

Willard Fire District Student EMT Manual

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General Policies

EMT-B Course Policies

1) Attendance

- a) Students are required to make all classroom and clinic time required for the course. The time for each course will be given out at the first class session for the course. Students may be absent for up to 4 classes with an excused absence. Every 4 excused absences will result in a decrease of one grade point off of the final grade. Any student with 2 unexcused absences will be dismissed from the program.
- b) Excused Absences are:
 - i) Death in family
 - ii) Illness with doctor excuse
 - iii) Unforeseen emergency (house fire, MVI, and so-on)

2) Class Cancellation

- a) If there is a need for the instructor to cancel a scheduled class, the instructor will make every effort possible to contact all students if the time and circumstances allow. The student should proceed to the next chapter of the textbook before returning to the next scheduled class.

3) Pass/Fail Criteria

- a) Each student will be required to pass the course with a minimum score of 70%. This score will be determined by averaging all quizzes and unit exams. Failure to attain the minimum score will result in the student not being allowed to set for the National Registry Exam for state licensure.
- b) Quizzes may be given at the instructor's discretion with or without any prior notice. There will be a minimum of 7 scheduled Unit Exams given through the duration of the course. Extra credit may be given at the discretion of the course coordinator. The student's grade point average will be available for their review on any scheduled class night.

4) Student Evaluation

- a) All EMT-B students will be under constant evaluation for the duration of the course. This will include the above listed written testing as well as practical examinations.
- b) Students will have a practical check off sheet that must be completed for course completion.
- c) Each student will be required to complete an Instructor/Classroom Evaluation form when indicated to continue an ongoing program of CQI for the Willard Fire District.
- d) The Medical Director Dr. Steinmetz will review all evaluations, written and practical test results, or skill performance sheets at his convenience.

5) Clinical Supervision

- a) CoxHealth will provide the clinic site. The ER clinical coordinator will be noted at the start of each course. They will provide adequate clinical supervision throughout the course (Debbie Bridges).
 - b) Each student will be required to complete a minimum of 24 hours in an emergency room at Cox North or Cox South.
 - c) Cox EMS will provide ambulance ride program time with a minimum of 24 hours. Other services can be approved by the program director (David Deck).
 - d) David Deck will be the clinic supervisor for the ambulance ride time.
- 6) Safety
- a) All EMT-B students will be required to follow the current Communicable Disease/Infectious Control policies set forth by the Medical Director in the Willard Medical Protocols and the Policy by CoxHealth.
 - b) If there is a conflict between the two policies the CoxHealth policy will take president over the Willard policy.
 - c) All students will be required to practice safe behavior while in the classroom as well as in the clinical setting

Dispute Resolution Procedure

The Willard Fire District is responsible for managing and resolving all disputes, complaints, or problems that arise from a course offered by an instructor employed by Willard Fire District.

Submitting Disputes to the Willard Fire District

The Willard Fire District Director of EMS Training and Fire Chief are responsible for day-to-day operations of the EMS training and its business practices. They will become involved in resolving any disputes, complaints, or problems arising from courses taught by the Willard Fire District. Disputes, complaints, or problems may involve:

- Course content/curriculum
- Instructor qualifications
- Willard Fire District administrative policies and procedures

The Willard Fire District will consider only issues involving these types of matters. If, after diligent efforts, the Willard Fire District Director of EMS Training and Fire Chief are unable to resolve any of these issues, it must turn the dispute, complaint, or problem over to the Board of Directors according to the procedure set out below. However, this does not diminish responsibility for its employees or instructors teaching courses offered through or processed by the Willard Fire District. Complaints regarding these issues may be submitted in writing by:

