

2020-2021

EMT Program Chicopee Campus



EMT Academy EMT Program Manual Contents

EMT Program General Policies and Procedures	5
Preamble	6
Values	7
Vision Statement	8
Ownership	8
Campus Locations (Approved Training Sites)	8
Facilities and Equipment	8
Certifying Agencies	9
Commonwealth of Massachusetts	9
National Registry of Emergency Medical Technicians (NREMT)	9
National Association of Emergency Medical Technicians (NAEMT)	9
American Heart Association	9
Staff Directory	9
Parking	10
Smoking Policy	10
Guest Policy	11
EMT Program Academic and Conduct Policies	12
EMT Code of Ethics	13
Academic Integrity	13
Student Conduct, Professional Behavior, and Attitude	15
General	15
<i>Classroom Participation and Expectations</i>	18
<i>Clinical Sites</i>	18
Ethical Treatment and Care	19
Electronic Devices	19
Internet Use	20
Social Media	21
Food and Beverage in the Classrooms	21
Non-Fraternization	22
Anti-Harassment; Discrimination; and Sexual Harassment	23
Hazing	25

Disciplinary Action.....	25
State and Federal Remedies.....	25
Americans with Disabilities Act – Allowable Accommodations	26
Family Education Rights and Privacy Act (FERPA).....	28
Conflict Resolution	28
Training Devices / Lab Equipment	29
Online Virtual Learning.....	29
Email Address Assignments.....	30
EMT Program Safety and Privacy Policies	34
HIPAA (Health Insurance and Accountability Act of 1996)	35
Bloodborne Exposure / Infectious Disease Exposure	35
Infection Control and Safety.....	36
Latex Sensitivity / Allergy and Procedures.....	36
Injury	37
Exposure, Incident and Injury Reporting	38
Drug and Alcohol Policy.....	38
Guests	40
EMT Program Student Services	41
Grievance / Complaint Procedure	42
Retaliation	43
Student Counseling and Guidance Services	43
EMT Program General Overview	44
Job Description of the Emergency Medical Technician (EMT)	45
Program Overview.....	46
Program Modules.....	47
Course Length	50
Prerequisites	50
Course Objectives.....	50
Outcome.....	52
Class Size	52
Books and Materials.....	52
EMT Academy Email Address	52
Classroom Skills Practice	53

Admissions Requirements	54
Medical Clearance and Vaccinations	55
Personal and Physical Limitations	55
Tuition Fees	55
Other Associated Fees	56
Overview of Fees	56
General Administrative Fees	56
Overview of Tuition and Fees	56
Withdrawals and Refunds	57
Chicopee Campus Program	57
Financial Aid / Payment Assistance	57
Payment Options and Procedures	57
Collections Policy	57
Attendance and Participation	58
General Attendance Policy	58
Absences and Make-Up Classes	58
Tardiness and Early Departure	58
Tracking of Attendance	59
Dismissal from the Program	59
Breaks	60
Coursework, Quizzes, and Exams	60
Clinical Observation	61
Squad Assignments	62
Grading Calculations and Expectations	62
Academic Warnings, Academic Improvement Plans	63
Uniform and Dress Code	65
EMT Certification Requirements	66
Practical Testing Requirements	66
Practical and Written Examinations (Certification)	66
Graduation Requirements	67
Job Placement	67
STUDENT HANDBOOK ACKNOWLEDGEMENT	68

EMT Program General Policies and Procedures

Preamble

The policies of the EMS education programs at EMT Academy and our partners are intended to provide a safe and professional educational experience for each EMS students. It is important for each student to understand and follow both the letter and spirit of each policy herein. From time to time, situations will present themselves which are not covered by specific language of the policies and procedures. In such cases, students and faculty will be guided by best judgment, best practices, professional ethics, and the intent of current written policies and procedures.

Regardless of written language, students must, at all times, present themselves as a professional member of the professions within Emergency Medical Services. Students who fail to represent the pride, integrity, and honesty expected of EMS Personnel will be considered in violation of policies, whether written or unwritten, and disciplined or removed from the EMS program. The standards of professionalism at EMT Academy & HCC Paramedic Consortium programs will be set by the consortium board.

EMT Academy

55 Main Street, Building B, Suite 200

Chicopee, Massachusetts, 01020

413-734-9119

www.emtacademy.org

info@emtacademy.org

Our Mission and Philosophy

EMT Academy is dedicated to providing the highest quality education available to each student, in a safe, supportive, but challenging environment; Providing students with the proper educational tools and instructors willing to assist them in achieving their educational goals. As well as improving healthcare in culturally diverse local and global communities through, Care for the sick, Compassion for the injured, and Concern for Humanity. EMT Academy will accomplish this mission through quality education and training to prepare our students for certification through the National Registry of Emergency Medical Technicians according to the respective scope of practice delineated by the current National EMS Standards.

EMT Academy is committed to providing cost effective quality education to a diverse student population. This goal is accomplished by promoting opportunities for students to experience a motivating learning environment that encourages enthusiasm and pride in the EMS profession, the opportunity to obtain knowledge and develop understanding of pre hospital EMS practice, the opportunity to increase knowledge of self and others thereby encouraging personal and professional growth. Lastly promote an atmosphere that encourages students to actively participate in learning experiences needed to attain certification and to practice as an emergency medical provider to which they are certifying for.

We strive to provide the best possible environment for each student to learn the didactic material and psychomotor skills, which in turn will prepare you for certification testing. However, presenting the materials is just one facet of the total academic experience. Each student must consistently be prepared and engaged actively in the entire educational process at this institution. EMT Academy will give our students every opportunity available to ensure their success. Open communication is fundamental to your success during this program. We encourage students to discuss obstacles of any sort in a timely fashion with our staff so that we can facilitate the greatest potential for learning.

Values

At EMT Academy we value:

- Students and the quality of their learning/living experience as the highest priority;
- Faculty and student engagement through teaching and learning
- Service to EMT Academy, the community and society; and
- Honesty, integrity and mutual respect.

Vision Statement

EMT academy will become a preeminent and comprehensive EMS training institution. We will be recognized by the excellence of our training programs. The quality of the instruction provided, and our commitment to our students and our community.

Ownership

EMT Academy is a privately-owned for-profit business incorporated in the Commonwealth of Massachusetts since 2013.

Campus Locations (Approved Training Sites)

- EMT Academy, **Main Campus**
 - 55 Main Street, Building B, Suite 200, Chicopee, Massachusetts, 01020
 - (413) 734 – 9119
- National Ambulance Service Headquarters
 - 425 Saint James Avenue, Springfield, Massachusetts
 - (413) 736 – 0092
- University of Massachusetts EMS
 - Draper Hall, 40 Campus Center Way, Amherst, Massachusetts

Facilities and Equipment

EMT Academy has facilities that offer extensive learning spaces for all of its programs and certification courses; these facilities include the following

Main Campus, Chicopee

- Large Sized Classroom
- Medium Sized Classroom
- Simulation Rooms
- Simulation Ambulance

Springfield Location

- Small Sized Classroom

UMASS Location

- (2) Medium Sized Classroom
- Multiple areas for practical and scenario training

- Classrooms are equipped with state-of-the-art audio-visual equipment; simulations will utilize high quality simulation equipment. It is the goal to provide the students attending EMT Academy with the most beneficial and fully interactive learning experience.

Certifying Agencies

Commonwealth of Massachusetts

Department of Public Health, Office of Emergency Medical Services

- 67 Forest Street, Marlborough, Ma 01752
- Phone: (617) 753-7300
- Fax: (617) 753-7320
- Website: www.mass.gov/orgs/office-of-emergency-medical-services

National Registry of Emergency Medical Technicians (NREMT)

- P.O. Box 29233, Columbus, Ohio, 43229
- Phone: (614) 888-4484
- Fax: (614) 888-8920
- Website: www.NREMT.org

National Association of Emergency Medical Technicians (NAEMT)

- P.O. Box 1400, Clinton, MS 39060-1400
- Phone: (800) 34-NAEMT
- Fax: (601) 924-7325
- Website: www.NAEMT.org

American Heart Association

- AHA National Center, 7272 Greenville Avenue, Dallas, Texas 75231
- Phone: (800) AHA-USA-1
- www.HEART.org

Staff Directory

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B.Sc. – Instructor Coordinator

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Parking

- Please park in designated parking areas for all campuses and affiliates.
- EMT Academy will not be held responsible for damage to vehicles or theft of property in said vehicles.
- Students shall drive responsibly and safely at all times on EMT Academy or affiliate properties.
- Students shall not create a loud and disruptive atmosphere (i.e. playing loud music, etc.) as not to disturb neighboring residential and commercial properties.
- Students shall not loiter on EMT Academy property after class activities have ended.

Smoking Policy

A Smoke-Free campus is one in which the inhaling, exhaling, burning or carrying of any lighted or heated cigar, pipe, or cigarette, including, but not limited to, traditional or electronic cigarettes, hookah pipe, or any other lighted or heated tobacco or plant product intended for inhalation is prohibited.

A Tobacco-Free campus is one in which any substance (tobacco product) containing tobacco leaf, including, but not limited to, cigarettes, cigars, pipe tobacco, hookah tobacco, snuff,

chewing tobacco, dipping tobacco, bidis, blunts, clove cigarettes, or any other preparation of tobacco, not including any cessation product specifically approved by the U.S. Food and Drug Administration for use in treating nicotine or tobacco dependence, is prohibited.

Smoking and other uses of tobacco products are prohibited on EMT Academy premises, which are defined as all buildings, facilities, and grounds owned, used, leased, operated, controlled, or supervised by EMT Academy. This includes, but is not limited to the building, the entry way to the building and surrounding patio area. Smoking and other uses of tobacco products are also prohibited in EMT Academy vehicles and equipment owned, leased or operated by EMT Academy.

This policy, which applies to all staff, students, and visitors will be strictly enforced.

- Student: Students violating this policy will be considered to be violating the Student Code of Conduct and shall be subject to disciplinary action. Disciplinary action for students can be up to and including dismissal from a training program.
- Employees: Employees violating this policy shall be subject to disciplinary action up to and including termination of employment.
- Visitors: Visitors violating this policy shall be subject to having his/her authorization to remain on the premises.
- This policy applies to:
 - All areas of buildings occupied by EMTA students/employees.
 - All EMTA sponsored offsite conferences and meetings.
 - All vehicles owned or leased by the EMTA.
 - All company employees, students, vendors, contractors, etc

Guest Policy

- Students are not permitted to bring guests, family, etc. to any class activities without permission from the Director of EMT Academy.

EMT Program Academic and Conduct Policies

EMT Code of Ethics

Professional status as an Emergency Medical Technician and Paramedic is maintained and enriched by the willingness of the individual practitioner to accept and fulfill obligations to society, other medical professionals, and the profession of Emergency Medical Technician. As a Paramedic, I solemnly pledge myself to the following code of professional ethics:

- To conserve life, alleviate suffering, promote health, do no harm, and encourage the quality and equal availability of emergency medical care.
- To provide services based on human need, with compassion and respect for human dignity, unrestricted by consideration of nationality, race, creed, color, or status; to not judge the merits of the patient's request for service, nor allow the patient's socioeconomic status to influence our demeanor or the care that we provide.
- To not use professional knowledge and skills in any enterprise detrimental to the public well-being.
- To respect and hold in confidence all information of a confidential nature obtained in the course of professional service unless required by law to divulge such information.
- To use social media in a responsible and professional manner that does not discredit, dishonor, or embarrass an EMS organization, co-workers, other health care practitioners, patients, individuals or the community at large.
- To maintain professional competence, striving always for clinical excellence in the delivery of patient care.
- To assume responsibility in upholding standards of professional practice and education.
- To assume responsibility for individual professional actions and judgment, both in dependent and independent emergency functions, and to know and uphold the laws which affect the practice of EMS.
- To be aware of and participate in matters of legislation and regulation affecting EMS.
- To work cooperatively with EMS associates and other allied healthcare professionals in the best interest of our patients.
- To refuse participation in unethical procedures, and assume the responsibility to expose incompetence or unethical conduct of others to the appropriate authority in a proper and professional manner.

Originally written by: Charles B. Gillespie, M.D., and adopted by the National Association of Emergency Medical Technicians, 1978. Revised and adopted by the National Association of Emergency Medical Technicians, June 14, 2013.

Academic Integrity

At EMT Academy, academic dishonesty is unacceptable and is not tolerated. Any single instance of academic dishonesty as described in the document may result in immediate dismissal from the program.

