host home. If a substitute student is placed in the home, the host is NOT paid double.
- I. If the rotation is canceled by the school program greater than 14 days prior to the rotation start date, and housing had been previously confirmed, neither the host nor regional office will be paid.
- J. If housing has been confirmed to the student and the arrangement falls through fewer than 14 days before the start date of the rotation, the regional office must notify the student and school program coordinator as soon as possible to start working on a solution. Options include: The regional office can secure a different host home. Temporary housing at a hotel or motel can be found until new host housing is secured. The school program can authorize mileage reimbursement for the student to commute. The school program can cancel the rotation. Other solutions may be determined through communication between the parties involved. Any cost of such alternative arrangements that exceed the daily housing rate cost must receive approval by the school's program coordinator.
- K. The payment rate for AHEC arranged housing and distribution of funds between regional office and housing host is specified in the VCHA contract.
- L. AHEC housing is for student clinical rotation sites 40 miles or greater from the Anschutz campus AND lasting for at least 14 days. Some hosts cannot commit to housing a student for fewer than 14 days even though some rotations may be shorter by a few days. In such cases, the host must be paid for the full 14 days. The payment rate and terms for such payments are the same as those specified in the VCHA contract.

#### M. Student Responsibilities for COAHEC Arranged Housing

- a. Students may have to commute between their COAHEC arranged housing and their clinical rotation site. Public transportation is limited and students must provide their own transportation. In some areas this may require 4-wheel drive or chains in the winter months. It is **NOT** the responsibility of the host to provide transportation to the clinical rotation site.
- b. Students may arrive one day prior (arrival date) to the start date of their rotation and must vacate the housing by noon of their departure date (noon the day after the rotation end date). Housing will not be paid for any other dates. Any additional days will be at the expense of the student, and must be arranged by the COAHEC regional housing coordinator.
- c. Once the host housing has been confirmed, it is the responsibility of the student to contact the host at least 14 calendar days prior to the clinical rotation's start date to confirm arrival and finalize any special arrangements that may be needed (such as obtaining keys, etc.).
- d. Students who stay in Colorado AHEC housing must abide by all rules outlined in the **Student Housing Contract**. As a guest in the host's home, students are expected to inquire and abide by any additional house rules established by the host.
- e. The Colorado AHEC program policy prohibits overnight guests (including family and friends).
- f. The Colorado AHEC program policy prohibits smoking or vaping of any kind (including marijuana), consumption of recreational drugs (including edibles) or alcohol.
- g. The Colorado AHEC housing policy does not allow students to bring pets.
- h. COAHEC arranged housing for students who require service animals will be considered on a case by case basis. Students must notify the regional COAHEC center and the COAHEC program office via email at [coahechousing@ucdenver.edu](mailto:coahechousing@ucdenver.edu), immediately upon requesting COAHEC arranged housing. Per ADA, FHAct and HUD's Section 504 students may be requested to provide reliable documentation of the disability or disability-related need.
- i. The Colorado AHEC housing program prohibits the possession of weapons (firearms, knives, explosives/fireworks, ammunition, bow and arrows, etc.).
- j. Students are responsible for discussing parking with the host. Any costs associated with parking is the responsibility of the student and shall **NOT** be reimbursed by COAHEC.
- k. Students shall use their personal cell phone. Prior to arrival students should discuss other conveniences with the host, such as television, the use of other electronic devices, internet access, etc.
- l. Internet access is **NOT** guaranteed, bandwidth is limited in many areas. The student shall communicate with their academic program on the Anschutz Medical Campus should internet access not be available. Students shall limit their internet usage to academic program related activity while residing in Colorado AHEC arranged housing.
- m. Host homes provide students with a single, private sleeping room, however the bathroom may be shared with the host or other students. Colorado AHEC housing may be coed (male/female). Students are expected to provide their own bed linens, towels, and toiletries.
- n. Students are expected to purchase and prepare their own food. Any costs for food are at the expense of the student and will **NOT** be reimbursed by COAHEC. The host will share space in their kitchen and may share other living space in the home which should be discussed with the host upon arrival.
- o. Regional COAHEC owned / leased housing may have washers and dryers. In host homes, arrangement for the use of laundry facilities shall be made with the host, however students are expected to access laundry facilities in the community.

- p. Students are responsible for keeping their living area clean and shall ensure the area is clean before departure. Any costs related to cleaning or damage to COAHEC housing will be charged to the student's school or program. The school/program may charge the student, as per their policy.