1. A student who attended the course during which the problem arose

2. An instructor, faculty member, or member of the Willard Fire District with information regarding the problem.
3. If, after diligent efforts, the Willard Fire District Director of EMS Training and Fire Chief are unable to resolve issues involving the matters listed above within 30 days after notification of the problem, the Willard Fire District Director of EMS Training and Fire Chief must send the dispute/complaint to the Board of Directors by providing the following information
4. The name and address of the person making the complaint
5. The Willard Fire District Director of EMS Training and Fire Chief must provide a detailed written description of the dispute, complaint, or problem (e.g. who, what, when, where, why), and the Willard Fire District Director of EMS Training and Fire Chief 's attempts to resolve the matter.
6. Reference to the appropriate rule, standard, and/or guidelines related to the matter.
7. Copies of all related correspondence, records, and other documentation.
8. The Board of Directors will review the dispute
9. The review by the Board of Directors will refer to the current program guidelines for all administrative and educational training issues.
10. Within 10 business days after receipt of notification of the dispute, the Board of Directors will issue written notice to the Willard Fire District Director of EMS Training and Fire Chief, Complainant, and Respondent that the matter under review
11. Board of Directors will research national and/or regional written policies that pertain to the grievance.
12. The Board of Directors will issue a decision regarding the matter within 30 days after notice to the parties and including a statement of the correct procedure/action.

EMT CLINICAL RULES

AMBULANCE CLINICALS

1. You will be required to successfully complete 24 hours of clinical time with an ambulance service.
2. The student will be allowed to choose where and when they would like to ride, based on clinic site coordinator approval.
3. Students will be required to ride a maximum of 12 hours, no less than 6 hours per scheduled session.
4. Students will be allowed to ride from between 0700 until 2300. There will be exceptions made if you are caught out on a late call.

5. You need to arrive no earlier than 5 minutes before your start time at the service your riding with. After arriving, you should report to the person in charge and they will assign you to the crew you will be riding with.
6. You need to respect the ambulance personnel's privacy, personal belongings, and sleeping quarters at all times. Remember that this is their home one third of the time and you are a guest in their home.
7. You may or may not get to eat that during your ride time. You will be allowed to dine when the rest of the crew eats. If you have any special medical problems that require you to eat on a timely basis, you need to contact your instructor who will make arrangements with the service prior to you riding.
8. Except for an emergency, there should no personal phone calls made or received during your scheduled ride time.
9. Remember that you are there to observe only. You may assist with the patient care only to level of your training. Always ask before doing, and if you don't understand please ask for instructions. If your asked to do something above your scope of practice, tell the person asking you that you are not qualified for that particular procedure.
10. Do not get separated from your crew at any time. If they receive a dispatch, you will be left behind if you are not ready to go. They will make arrangements for your pickup at their earliest convenience.
11. Sexual harassment of any kind will not be tolerated and will result in your suspension from the ride-along program.
12. Scheduling cancellations should be made no earlier than shift change for that respective service.
13. You must have HEPA mask fit tested (by Willard Fire District) before starting any clinical.

HOSPITAL CLINICALS

1. You will be required to successfully complete 16 hours of clinical time in an Emergency Department.
2. The student will be allowed to choose which emergency department they attend from the list provided.
3. Students will be required to attend a minimum of 12 hours, no less than 6 hours per scheduled session.
4. The scheduling at the hospital will allow you to do your required hours at any time in the 24 hour day.
5. After arriving in the ED, contact the charge nurse and he/she will assign you to the appropriate personnel.
6. The same clothing requirements apply to the ED as to the ambulance.
7. Remember that you are there to observe only. You may assist with the patient care only to level of your training. Always ask before doing, and if you don't understand please ask for instructions. If your asked to do something above your scope of practice, tell the person asking you that you are not qualified for that particular thing.
8. Protect patient confidentiality at all times.
9. Sexual harassment of any kind will not be tolerated and will result in your suspension from the ride-along program.
10. Scheduling cancellations should be made no earlier than 1 hour before your scheduled time at the respective hospital.

PROPER CLOTHING

1. Pants – Dark blue or black pants may be worn. No Jeans are acceptable.
2. Shirt – Willard EMS training shirt should be worn. The shirt should be cleaned and wrinkle free. No other shirts will be acceptable.
3. Shoes – You may wear tennis shoes or work type boots only (black only). They should be comfortable and in good repair with non-skid soles. No “cowboy” type boots are allowed.
4. Coats – Dress for the weather. If you will need to wear a coat, no improper logos will be allowed (dark colors).
5. You will be issued Willard EMS Training ID. This should be worn in plain view at all times while in the ambulance station, on a scene, or at the hospital.
6. There will be absolutely no PORTABLE RADIOS or PAGERS (unless they have a vibrate mode) allowed. Cellular phones can be carried, but must be off unless making an emergency call.
7. Weapons of any type will result in your immediate suspension from the ride-along program or hospital clinical.