- ACADEMIC DISHONESTY is defined as misconduct including, but not limited to, plagiarism, cheating, and collusion.
- PLAGIARISM is defined as presenting as one's own the ideas or writings of another without acknowledging or documenting the source(s). Students are guilty of plagiarism when they do any of the following in an essay or presentation:
 - Copy a word or words directly from a book, periodical, or electronic source without using quotation marks and references to sources;
 - Summarize or paraphrase the ideas or opinions of an author or use the data collected by an author without citing the author as the source;
 - Submit papers or projects which do not reflect their own knowledge, voice, and style, usually as a result of having had another person (1) write, (2) rephrase, (3) rewrite, or (4) complete their ideas;
 - Submit a paper or project which was written or prepared by another person for another class or another instructor implying that the work is their original composition or project;
 - Download a paper or portions of text from an electronic source and (1) paste it into a paper, (2) retype the paper or portions of the paper and submit it as their own composition, (3) retype phrases or sentences with a few changes, and submit the paper as their own composition, or (4) summarize or paraphrase the ideas from one or more sentences, without citing the source.
 - Submit as their own work a paper (or parts of a paper) purchased from a company or electronic source that offers catalogs of essays on different topics and/or for different courses.
- CHEATING is defined as intentionally using or attempting to use unauthorized sources in exams or on other scholastic projects, as well as failing to follow instructions in such activities. Students are guilty of cheating when they do any of the following:
 - Copy answers from another student's examination answer sheet.
 - Use or attempt to use unauthorized materials (notes, study guides, “crib” sheets, textbooks, electronic devices, etc.) during an examination.
 - Exchange forms of a test with a classmate
 - Possess and/or use unauthorized copies of tests or answer sheets.
 - Change answers or grades on a graded project.
- COLLUSION is defined as intentionally aiding or attempting to aid another in an act of scholastic dishonesty. Students are guilty of collusion when they do any of the following:
 - Provide a complete paper or project to another student.
 - Provide an inappropriate level of assistance to another student in the form of (1) writing, (2) rephrasing, (3) rewriting, or (4) completing the paper or project.
 - Communicate answers to a classmate during an examination.

- Remove tests or answer sheets from the testing site.
- Knowingly allow a classmate to copy answers from his/her examination paper.
- Exchange forms of a test with a classmate
- **FALSIFICATION OF RECORDS** involves altering, changing, or modifying a document for the purpose of deceiving another person. It can also involve the passing along of copies of documents that are known to be false. This includes:
 - Signing of attendance rosters when not present at class; or; signing someone else's name on attendance roster
 - Submitting false information (i.e. CORI information, etc)
 - False documentation of clinical attendance or skills
 - Any instance where the student is submitting official documentation that is false

Student Conduct, Professional Behavior, and Attitude

General

As a student at EMT Academy, you are expected to accept certain responsibilities, adhere to high standards of personal conduct, and exhibit a high degree of personal integrity at all times. This not only involves showing sincere respect for the rights and feelings of others but also demands that you refrain from any behavior that might be harmful to you, other students, or that might be viewed unfavorably by the people we service or by the public at large.

YOUR CONDUCT REFLECTS ON EMT ACADEMY. YOU ARE, CONSEQUENTLY, REQUIRED TO OBSERVE THE HIGHEST STANDARDS OF PROFESSIONALISM AT ALL TIMES.

ANY TYPE OF BEHAVIOR AND/OR CONDUCT THAT EMT ACADEMY CONSIDERS INAPPROPRIATE COULD LEAD TO DISCIPLINARY ACTION UP TO AND INCLUDING DISMISSAL FROM THE PROGRAM WITHOUT PRIOR WARNING, AT THE SOLE DISCRETION OF THE PROGRAM DIRECTOR.

IF YOUR PERFORMANCE, WORK HABITS, OVERALL ATTITUDE, CONDUCT, OR DEMEANOR BECOMES UNSATISFACTORY IN THE JUDGMENT OF EMT ACADEMY, BASED ON VIOLATIONS EITHER OF THE ABOVE OR OF ANY OTHER EMTA POLICIES, RULES, OR REGULATIONS, YOU WILL BE SUBJECT TO DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL FROM THE PROGRAM.

Freedom to teach and freedom to learn are inseparable facets of academic freedom. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on EMT Academy Property, and in the larger community. The responsibility to secure and to respect general conditions conducive to the freedom to learn is shared by all members of the academic community—students, faculty, and staff members. EMT Academy believes that a student's education and experience will be enhanced by adherence to the following guidelines:

1. Treat all EMTA or affiliate properties with respect.

2. Students are expected to be on time for class. If the student must arrive late on a rare occasion, they should enter unobtrusively and take their seat. Students should also notify the appropriate EMTA staff member if they are going to be late or absent.
3. Attend to all personal needs before the class begins.
4. Students are expected to come to class prepared with all pertinent text books, note paper, writing utensils, etc.
5. Students should strive to be alert throughout the class and listen carefully to the instructor, media presentations, and other students. Behaviors such as sleeping, texting, and using any electronic device and side conversations will not be tolerated. Disruptive behaviors may result in dismissal from the classroom and disciplinary action.
6. While in class, students are expected to cooperate with the instructor and focus on learning. Students who disrupt the classroom and distract other students interfere with the instructor's job. For example, a conversation with friends during class is considered a disruption.
7. Students are expected to treat faculty and fellow students with respect. Prejudiced language and behavior are not tolerated in the classroom. It is inappropriate to raise one's voice, use vulgar language, or attempt to intimidate another. Submitting without authorization the same assignment for credit in more than one course (or the same course upon readmission to the program) constitutes cheating and will result in a zero for the assignment.
8. No food or drinks will be allowed in the simulation labs or control room at any time.
9. Students are expected to stay in class and remain seated until the class is dismissed. The instructor has the right to finish their thoughts at the end of the class without students closing their books and walking out. Leaving before class ends gives the unmistakable impression that the individual does not respect the class, the other students, and the instructor.
10. Students are expected to maintain the classroom (both main classroom and smaller break-out rooms and simulation labs) in a clean and organized condition. These form the main instructional setting for our programs but are also used by numerous other courses and agencies and must be maintained in good working order on a continuous basis. As the most frequent users of these spaces, it is the primary responsibility of the students to ensure all classroom spaces are clean and organized at the end of each class day. This includes returning all chairs and tables to their original configuration, vacuuming the floors, wiping down and cleaning all table tops and other surfaces (e.g. whiteboards), and emptying all trash bins in the common areas. These tasks must be completed at the end of every day of class. It is left to the students to determine a fair and equitable distribution of work among all members of the class. To underscore the importance of this self-policing, failure to maintain the classroom in a serviceable condition will result in disciplinary action against the entire class.
11. Students should come to class prepared to discuss all assigned readings (If applicable). Reading and discussion develop skills that are essential for the profession.

12. Students are expected to do all written assignments (if applicable) and hand them in on time in the format requested by the instructor. Failure to complete missing assignments may result in course failure.
13. Students should work hard, ask, and respond to questions in a serious manner. They should take responsibility for their attendance, participation, and learning in the course.
14. Academic dishonesty; cheating means receiving unauthorized help on an assignment, quiz, or examination. It is wrong to use unauthorized sources, notes, books, and other materials during a quiz or exam or for an assignment. (See Section 2.1)
15. Plagiarism is the process of submitting another individual's work as your own and will not be tolerated. Sources must be documented. Today specialized software and the internet can help faculty to find the sources of such material easily. Plagiarism is stealing; it is academically and morally wrong. Students found guilty of such a practice will receive a zero grade for the assignment, and may be subject to withdrawal from the program. (See section 2.1)
16. Cell phones are a distraction. The use of these devices are not permitted in the classroom, lab, or on the clinical unit
17. No class activities may be recorded (either audio or video) without the express prior authorization of both the EMTA Director and individual instructors involved.
18. Students are expected to attend class.
19. Students are responsible for reading the information in the student handbooks (if applicable) and familiarizing themselves with all policies and procedures.
20. Netiquette: These same rules to online learning communities.
21. If a student wants to smoke, they must do so while on breaks and in designated smoking areas only. (See section 1.10)
22. Students should park their vehicles as designated by EMTA in designated parking locations. (See section 1.9)
23. Students shall not loiter on EMTA property after class hours are completed.
24. All course materials developed by EMT Academy are the intellectual property of EMT Academy and cannot be reproduced, copied, or distributed without the express prior authorization of the program director.

EMT Academy students are part of a team with a goal to serve all patients who request or require care. Every student attending our courses are expected to conduct themselves in a professional manner exhibiting high moral and ethical standards at all times.

EMT Academy reserves the right to hand down any necessary disciplinary action depending on the offense and circumstances, which may include dismissal from a course.

The following breaches of good conduct are considered sufficient reason for disciplinary action:

1. Abuse or inconsiderate treatment of patients, visitors, staff, or fellow students
2. Insubordination
3. Intoxication, drinking or possession of alcohol while engaged in program activities
4. Theft
5. Gambling

6. Fighting or disorderly conduct
7. Willful destruction of EMT Academy property or any of its affiliate's property
8. Immoral behavior
9. Profanity
10. Sleeping, or the perception of sleeping
11. Unauthorized use or possession of drugs
12. Gross negligence or carelessness that may result in the injury to self or others
13. Falsification of records
14. Breach of confidentiality
15. Sexual harassment
16. Academic dishonesty
17. Any behavior that could reflect adversely on EMT Academy or its affiliated agencies
18. Harassment and/or intimidation: Acts of harassment and/or intimidation are expressly forbidden. This includes conduct causing alarm, or creating a risk by threatening to commit crimes against persons or their property or making unwelcome sexual advances or requests for sexual favors. Furthermore, EMT students are reminded that a professional demeanor must be maintained at all times. Comments and/or behaviors that are offensive will not be tolerated and appropriate disciplinary action will be taken. This also covers harassment or intimidation of persons involved in a disciplinary meeting and of persons in authority who are in the process of discharging their responsibilities.

Classroom Participation and Expectations

Students are responsible for all materials discussed in the classroom. Students are responsible for their own learning as demonstrated by preparation for class, submitting written assignments on time, and meeting all course requirements as specified in the course syllabi. Attendance is required as outlined in the course attendance policies.

Learning is a dynamic process that requires students to interact with each other as well as with instructors. Teamwork is essential to successful patient care; thus, class participation is required. Students are expected to successfully perform various team roles in a variety of patient care scenarios.

Students are evaluated on both their leadership ability and their participation as a team member, success in both areas is vital to success in pre-hospital medicine.

Faculty will provide students assignment based on the syllabus and at times may require additional assignments to be turned in based on the subject. The instructor reserves the right to conduct periodic unannounced quizzes to evaluate student reading comprehension.

Lectures are based on the **US DOT National Standard Curriculum** and may vary in sequence from the textbook. The material presented in lectures, textbooks, and assigned readings will be utilized in preparing the mid-term (formative) and final examinations (summative).

Students will be assigned individual research assignments which will require obtaining sources outside of the standard curriculum. Time frames for these projects are to be followed.

Clinical Sites

Students will be assigned to a variety of experiences in numerous agencies throughout the region. Students are guests of the clinical agencies. The student's learning experience must be accomplished with a minimum of disruption to the host agency or to its personnel. The presence

of the EMTA students must, in fact, result in positive gains for both agency and student. Specific Points to Observe:

1. Follow all the specific policies as outlined in the Program Student Clinical Diary.
2. Promptness is expected of all students reporting for clinical experiences. Promptness is defined to mean at least ten minutes before the specified time. It is expected of each student to be ready to begin their clinical assignment at the specified time.
3. Students are expected to be on time for ALL clinical experiences. Students not on the clinical unit at the assigned start time more than two times during any clinical rotation risk failure in the areas of professional behavior and patient safety on their clinical evaluations.
4. Patient confidentiality needs to be a priority at the clinical site. Discussion of patients in public places is prohibited. Observe HIPAA regulations at all times.
5. Observe the parking rules of the agency.
6. Instructors will discuss the lines of communication appropriate to each clinical agency. Adherence to these channels is necessary for a harmonious environment and one that enhances student learning opportunities.
7. Smoking rules of the agency must be rigidly observed. Failure to do so may jeopardize the lives of patients as well as others within the agency. As representatives of the EMS profession as well as the EMTA and HCC Paramedic Consortium (Paramedic Students), students are discouraged from smoking while in view of the clinical agency. Smoking materials should not be in view of patients.
8. All rules of the visiting agency (example: dining room hours) must be observed. When in doubt, do not hesitate to ask questions of the instructor.
9. Students are not allowed to leave facility campus while on clinical duty.
10. Children are not allowed in the classroom and/or clinical areas at any time.
11. Students will wear the required attire while in clinical settings.

