

Canadian School of Osteopathy

Manual Practice – Vancouver



Study Program in Osteopathy

Student Guide

*2024-2025 version**

**This guide is updated on a continuous basis. Please see the student guide on the website of the College.
In case of disparity, the latest version on internet prevails.*

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Canadian School of Osteopathy *Manual Practice – Vancouver*

WELCOME TO THE CSO,

The academic year has just started and we have the pleasure of welcoming you, our passionate new students.

Andrew Taylor Still said that “osteopaths were engineers of the organism”. They know the workings of the mechanisms that guarantee, safeguard and preserve the balance needed to maintain health.

You have chosen Osteopathy manual practice, which will enable you to address and respond to your patients’ needs and provide tangible solutions to resolve your patients’ health problems.

The *Collège d’Études Ostéopathiques* (C.E.O.) and the Canadian School of Osteopathy (C.S.O.) bring together renowned North American and European teachers, able to transmit their knowledge and clinical experience. The success of our programs resides in their availability and commitment to the growth of each student’s palpation skills and overall competence.

We are proud of the warm and mutually supportive environment that prevails in our schools.

Research is an important element in the training process to become an Osteopath. After completing your undergraduate studies, you will be able to meet the needs of patients. Following completion of your research, you will be able to cope with the complexity of these patients.

We wish you success in your academic endeavors. It is our pleasure to welcome all of you who are interested in pursuing a comprehensive course of study in Osteopathy and in acquiring the knowledge and “know-how” required to become a rigorous practitioner with a well-trained hand.

We look forward to meeting you in the near future.

Philippe Druelle D.O.
President and Founder

COLLEGES

Canadian School of Osteopathy - Manual Practice – Vancouver Campus (CSO)

Via Rail Building
101-1150 Station Street,
Vancouver, BC V6A 4C7
Phone: 604 694-1195 <https://collegeosteo.com/vancouver/>
On-site Administration email: claudia.cattoni@ceosteo.ca

Collège d'Études Ostéopathiques – CEO (Montréal)

550, Av. Beaumont, 5e étage
Montréal (Québec) H3N 1V1
Phone: 514 342-2816 - <https://collegeosteo.com/montreal/>
Fax: 514 731-7214 - reception@ceosteo.ca

CEO (Osteopathic Studies) Inc. – Halifax Study Program

Dalhousie University
Student Union Building, Room 303, 3rd Floor
6136 University Avenue
Halifax, NS, B3H 4J2
Mailing address: CEO (Montreal), see address above
<https://collegeosteo.com/halifax/>

Canadian College of Osteopathy (CCO)

(For Toronto and Winnipeg locations)
90 Eglinton Avenue East, Unit 900
Toronto, ON, M4P 2Y3
Phone: 416 597-0367 <https://collegeosteo.com/toronto/>

Swiss International College of Osteopathy (SICO)

Zinnenstrasse 7
6353 Hertenstein
Switzerland
Phone: 41 0 41 390 11 82
https://www.osteopathy-switzerland.ch/SICO_e/Home.html

DOK-Germany

Anzengruberstr 12
Rohrdorf, Germany, D-83101
Phone: 00 49 080 36 78 08

<http://www.osteopathie-kolleg.com/home-aktuelles.html>

CEO/CSO

DIRECTION

President

Philippe Druelle D.O.

Administrative director

Jacqueline Verret

EXECUTIVE COUNCIL

President

Sophie Desranleau b.a.a.

Vice Presidents

Jean-Charles Bouchard D.O.

Richard D'Anjou D.O.

Secretary

Sandra O'Connor D.O.

ACADEMIC COUNCIL

President

Jeannine van Vliet D.O.

Vice President

Katia Isaac Villette D.O.

Educational director Part-time Osteopathy Program

Research Team

Michèle Pépin M.Sc., D.O.

Martine Nadon, D.O.

Sandra O'Connor M.Sc., D.O.

Claude Dufour, D.O.

ADMINISTRATION

Administrative director
Jacqueline Verret

**Academic Director and
Coordinator of the Part-time Program in Osteopathy**
Nathalie Ramos

On-Site Administrator and Student Services Coordinator
Claudia Cattoni

Administrative Assistant
Nicole Martin

Registrar– Admissions office
Sophie Desranleau interim

Research Coordinator
Sandra O`Connor

**Coordinator Library, Documentation Center
Editions Spirales Inc.**

Financial Controller

Ema Alizadeh

Administrative Assistant to financial service

Thierry Bergeron

Continuing Education Courses and Symposium
Sophie Desranleau interim

TEACHERS - Vancouver

Boisvert, Yves, D.O.