Cox EMS any Station in the System

Coordinator David Deck

Contact:

Jim Bayer, Communications Managers

Cox EMS

1423 N. Jefferson

Springfield, MO 65802

417-269-3691

Cox North and South ER

Corrdinator Debbie Bridges

Contact:

Debbie Bridges, BSN,

Cox North ER

1423 N. Jefferson

Springfield, MO 65802

417-269-3034

Examination Policy EMT-B

Official grades are to be issued for each student at the end of the program. Student grades will be based on the grading system for course completion. Students who fail to meet this requirement will not be allowed to test for the National Registry at the EMT-B level.

Grades will be defined as:

WRITTEN GRADE STANDARD:

- A Percentage of a written test of any kind with a range of 94 – 100
- B Percentage of a written test of any kind with a range of 86 – 93
- C Percentage of a written test of any kind with a range of 79 – 85
- D Percentage of a written test of any kind with a range of 78 – 70
- E Course incomplete
- F All written exams must have a minimum of 70 percent for passage
- G A student is only allowed one retake of any one written exam

PRACTICAL EXAM:

All practical evaluations will be based on the course curriculum with a Pass/Fail standard. No student will receive course completion for any program without passing all practical exam areas. All practical sheet for all areas of the National EMT-B Curriculum must be turned in and kept on file with Willard Fire District.

WITHDREW:

Any student withdraw prior to completing all course requirements with receive no grade or passage of that program.

TEST RE-SCHEDULE:

All written tests must be taken within two weeks of the scheduled test date. The final written test must be taken on the schedule date. The student must contact the course primary instructor to reschedule a test. Any student not contacting the primary instructor before the test will not get credit to take the test at a later date.

Practical test will be the same as a written test.

CHEATING:

Any student found to be cheating on any written or practical test well be given a failing grade for the course.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990

The Act prohibits discrimination against any individual on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages or accommodations of any place of public accommodation by any person who owns, leases (or leases to) or operates a place of public accommodation.

This means that anyone who offers a service, such as an EMS course, in a public place such as a fire station or other gathering places, must comply with the requirements of the Act.

The Act also requires that person(s) or organization(s) that offer examinations or courses related to applications, licensing, certification or credentialing for professional or trade purposes offer such examinations or courses in a place accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.

As a general rule, Willard Fire District will offer the courses or examinations as responsible as possible to complying with the Act.

When the Willard Fire District offers courses, it will ensure that it complies with the Act.

How Does the Act Apply to EMS training courses?

Because the ADA is a relatively new piece of legislation, there is not yet a body of court cases or legal articles from which we can draw real-life examples of things which are required, permitted or prohibited under the Act, particularly as regards EMS training. However, at a minimum, the following general guidelines should be followed:

No discrimination: A disabled individual may not be barred from attending a course or taking an examination based solely upon his/her disability.

Reasonable efforts to accommodate: The entity conducting the course must make a reasonable effort to accommodate the disabled individual. In many cases, the following actions and/or auxiliary aids may be sufficient to accommodate a disabled student:

- Rearranging furniture or equipment to accommodate wheelchairs
- Providing sign interpreters for the hearing impaired
- Providing readers or Braille materials for the visually impaired
- Allowing more time to complete an examination or take a course
- Moving manikins from the floor to a higher surface

However, an appropriate accommodation or auxiliary aid is dependent upon the specific disability and needs of the individual student, as well as the resources available to the Willard Fire District. Therefore, the items listed above should not be considered an exclusive list.

Such accommodations are not required if they would fundamentally alter the measurement of the skills being tested, or fundamentally alter the course, or would result in a provable undue burden.

Separate or different course: A disabled individual may not be provided a separate or different course unless it can be shown that it is necessary in order to provide a course which is as effective as those provided to other students.

Opportunity to participate: Even if a separate or different course is offered, the disabled student cannot be denied the opportunity to participate in the regular course.