N. Regional COAHEC Responsibilities for COAHEC arranged housing

- a. The regional COAHEC centers are committed to providing students with quality customer service.
- b. COAHEC housing may require students to commute to their clinical rotation. However, it is the intent of COAHEC housing that health professions students on clinical rotation shall be housed within the community they are located, to facilitate their engagement with the community.
- c. Regional COAHEC housing coordinators shall provide students a description of their housing, including distance from housing to clinic, upon confirmation. (see II, 1, E and attachment #4.)
- d. Target timelines for communicating with students about housing are included in section II, 1 above.
- e. If Internet service is not available at the housing location, the student will be notified prior to the rotation and the regional COAHEC center will assist the student in locating internet access in the community.
- f. Regional COAHEC centers shall have at least one personal contact with a student on clinical rotation in their region, and shall have contact with student's preceptor while the student is there for the purpose of informing the preceptor of services provided by COAHEC. Personal contact may be in person, by telephone or email.
- g. Regional COAHEC centers shall provide on-site support in online or printed format to every student housed in COAHEC arranged housing, regarding orientation to and information about local communities and available resources during their clinical rotations. Examples include information about local businesses, restaurants, religious institutions, libraries, recreational, social and cultural opportunities and where to find internet access. This information shall be provided within the first five (5) working days of the student's presence in the region.
- h. Student safety is a priority. Background checks will be conducted by the regional COAHEC center for all adults eighteen (18+) or older who reside in the regional COAHEC host home during any time of the students stay. Hosts must agree to and complete a background check before hosting students. Dates of the most current background checks should be recorded in the centralized data system (Salesforce).
- i. Safety checks shall be completed by the regional COAHEC center prior to acceptance into the COAHEC housing program (becoming a host home). Following the initial safety check, documentation of smoke detectors and carbon monoxide detectors including proof of annual battery changes shall be sought by the regional COAHEC center from every host. Physical inspection of COAHEC housing shall occur every three years from the initial inspection or earlier at the discretion of the regional COAHEC center. All housing shall comply with basic safety recommendations including smoke detectors, carbon monoxide detectors, emergency ladders and designated escape routes. Hosts shall take the time to review their fire escape plan with the student and show the student where emergency lights and exits are located in the home upon arrival.
- j. Complaints and concerns by students or school programs regarding Colorado AHEC housing shall be directed to the regional COAHEC center. If not satisfactorily addressed, or there is a wish to appeal decisions (see attachment 5), students shall contact the Colorado AHEC program office ([coahechousing@ucdenver.edu](mailto:coahechousing@ucdenver.edu)). If a student believes they are in immediate danger, the student may leave the home, call 911 (if appropriate), and contact the regional COAHEC center and their academic program coordinator immediately.

- k. Host or regional housing coordinator complaints or concerns regarding student behavior or perceived violations of the student housing contract or COAHEC housing policy by CU Anschutz health professions students shall be referred to COAHEC program office ([coahechousing@ucdenver.edu](mailto:coahechousing@ucdenver.edu).) and the school program immediately upon learning of the occurrence. These will be handled judiciously and expediently and the student will be contacted by the COAHEC program office or school program to determine next steps.

## 2. STUDENT FOUND HOUSING

Students may choose to arrange their own housing and request reimbursement as outlined below.

### A. Student Responsibilities:

- a. Students who arrange their own housing **shall** respond to the initial email from the COAHEC program office and indicate that housing is not needed.
- b. Students who arrange their own housing are responsible for any payments to the homeowner or landlord as required. No advance of funds shall be made available to students to pay for housing. No background checks or other support is provided.
- c. Students who violate the cancellation policy in Section III,1 will not be eligible for reimbursement.

### B. PAYMENT PARAMETERS for Student-Found housing

- a. ONLY UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS STUDENTS ARE ELIGIBLE FOR REIMBURSEMENT
- b. Reimbursement: Students shall be reimbursed up to the number of days of their clinical rotation (allowing for arrival and departure days) regardless of when the student chooses to arrive/leave, and only for the actual nights housed. Students will be reimbursed at the current VCHA approved rate, and not to exceed the actual amount spent for the entire rotation.
- c. At the END of the rotation, students must properly complete an official Colorado AHEC program rent receipt found on the Colorado AHEC program website ([www.ucdenver.edu/coahec](http://www.ucdenver.edu/coahec)) and submit it to the Colorado AHEC program office ([COAHECHousing@ucdenver.edu](mailto:COAHECHousing@ucdenver.edu)) no later than forty-five (45) calendar days following the completion of the rotation to receive reimbursement.
- d. Reimbursement checks shall be mailed directly to the student from the Colorado AHEC program office.
- e. No reimbursement payments shall be made for students who reside with immediate family members (parents or siblings).
- f. No advance of funds shall be made available to students to pay for housing.