Colford, A. Marie, D.O.

Cornwell Bradley D.O.

Druelle, Philippe, D.O.

Dufour, Claude, D.O.

Forget, Geneviève, D.O.

Hochman, Daryl, D.O.

Hufgart, Robert, D.O.

Lafrance, Anie, D.O.

Lalonde, A. Merrill, D.O.

Lanthier, Denis, D.O.

Laurin, David, D.O.

Lulic, Velda, D.O.

McCutcheon, Brad, D.O.

McDermott Cowan, Zoe Michele, D.O.

Mongeau, Marc, D.O.

Pineault Suzanne, D.O.

Pépin, Michèle, D.O.

Seaman, Joan, D.O.

Stocker, Kevin, D.O.

Robinson, Pascale-Julie, D.O.

van Vliet, Jeannine, D.O.

Wagner, Paul, D.O.

RULES AND REGULATIONS

This section sets out the rules and regulations of the “*College d’Études Ostéopathiques*” (CEO/CSO) and affiliated schools, to which all students must comply.

Any comments or questions concerning the regulations must be submitted in writing to the director or administrative assistant of the program. All correspondence between the College and students regarding the rules must be made in writing, by both parties.

1. RULES, POLICIES AND PROCEDURES

- 1.1. Students must maintain a respectful attitude and demeanour at all times in the presence of all classmates, faculty and personnel. Students must dress appropriately while on campus. It is recommended that students wear or bring proper attire for days in which they may participate in practical sessions, workshops, treatment sessions and external clinics.
- 1.2 Cell phones must be turned off during classes. Under extraordinary circumstances, the teacher can authorize a student(s) to keep their cell phone on.
- 1.3 School equipment and materials must not be removed from the CSO’s premises.
- 1.4 Students are responsible for their personal belongings and the materials belonging to the CSO. Students must respect CSO’s materials and equipment and leave the classroom clean and tidy.
- 1.5 All students must sign an Acceptance/abidance of the Rules and Regulations form, prior to the commencement of the 2nd course of the 1st year. This form will be filed in the student’s academic file and it indicates that they have read and agreed with the rules and regulations of the CSO.
- 1.6 Students must inform the CSO of all changes of address, telephone number, e-mail or any other relevant file information. It is the responsibility of the students to ensure that their contact information is up to date. The student remains responsible for any correspondence sent out, even to the wrong address.
- 1.7 It is strictly prohibited from exercising commercial activities (selling lecture notes, photographs or videos of the courses, etc.) or to sell the CSO’s educational material.
- 1.8 Audiovisual recording of courses: The student authorizes the College to film him/her during the theoretical and practical courses given by the College for the purpose of making audiovisual recordings of the courses which may subsequently be viewed by other students and professors for study purposes.
- 1.9 The student hereby releases the Canadian School of Osteopathy, its officers, employees and agents from any liability for defamation, invasion of privacy and any grounds for legal action of any nature whatsoever and waives all rights to claims or damages with respect to the photographs and video recordings, their production and use.
- 1.10 All students are prohibited from videotaping and taking photographs during classes and clinical experience days. It is forbidden for all students to film courses in any manner, whatsoever. (Cameras, cell phones, etc.) Audio recordings are permitted, but permission must first be requested and obtained by the teacher present.