Ethical Treatment and Care

A value central to professional healthcare is the provision of care to all who are in need. In accordance with this value, students are required to care for patients with communicable diseases as they would for other patients. They are also required to care for all patients regardless of race, religion, ethnicity, sexual orientation, social class, or any other belief or status that may conflict with the student's personal or ethical philosophy.

Electronic Devices

The use of laptops or accepted tablets will be permitted in class only if being used to follow along online with the lecture or to take notes. Said use must not distract other students or be disruptive to the class. Only websites pertaining to EMT Academy and the lecture being discussed should be accessed. If a student is using their laptop for anything else than what is prescribed in this

policy, they will no longer be able to use their laptop in class and will be subject to progressive disciplinary action up to and including dismissal from the program. Laptops will be on silence mode with no notification sounds enabled.

Cell phones, A/V recording devices, and musical devices are not permitted in the classroom for any reason whatsoever unless permission received by the instructor. EMT Academy will provide a receptacle for these items when in class. Students may be required to place their cell phones into the receptacles when arriving at class. Phones should be shut off. If a student has an emergency situation where a cell phone must remain on, they need to inform the instructor; and if the need arises for that student to answer the phone, the student will quietly excuse themselves from the class. Please note that the video and/or audio recording, to include photography of any EMT Academy staff or student is strictly prohibited. If a cell phone or non-permitted electronic devices is seen being used during class, the student will be subject to progressive discipline up to and including dismissal from the program.

If a student has a need to have phone contact, such as an emergency situation, the student must notify the instructor and receive prior permission to have the cell phone available. If granted, the phone shall remain on silent, and if the phone is to be answered, the student should step out and not disrupt the classroom activities.

No electronic device will be allowed on or open during any quizzes or examinations (unless the examination or quiz is to be completed on an assigned electronic device). If a student is found looking at such device during a quiz or examination, the student will receive a zero and be subject to dismissal from the program.

Electronic device use at clinical sites shall only be for the purpose of tracking skills through tracking software (i.e. Fisdap)

Virtual courses will of course require the student to use electronic devices but shall do so in accordance with EMTA policies.

Internet Use

Internet access will be provided to students for the intended purpose of course related subject matter. Students may utilize the internet access for personal use while on breaks, etc as long as they follow the established policies set forth by EMT Academy.

No Browsing of Restricted Content Websites: Accessing websites that contain pornographic or other illicit material is strictly prohibited.

No Downloading of non-educational related data: EMT Academy allows the downloading of files from the Internet; however, downloading files should be limited to those which relate directly to EMT Academy educational objectives.

No downloading of application programs: EMT Academy does not permit the downloading or installation of application software from the Internet onto EMT Academy computers. Such software may not only contain embedded viruses, but is also untested and may interfere with the functioning of EMT Academy standard applications.

No participation in web-based surveys without authorization: When using the Internet, the user implicitly involves EMT Academy in his/ her expression. Therefore, users should not participate in web or E-mail based surveys or interviews without authorization.

No use of subscription-based services without prior approval: Some Internet sites require that users subscribe before being able to use them. Users should not subscribe to such services without the express approval of the Program Director.

No violation of copyright: Many of the materials on the Internet are protected by copyright. Even though they may seem to be freely accessible, many of the intellectual property laws which apply to print media still apply to software and material published on the Internet. Students are permitted to print out web pages and to download material from the Internet for informational purposes as long as the purpose for such copying falls into the category of "fair use". Please do not copy or disseminate material which is copyrighted. Students having any questions regarding such materials should contact the Program Director for guidance.

All passwords or other access codes are the property of EMT Academy. No student may use a password that has not been issued to that student or that is unknown to EMT Academy. Moreover, improper use of the E-mail or communication system(s) (e.g. spreading offensive jokes or remarks, including on the Internet, will not be tolerated.) Students who violate this policy are subject to disciplinary action, up to and including dismissal from the Program.

Social Media

EMT Academy students are strictly prohibited from using Facebook, Twitter, Snapchat, Instagram, YouTube and/or other social media platform during classroom activities. Students likewise may not post on these sites any comments that depict our institution in a negative manner. Your opinions online should be noted as your own and never mention EMT Academy or its affiliates and staff. Students shall be mindful of wearing their uniforms while being photographed if it is posted online and are not permitted to use the name EMT Academy or the EMT Academy Logo without prior authorization. We do encourage students "like" the EMTA social media pages as information is often posted on these sites. Violation of this policy will result in progressive discipline up to and including dismissal from the program.

Food and Beverage in the Classrooms

Consumable items are permitted in class, however shall be limited to snacks and covered beverages. Please refrain from having food or drink during labs and in practical sessions unless on a scheduled break. Full meals are not to be consumed during class. We ask that you be mindful of what you are eating in the event of others who may be sensitive or allergic to certain items. Any item consumed in class shall not be a distraction such as strong odor (i.e. seafood), noisy, etc. Please remember to dispose of your garbage in a trash receptacle prior to leaving the premises.

Students may be held responsible for damage to EMT Academy property due to mishandling of food or beverage (i.e. spilled coffee resulting in a stain)

Students are permitted to utilize kitchen facilities of EMT Academy while on breaks (i.e. microwave, etc.).

No food or drinks will be permitted in the simulation labs or control rooms at any time.

Non-Fraternization

The faculty and staff of EMT Academy assist in meeting its mission of providing a quality educational environment for its students that supports the goals of the Program. Students should be assured that the relationships they develop with faculty and staff members will always be built upon the highest ethical precepts of the educational profession.

Virtually all faculty members, administrators and staff members are, or can appear to be, in a position to exercise power or authority, directly or indirectly, over students in the Program. Many students are at a stage when they may be particularly vulnerable to the influence of faculty members, administrators, and staff members who are in positions where they can affect the terms and conditions of a student's standing in the Program.

If a student consents to a romantic relationship with a faculty member, administrator or staff member, the existence of such a relationship could have unintended adverse effects on the educational environment of the Program. In some cases, such a relationship can end unhappily or become problematic, resulting in charges of sexual harassment, and even physical or psychological abuse.

Because of the commitment to maintaining an environment that supports our educational goals and in order to promote the efficient and fair operation of the Program, and to avoid misunderstandings, complaints of favoritism, supervision problems, security problems, morale problems, questions regarding academic achievement, and possible claims of sexual harassment, EMT Academy prohibits romantic, sexual and exploitative relationships between employees and students including but not limited to: dating, pursuing to date, and pursuing or having romantic or sexual relationships with students during the duration of the course. Employees who violate this policy will be subject to discipline, up to and including termination of employment.

There are exceptional circumstances in which the spouse or partner of an employee is a student in the Program. This fraternization policy does not apply in such circumstances. The President of EMT Academy, in consultation with the Program Director and the Executive Director of EMT Academy, is the administrative officer who determines whether an exceptional circumstance applies.

If a relationship exists prior; i.e. prior to student enrollment, then full disclosure shall be made to the Program Director prior to class beginning.

Anti-Harassment; Discrimination; and Sexual Harassment

It is the goal of EMT Academy to promote an environment that is free of unlawful harassment. EMT Academy expressly prohibits any form of unlawful harassment based on race, color, religion, ancestry, gender, gender identity/expression, sexual orientation, national origin, age, disability, veteran status, or other protected status. Harassment of students, faculty or staff occurring in the workplace or in other settings in which students, faculty or staff may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

To achieve our goal of providing a workplace free from harassment, the conduct that is described in this policy will not be tolerated and EMT Academy has provided a procedure by which inappropriate conduct will be dealt with, if encountered by students, faculty or staff.

Because EMT Academy takes allegations of harassment seriously, EMT Academy will respond promptly to complaints of harassment and where it is determined that such inappropriate conduct has occurred, EMT Academy will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which EMT Academy deems unacceptable, regardless of whether that conduct satisfies the definition of harassment.

Definition of Sexual Harassment

In Massachusetts, the legal definition of sexual harassment is this: “sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
- Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute

sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness.

Unwelcome sexual advances — whether they involve physical touching or not;

- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Dissemination in the workplace of sexually-explicit voicemail, email, graphics, downloaded material, or websites;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

All students, faculty or staff should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

Complaints of Sexual Harassment

If any of students, faculty or staff believe that he or she has been subjected to sexual harassment, the students, faculty or staff has the right to file a complaint with our organization. This will be done in writing or orally.

All complaints shall be reported to the Executive Director of EMT Academy.

The President is also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

Sexual Harassment Investigation

When EMT Academy receives the complaint, the EMT Academy administration will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. EMT Academy will also interview the person alleged to have committed sexual harassment. When EMT Academy has completed the investigation, EMT Academy will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, EMT Academy will act promptly to eliminate the offending conduct, and where it is appropriate EMT Academy will also impose disciplinary action. EMT Academy, based on complaints, may have to contact local law enforcement.

Hazing

Hazing is forbidden by state laws. Hazing is defined as follows:

- Any actions which seriously imperil the physical well-being of any student.
- Activities which are by nature indecent, degrading, or morally offensive.
- Activities which by their nature may reasonably be assumed to have a degrading effect upon the mental attitude.

Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of students, faculty or staff, EMT Academy will take such action as is appropriate under the circumstances. Such action may range from counseling to dismissal from the program/employment, and may include such other forms of disciplinary action as EMT Academy deems appropriate under the circumstances.

EMT ACADEMY, IN ITS SOLE DISCRETION, WILL DETERMINE WHEN TO WARN, REPRIMAND, OTHERWISE DISCIPLINE, OR DISCHARGE EMPLOYEES AND STUDENTS IN THE MANNER AND DEGREE THAT EMT ACADEMY DEEMS APPROPRIATE.

EMT Academy adheres to a progressive discipline policy; however, EMT Academy may begin the discipline process at any step, or advance to any step at based on the circumstances at hand.

The levels of discipline are as follows:

1. Record of Verbal Coaching: Documented and receipt acknowledged via signed form.
2. Written Warning: Documented on Corrective Action / Written Warning Form.
3. Final Written Warning: Documented on Corrective Action / Written Warning Form.
Provides the student with a final warning to reconcile their action with the understanding that failure to do so will result in immediate dismissal from the Program.
4. Dismissal from Program / Termination of Employment

Whereas students may receive warnings, it is not always the intention to “discipline”; an example would be academic warnings; these warnings are given in hopes of coaching the student to be able to correct actions to better their academic standing. This is in contrast to true disciplinary action for a student who violated established conduct policies.

State and Federal Remedies

In addition to the above, if you believe you have been subjected to unlawful harassment, you may file a formal complaint filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC and MCAD 300 days).

- The United States Equal Employment Opportunity Commission (“EEOC”) John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203. Phone: 800-669-4000, Fax: 617-565-3196, TTY: 800-669-6820. <http://www.eeoc.gov/>

- The Massachusetts Commission Against Discrimination (“MCAD”) Boston Office: 1 Ashburton Place, Rm. 601, Boston, MA 02108, 617-994-6000. Springfield Office: 424 Dwight Street, Rm. 220, Springfield, MA 01103, 413-739-2145. Worcester Office: 455 Main St, Rm. 100, Worcester, MA 01608, 508-799-8010. New Bedford Office: 800 Purchase St, Rm. 501, New Bedford, MA 02740, 508-990-2390

Americans with Disabilities Act – Allowable Accommodations

The Americans with Disabilities Act (ADA) of 1990 has implications that pertain to licensure or certification.

The law permits testing that requires the use of sensory, manual or speaking skills where the tests are intended to measure essential functions of the profession. For example, an applicant with reading difficulties is required to take a written exam since the ability to read is an essential function of EMS. Exams are designed at least in part to measure the student’s ability to read.

A second example is a person dealing with skills proficiency verifications that must be performed within established time frames. Performing a skill within established time frames is required because speed of performance is an integral part of patient care.

Both the ability to read and the ability to perform skills within time frames are essential functions for an EMS provider. Therefore, in EMS, a person with a disability may not be denied the opportunity to take an examination; but this person shall be required to take a written exam and pass the skills proficiency verifications within established criteria.

The Functional Job Description, outlined at the end of this section, describes the required skills and job requirements essential to EMS personnel. This description will guide all accommodations permitted for the EMT and paramedic students.