## 3. NON-UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS STUDENTS

It is understood that health professions students from the University of Colorado Anschutz Medical Campus shall be given priority for Colorado AHEC housing. In the event that housing is not being utilized by a health professions student from the University of Colorado Anschutz Medical Campus, non-University of Colorado Anschutz Medical Campus health professions students may be considered for Colorado AHEC housing at the discretion of the regional COAHEC centers.

Attachment 1

**University of Colorado/ Anschutz Medical Campus Academic COAHEC Program Liaisons as of 1/1/19**

- College of Nursing: Allison Moravec-Rice ([Allison.Moravec-Rice@ucdenver.edu](mailto:Allison.Moravec-Rice@ucdenver.edu)) 303.724.8311 (office) and Deana Alfonso ([Deana.alfonso@ucdenver.edu](mailto:Deana.alfonso@ucdenver.edu))
- Physician Assistant Program: Tanya Fernandez ([tanya.fernandez@ucdenver.edu](mailto:tanya.fernandez@ucdenver.edu)) 303.724.1345
- Physical Therapy Program: Cindy Armstrong ([cynthia.armstrong@ucdenver.edu](mailto:cynthia.armstrong@ucdenver.edu)) 303.724.8927 (AHEC office) 303.888.0580 (mobile)
- School of Dental Medicine: Tamara Tobey ([tamara.tobey@ucdenver.edu](mailto:tamara.tobey@ucdenver.edu)) 303.724.7033 **concurrently** with Karen Tawara ([karen.tawara@ucdenver.edu](mailto:karen.tawara@ucdenver.edu)) 303.724.7030 (office)
- School of Pharmacy: Wendy Anderson ([wendy.anderson@ucdenver.edu](mailto:wendy.anderson@ucdenver.edu)) 303.724.2619 (office) **concurrently** with Wes Nuffer ([wesley.nuffer@ucdenver.edu](mailto:wesley.nuffer@ucdenver.edu)) 303.848.4289 (office)
- School of Medicine: Nichole Zehnder ([Nichole.Zehnder@ucdenver.edu](mailto:Nichole.Zehnder@ucdenver.edu)) 303.724.6407 (office)
  - Catherine LeMay [Catherine.lemay@ucdenver.edu](mailto:Catherine.lemay@ucdenver.edu) Family Medicine RCC
  - Courtney Furstenberg [courtney.furstenberg@ucdenver.edu](mailto:courtney.furstenberg@ucdenver.edu) LMC Summer Preceptorship
  - Courtney Furstenberg [courtney.furstenberg@ucdenver.edu](mailto:courtney.furstenberg@ucdenver.edu) Women Care
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  - Liv Lindenberg [Liv.Lindenberg@ucdenver.edu](mailto:Liv.Lindenberg@ucdenver.edu) Adult Ambulatory Care
- Anesthesiologist Assistant Program: Ann-Michael Holland ([Anne-Michael.HollandBurnett@ucdenver.edu](mailto:Anne-Michael.HollandBurnett@ucdenver.edu)) 252.414.1042 (mobile) 303.724.7164 (office)

**University of Colorado School of Medicine Academic Program Liaisons as of 1/1/19**

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**COAHEC Student Housing flow STEP 1**

The **Academic Program Coordinator** will submit a spreadsheet template, customized for your program via this webform: at <https://formstack.io/951A1> at least 42 days prior to the student's rotation (many submit sooner than this).

Then, the "system" and the Colorado AHEC Program Office review the spreadsheet for accuracy and then upload the information. Once uploaded the **Student** and the **Program Coordinator** will be notified via email that a rotation has been created in COAHEC system.

**Student**

This will generate an email with attachments of the current housing policy and student contract. Providing them a unique link they must click on and follow through. (This is the only way we are notified of a student's need for housing)

Dear Student,

A Rotation has been submitted on your behalf starting on \_\_\_\_\_ and ending on \_\_\_\_ with Preceptor \_\_\_\_\_, who will be your Preceptor at this clinical site: \_\_\_\_\_

COAHEC Housing Policy and student contract are attached to this email, for your reference only.