2. COURSES

- 2.1 Students must attend all courses including Clinical Days and Children's Days and complete all their training, to obtain their Diploma in Osteopathy Manual Practice (DOMP).
- 2.2 Students who cannot attend a seminar must notify the CSO. A student who is absent more than 10% of the total course hours and clinical hours without a valid reason is not authorized to do his/her oral presentations or take year-end exams, and must retake the entire year over.
 - 2.2.1 Students who for a valid reason cannot attend a seminar must do so during the following year.
 - 2.2.2 Students who cannot attend a seminar have the option, if the course is available at an affiliated college to attend the course at that college. Permission must be obtained from the college. Students can attend a maximum of three (3) courses per year at an affiliated campus. If they attend more than three courses, their file will be transferred to the other campus.
 - 2.2.3 Teachers and assistants are responsible for taking attendance and to report the number of hours of instruction a student attends each day for each course in the morning, afternoon and evening, when applicable. Students must make sure that their name appears on the attendance sheet and that their attendance hours has been correctly registered.
- 2.3 Students must have completed all courses, clinical and children's days prior to theoretical and practical examinations and/or oral presentations.
- 2.4 Students may ask for a credit for a theoretical course; this request must be made in writing prior to the course. A course description and proof that the course has been successfully completed must be submitted to the Program Director. **The deadline is 30 days before the course**. Students may be asked to write an exam concerning the course material.
- 2.5 Permission to re-attend courses without charge only in the campus where the student is registered.
 - 2.5.1 Registered students may, at no cost, **re-attend a maximum of two (2) successfully** completed courses per school year, provided they have not completed 5th-year final exams and that they do a minimum of 2 new courses of the current year. Otherwise, the re-attended courses will be billed to the student.
 - 2.5.2 Permission to monitor classes must be obtained from the CSO at least 15 days prior to the course date. Access to the course can be refused to any student whose name does not appear on the attendance sheet.
 - 2.5.3 Students who monitor classes at no cost may not attend the integration, revision, clinical day, methodology courses, may not obtain the course notes and fiches and may not monitor the same courses on the same year.

- 2.6 Any student with a particular physical condition must notify the instructor. The instructor will decide which techniques can be applied to the student. However, the student has the right to demand that a technique not be performed on him/her or that it be interrupted if it makes him/her uncomfortable and it is mandatory to notify the teacher.
- 2.7 Students can interrupt their studies for a period of no more than 2 years. A written notice must be sent to, and acknowledged by, the Program Director.
- 2.7.1 Following an absence of more than 2 years, the student must return to the program at the beginning of the first year. No course will be credited.
- 2.7.2 During their absence, student must pay yearly administration fees to keep their file active, receive mail, newsletters, etc. Failure to pay these administrative fees will result in the file being classified as abandoned.
- 2.8 Unless authorized by the CEO/CSO, teaching Osteopathy is strictly reserved to D.O's and D.O.M.P's. Students are not authorized to teach prior to obtaining their diploma in Osteopathy.
- 2.8.1 Teaching, posting, holding, conferences or writing books outside the CEO/CSO, regarding the subject matter of the courses without the president's written authorization is strictly prohibited.
- 2.9 With the CEO's approval, a student can conceive a project for a course, i.e. arrange for outside speakers to speak at the CSO. The student responsible for such a project will supervise the event and have free access to the course.
- 2.10 All word-for-word transcriptions, photographs, lecture notes, audio or videocassettes remain the property of the CSO and are strictly reserved for use by its students.
- 2.11 The nonprofit reproduction of oral presentations or course synopsis is authorized if intended for colleagues of the same year.
- 2.12 Students can **by appointment only**, consult their academic file. Making or removing copies of file contents is not authorized.

3. **EXAMINATIONS**

- 3.1 The student must respect the scheduled dates for regular and rewrite exams, fees are charged for all rewrites of exams. In the event of an absence due to an unforeseeable event, the administration must be informed as soon as possible, in writing. If the reason is health-related, a medical certificate is required. Exams missed without a valid reason **are considered failures**.
- 3.1.1 The exam for a course that would have been taken on another campus must be taken on the same day and at the same time as the exam on that campus.
- 3.2 Students may not retake an end-of-year exam more than twice. If the student fails after the 2 retakes, he will be expelled from the CEO/CSO and will not be able to complete his program, nor participate in continuing education courses or symposium.