The following specific points pertain to those involved in EMS training and education programs:

- Students *cannot* be discriminated against on the basis of a disability in the offering of educational programs or services.
- There can be *no* accommodation during screening, evaluation or course examinations that will compromise or fundamentally alter the evaluation of skills that are required to function safely and efficiently in the profession.
- Students who have received an accommodation during the course need to fully understand that there is a separate process for requesting an accommodation for the written certification exam and eligibility for an accommodation is determined on a case-by-case basis. In other words, just because a student was allowed an accommodation

during the course does not guarantee an accommodation for the National Registry exam. Documentation confirming and describing the disability should be submitted according to policy for consideration.

There are accommodations that are not allowed in the EMS Program because they are not in compliance with the essential job functions of an EMT or paramedic as outlined in the Functional Job Description. These include, but are not limited to:

1. Students are not allowed additional time for skills with specific time frames.
 - a. Obviously, patients would suffer due to life threatening conditions in emergency situations if treatment were delayed.
2. Students are not allowed unlimited time to complete a written exam.
 - a. This request is not considered reasonable because a candidate should be able to complete a test within a finite amount of time.
 - b. Students will be allowed a maximum of time and one-half to complete written exams.
3. Students are not allowed to have written exams given by an oral reader.
 - a. The ability to read and understand small English print is an essential function of the profession, and written exams are designed, at least in part, to measure that ability.
4. Students are not provided a written exam with a reading level of less than grade eight.
 - a. The EMS profession requires a reading level of at least grade eight to work safely and efficiently.
5. Students must take all exams during the scheduled time, as a member of the enrolled class.
 - a. The ability to utilize knowledge on the spur of the moment is an essential task for EMTs and paramedics.
 - b. Exams are given to elicit immediate recall and understanding of emergency situations.
 - c. Students will be permitted a private space to take the exam.
 - d. Refer to the written examination policy of missed exams due to excused absences.
6. Students must answer all written test questions as written. No explanation of the question can be provided by the test proctor or any other individual.

- a. Additional descriptions of test questions would not be a reasonable accommodation because reading and understanding written English is an essential part of EMS communication.
- b. Student must be able to understand and converse in medical terms appropriate to the profession.

Because of the critical nature of the tasks needed in emergency situations, accommodation requests are considered very carefully, on a case by case basis. The safety and welfare of the community must be insured while providing full protection of the certification applicant's rights. The main question to be considered is: with the accommodation being requested, can this individual perform the essential functions of the job safely and efficiently?

For more information on the Americans with Disabilities Act, you may call the Disabled Persons Protection Commission (DPPC) at (617) 727-6465 or V/TTY at (888) 822-0350
Also refer to the certification requirements of the National Registry of EMTs as well as the State in which you will be applying.

Family Education Rights and Privacy Act (FERPA)

The Family Education Rights and Privacy Act (FERPA) of 1974, provides protection for student education records. FERPA rights however are not limited to education records relating to the student's educational performance. Accordingly, EMT Academy students have a right to privacy when outside sources inquire about them while they are on campus or engaged in classroom instruction. EMT Academy and HCC Paramedic Consortium program officials may disclose that a student is enrolled; however, the officials should not disclose a student's specific whereabouts or class/clinical schedule unless the student gives written permission to EMT Academy and HCC Paramedic Consortium officials. Exceptions will be made for public officials who have a subpoena or a court order. FERPA gives eligible students these basic rights:

- The right to inspect and review the student's education records maintained by the school;
- The right to request that a school amend the student's education records;
- The right to consent in writing to the disclosure of personally identifiable information from the student's education record, except under certain permitted situation; and
- The right to file a complaint with the Family Policy Compliance Office (FPCO) regarding an alleged violation under FERPA.

Conflict Resolution

In the event that there is conflict between students or staff the parties involved will submit to the conflict resolution outlined in this document as listed below.

- Students will bring to the attention of EMTA staff any situations that arise which cannot be resolved by the parties involved.
- Students will be interviewed separately and asked to put the matter in writing while in the interview.
- EMTA staff will investigate the complaints within 24 hours of the interview based on the written complaint.
- EMTA staff will render the appropriate action up to and including dismissal from the program should the situation warrant such an action.

Training Devices / Lab Equipment

EMT Academy strives to provide quality and well-maintained equipment to its students for training purposes. Students will use this equipment frequently, and normal wear and tear from this use is expected. Any activity or use that causes purposeful damage or any reckless use with resulting accidental damage will not be tolerated.

Laws and regulations pertaining to the storage of medical equipment describe restricted access to the supply room in the classroom. The supply room should be accessed only by EMT Academy faculty. If a student needs equipment, a faculty member should assist.

EMT Academy offers many different courses and there will be equipment often set up. No student shall touch any equipment without permission from EMT Academy faculty. If a student violated this policy, it would be considered a safety and conduct violation and can be subject to disciplinary action including dismissal from a training program.

Online Virtual Learning

Virtual Instructor Led Training (VILT)

1. VILT training is defined as a course that is a learning model which utilizes online technology to deliver educational programs in a virtual classroom. The instructor and participant are in different locations but have the ability to see teaching materials and verbally communicate synchronously during a live session.
2. Instructor/learner interactions must be possible in real time via simultaneous visual and audio communication during the session.
3. VILT will be held “live” with interaction between students and instructor(s)
4. All VILT courses will be delivered in accordance with Massachusetts Office of Emergency Medical Services, Administrative Requirement 2-212, EMT Continuing Education Standards and pertinent standards set forth by the National Registry of EMTs.

5. All students will be required to have access to the virtual class (Zoom) with functioning microphone and web camera.
6. Web camera must be on for the duration of the class.
7. Students shall attend the VILT course in its entirety. Students who leave or are found not to be participating, will not receive credit for the course.
8. All applicable EMTA policies are to be followed when participating in a VILT course.
9. Students shall be dressed in appropriate attire for VILT courses.
10. Students shall access VILT course in a quiet area free from distraction (both audio and video)
11. Instructors will be asking frequent questions during VILT courses to ensure participation.

Distributive Learning

1. Distributive Education is defined as an instructional model that allows instructor, participants, and content to be located in different locations so that instruction and learning may occur independent of time and place; the learner, the instructor, and the educational materials are not all present in the same place at the same time, and students and instructors are not able to interact in real time.
2. Course work in this category would have to be completed in its entirety and meet the time requirements set forth in the course to get credit.

Online Learning Platforms

- EMTA currently utilizes the following platforms;
 - Platinum EMS Testing (emstesting.com)
 - Zoom Meeting
 - Google Classroom
 - Jones and Bartlett (JB Learning)

Email Address Assignments

This Electronic Mail Policy applies to all Authorized Users who are issued a formal EMT Academy email account (students enrolled in the EMT or Paramedic initial certification program as well as all staff faculty)

The purpose of this policy is to establish the policy and procedures for EMT Academy regarding the use of EMT Academy email addresses. Authorized users of EMT Academy email addresses are responsible for using and maintaining their email account in accordance with the procedures and guidelines set forth in this policy.

Electronic mail, like postal mail, is an official means for communicating EMT Academy business. All students and faculty are expected to read, and shall be presumed to have received and read, all email messages sent to their official EMT Academy email account.

Employees of EMTA including management and staff must use only EMTA email for official email correspondence in the performance of their duties.

Acceptable Use:

1. EMT Academy email is a school resource intended to be used for EMT Academy related business, instruction, instructional support, advising, research, service, administration, and school-related correspondence in support of the EMT Academy's mission;
2. Access to email is an essential tool that imposes on users certain accompanying responsibilities. The same standards of conduct that are expected of students and employees regarding the use of other facilities, services, and resources apply to the use of email; and
3. Official email to registered existing students should be sent only to student email addresses. Emails sent to new students (prior to receiving their EMTA account) or non-active students may be sent to their personal email.
4. Employees of EMT Academy including administration and faculty must use only EMTA mail for official email correspondence in the performance of their duties.
5. Support staff (instructor aides, etc.) will not be issued an EMTA email address.
6. EMT Academy email addresses will be the students access email for Google Classroom.

Unacceptable Use:

In addition, the following specific actions and uses of Rockland Community College email facilities are improper:

1. EMT Academy email addresses are not to be utilized for personal use outside of EMT Academy activities.
2. Any use of email that interferes with school activities and functions or does not respect the image and reputation of EMT Academy;
3. *Concealment or misrepresentation of names or affiliations in email messages;*
4. Alteration of source or destination address of email;
5. Use of email for commercial or private business purposes that have not been approved by the management;
6. Use of email to send mass or chain messages that are not related to EMT Academy business.
7. Use of email for organized political activity or political solicitation;
8. Use of email to harass or threaten other individuals in violation of the EMT Academy harassment policies.
9. Sending unsolicited email messages, junk mail, spam, or advertising material to individuals who did not specifically request such material;

10. Forging or the unauthorized use of email header information;
11. Discriminating on the basis of race, gender, national origin, age, marital status, sexual orientation, religion, disability or other classifications protected by law;
12. Sending, viewing, or downloading offensive content of any kind, including pornographic material or messages of a sexist, obscene, harassing, threatening, or racist nature;
13. Sending, viewing, or downloading messages of a religious or political nature for the purpose of proselytizing and/or soliciting funds or donations;
14. Creating or forwarding chain letters, Ponzi, or other pyramid schemes or any type; and
15. Gambling or any other activities that are illegal

Authorized Users are responsible for the content of their email messages and should understand that others can use the content as evidence against them. Authorized Users of the EMT Academy's email facilities whose actions violate this policy or any other academy policy or regulation may be subject to revocation or limitation of email privileges as well as other disciplinary actions or may be referred to appropriate external authorities.

Confidentiality and Privacy:

EMT Academy email addresses are the property of EMT Academy. EMT Academy respects the privacy of its email users. It does not routinely inspect, monitor, or disclose email. Nonetheless, subject to the requirements for authorization, notification, and other conditions specified in this policy, EMTA may deny access to its email services and may inspect, monitor, or disclose email in accordance with this policy.

All data files and e-mail communications created and/or maintained on the EMT Academy email system are neither private nor confidential. Students, employees and other users have no right or expectation of privacy in any data files, e-mail communications.

EMTA, through its Executive Director as authorized by the President of EMT Academy, has the unrestricted right to access, monitor, retrieve and/or duplicate all data files written or stored on the EMT Academy email at any time and for any reason, including all e-mail communications sent or received and any websites visited by a student, employee or other User.

All data files and e-mail communications created and/or maintained on EMTA email are an EMTA record and shall be the property of EMT Academy. In addition, as an EMTA record, any data files or e-mail communications are subject to disclosure to law enforcement or government officials or to other third parties through requests under Federal or State law.

If there is a reason to believe that an EMTA email account has been used in violation of EMT Academy's policies and/or of the law, contents of the email may be inspected and/or disclosed without the prior consent of the employee, student or other user.

Email, whether or not created or stored on EMTA Technology Resources, may constitute an EMTA record subject to disclosure or other laws, or as a result of litigation. However, EMTA does not

automatically comply with all requests for disclosure, but evaluates all such requests against the precise provisions of laws concerning disclosure and privacy, or other applicable law.

Email Account Management:

All students and employees are assigned an official EMT Academy email address (username@emtacademy.org), which is the official address to which EMTA sends email communications, as well as the address that is listed in the email directory and other appropriate EMTA publications.

Email accounts for students are created automatically the day after a student applies for and is accepted at EMT Academy.

Email accounts for employees are created following hire and onboarding at EMT Academy. All management, medical directors, and instructors will be assigned email addresses.

The email address is based on the person's legal name as reflected on the student application and is composed of the person's first name initial followed by the person's full surname (i.e. John Smithers – jsmithers@emtacademy.org). In an event of duplicate email addresses, numbers are utilized (i.e. John Smithers – jsmithers2@emtacademy).

Requests for an email alias based on name preference, middle name, nicknames, etc., cannot be accommodated.

Student email accounts will remain in effect as long as the student remains enrolled at EMTA. Students who graduate or leave EMT Academy prior to graduating, will have their email accounts deleted one month after their last sign in activity.

Student email account will be suspended immediately upon the account holder being suspended and/or dismissed from EMT Academy.

Employees who resign, retire or otherwise terminate employment will have their email accounts suspended on their last day of employment. Such employees should be aware that their email accounts may be accessed by their supervisors in order to continue to conduct EMT Academy operations after they leave. After 30 days the account will be disabled and all remaining email correspondence will be deleted.

Any questions regarding EMT Academy email addresses should be forwarded to the Executive Director.

EMT Program Safety and Privacy Policies

HIPAA (Health Insurance and Accountability Act of 1996)

All Staff, Paramedic and EMT students will familiarize themselves with the HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996.