Please click the link below to validate your information and indicate your COAHEC housing preference. **If you do not respond through the link below, we will not seek housing for you and you will not be eligible for reimbursement if you find housing on your own.**

[Customized Link](#)

Thanks

## Program Coordinator

The example email below allows the Program coordinator to easily verify the information is correct. If the information is not correct, please notify the COAHEC Program office [coahehousing@ucdenver.edu](mailto:coahehousing@ucdenver.edu) as soon as possible.

<p>Dear Block Coordinator:</p> <p>The following Student's rotation has been received by CO AHEC, your student can expect to hear from their housing coordinator no later than 21 days prior to the start of their rotation.</p> <p>Student: Rotation:</p> <p>Rotation Start Date: ____ Rotation End Date: ____ Preceptor: Preceptor ____ Preceptor Site: Clinic ____</p> <p>Housing Coordinator: COAHEC Regional Coordinator name</p>
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### **COAHEC Student Housing flow STEP 2A**

If the **student** selects "Yes", they must read and electronically sign the COAHEC Housing Policy the student contract and submit. At that point, the **Student, Program Coordinator** and the **COAHEC Regional Coordinator** will be notified via email that there is a housing request in the system. If the **student** has not heard from the **AHEC Regional Coordinator** 21 calendar days prior to his/her rotation, he/she needs to contact the program office at [Coahehousing@ucdenver.edu](mailto:Coahehousing@ucdenver.edu) and the **AHEC Regional Coordinator**.

### **Student**

<p>Dear Student:</p> <p>We have received your housing request for the following rotation. Please note the Coordinator for the region is listed below, should you need to contact them directly. You should expect to hear from your Housing Coordinator no later than 21 days prior to the start of your rotation. <b>If you do not hear from the housing coordinator by 21 days prior to the start of your rotation, you MUST contact the housing coordinator to determine if there is a problem finding housing for you and receive further instructions.</b></p> <p>The following Student Clinical Training Housing request has been received:</p> <p>Student: ____ Student Gender: ____ Arrival Date: ____ Departure Date: ____</p> <p>Rotation Start Date: ____ Rotation End Date: ____ Housing Requested: Yes/no</p>
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**Program Coordinator**

Dear Coordinator:

The following Student Clinical Training Housing request has been submitted.

Student: \_\_\_\_\_  
Rotation: \_\_\_\_\_

Rotation Start Date: \_\_\_\_\_  
Rotation End Date: \_\_\_\_\_  
Preceptor: \_\_\_\_\_  
Preceptor Site: \_\_\_\_\_

AHEC Regional Coordinator: COAHEC Regional Coordinator Name

Your student can expect to hear from their housing coordinator no later than 21 days prior to the start of their rotation.

**COAHEC Regional Coordinator**

Dear Coordinator:

The following Student Clinical Training Housing request has been received:

Student: \_\_\_\_\_  
Student Gender: \_\_\_\_\_  
Arrival Date: \_\_\_\_\_  
Departure Date: \_\_\_\_\_

Rotation Start Date: \_\_\_\_\_  
Rotation End Date: \_\_\_\_\_  
Housing Requested: Yes/no

Please login to Salesforce to work with this record

**COAHEC Student Housing flow STEP 2B**

When completing the form, if the **student** selects “No” they will have the option to select student found housing. This must be selected to be eligible for student found housing reimbursement. If student found housing is selected, the student must read and electronically sign the housing policy and the student contract.

The **Student**, **Program Coordinator** and the **COAHEC Regional Coordinator** will receive this email confirmation:

Dear Student:  
We have received your housing request for the following rotation. Please note the Coordinator for the region is listed below. If you should need to contact them directly.

The following Student Clinical Training Housing request has been received:  
Student: \_\_\_\_\_  
Housing Needed : \_\_yes/no\_\_  
Student Found Housing: \_yes/no\_\_

Rotation Start Date: \_\_\_\_\_  
Rotation End Date: \_\_\_\_\_  
Site: \_\_\_\_\_  
AHEC Regional Coordinator: COAHEC Regional Coordinator

### **COAHEC Student Housing flow STEP 3**

When the **AHEC Regional Coordinator** secures housing and enters the information into the system your student receives an email.

#### **Student**

Hello Student,

CO AHEC housing has been confirmed for your rotation beginning: \_\_\_\_\_ and ending: \_\_\_\_\_

at: Host \_\_\_\_\_

Please watch for future emails from your regional AHEC Housing liaison: COAHEC Regional Coordinator Name.