- 3.3 If at the beginning of the school year, the student has more than one incomplete mark (failures or other) on his transcript from the previous year, he will not be admitted to the new school year and his file will be given to the pedagogical committee who will take the necessary measures to help the student in his academic progress. If a student has only an incomplete grade (failure or other) on his or her transcript from the previous academic year, he or she will be admitted to the new academic year, but with reservations.
- 3.4 Students are entitled to a retake exam, at a date chosen by the CSO. The student who cannot do an oral presentation, written a dissertation or paper for a valid reason, must immediately inform administration and supply written justification.
- 3.5 Students who do not take their final exams or their retake exams, for major reasons, have a period of two years to complete them. Following this period, his or her file will be considered to be ABANDONED.
- 3.6 Students arriving late (15 minutes after the start of the exam) will not be permitted to enter the exam room. The student will be able to rewrite the exam during the rewrite period and obtain the maximum grade for retakes, 60%.
- 3.7 Students cannot leave the room during an examination period without the proctor's authorization. Students are allowed to go to the washroom for a short period of time. If the proctor judges the delay unreasonable, the exam will be considered finished.
- 3.8 Students must remain silent during the entire examination period. They may only speak to the proctor if necessary. Exams of student caught talking to fellow student will be considered finished and the student expelled from the examination room.
- 3.9 A mark of zero will be given to students' writing inappropriate comments on their examination paper. They will be required to present before ethics committee.
- 3.10 Any and all attempts to help other students, cheating, fraud or failure to act appropriately during an examination will lead to the expulsion of the student or students from the examination session. The student file(s) will be referred to the ethics committee, which could lead to the expulsion of the student(s) from the College.
- 3.11 Electronic communication devices are prohibited (cell phones, smart watch, or other electronic devices) during exams. **Nothing else than pens, erasers, or drinks can be kept on your table during an exam. Purse, bag or backpack will have to be kept away from your table.**
- 3.12 The administration must be informed immediately of all extenuating circumstances that may negatively impact a student's performance during a written examination or oral presentation so that they may remedy the situation promptly. The student will be advised of the decision in writing.
- 3.13 Oral presentations and written essays must be done in the College's format. It is the teacher's responsibility to make sure that the students have been advised of these norms.

3.13.1 Students caught plagiarizing will be given a mark of zero. Their file will be referred to the ethics committee, who will advise the student of the sanctions to be taken.

3.14 Answers to exams may be written in English or French. Students must use blue or black ink pens only. Examinations written in pencil or a different colour of ink will not be corrected. Oral presentations may also be done in English or French, if there is an evaluator present who understands the language. Students should check for this possibility in advance.

3.15 Students experiencing difficulty understanding the language of instruction (whose mother tongue is different from that of the language of instruction), may file a written request with the College to receive permission to use a bilingual dictionary and may be given a longer period of time to write the exam (*time to be determined by the administration*).

3.16 Students with learning disabilities (dyslexia, etc.) must notify the College and submit a written medical evaluation of their condition. The College is committed to taking the necessary measures to meet the needs of these students.

3.17 A visually impaired student will be entitled to third party assistance when writing examinations. No discussion is allowed during the examination. The third party must read the exam questions as stated on the exam. The student can use his/her personal computer to answer the questions. The third party can also write the answers dictated by the student. The third party must remain neutral and have no affiliation with the College.

3.18 **In the event of a failed examination or an exam not done without a valid reason:**

3.18.1 The College will publish the dates for retake exams. Students must be available to retake the exam on the dates established by the College. **There are fees for retakes, regardless of the reason for the absence, refer to the financial rules.**

3.18.2 The maximum mark a student can obtain for a retake exam is 60%. It is 70% for the 5th-year practical exam.

3.18.3 A student may not contest the result received from an evaluator except in the case of a procedural error. For example, if the score contains an error, the College will make the correction. If a student feels that there is a procedural error, he or she may request a review of the marking of an examination whether he or she has passed or failed. The request must be made within 30 days of the release of the results. The grade given as a result of the review is final and not subject to appeal, whether it is higher, equal or lower than the original grade. A fee is required in advance and will be refunded to the student if the review is warranted.

3.18.4

3.20 **Workshop Exams**

3.20.1 Students who have failed, or has not done a workshop exam, are entitled to one retake exam per subject. Students who fail retake exam must redo the course and pay the fees applicable during the year the course is taken.

3.21 **A student who has three or more seminar exams failed after the retake**

3.21.2 A student who has three or more seminar exams failed (or not done) as a result of the retake exams will not be promoted to the following year and will have to retake all failed seminars.

3.22 **Oral presentation**

3.22.1 Students who fail the oral presentation and written paper must present a new subject the following year.

3.22.2 The jury can request minor corrections (to be handed in by a specific date) if the student fails the written part; in order for the student to obtain an overall (oral and written) passing grade. If there is a failure of the overall grade on the second correction, a new subject will be given to the student that he will present during the following year, on the date of the first- or second-year oral presentations.