Protected health information (or “PHI”), under the US Health Insurance Portability and Accountability Act (HIPAA) is any information about health status, provision of health care, or payment for health care that can be linked to a specific individual. Confidentiality of protected health information is the responsibility of all healthcare providers, inclusive of paramedic students.

Students will be cautious whenever they discuss protected health information, taking into consideration their location (e.g., public areas) and who they discuss this information with. It is appropriate to discuss this information with preceptors and other healthcare providers who are and were previously involved with the patient’s care. Paramedic students are encouraged to discuss interesting clinical cases encountered during their internship with peers and faculty; however, at no time should the names of patients or any other identifying information be divulged.

No part of the patient’s medical records may be copied or taken from the clinical site. The only exception is to ECGs, and only after they have been de-identified (redaction should be accomplished using a wide black pen or marker and subsequently photocopying the result).

All students will rigidly abide to the standards set forth in this act, and any violation of these standards will be regarded as a serious breach of discipline and will be dealt with accordingly.

All students must complete HIPAA training at each of their clinical sites as part of their orientation prior to the start of their clinical internship. These records will be stored at each clinical site and can be made available at the request of EMT Academy.

Bloodborne Exposure / Infectious Disease Exposure

An exposure incident is when a contact or exposure of eyes, mouth, other mucous membranes, non-intact skin or parenteral (needlesticks, human bites, cuts, and abrasions), contact with blood or other potentially infected materials that results from the performance of a Paramedic Student’s duties. Students must report ALL exposures using an EMTA incident report. Using an incident report will prompt the individual to complete any additional paperwork that is necessary (such as required State/OEMS documentation).

When performing off site clinical rotations or field time; It is the responsibility of every student to know and be familiar with all clinical site and field site Health and Safety Plans, including, but not limited to the bloodborne Pathogen Exposure Control Plan.

If a student has an exposure at a clinical site (fixed or field) they need to report it immediately to their preceptor and follow the guidelines set forth by the clinical site regarding reporting and documentation. The Program Director or their designee shall be contacted as soon as possible.

If an exposure occurs during classroom activities (i.e. IV lab, glucometry lab, etc), students shall inform instructor staff immediately.

If a student is exposed (exposure meaning high probability of disease transmission) to a possible infectious disease, the student should notify their preceptor immediately and follow the guidelines set forth by the clinical site regarding reporting and documentation. The Program Director or their designee shall be contacted as soon as possible.

Infection Control and Safety

Any student who is in an infectious state that can impact patient or fellow student safety should not attend class or clinical/field rotations.

All students shall practice good hygiene while in attendance of EMTA activities; these practices include but are not limited to; frequent handwashing; cough etiquette; and disinfection/sanitation. Please refer to www.CDC.gov for further guidance.

Any student with a physical injury that impacts the ability to perform the clinical objectives of the program will not be able to participate in clinical/field rotations.

A licensed healthcare provider's release may be required before the student may return to the classroom or clinical/field setting. It is the student's responsibility to follow program policies regarding any make up work or scheduled shifts.

Latex Sensitivity / Allergy and Procedures

Latex sensitivity in the workplace can result in potentially serious health problems for individuals who are unaware of the risk of latex exposure. Allergic responses to latex can be life threatening. Latex free environments are seldom available in either clinical or academic settings, but health problems can be minimized or prevented by following appropriate precautionary measures. It is the student's responsibility to inform the college coordinator of health services and the director of paramedic if s/he has a known allergy to latex. (Symptoms may include, but are not limited to the following: runny nose, itching eyes, asthma, eczema, contact dermatitis, and 'rarely' shock.)

EMT Academy will provide latex and powder free gloves for student labs. Should a clinical agency to which you are assigned NOT provide latex free gloves, EMT Academy will provide free gloves for use. As with all matters related to one's health, the utmost of precautions should be

taken by the student to reduce the risk of allergic reactions. This may include the carrying of an epinephrine auto injector by the individual or other precautions as advised by the student's health care provider.

As with all students, a student with a latex sensitivity or allergy will be required to satisfactorily maintain all requirements and technical standards of the specific program.

Injury

Any injury that occurs, even a slight cut or strain, must be reported immediately on an incident report and verbally to a faculty member/preceptor, as soon as possible. EMT Academy is committed to providing a safe and healthful learning environment. The policy of EMT Academy is aimed at minimizing the exposure of our students to health or safety risks. To accomplish this objective, all students are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

The responsibilities of all students in this regard include:

- Exercising maximum care and good judgment at all times to prevent accidents and injuries.
- Reporting all injuries to faculty and seeking first aid, regardless of how minor.
- Reporting unsafe conditions, equipment, or practices to faculty.
- Using safety equipment provided by EMT Academy or Clinical Sites at all times.
- Conscientiously observing all safety rules and regulations at all times.
- Notifying faculty before the beginning of the class, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to them and their fellow students.
- Know the locations of all fire and safety exits.
- Never attempt to catch falling objects.
- Make certain all emergency equipment, such as fire extinguishers, alarms, and exit doors, is accessible at all times.
- Horseplay and practical jokes are prohibited.
- Maintain all equipment in good repair.
- Know and be familiar with all EMT Academy health and safety policies including, but not limited to:
 - Bloodborne Pathogen Exposure Control Plan
 - Infectious Disease Exposure Control Plan
 - Hazard Communication Plan

- Workplace Violence Prevention Plan
- Fire Safety Plan

Exposure, Incident and Injury Reporting

It is important to ensure that any exposure, incident or injury is properly reported and documented. Students shall immediately report any exposure, incident, or injury to their instructor / preceptor (as outlined above, clinical site plans may have to be adhered to).

The following are types of incidents that require reporting, including, but not limited to:

- Any serious incident that must be reported pursuant to OEMS Regulation 105 CMR 170.350(B).
- A potential medical or legal situation
- Any vehicle accident with or without injuries involving the student
- Involvement in news-worthy event
- Any accident including personal/property damage to/by a student while on the premises, or engaged in any off-campus program activity.
- Any occurrence of possible negligent care of a patient.
- Any inappropriate behavior of a Student.
- Illness or injury
- Bloodborne or other exposure (Needlestick, etc)
- Assault or Battery upon student, preceptor, patient or others involved in patient care or the incident
- Incidents of physical, sexual, emotional abuse or neglect
- Requests from anyone representing the legal profession
- Safety concern

Students will fill out EMT Academy designated incident reporting forms.

ANY DISCUSSION OF PROTECTED HEALTH INFORMATION OR DISCUSSION OF CLINICAL ENCOUNTERS OUTSIDE THESE GUIDELINES MAY RESULT IN DISCIPLINARY ACTION AND/OR DISMISSAL FROM THE PROGRAM.

Drug and Alcohol Policy

EMT Academy intends to provide a learning environment that is free from the use of non-prescription drugs and alcohol.

The sale, manufacture, distribution, purchase, use, possession of the following substances or having the following substances in one's body when reporting to class or any program-related activities while impaired by the following substances-intoxicants: alcohol, non-prescription narcotics, hallucinogenic drugs, non-prescription marijuana, or other non-prescription controlled substances is prohibited while at EMT Academy or any activities involving EMT Academy.

The distribution, sale, purchase, use, or possession of equipment, products, and material that are used, intended for use, or designed for use with non-prescribed controlled substances is also prohibited while on EMT Academy property.

Arriving to class, the clinical or field internship setting with a measurable quantity of intoxicants, non-prescribed narcotics, hallucinogenic drugs, marijuana, or other non-prescribed substances in the blood or urine is prohibited.

Student use of prescription drugs while enrolled in the program is permitted, provided that the drug has been prescribed for the student by a licensed physician and is used in accordance with the physician's instructions and in the prescribed dosage, and provided also that use of the drug does not impair the student's ability to perform responsibilities in class, the clinical or field internship setting safely and effectively.

A student must report the use of any prescription drug which may affect the student's safety or performance to an EMT Academy instructor or support staff. A student may be required to provide EMT Academy with a copy of the prescription and/or medical verification. If a student is unable to perform responsibilities while in class, clinical or field internship setting safely or effectively while taking a prescribed medication, the student may be placed on medical leave until the situation is resolved.

The purchase, sale, or transfer of a prescription drug by any student to or from another student or any other individual while on EMT Academy premises or while otherwise engaged in EMT Academy activity is prohibited.

Students are prohibited from reporting to class or any other EMT Academy activity while impaired by, or under the influence of, any over-the-counter drug which may affect the student's safety or performance.

Reporting to or being in class or a related activity with a measurable quantity of prescribed narcotics in blood or urine is prohibited; also, reporting to or being in class or a related activity when using prescribed narcotics is also prohibited if, in the opinion of EMT Academy, such use prevents the student from performing his or her responsibilities or poses a risk to the safety of the student, other persons, or property.

Violations of this policy will result in disciplinary action up to and including dismissal; from the program. In lieu of dismissal, other disciplinary action may apply in the judgment of EMT Academy

It is a condition of the program that students may be required to submit to EMT Academy approved drug tests under circumstances that include, but are not limited to:

- Admission to the Program.
- Some Clinical Sites may require drug testing prior to being allowed into their facilities.
- Investigations of incidents / accidents that result in bodily injury or property damage.
- Where, in the opinion of CFM, violations of safety rules or procedures are suspected.
- Where, in the sole discretion of CFM, there is reasonable cause to believe a student has been engaging in illegal drug use at any time or is working under the influence of alcohol.
- As a condition of enrollment in the paramedic program, every student must abide by the terms of this drug and alcohol policy.

Guests

No guests will be permitted into the class unless the syllabus calls for the students to bring an outside individual as a patient. These individuals must be at least 18 years of age and may be asked to sign a waiver prior to that day's activities. No minors are permitted to be on company grounds and childcare issues should be dealt with prior to coming to class. Guest lecturers will be permitted. (also see section 1.11)

EMT Program Student Services

Grievance / Complaint Procedure

It is the practice of EMT Academy to assist all students in finding fair and just solutions to problems related to their education. As a general rule, problems can be resolved through the normal administrative structure (levels of supervision). The grievance procedure is not intended to circumvent the normal channels of communications or to set aside the "open door policy" for students established by faculty and administrators. If students feel they have been discriminated against based on sex, race, color, national origin, veteran status, handicapped, or age, they are to follow the procedures below:

- **Definition:** A grievance is an educational or personal problem or condition that a student believes to be unfair, inequitable, or discriminatory, or a hindrance to his/her education.
- **Scope and Limitations:** This grievance procedure is not designed to include changes in policy or educational programs. Recommendations for initiating new policy or changing established policy are handled through normal administrative channels.
- **Time Limitations:** Grievances shall be handled with reasonable promptness, both in submission and processing at each level. Reasonable promptness is defined as a maximum of five class days; however, this time may be extended with the agreement of both parties.
- **Presentation:** Initially, the presentation of a grievance may be made orally. When it reaches the appeal state, it must be made in written form. Students shall be given full opportunity to present their views without fear of coercion or reprisal.
- Where you have a complaint or conflict, discussing the problem with the Program Director is encouraged as a first step. Complaints received from people outside of EMT Academy should be referred to the Program Director as soon as possible.
- The Program Director will document all complaints he or she receives from any source. The Program Director will investigate and discuss the incident with all parties in question whenever possible in an effort to gather the facts of the dispute. If you do not believe a discussion with the Program Director is appropriate, you may proceed directly to the next step.
- If you are not satisfied with the Program Director's decision and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that the President review the matter. The President will review all written material to date, discussions with all individuals concerned, and conduct a further investigation if necessary. The decision of the President shall be final.

Retaliation

EMT Academy will not tolerate any form of retaliation against students availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying EMT Academy from taking disciplinary action against any individual, up to and including dismissal from the program, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where EMT Academy deems disciplinary action appropriate.

In the event that the individual filing a complaint with the program is not satisfied with the outcome, the individual can contact the following entities who provide EMT Academy accreditation:

- Massachusetts Department of Public Health
Office of Emergency Medical Services
67 Forest Street, Marlborough, Massachusetts 01752
617-753-7300
- Committee on Accreditation of Educational Programs for the EMS Professions
8301 Lakeview Parkway, Suite 111-312
Rowlett, Texas 75088

Student Counseling and Guidance Services

The instructors of EMT Academy programs will review student progress by means of individual conferences. If students have a problem related to class work, instructors welcome the opportunity to discuss this with them during scheduled office hours. If students seek extra assistance, they may be paired with a program instructor aide based on the needs of the student and the availability of staffing.