Sincerely,

Colorado AHEC

### **COAHEC Student Housing flow ADDITIONAL NOTES**

- If the student has not responded to the original email they will get a reminder email 42 days prior to their rotation.
- If a student rotation needs a CSLP (Community Service Learning Project) the **AHEC Regional Coordinator** will get an email when the rotation is submitted.

A Rotation has been submitted in your area that needs a Community Service Learning Project Coordinated.

The following Student Clinical Training has been created in your area:

Student: \_\_\_\_\_  
Student Email: \_\_\_\_\_ Preceptor Site: \_\_\_\_\_  
Rotation Start Date: \_\_\_\_\_  
Rotation End Date: \_\_\_\_\_

- If a previously submitted rotation is cancelled the **Program Coordinator** will get an email.

<p>Dear Coordinator:</p> <p>The following Student Clinical Training Housing request has been canceled.</p> <p>Student: _____  Rotation: _____</p> <p>Rotation Start Date: _____  Rotation End Date: _____  Preceptor: _____  Preceptor Site: _____</p> <p>Coordinator: _____</p> <p>Depending upon the timing of the Cancellation Request there may still be fees associated with this housing assignment.</p>
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- If an academic program coordinator needs to change a placement (a data change) please email your **COAHEC Regional Coordinator** and Patti Jo Wagner [patti.wagner@ucdenver.edu](mailto:patti.wagner@ucdenver.edu) or [COAHEChousing@ucdenver.edu](mailto:COAHEChousing@ucdenver.edu) and we can change the information. If you need to change a site, and cancel a previous submission please submit a new spreadsheet at the above link and email us that there is a change in location, since that may include a different region.
- Program Coordinators and regional AHEC office coordinators get a 60-day report emailed weekly. This report shows rotation status (submitted, confirmed, canceled and Student found). It will also show which students have not responded to their email among other information associated with your student's rotations submitted. For any rotations beginning in the next 60 days.

**AHEC Regional Coordinators as of 1/1/19**

Western Colorado	Nicole Heil	<a href="mailto:nheil@wcahec.org">nheil@wcahec.org</a>	970.434.5474
Southwestern Colorado	Ke Zhang	<a href="mailto:ke.zhang@swcahec.org">ke.zhang@swcahec.org</a>	970.426.4285
San Luis Valley	Lisa Lucero	<a href="mailto:lisa@slvahec.org">lisa@slvahec.org</a>	719.588.5363
Southeastern Colorado	Debra Ball	<a href="mailto:Debra.ball@secahec.org">Debra.ball@secahec.org</a>	719.544.7833
Central Colorado	Mitch Fittro	<a href="mailto:mitch@centralcoahec.org">mitch@centralcoahec.org</a>	720.863.8199
Centennial Colorado	Nancy Schumacher	<a href="mailto:Nschumacher@cahec.org">Nschumacher@cahec.org</a>	970.330.3608
Program Office	Patti Jo Wagner	<a href="mailto:patti.wagner@ucdenver.edu">patti.wagner@ucdenver.edu</a>	303.724.3808

**Attachment 4: sample email to student about AHEC arranged housing**

Dear student name,

I am the student Housing Liaison for \_\_\_\_\_AHEC. I have been informed that you will be coming to town from clinical rotation start date to clinical rotation end date for a clinical rotation at clinical rotation site name. As you requested, we have secured this housing for you:

Name of host:

Address of host:

This address is \_\_\_\_\_ miles from your clinical rotation site.

Internet access availability: yes/no

Phone:

Email:

Your arrival and departure dates: \_\_\_\_\_ - \_\_\_\_\_ (includes the night before and until noon the day after rotation start and end dates.)

Please contact the host at the phone number or email shown as soon as possible to plan the time of your arrival. Your host has also been copied on this email.

Unless you notify us by 5:00 PM on \_\_\_\_\_ (date 3 days from now), this housing assignment will be considered confirmed for you and your school program will be charged for the cost.

We hope you have a rewarding experience and please do not hesitate to call if you have any questions (phone number).