3.23 **Practical exam**

3.23.1 Students who fail the practical exam must do a retake at the date set by the CSO. If he/she fails the retake, the student will not pass to the following year and he/her will be referred to a counselor for evaluation in order to set up a program to develop his/her skills.

3.23.2 A supporting document, signed by a doctor duly registered in his province, must be given to the administration if the student cannot be a patient for medical reasons. This justification must be submitted a minimum of one week before the beginning of the practical exam.

3.24 **Clinical synthesis**

3.24.1 Students who fail the clinical synthesis must do a rewrite exam. If they fail the rewrite, they must rewrite again the following year. Two (2) unsuccessful rewrites will result in the end of the program.

3.25 **End of term exams for the 5th Year**

3.25.1 Students who fail the General Knowledge and/or Clinical Synthesis and/or practical exam will retake it during the exam period of the following academic year. Two (2) unsuccessful retake attempts will result in the end of the program.

3.25.2 In the case of an examination failure in the current school year, the student will be referred to a counselor for evaluation in order to set up a program to develop his/her skills.

3.25.3 Students will not be allowed to start their essay until all 5th year exams have been passed.

3.26 **Maximum time to complete the osteopathic program**

Beginning with the start of this school year, all new students will have a total of seven (7) years to complete their program. Students who have already completed their first year will be required to complete the program within the normal time frame plus 2 additional years. Students who cannot complete their program within the required time frame will be expelled from the college.

4. **CLINICAL AND PARA-CLINICAL TRAINING (integration days).**

- 4.1 **ALL CLINICAL DAYS ARE COMPULSORY**; Students must complete all the clinical days scheduled in their program in their registered college or when authorized, in another college in Canada only.
- 4.2 Teachers must record student attendance twice daily, morning and afternoon.
- 4.3 Clinical and children's days are done during the year of study and may only be postponed under special circumstances, a written request must be sent to the coordinator of the external clinic.
- 4.4 Each clinical day includes 8 hours of supervision.

5. **EXTERNAL CLINIC**

- 5.1 Students required to cancel a clinical day for a valid reason must inform the external clinic coordinator two weeks prior to the day in question.
- 5.2 Students cannot cancel clinic days more than two (2) times per academic year, even with a valid reason, without paying the fees for the missed day and for the additional day they must attend.
- 5.3 Students who fail to attend a clinical day must redo said day. They are responsible for contacting the external clinic coordinator to set a new date.
- 5.4 Students who wish to change their clinic day with another student, must do so by filling out the Request Form that needs to be approved by the clinic coordinator at least two weeks prior to the scheduled clinic day.
- 5.5 Students, who fail to attend a clinical day and have not cancelled that day, must pay the fees for the missed day and for the additional day they must attend.
- 5.6 Insurance for 1st to 5th year students is provided by the College for the students while at school and under the supervision of the D.O. or D.O.M.P.
- 5.7 Students may cancel a clinic day for medical reasons. Students should systematically notify the clinic coordinator and send a supporting medical document within the 48 hours following the missed clinic day.
- 5.8 Students in the 3rd and 4th year must have completed all of their outpatient clinical days before taking their final examinations.

5.9 Students must attend the clinic in appropriate attire.

6. COLLEGE ADMINISTRATION AND SECRETARIAT

- 6.1 Students who decide to drop a course or the entire program must inform the College in writing (please see financial rules for reimbursement details). Billing stops the date the written notice is received by the college.
- 6.2 Hacking the College computer system (or an attempt to do so) will automatically result in permanent expulsion from the College.
- 6.3 There are financial charges for all requests concerning academic files, marks, copies of certificates, etc. (please check with the accounting department concerning these charges).
- 6.4 The CSO reserves the right to cancel a course up to two weeks before the start of the course if it has fewer than 10 participants. The student may take the course at another campus if it is available or during the next academic year.

PROFESSIONAL ETHICS

- 7.1 ***No students will purport to be an Osteopath or “to provide osteopathic treatment” prior to receiving their Osteopathic diploma.*** The College does not have the legal jurisdiction to grant students the right to practice; its mandate is limited to Osteopathic training.
- 7.2 Any behaviour or attitude judged inappropriate or harmful will be referred to the ethics committee. The committee members will meet to review the situation and render a decision. The decision will be forwarded to the student in writing and is final and binding.