EMT Program General Overview

Job Description of the Emergency Medical Technician (EMT)

Reassures patients and bystanders by working in a confident, efficient manner. Avoids mishandling and undue haste while working expeditiously to accomplish the task.

Where a patient must be extricated from entrapment, assesses the extent of injury and gives all possible emergency care and protection to the entrapped patient and uses the prescribed techniques and appliances for safely removing the patient. If needed, radios the dispatcher for additional help or special rescue and/or utility services. Provides simple rescue service if the ambulance has not been accompanied by a specialized unit. After extrication, provides additional care in triaging the injured in accordance with standard emergency procedures.

Complies with regulations on the handling of the deceased, notifies authorities, and arranges for protection of property and evidence at scene.

Lifts stretcher, placing in ambulance and seeing that the patient and stretcher are secured, continues emergency medical care.

From the knowledge of the condition of the patient and the extent of injuries and the relative locations and staffing of emergency hospital facilities, determines the most appropriate facility to which the patient will be transported, unless otherwise directed by medical direction. Reports directly to the emergency department or communications center the nature and extent of injuries, the number being transported, and the destination to assure prompt medical care on arrival. Identifies assessment findings which may require communications with medical direction for advice and for notification that special professional services and assistance be immediately available upon arrival at the medical facility.

Constantly assesses patient en route to emergency facility, administers additional care as indicated or directed by medical direction.

Assists in lifting and carrying the patient out of the ambulance and into the receiving facility.

Reports verbally and in writing their observation and emergency medical care of the patient at the emergency scene and in transit to the receiving facility staff for purposes of records and diagnostics. Upon request, provides assistance to the receiving facility staff.

After each call, restocks and replaces used linens, blankets and other supplies, cleans all equipment following appropriate disinfecting procedures, and makes careful check of all equipment so that the ambulance is ready for the next run. Maintains ambulance in efficient operating condition. Ensures that the ambulance is clean and washed and kept in a neat orderly condition. In accordance with local, state or federal regulations, decontaminates the interior of the vehicle after transport of patient with contagious infection or hazardous materials exposure.

Determines that vehicle is in proper mechanical condition by checking items required by service management. Maintains familiarity with specialized equipment used by the service.

Attends continuing education and refresher training programs as required by employers, medical direction, licensing or certifying agencies.

Meets qualifications within the functional job analysis.

Program Overview

The EMT Academy Emergency Medical Technician (EMT) is an integral part of the pre hospital healthcare field providing care for sick or injured patients in an emergency medical setting. People's lives often depend on the quick reaction and competent care provided by the EMT. Equally as important is the care the EMT provides for non-emergent patients needing ambulance transport to medical appointments, treatments, etc.

EMT Academy offers different options for the delivery of the Emergency Medical Technician Training Program. These include;

- 4-month in person training program
 - Two (4) hour course days a week and one (8) hour Saturday a month
 - All classes are held in person
- 4-month hybrid (virtual and in person) training program
 - Developed as a result of *COVID 19 restrictions*
 - Didactic (classroom) training is provided virtually with live instructor interaction
 - In person classwork to cover practical skills
- Other
 - EMT Academy may offer other variations of delivery; please refer to the website for additional updates.

Regardless of delivery method, the EMT Academy Emergency Medical Technician Training Program is designed to prepare students to successfully pass the National Registry of Emergency Medical Technicians (NREMT) Emergency Medical Technician (EMT) certifying exam. The course includes a mix of both didactic (e.g. classroom) and practical experiences that provide students with the basic medical knowledge, clinical reasoning and judgement, and psychomotor skills necessary to function as a competent and safe entry-level EMT in the emergency and non-emergency pre-hospital environments.

Classes will include a mixture of lectures, small group discussions, simulation/scenarios, practical skills stations, and self-directed learning experiences to introduce the students to the essential knowledge and concepts they must master to become effective EMTs. Students should expect to dedicate a **significant** amount of time outside of class to reading, studying, completing homework assignments, and preparing for quizzes and exams. Students must also

successfully complete cardiopulmonary resuscitation certification which is provided during the course.

Students will also complete (16) Hours of field time where they will ride along and observe on an ambulance under the direct supervision of an experienced field training officer. The primary goal of field time is to give students a first-hand look at how actual field crews operate in real world scenarios.

After successful completion of the course, students will be eligible to take the NREMT EMT practical and written examinations

Program Modules

Module Number	Module Title	Lecture Hours	Lab Hours	Field Internship Hours	Total Hours
1	Preparatory and Assessment	32	4	0	36
2	Airway, Pharmacology, Shock, and Resuscitation	8	4	0	12
3	Medical	18	14	0	32
4	Trauma	12	4	0	16
5	Special Patient Populations	12	4	8	24
6	EMS Operations and Team Approach	10	22	8	40
Mid-Term / Final Exam Hours		16	8	0	24
Course Total Hours		108	60	16	184

- There is also an additional 16 hours built into the program for make up (for students who missed classes). Students not required to make up classes can also come in on these days and practice their practical skills (highly suggested). There would be no fee for the students coming in voluntarily on these dates.
- Students may come in and practice off established class hours with permission from the course instructor.

Module 1 – Preparatory and Assessment

Module 1 will introduce the student to the introductory portion of the course to include administrative, safety, medical and legal, terminology, the human body, anatomy and physiology, lifting and moving of patients and introduction to patient assessment. This part of the course is primarily lecture based and includes a group project assigned to squads in which students will provide a presentation to the rest of class on a specified body system. There will be homework, quizzes and a modular exam for this module.

Module 2 – Airway, Pharmacology, Shock, and Resuscitation

Module 2 will introduce the student to the basics of pharmacology; students will also learn about shock and how it affects the body as well as the importance to early recognition of shock. Module 2 will also cover airway management and patient resuscitation; included will be cardiopulmonary resuscitation certification (students who are already CPR certified will still be required to attend and pass the certification examination). There will be homework, quizzes, a modular exam as well as a CPR certification exam.

Module 3 - Medical

A significant emphasis of the current EMT scope of practice is on assessing and treating the medical patient. More and more patients with chronic medical conditions are living independently or semi-independently outside of the hospital setting. This paradigm has created a larger incidence of prehospital complex-medical patients. The focus of the medical module is to introduce students to an overview of these acute and chronic medical illnesses and episodes. Students will begin to integrate in topics from the previous modules, including anatomy & physiology as well as patient assessment. There will be homework, quizzes, and a modular exam for this module.

Module 4 – Trauma

The Trauma Module introduces students to the trauma care system including immediate recognition, care, and transport, point-of-entry, ACS trauma center designation, and mitigating issues. Students attend lectures on specific traumatic injuries and complete related scenarios during lab sessions. A significant focus is placed on the rapid assessment of the traumatic patient and how to systematically assess and treat said patients. During practical skill stations, students are introduced to the latest equipment designed to mitigate traumatic injuries. There will be homework, quizzes, and a modular exam for this module.

Module 5 – Special Patient Populations

The Special Populations Module will introduce students to unique patient populations and cover the challenges that accompany them. Topics include obstetrics, pediatrics, and geriatrics.

Also covered in this module are patients with special healthcare needs and environmental emergencies. There will be homework, quizzes, and a modular exam for this module.

Module 6 – EMS Operations and Team Approach

The EMS Operations and Team Approach Module will cover operational topics that will assist the EMT in their day to day operations. Included in this module is an introduction to incident management and terrorism incidents. Students will be required to complete three online training courses offered by the Federal Emergency Management Agency (FEMA). These courses will be due at various dates throughout the course. These courses will reinforce classroom lecture and are required courses for employment at most EMS agencies. This module will also include a mass casualty incident drill which students will have to respond to a mock MCI and put their knowledge to a practical evolution. Students will also cover transport operations and extrication principles. The final lecture in this module will introduce the student to the team approach as well as how to assist a paramedic in the field. There will be homework, quizzes, and a modular exam for this module.

Field Internship

As part of the educational package, EMT students will complete 16 hours of a field internship in the prehospital setting. Field internship is an essential component of the EMT Program. The field internship is intended to offer the student both a positive learning opportunity and real-life experiences. The primary purpose of the field internship is to expose the student to patient assessment including the gathering of pertinent medical information and past medical history. Students complete this internship as a “Third-Rider”, meaning they are paired with an experienced EMS provider (preceptor) and only participate in an observational capacity. Students are not expected to provide the full continuity of care, but may assist the EMS providers with activities such vital signs and CPR, if they have covered that material in class, and at the discretion of the precepting EMS provider. Students are eligible to begin their Field Internship once they have successfully completed Module 2. Students may only complete their Field Internship at an EMT Academy approved field site, and only during scheduled periods.

Course Length

Standard Format (In person and virtual hybrid)

- 17-week program
- 184 Hours (Includes didactic and practical as well as CPR Certification and ambulance observation time)

Other Course Formats

- Still in development

Prerequisites

This course has been developed for all individuals desiring to perform emergency medical care as an EMT. No prior experience or training is required of the course applicant.

In order to be eligible for the state EMT certification examination the applicant must:

- Be 18 years of age
- Be able to read, understand and communicate in English
- Be free from addiction to alcohol or any drug
- Be free from any physical or mental defect or disease which might impair his/her ability to provide emergency care within the scope of the EMTs training and responsibilities, or which might jeopardize the health of another member of the class.

Course Objectives

- To ensure competency in the cognitive, psychomotor, and affective learning domains
- Have the ability to comprehend, interpret, and apply EMS educational standards, as well as general knowledge necessary to function in an emergency healthcare setting.
- Apply the principles of effective communication to interactions with patients, colleagues, and other personnel in the emergency and inter facility transfer setting.
- The ability to conduct themselves in ethical and professional fashion while showing proficiency in interpersonal relations and communications.
- Identify, interpret, and evaluate information relative to the role of an entry-level EMT.
- Identify and display technical proficiency of the skills necessary in the role of an entry-level Paramedic.
- Demonstrate personal behaviors consistent with professional and employer expectations of an entry level EMT.

- Prioritize historical and physical exam information necessary to form a working diagnosis and management plan for patients presenting with acute medical and traumatic diseases.
- Develop and demonstrate assessment strategies to obtain important clinical information in a wide variety of dynamic environments.
- Prioritize treatment based on knowledge of pathophysiology, expected clinical course, and situational factors.
- Use effective clinical reasoning to modify the assessment and treatment plan according to patient presentation and response to treatment.
- Develop and implement a treatment plan to assure a patent airway, adequate ventilation, and adequate respiration for patients of all ages.
- Integrate assessment findings with principles of epidemiology and pathophysiology to formulate a field impression and implement a treatment and disposition plan for a patient with a medical complaint.
- Apply comprehensive knowledge of the underlying etiology and pathophysiology to the management of cardiac arrest and post cardiac arrest states.
- Apply comprehensive knowledge of the etiology and pathophysiology of shock to the management of all shock states, with an emphasis on early intervention to prevent clinical decompensation.
- Apply comprehensive knowledge of the etiology and pathophysiology of pulmonary diseases to the management of respiratory failure or arrest, with an emphasis on early intervention to prevent arrest.
- Integrate assessment findings with principles of epidemiology and pathophysiology to formulate a field impression and implement a treatment and disposition plan for an acutely injured patient.
- Integrate assessment findings with principles of epidemiology, pathophysiology, and knowledge of psychosocial needs to formulate a field impression and implement a treatment and disposition plan for patients with special needs.
- Modify the assessment and treatment of pediatric, adult, and geriatric patients based on comprehensive knowledge of lifespan development.
- Apply fundamental knowledge of the principles of public health and epidemiology, including public health emergencies, health promotion, and illness and injury prevention, to the scope and role of a paramedic.
- Integrate comprehensive knowledge of EMS systems, the safety/well-being of the paramedic, and medical/legal and ethical issues to improve the health of EMS personnel, patients, and the community.

Outcome

Upon successful completion of the EMT Program, a certificate is awarded. Graduates are eligible to enter certification testing after successfully completing all coursework.

The testing sequence involves successfully passing the National Registry of EMTs (NREMT) cognitive (written) examination as well as the Massachusetts Department of Public Health, Office of EMS (OEMS) psychomotor (practical) examination.

Class Size

The maximum class size and ratio is 30 students to 1 lecturer for classroom lecture; Practical ratio will be 8 students to 1 instructor minimally.

Class sizes may vary dependent upon any restrictions (i.e. COVID 19) and available resources. Please refer to website or contact EMT Academy for further information.