Sincerely,

*Housing Liaison name, address, email and phone number.*

## Attachment 5 Appeals Policy and Procedure

**Policy Title:** COAHEC Appeals

### POLICY DETAILS

**Effective Date:**

**Responsible Office:** Colorado Area Health Education Center (COAHEC) Program Office

**Approved by:** **Colorado Area Health Education Center (COAHEC) Executive Director**

**Application:** Colorado Area Health Education Center (COAHEC) Housing Policy

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**Brief Description:** For individual, (student, regional office, school, host) who encounters difficulty with any decision by a party in fulfillment of the current COAHEC Housing policy, the following steps will be followed while referencing the Colorado Area Health Education Center (COAHEC) Housing Policy:

#### I. INTRODUCTION

This policy:

- explains the procedure for requesting an appeal regarding Colorado Area Health Education Center (COAHEC) housing policy and procedures, and
- sets forth the timeline for appeal review and final decision.

The requirements stated in this policy must be followed by “Appellant” or “petitioner” and the “Appellee”.

#### II. POLICY STATEMENT

To facilitate understanding, this policy is sub-divided into two separate topics:

Procedures and Guidelines for appeal  
Timeline for appeal review and decision

##### A. PROCEDURES AND GUIDELINES FOR APPEAL

1. The “Appellant” must submit the following information, via COAHEC appeal form to: Colorado Area Health Education Center Program office, to be further referenced as “COAHEC”, at [coahechousing@ucdenver.edu](mailto:coahechousing@ucdenver.edu) with “APPEAL” in the subject line:
  - a. Name, Affiliation, Position, E-mail and date emailed
  - b. Thorough description of issue under appeal
  - c. Referring to COAHEC Housing Policy, description of policy in question and the failure of adhering to policy
  - d. Description of expected outcome of appeal



2. The appeal will be reviewed by the COAHEC Housing Manager and the COAHEC Executive Director.
3. The COAHEC Housing Manager and/or the COAHEC Executive Director will acknowledge the appeal as having been reviewed and/or needing clarification via e-mail.
4. The COAHEC Housing Manager and/or COAHEC Executive Director will reach out to any other parties as needed for their review of the appeal and their official written feedback.
5. The COAHEC Housing Manager and/or the COAHEC Executive Director will determine the need for clarification on the part of the appellant, and request additional information be submitted in writing via e-mail.
6. COAHEC Housing Manager and/or COAHEC Executive Director will review documents upon receipt.
7. The COAHEC Housing Manager and/or the COAHEC Executive Director will contact, via e-mail the appellant to schedule a review meeting between the appellant, the COAHEC Housing Manager and the COAHEC Executive Director once the review is complete.
8. A meeting between the aforementioned 3 parties will be conducted (Skype, Zoom, or in person at COAHEC Program Office are all acceptable formats).
9. The COAHEC Executive Director shall notify the Appellant of the decision COAHEC has made regarding the appeal which will include justification using the COAHEC Policy as reference by telephone and E-mail.
10. COAHEC will make every attempt to make a fair and equitable decision for all parties based on the latest version of the COAHEC Housing Policy.

**B. TIMELINE FOR APPEAL REVIEW AND DECISION**

1. COAHEC will acknowledge receipt of Appeal within 5 business days.
2. COAHEC will contact the appellant within 14 business days of receipt of the appeal if additional clarification and/or supporting documentation is needed.
3. The Appellant must submit additional clarifications and/or documents within 14 business days.
4. COAHEC will review additional clarifications and/or documentation and schedule a meeting within 14 business days.
5. COAHEC Executive Director will make the final decision and notify the appellant within 14 business days of the scheduled meeting.

## Colorado Area Health Education Center (COAHEC) Appeals Form

Please complete and submit to [COAHECHousing@ucdenver.edu](mailto:COAHECHousing@ucdenver.edu) with "APPEAL" in the subject line and attach all supporting documentation within 30 days of a decision you wish to appeal.

This appeal will be reviewed by the COAHEC Program office within 14 days of receipt of completed form. Incomplete forms will be returned.

Name \_\_\_\_\_ E-Mail \_\_\_\_\_ Date \_\_\_\_\_

Affiliation \_\_\_\_\_

Position \_\_\_\_\_

Thorough description of issue under appeal, including dates (attach separate sheet if necessary).

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Referring to current COAHEC Housing Policy, please cite the segment of policy in question, and/or the failure to conform to said policy (attach separate sheet if necessary).

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Requested outcome of appeal.

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COAHEC will make every attempt to make a fair and equitable decision for all parties based on the current version of the COAHEC Housing Policy.

For Office use only: Date Form received \_\_\_\_\_ Received by whom \_\_\_\_\_

Attachment 6: Flowchart