Charges: The disabled student may not be charged a surcharge to cover the cost of providing auxiliary aids required complying with the Act.

Notice of disability: In order to make arrangements for appropriate auxiliary aids and/or accommodations, the disabled student may be asked to provide advance notice of the disability and the suggested accommodation which will be required, but this notice may not be required to be given earlier than the date by which other students are required to register for the course.

What Happens when a Disabled Student Cannot Complete the Course?

Occasionally, a student, even when reasonable accommodations are made, is unable to successfully complete a course or examination, or the accommodations needed to allow the exam, or would result in an undue burden. When that happens, the student will not be able to receive a course completion from the Willard Fire District. The Willard Fire District may not issue a qualified or modified course completion for testing. Students that are required by their employers to show evidence of training should be referred back to their employer for assistance. Only the employer can determine whether the training requirement can be waived, or whether it can be met in some other fashion.

If an employer simply requests some evidence that a student attended a course, the student may be able to provide a copy of his/her course information materials or other registration documents. The Willard Fire District Instructors agree to provide a letter confirming that the student attended the course.

The Willard Fire District will make its own determination as to what accommodations it must make in order to comply with the Americans with Disabilities Act.

Admissions to EMT-B Classes

The Willard Fire District will admit without discrimination any person to their EMS training programs based on the following standards.

1. Fill out a course application.
2. Must be 17 years of age. (drivers lic., est. with copy)
3. Verification of high school graduation or equivalency shall be in the form of official high school transcript or documentation of GED scores. (copy)
4. (EMT course only) Complete a written general EMS knowledge test (PSB test, the PSB test will be reviewed by the Fire Chief, Asst. Chief of EMS Division, and the EMS Training Officer). Or in the past, training and completion an EMT-B, or have a college degree of any kind.

5. EMT-B class students must have an oral interview with the program coordinator. The oral questions will be based on general EMS knowledge and will be used to give the instructor the basic background level of the student. There is no pass or fail to this interview. This is optional only as needed.
6. Have all financial requirements met prior to starting the course.

Tuition Refund Policy

This policy is to help the student understand their financial responsibility during the course. All refund requests must have the refund form completed before any refund can be processed.

1. Registration fee of \$25 is not non-refundable
2. Student liability insurance is non-refundable by the Willard Fire District. The student must contact The American Agency for this refund.
3. Books returned before the first class date in good condition will be refunded 100%, after the first class there is no refund.
4. Before the class starts or at the end of the first class, (a must student request to drop the program by the end of class) - 100% refund of tuition.
5. Between the 2nd class and the 3rd class – 50% refund of tuition.
6. Between the 4th class and the 6th class – 25% refund of tuition.
7. After the 6th class there is no refund of tuition.

The other costs to the student as to clinical uniforms, nametag, and other items purchased by the student are non-refundable by the Willard Fire District.

Withdrawal from Program Policy

If a student wishes to withdraw from a class they must complete an official withdrawal form. The program coordinator will process this form. This form must be completed and dated for any Refund Form to be processed.

If a student withdraws from a program at any time they will not be awarded any credit for the program they are enrolled in.

If you drop:

You get no credit for the program.

It is your responsibility to complete the proper forms and turn them promptly.

Willard Fire District EMS Training
Withdrawal from Program Form

Date: _____, Time: _____

Student: _____, Phone: _____

Address: _____

City: _____, State: _____, ZIP: _____

I wish to withdraw from the _____

Start Date of Class: _____, End Date of Class: _____

Reason for Withdraw:

Student Signature: _____, Date: _____

David Deck: _____, Date: _____

Program Coordinator

Willard Fire District EMS Training
Tuition Refund Request Form

Date: _____, Time: _____

Student: _____, Phone: _____

Address: _____

City: _____, State: _____, ZIP: _____

Refund of Books (100%), Cost: _____

Refund of Tuition (100%) Cost: _____

Refund of Tuition (50%) Cost: _____

Refund of Tuition (25%) Cost: _____

TOTAL REFUND \$ _____

Student Signature: _____, Date: _____

David Deck: _____, Date: _____

Program Coordinator