Books and Materials

- Required text (included in tuition)
 - Emergency Care and Transportation of the Sick and Injured, 11th Edition, American Academy of Orthopedic Surgeons (AAOS), Jones and Bartlett Publishing.
 - Jones and Bartlett Navigate 2 Online Resources (included in tuition)
- EMS Testing Online (included in tuition)
- Google Classroom Access (included in tuition)
- Vital signs kit (Penlight, Blood Pressure Cuff, and Stethoscope) (included in tuition)
- Students are expected to have adequate supplies (e.g., note paper, writing utensils) to be productive in the classroom environment.
- Students will need to access to a computer to do online assignments and testing.
- If in a virtual (VILT) hybrid program; computer must have camera and microphone capabilities and be able to run virtual platform software (Zoom)

EMT Academy Email Address

- Students will all have an EMT Academy email address assigned to them for the duration of the course.
- The email address will be primary point of contact from EMT Academy to the student.

- EMT Academy emails are assigned to students but are the property of EMT Academy and shall only be used for EMT Academy communication.
- Access to the email address will be removed when the student is no longer a student of EMT Academy.

Classroom Skills Practice

The EMT course will teach students many skills that are necessary for the assessment and treatment of patients in a variety of emergency situations. All students are hereby advised that they will be asked to consent to the practice of skills on classmates and themselves.

The purpose of these practice sessions is to develop the tasks, dexterity, and tactile feel necessary for each skill in situations as real as possible under the control and supervision of Program Instructors.

Specific skills which will be practiced in this program include, but are not limited to:

- Patient assessment / Physical exam
- Vital signs acquisition
- Wound care / Splinting / Spinal immobilization
- Glucometry
- Assisting an advanced life support provider (application of ECG electrodes)
- Safe moving of patients (stretcher, stair chair)

The practice of skills is an essential part of the EMT Program. Students must come to laboratory sessions fully prepared to practice skills and scenarios. Students are expected to be prepared for each segment of their lab or practicum by being in appropriate dress. Additionally, scenario practice requires an attitude and demeanor which do not detract from the scenario created. Remaining “in character” communicating with the “patient” as if a real patient, and performing all skills following step-by-step procedures.

Students will also get hands on applications of various pieces of equipment during the course (i.e. suction, AED, oxygen therapy equipment, etc.)

Students enrolled in the EMT Program may only practice certain skills in the presence of a Program instructor during lab sessions or during an approved Field Internship with a designated preceptor.

Students are limited to practicing only skills previously taught by the faculty of the EMT Academy EMT Program.

Students must always function in the student or “third rider” role when completing a Field Internship.

Violations of this policy may result in the immediate removal of the student from the EMT program.

EMT Academy strives to provide quality and well-maintained equipment to its EMT students for training purposes. Students will use this equipment frequently, and normal wear and tear from this use is expected. Any activity or use that causes purposeful damage or any reckless use with resulting accidental damage will not be tolerated.

Laws and regulations pertaining to the storage of medical equipment describe restricted access to the supply room in the classroom. The supply room should be accessed only by EMT Academy faculty. If an EMT student needs equipment, a faculty member should assist.

Admissions Requirements

Students wishing to attend the EMT Academy Emergency Medical Technician Training Program must first apply to the program either online or in person. Applications will be reviewed by EMT Academy staff and prospective students will be contacted and a face to face interview will be scheduled. The interview will cover program overview, time commitment requirements, fees involved and answer any other questions the prospective student may have.

Students must meet the following requirements at the start of the program:

- Have a high school diploma or have satisfied the requirements through the General Educational Development (GED) examination.
- Be at least eighteen years of age*
- Be capable of all duties and requirements set forth by the Commonwealth of Massachusetts Office of Emergency Medical Services as described in 105 CMR 170.000
- Provide evidence that student has health insurance

* If the applicant is under the age of eighteen and is admitted, they must have a letter of approval from a parent or guardian to enroll in the course. The applicant will only be admitted if they are turning eighteen by the end of the course; NREMT and OEMS requirements stipulate that candidate for certification must be at least eighteen years old.

Medical Clearance and Vaccinations

EMT students are not required to obtain medical clearance or vaccinations as EMT students do not participate in clinical rotations. EMT students do participate in field rotations and a third-rider waiver is required to be signed during orientation.

This is subject to change to remain compliant with federal and state laws.

Personal and Physical Limitations

Enrolling EMT students must affirm in writing that they have no known personal or physical limitations that will prevent the student from successfully completing the program.

Tuition Fees

Chicopee Campus Program Fees

EMT Academy's EMT course tuition is \$1300.00, which includes the base tuition for our classroom component, textbook, online learning management system for access to your homework and testing, CPR certification, EMT Academy uniform shirts, student ID badge, background check, liability insurance, and scheduling for field internships, as well as the practical examination if taken with your class at the completion of the course.

Payments for the course are due in the following intervals:

- ✓ An initial deposit of \$300.00 will be due within (5) days of acceptance into the program
- ✓ The remaining tuition of \$1000.00 will be due on the first day/night of class
 - If doing the payment plan; additional \$300.00 due first night of class

The remaining tuition can be paid on a payment plan (two additional (2) payments of \$400.00; An additional charge of \$100.00 (broken into two \$50.00 payments added to the two \$400.00 payments)

Other Associated Fees

- Any cost for health evaluations, lab work, tests and/or vaccinations required by EMT Academy for admission
- Any office supplies, study guides, medical equipment or other course materials purchased by the student (Students will be provided with a vital sign kit)
- Any additional uniform purchases beyond what is provided to a student and any clothing items purchased to be in adherence with our dress code (i.e. sweatshirts, etc)
- Any state practical examination fee should a student not test with their class, test out of state, or need to retake the exam in the event the first attempt was unsuccessful
- Any fees associated with the National Registry written examination
- Any fees associated with obtaining state certification, Massachusetts or otherwise

Overview of Fees

General Administrative Fees

- Late Payment Fees (If on established payment plan)
 - \$25.00
- Makeup Class Fee
 - \$100.00 per make up session
- CPR Card Replacement Fee
 - Physical Card Replacement \$10.00
- Identification Card Replacement
 - \$10.00

Overview of Tuition and Fees

- Total Program Fee (Minus any incurred administrative fees)
 - See Section 5.8.3, Tuition Fees

Withdrawals and Refunds

Chicopee Campus Program

In order for a student to officially withdraw from class, the proper paperwork must be processed and an exit interview must be conducted. While we do not wish for this to ever be the case, we do understand that various circumstances may make it unavoidable. Please see your course instructor if this should occur.

Please note that the first \$600.00 paid towards tuition is non-refundable; no exceptions. EMT Academy will refund 50% of the remaining tuition, if paid in full, to students withdrawing prior to one month after the course begins. Students who have a signed payment plan on file will not be refunded any amount in the event of a withdrawal.

Any student who is dismissed from the program due to disciplinary reasons will not be granted a refund. Should a student be in arrears of the payment plan at the time of a withdrawal or dismissal from the program for any reason, they will still be held responsible for the amount owed at that time, including finance charges incurred. Any outstanding balances will be sent to collections if not settled in a timely fashion.

Financial Aid / Payment Assistance

EMT Academy does not participate in any financial aid programs.

Payment Options and Procedures

Payment of tuition and any fees are due as outlined in section 5.8.3 Tuition Fees

- Check
- Cash
- Credit Card
- Purchase Order (to be billed to a municipality or private company)

Collections Policy

EMT Academy uses a third-party collection agency to service delinquent accounts.

Attendance and Participation

General Attendance Policy

The overall integrity of the EMT program requires students to fully participate in lectures, labs, and field internships. Students are required to comply with the EMT Academy attendance policy. Participation in all scheduled class meetings and lectures is an integral part of the learning experience for all participants.

Every student will be held responsible for their attendance in full at all classes, labs and field internship sessions without exception. The attendance requirement is an OEMS mandate and is strictly enforced by EMT Academy.

Learning is both content and process based and students must be present in order to learn. Active participation in class discussion and skills stations are essential to your success. All students must be punctual at the beginning of class and upon returning from scheduled breaks. Emergent early dismissal must have written documentation on the nature of the emergency within one week of the early dismissal. Any student not adhering to the attendance policy will be terminated from the program.

Absences and Make-Up Classes

Classroom time missed shall be made whole as specified by the instructor and at the availability of staff. A make-up fee of \$100.00 per (4) hour make-up session will be assessed. There will be designated make-up class dates built into the program which will be listed on the course calendar. Students who are required to attend a make-up class would have to attend the class on the scheduled date.

Field Internship sessions will not be rescheduled if missed and the student will receive a clinical grade of zero for missing any scheduled off-site observation shift.

Regardless of make-up appointment times and assignments, no student shall be absent in excess of two times throughout the program. Any student missing class will be subject to progressive discipline, up to and including dismissal from the program.

Tardiness and Early Departure

Tardiness shall be defined as the student not in their seat and fully prepared to participate in class activities at the specified start time of the class. Students who are tardy three (3) times will incur one (1) absence consistent with a four (4) hour class and must make up the time in whole as defined above. Students with excessive tardiness will be issued the appropriate warnings and

disciplined accordingly up to and including dismissal from the program. These same rules shall apply to any student leaving class early or if a student comes back late from a break. If a student is late by more than 15 minutes, this would be considered an absence and subject to make up as outlined above.

At the start of each class session all students are required to sign the attendance roster. Signatures must be legible in permanent black or blue ink. Anyone caught signing for another student will be subject to disciplinary action up to and including dismissal from the program. Failure to sign the class attendance roster at the start of class will result in non-credit for the scheduled hours and must be made up as outlined above.

Tracking of Attendance

The student signs in at the beginning of each class, and the instructor records absences, late arrivals, and early departures.

Each day, the instructor submits the class attendance to the Program Director who scans the roster into an attendance file for each class. The data is transferred into a spreadsheet for monitoring students' attendance rates.

Attendance for field internships is reported at the end of each session on a log that is signed by the preceptor. The logs are used to verify that students are attending shifts and completing their required hours.

Dismissal from the Program

Any student dismissed for attendance-related reasons, academic issues (not meeting minimum grades) may re-apply to the program. The student must meet all admissions requirements to be re-admitted. Students who re-enroll must repeat all aspects of the program. No credit will be given for previously passed exams, didactic or practical. EMT Academy has a two (2) attempt policy. This policy limits the number of times an individual may enroll and re-enroll into the Program to two (2) attempts.

Students who paid in full prior to dismissal from the course and did not receive a refund can re-apply and only be responsible for established administrative fees (\$400.00) which covers re-enrollment for online subscriptions, etc. This courtesy will only be available for the course offering immediately following the course in which the student was dismissed.

Students who are dismissed from the program for violating EMT Academy conduct policies will not be permitted to re-apply.

Cancellation of Classes

The decision to cancel classes due to adverse weather conditions or extreme emergency circumstances rests solely with EMT Academy faculty. When the choice to cancel class is made students will be notified via e-mail and/or text messages.

We use our best judgment when making these decisions based on the safety of our students and staff, but be advised that cancelled sessions must be made up in both time and content. Therefore we try to hold out as long as we can to make this decision. Should it be necessary to cancel class we will do our best to give as much notice as possible. Please understand that additional make-up dates will have to be scheduled accordingly. You will be notified as soon as possible of the make-up date & time and any related changes to the course syllabus.

Breaks

Approximately fifteen (15) minutes of break time per four (4) hours of class time will be allotted. Saturday sessions will include both AM & PM breaks as well as a minimum of thirty (30) minutes for lunch. Please be observant of the time and be back in class, ready to proceed at the time the instructor provided to you. Coming back to class late from break will be considered a tardy from class as this creates a disruption to the class.

Should you need to be excused for any reason while class is in session, please do so quietly so you do not cause a disruption to classroom activities. If you have a medical condition which requires you to repeatedly excuse yourself, please notify the instructor at the start of class.

Coursework, Quizzes, and Exams

Homework for each chapter will be due prior to the in-class lecture for the corresponding material. There is an online workbook and interactive lecture in conjunction with each textbook chapter. At the start of each classroom session any online work not completed will automatically be issued a grade of zero.

Assignments listed in the syllabus must be completed and submitted at the start of class on the day they are due. Any assignment not completed and turned in will automatically be issued a grade of zero. Assignments can include, but are not limited to FEMA certifications, case studies, forums, blogs, research and presentations.

Both homework and assignments can be completed up to a week late and will be issued half (50%) credit. It is the responsibility of the student to notify the instructor that the work was completed within the week so that the grade can be manually entered into the computer. Any work not

completed or not brought to the attention of the instructor within the specified timeframe will remain graded as zero credit.