8. DISCIPLINARY NOTICE

- 8.1 Students not abiding by the College rules and regulations will receive a verbal notice for a first offence. The person serving the verbal notice must give a written copy of this notice to the administration to be added to the student's file.
- 8.2 In the event of a second offence, a written reprimand will be sent to the student and a copy added to the student's file.
- 8.3 A third notice will result in the student being called before a disciplinary committee, directed by the members of the Academic Council. Students must comply with the recommendations made by the members of this committee.
- 8.4 Any subsequent breach may lead to expulsion from the College without further notice.

9. PRESS and MEDIA

- 9.1 Any request by the media for newspaper articles, interviews, etc., must be referred to the College. Only a D.O. (QC) or D.O M.P. may provide information concerning osteopathy.
- 9.2 Written projects submitted by students for examinations or other purposes may not be published sold or distributed without the approval of the College's administration.

10. RULES REGARDING PRACTICE ON CAMPUS:

10.1 Students may only practice on campus if a D.O.M.P. is present.

10.1.1 Students may not bring anyone (friends, family, clients) to practice on at school. Friends and family are welcome to book an appointment on External Clinic days.

10.1.2 Treatment rooms are not available for practice at any time. Classrooms may be used; students are strongly encouraged to check their availability with the administration in advance.

FIRE AND SECURITY REGULATIONS

What you must know:

- The location of the fire extinguishers and alarm system are on the wall, in the front reception area, by the emergency exit.
- Familiarity with the 2-emergency exit stairwells located off the main reception area and adjacent to the elevator.
- If the alarm system rings continuously for more than 10 seconds, follow standard evacuation procedures.
- The point of assembly, once you have exited the building, is directly across the street in the park area.

Please see the plan for the location of the alarm system, fire extinguishers and point of assembly.

Instructions in case of fire:

1. Set off the alarm system closest to you.
2. Close the doors and windows close to you.
3. The use of elevators is strictly forbidden.
4. Leave personal items on the site and leave in a controlled manner, using emergency exits.
5. Meet at the designated point of assembly.
6. Do not return to the site unless authorized.

ONSITE SECURITY

Garda provides security for the entire Via Rail Building in Vancouver. They are onsite 24/7 and can be reached at their office located in the main area of the building or by calling 604-813-0803 Security guards make regular rounds of the building, including our Campus. There is a campus curfew of 6 p.m. nightly.

Student access pass

Student access passes, which allow electronic access to our Campus will be provided on your first day of class. Lost cards must be reported immediately and there is a \$50.00 replacement fee for Student Security Cards.

All security cards must be returned to Administration at the end of the Academic Year.

FINANCIAL RULES CSO

2023-2024

- 1) Students registered in the Osteopathy study program and pre-admission course must pay administration fees of \$ 95.00 before August 15th of each year, even if they have temporarily withdrawn from their studies, are retaking their exams, or other circumstances. Administration fees are not refundable.
- 2) The total amount of tuition fees are payable in equal instalments, in accordance with the payment schedule. Post-dated cheques must be received at the Accounting office at Montreal before August 15th. If the College has not received the monthly payment of a student on the agreed-upon date (ex. September 15th, 2023), in addition to interest charges (18% annually, 1.5% monthly), said student's test scores, grades, and any other document from the College will not be published.
- 3) A student with an unpaid balance could be refused access to courses.
- 4) If a cheque is not honoured by the Bank, the student must provide a replacement payment as soon as they have received a notice from the College. A mandatory fee of \$50.00 will be added to the amount due for each cheque returned by the Bank for any reason as well as interest fees for a late payment.
- 5) The school privileges payment by E-Transfer, but we also receive cheques.
- 6) All balances (tuition and other fees) must be paid in full by March 15th; otherwise, the student will not be permitted to write year-end exams. These exams will have to be made up during the rewrite period scheduled by the administration and will be billed as per Article 11 of the Financial Rules.
- 7) A student who temporarily withdraws from courses or cancels a course pay for the hours scheduled until the moment a written notice is received by both their Program Director and the Accounting Department. Upon receiving this notice, the College will calculate the amount due or amount to be refunded to the student. All remaining post-dated cheques will be returned to the student. Please note that there is a fee of \$50.00 for cancelling courses. Any amounts already paid for an abandoned or delayed course will not be applicable towards retaking this course. The course is payable according to the applicable rate at the time it is taken. A student who withdraws from the program must immediately advise the College in writing and settle their balance prior to leaving.
- 8) If a STUDENT is credited with a course taken at another institution recognized by the COLLEGE, the student will receive a monetary credit corresponding to 80% of the hourly rate multiplied by the number of hours of the course to be credited.
- 9) A student who wishes to audit courses must pay 100% of the cost of the course. If the course includes an integration day, the auditor cannot participate in said integration day.
- 10) A student who has successfully completed a course and wishes to monitor it again can do so free of charge as per rule 2.5.1 in the student guide. To attend, prior notice must be given to the College; if not, access to the class can be refused.
- 11) A student who has to take one or more exams following a failure, an absence or a decision not to take their exams but wants to attend courses previously taken must pay 100% of the course fees. A student who must retake a full year must pay 50% of tuition fees.
- 12) Students must attend exams and rewrite exams on the dates chosen by the College. An unmotivated absence for an exam is considered a failure. If a student cannot attend the day scheduled by the College to do their exams for any reason, they must pay the rewrite fees and attend the dates scheduled for exams rewrites. "Make-up" exam charges are due prior to retaking exams at a cost of \$50.00 per exam.