Quizzes may be distributed at any point during a classroom session covering any course content that has been reviewed either in handout, homework, textbook or lecture format prior to the quiz being issued. These quizzes may be presented as labeling, matching, fill in the-blank, multiple-choice, or other format designated by the instructor or any combination thereof. Always be prepared for a quiz each and every class. Quizzes will generally be delivered via our online testing platform, and must be completed in the required time frame.

The mid-term examination will consist of a 200-question closed-book, multiple-choice written exam covering the to-date course content in its entirety. There will also be a practical skills assessment exam; which must be passed independently of each other with a 70%.

The final examination will also be a two-part exam consisting of a 200-question written exam and a practical skills assessment exam; these two components will be graded collectively with a 70% minimum grade required and will be administered similar to the registry exam students would be taking.

Clinical sessions will receive a pass/fail grade based on attendance and the submission of an evaluation form within a week of the scheduled session. Each form must be filled out completely and contain a signature from your preceptor to confirm attendance and be considered valid. Squad participation grades (see Squads) will be based upon total squad participation as outlined.

Squad participation grades (see Squads) will be based upon total squad participation as outlined.

Clinical Observation

Students will be rotated through clinical observation shifts on an ambulance through our affiliation agreements with various ambulance services. Students will be required to complete sixteen hours of ambulance observation.

Each student will be held to the same standard of conduct outlined in this document as if they were in class. Please remember that you are representing EMT Academy to the patients and their families, as well as the staff of affiliated sites. Refer to the "DRESS CODE" section 5.23 for required attire and presentation.

These shifts are for observation only; students will not have direct patient contact for the purposes of providing emergency care. The student may assist the patient under direct supervision within the EMT's scope of practice. Students must use extreme caution at all times during their clinical rotation.

Squad Assignments

Students will be assigned into squads by the course instructor following the anatomy and physiology project presentation day.

Squads will consist of a (4) students. If odd number, a fifth will be added and that fifth person would be reassigned to another squad if a student from another group were to leave the program. Squads will be numbered 1, 2, 3, 4, etc.

Squad numbers will be repeated in both the day and evening classes (i.e. Squad 1 would have (8) students total, (4) from day (Squad 1A) and (4) from evening (Squad 1B))

Each squad will have a designated Squad Leader who shall be responsible for overall squad performance as well as assist the course instructor as needed.

The Squad Leader shall assign a Homework Officer (responsible for ensuring squad is doing assignments), and an Equipment Officer (responsible for equipment).

Squads will be graded collectively on overall performance (see Grading Calculations and Expectations).

Squads will be seated together and will work together once assigned. Squads will have an assigned emergency medical kit assigned and it shall be the responsibility of the Squad to keep the kit “response ready” at all times.

Grading Calculations and Expectations

The course will be graded using evaluations of the cognitive (knowledge), psychomotor (practical application) and affective (professional behavior) domains. Please refer to the following for how each domain will be graded.

Cognitive grades shall be calculated as follows: (100%)

- 25% Online Homework
- 25% Quizzes
- 25% Assignments and Projects
- 25% Final Examination (Written)

Psychomotor grades shall be calculated as follows: (100%)

- 30% Simulation Evaluations
- 35% Midterm Examination (Practical)
- 35% Final Examination (Practical)

Affective grades shall be calculated as follows: (100%)

The affective grade shall measure each student's attitude, behavior, and professional attributes, as well as their classroom conduct. All students will begin the course with an affective grade of 100%. As the course progresses, grade points will be deducted for the following:

Individual Performance

- Absence / Less than proficient review at clinical or field site 5 Points
- Misconduct 10 Points
- Absence from class 4 Points
- Tardy / Leave Early / Tardy Break 2 Points
- Uniform Issues 2 Point
- Lack of Participation 2 Point

Squad Performance (Points deducted from entire squad for squad member performance)

Squad grades will be deducted 10 points per infraction, per squad member for each of the following

- Absence / Less than proficient review at clinical or field site
- Misconduct
- Absence from class
- Tardy / Leave Early / Tardy Break
- Uniform Issues
- Lack of Participation

Each student must maintain an 80% average throughout the class. Any student not maintaining the minimum grade will be placed on academic probation and are encouraged to seek assistance from their squad and/or instructor. Passing scores for examinations shall be 70%. All students shall obtain a passing grade on both the midterm and final examinations in order to continue on or graduate from the program.

Academic Warnings, Academic Improvement Plans

Students not meeting minimum requirements at any the end of any evaluation period will be issued a Warning Letter and placed on 'Academic Warning' status through the next evaluation period.

The 'Academic Warning' period is a time of accelerated performance where affected students must remedy the cause of the warning while achieving the regular progress requirements for the warning period.

As part of the 'Academic Warning' status, students will be required to meet with the Program Director or Lead Instructor. During the meeting, the student and Program Director/Lead Instructor will create an Academic Improvement Plan for the student to achieve 'Good Standing' status by the end of the 'Warning' period.

Academic Warnings serves as a formal notification to the student that their performance is unsatisfactory and as a period of close monitoring of the student's progress in the course. The goal of Academic Warning is to bring the student's performance up to program standards and increase the likelihood of student success in the course. Students on Academic Warning may be required to complete additional coursework or practice sessions as determined by the Program Director. Continued poor performance at the end of Academic Warning will result in academic termination.

When a student is placed on Academic Warning, they will meet with the Program Director/Lead Instructor to discuss the reasons for failing to achieve satisfactory academic progress and develop an academic improvement plan. Performance criteria will be set for removal from Academic Warning by the end of the evaluation period. The student will meet with the course director or designee regularly during the Academic Warning period and adjustments to the academic improvement plan will be made as necessary.

At the end of the Academic Warning period, if the student has met the terms of the Academic Improvement Plan and regained Good Standing, he or she will be removed from Academic Warning status. If the student has failed to meet the terms Academic Improvement Plan and achieve Good Standing, he or she will be academically terminated from the program, barring a successful appeal by the student as discussed below.

It is the goal of EMT Academy to assist students who are having any trouble maintaining their grade by providing resources such as counseling, etc. The label of 'Academic Warning' is simply applied to make the student aware that there are deficiencies present and that the student needs to work on those deficiencies to remain in the program.

If a student does not agree with the receipt of an academic warning, they may appeal to the Program Director in writing within five (5) calendar days of warning receipt.

If a student achieves satisfactory academic progress by the end of the established warning period, the student will be returned to a status of 'Good Standing'.

If a student fails to return to a good standing status following by the end of the established warning period, the student will be dismissed from the program (student may appeal).

During an academic warning status, students will be required to meet with the Program Director and complete an Academic Improvement Plan. The Academic Improvement Plan is designed to help struggling students be successful in the program and regain Good Standing. The Academic Improvement Plan may include additional coursework, practice sessions, tutoring, readings,

simulation sessions, or other requirements. Through the evaluation period, students will meet regularly with the Program Director to assess their progress and make any necessary adjustments to the Academic Improvement Plan. A record of all meetings and the Academic Improvement Plan itself will be retained in the student's record. Students who successfully complete the terms of their Academic Improvement Plan will regain Good Standing by meeting the established satisfactory academic progress criteria. Students who do not complete the terms of their Academic Improvement Plan will be academically terminated from the program.

Uniform and Dress Code

While attending class each student must wear a program issued shirt bearing the EMT Academy logo. It is our goal to ensure that all parts of the body are covered and your attire should be suitable for standing, kneeling, bending, and reaching during labs and practical sessions. Pants shall be neat and clean and void of runs, tears or holes. Yoga and sweat pants and shorts are prohibited. Footwear in class should consist of comfortable shoes that are not open-heel or open-toe. Please note that occasionally during class you may be required to remove your shoes and socks for a lab or practical session. Student ID badges must be worn when on EMTA property.

During ambulance observation shifts students must wear their class issued polo, khaki or dark colored dress pants (NO JEANS) and comfortable shoes that fully enclose the foot from heel to toe and season appropriate, unmarked outerwear. No hats are to be worn to these sessions.

Hats may be worn in class; however, you may be asked to remove them for labs or practical stations. No insignias on any article of clothing may ever be displayed that are of offensive nature or advertise alcohol or tobacco products. Keep in mind that your fellow classmates will appreciate the practice of appropriate grooming & hygiene.

Students will be issued a name tag during orientation and are expected to wear it at all times during the class and class related programs.

Please keep nails to a workable length. Any student's hair longer than their shoulders must be tied back other than in lectures. Please be conscientious of lotions, perfumes, colognes, etc. as other students may be hypersensitive. Tattoos must be covered if they may be offensive. We ask that you not wear jewelry that may be considered oversized or excessive, as they pose a safety hazard. Body piercings that remain non-distracting to other students may remain in place for lectures and most lab sessions. You may be asked to remove them for the purpose of practical sessions if it is believed to hinder a particular skill or function during a given practical session. Body piercings other than one stud earring in each lobe must be removed or covered for any off-site school related events including labs and clinical sessions.

Students not in required dress code will be asked to leave and will result as an unexcused absence.

EMT Certification Requirements

Practical Testing Requirements

Due to the unique nature of emergency medicine, and the physical environment in which we practice, certain capabilities are necessary, including, but not limited to:

- Ambulatory status
- Fine motor coordination (essential for precision in psychomotor skills)
- Vision adequate for performance of psychomotor skills
- Auditory perception sufficient to enable student to utilize a stethoscope and communicate effectively both in person and via phone/radio

Practical and Written Examinations (Certification)

In order to be certified as an EMT, students must:

- Successfully complete all requirements for graduation including summative written and practical exams.
- Meet the NREMT's minimum entrance requirements for Emergency Medical Technician (EMT).
- Pass both the Massachusetts Department of Public Health, Office of EMS' Psychomotor (practical skills) examination and the NREMT's Cognitive (written) examination within the allotted time frame.

A candidate must be 18 years of age to apply to take both the psychomotor/practical and cognitive/written examinations. After successful completion of the EMT course and recommendation of the assigned Instructor-Coordinator, the student may elect to take the said exams in either order. You have up to two years from your course end date to successfully complete both examinations.

If you have passed the written exam first and fail to successfully complete the practical exam within a year, you will be required to retake (and successfully complete) the written examination within the allotted number of attempts designated by the National Registry, including prior attempts made.

A candidate may initially attempt the written examination up to three (3) times. If a candidate is unable to successfully complete the written examination after the third attempt, a refresher course (minimum of 24 hours) will be required in order for any future attempts, up to three (3) additional until the two-year deadline arrives. If a year has passed since the candidate successfully passed the practical exam, a skills verification will need to be completed in order to make any further attempts at a written examination.

Graduation Requirements

Upon successful completion of the Program, students will receive a Certificate of Completion. In order to graduate from the Program, a student must meet the following requirements:

- Have a cumulative overall grade point average of 80%.
- Have a cumulative attendance of 100% (make-up classes included)
- Pass all module exams with at least a 70%.
- Pass each individual skill examination.
- Successfully complete mid-term written and practical evaluations.
- Successfully complete final practical evaluations.
- Complete field internship with required hours.
- Complete affective evaluation with a minimum mark of competent.
- Be in good financial standing with EMT Academy

Job Placement

EMT Academy does not guarantee job placement following successful completion of the program and subsequent certification as an EMT.

EMT Academy does have a partnership with National Ambulance Service located at 425 Saint James Avenue, Springfield, Massachusetts. National Ambulance will give first consideration, on an as needed basis, to applications submitted by EMT Academy students who complete the program in good standing with a recommendation from the course instructor.

Again, job placement is not a guarantee.



STUDENT HANDBOOK ACKNOWLEDGEMENT

By signing this form, I acknowledge that I have been given ample opportunity to ask questions regarding the student handbook. I therefore agree that I have received, read, and understood the content of the student handbook as presented. I also am aware that policies may be updated or added during my class. I shall abide by all the rules and regulations listed therein of the EMT program at EMT Academy and understand that failure to comply with the terms outlined by the handbook will lead to disciplinary action, up to and including dismissal from the program.

I certify that I am at least 18 years of age and am competent to execute this acknowledgement in my own name.

PRINTED NAME OF STUDENT

PRINTED NAME OF WITNESS

SIGNATURE OF STUDENT

SIGNATURE OF WITNESS

DATE

DATE

If the person signing is under age 18, there must be consent by a parent or guardian.

I testify that I am the parent or guardian of the student named above and have acknowledged the contents of the student handbook as presented.

PRINTED NAME OF PARENT/GUARDIAN

SIGNATURE OF PARENT/GUARDIAN