- 13) A student who wants a review of an exam correction must pay a \$50.00 fee before the review. If the correction is in their favour, the costs will be reimbursed.
- 14) A student who misses a scheduled external clinical day must retake and pay for this additional day. See external clinic rules and regulations.

STUDENTS MUST CONFORM TO THE FINANCIAL RULES OF COLLEGE WHICH MAY BE CHANGED WITHOUT FURTHER NOTICE.

CSO Library

The Library is open Mon-Fri from 9 a.m. to 3:30 PM and is for the exclusive use of the students and teachers of CSO.

1. LOANS

The coordinator of the Documentation Center determines which documents can be borrowed, in accordance with the provisions of this regulation.

1.1 Student card

The student ID is left by the student to the coordinator of the Library when books, recording is borrowed. The card would be given back only when all the material on loan is returned.

1.2 User liability

The user is responsible for a document borrowed under his name until the full return of the latter at the Library.

1.3 Loan duration

See Annex 1

1.4 Loan and renewal

A loan can be renewed:

- In person with the coordinator of the Documentation Center
- By phone
- By email

A loan shall be refused if:

- One document or more is overdue;
- The patron's record indicates unpaid fees greater than 2,00\$ or any restrictions or irregularities.

A renewal shall be refused if:

- The document is overdue;
- The document is reserved by another patron;
- The patron's record indicates unpaid fees greater than 2,00\$ or any restrictions or irregularities.

A maximum of three reservations can be placed at the same time by the same user, for all categories of documents.

1.5 Documents return

Borrowed documents should be returned to the coordinator of the Library or to the On-Site Administrator during the opening hours. Under no circumstances should a document left somewhere else inside the CSO's premises.

1.7 Overdue documents and fines

A patron who returns an overdue document should pay a fine in accordance with the applicable fees set out in Annex 2.

A courtesy notice will be sent by email to the patron two days before the due date of his loan, as well as one week after the due date of his loan if he has overdue documents. When a document has been overdue for two weeks, a new notice will be sent to the patron and the coordinator of the Library warns his study director, if the patron is a student, or the College direction, if the patron is an instructor or an employee, that library fees remain unpaid. The failure of the reception of a courtesy notice by a patron doesn't relieve him from his responsibilities towards the borrowed documents.

The maximal fee for an overdue document is of \$30.00, for any category of documents.

Any unpaid fee will be reported to the student's College bill on April 1st, which can block his admission to final exams or the delivery of his diploma.

Any can pay his library fees to the coordinator of the Library, without the need of producing an invoice by cash only.

1.8 Damaged documents

The user is responsible, under any circumstance, of the documents he borrows.

The user must check the physical state of the documents he borrows and notify the coordinator of the Library of any anomaly.

The user must ensure that the documents will not be annotated, sketched, underlined, cut, torn or damaged otherwise.

The user who, in the opinion of the coordinator of the Documentation Center, damages or breaks a document must pay its replacement fees, calculated on the base price of Québec authorized book suppliers.

The user can also buy the same document himself, in the same edition as the damaged document, and hand it to the coordinator of the Library as a means of payment.

1.9 Stolen or lost documents

A document is considered lost if 120 days have elapsed since the date it was supposed to be returned.

After 120 days for a regular loan, the Library can replace any document considered lost and demand the reimbursement of replacement fees, calculated on the document's base price of Québec authorized book suppliers, to the user.

If a user brings back a document considered lost when the Library has already initiated the procedure of repurchasing the document, all fees remain borne by the user.

If a user brings back a document considered lost and the Library hasn't initiated the procedure of repurchasing the document, he only has to pay his late fees.

The user can also buy the same document himself, in the same edition as the damaged document, and hand it to the coordinator of the Library as a mean of payment.

1.10 Loss of loan privilege

A user who doesn't pay his fees exceeding \$2.00 loses his loan and renewal privileges as long as those fees aren't settled.

A user who has a debt owed to the CSO could also lose his loan privilege.

2. USER OBLIGATIONS – RULES OF CONDUCT

In accordance with the mandate entrusted to the coordinator of the Library in order to allow users to work in the best possible conditions, the latter must ensure that users comply with the following rules of conduct:

- a) **NO food or drink** consumption in the Library.
- b) Users must avoid producing any noise that can disturb the concentration of other users;
- c) Users must avoid any improper behaviour towards other users or towards the Documentation Center's staff.

3. SANCTIONS

Any individual, who contravenes with one of the dispositions of this regulation may be admonished by the coordinator of the Library and, on request, may undergo an identity check or an inspection of his personal belongings.

Moreover, any individual who contravenes with one of the dispositions of this regulation may be exposed to sanctions, which could be a formal reprimand, an immediate expulsion from the Library, withdrawal of his access and loan privileges or any other measure or sanctions established by the Collège d'Études Ostéopathiques de Montréal, as well as legal remedies.

4. ANNEX LIST

The annexes of this regulation are:

- Annex 1: Loan rules applicable to the different users categories;
- Annex 2: Applicable fees.

Annexes

LOAN RULES APPLICABLES TO THE DIFFERENT USER CATEGORIES

ANNEX 1

The loan privilege is **reserved only for internal users** (students, instructors and CSO staff).

All internal users are entitled to borrow a maximum of **3** documents at the same time.

The loan terms are defined in the following table:

Document categories	Regular loan (general collection books)	Reference loan (reference books, anatomical models)	Periodical publications, theses, research proposals, essays, essay proposals	
Loan duration	2 weeks	The same day, before the closing of the Documentation Center**	No loan allowed	

**Any reference book or anatomical model cannot leave the premises of the CSO

APPLICABLE FEES

ANNEX 2

Service	Fees
Late regular loans and late loans	\$0.25/day/document
Late reference loans	\$2.00/day/document
Maximum amount of late fee	\$30.00/document
Replacement fees for documents of the general collection, reference material and anatomical models	Cost of the document



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General Information

Transportation

Translink is Metro Vancouver's transportation network. Trip information and schedules can be found online at <http://www.translink.ca>

The Canada Line runs from the **Vancouver International Airport** to the **Waterfront Station** in Downtown Vancouver, with many stops in between. From the Waterfront Station, you can connect on the **Expo Line**, directly to the **Main Street-Science World Station**, which is within ½ block of the CSO Vancouver Campus.

CSO's Vancouver Campus is located near the intersection of Main Street and Terminal Avenue. TransLink's bus and sky train services provide regular service to within a block of our Campus.

Accommodation

There are several accommodation options available within a short cab or bus ride to our Vancouver Campus. A few suggestions are listed below and an internet search will provide a wider selection of options.

YWCA Hotel - 733 Beatty Street. 5 min cab ride away. Safe and clean and well rated for reasonable accommodation. <http://ywcavan.org/hotel/about>

Sandman Hotel, City Center - 180 West Georgia Street.
<https://www.sandmanhotels.com/vancouver-downtown>

Victorian Hotel - 514 Homer Street. Newly renovated Victorian boutique hotel.
<http://www.victorianhotel.ca/index.php>

* Please note, accommodations listed are suggestions only and hold no affiliation with the CSO.

This form must be signed and returned to the CSO (Osteopathic Studies) Inc. prior to the second day of class.

I _____ (*printed name*), have read and understand all of the rules and regulations as outlined by the CEO/CSO.

I also agree to abide by these rules and regulations as laid out by the CEO/CSO.
Abiding by the rules and regulations is a condition of enrolment.

Signature

Date