



Massachusetts
Consortium for
Paramedic Education

Paramedic Program
Student Handbook

November 1, 2016

Table of Contents

Staff directory	3
Message from the Chief Academic Officer	4
Introduction	4
Program Goal	4
Course Overview	5
Accreditation	5
Facilities	6
Course Location	6
Campus Office Hours	6
Parking	6
Facility Management	6
Learning Resources	6
Library	6
Other Resources	6
Technology	7
Student Counseling Services	7
Miscellaneous	7
Faculty	7
Security	7
Affirmative Action	7
Diversity/Discrimination Or Harassment	7
Academic Policies And Procedures	8
Satisfactory Academic Progress	8
Policy	8
Program Responsibility	8
Student Responsibility	8
BLS Field Experience Option	8
Attendance	9
Course Completion And Grading	9
Additional Completion Requirements	9
Academic Probation	10
Returning Students	10
Re-entry	10
Leave of Absence	10
Incomplete Policy	11
Cancellation And Withdrawal	11
Course Cancellation	11
Termination	12
Working While Enrolled	12
Dress Code/Uniforms	12
Cell Phones, Pagers, And Electronics	15
Inclement Weather	15

Requirements of Faculty	15
Student Injury/Incident Reporting	16
Classroom Skills Practice	16
Required Equipment	17
Discipline, Counseling, And Dismissal Process	17
Conflict Resolution: Grievance and Appeal Procedures	18
Property Damage	18
Drug Screening of Students	19
Student File Security And Access	20
Health And Safety	21
Maintenance of Certification	22
Patient Confidentiality	22
Use Of Social Media	22
Requirements of Students	23
Evaluations	23
Accommodations For Students With Disabilities	24
Recognizing Stress	24
State or National Registry Certification or Licensure	24
Program Information Disclaimer	25
Consent To Use Name/Photograph/Film/Interview	26
Receipt of Student Handbook Acknowledgement	27

Staff Directory

Faculty	Contact Numbers
Kimberly Arnone, Program Director, BS, NRP	413-846-6155 413-262-5758 (C)
Renee Petrone, Lead Instructor, BS, FF/Paramedic	413-348-7015
Erin Markt, Clinical Coordinator, Paramedic	413-214-2692
Lou Durkin, MD, Medical Director	413-218-7350

Message from the Chief Academic Officer

Thank you for choosing an NCTI program for your education in emergency medical services. NCTI was founded in 1988 to prepare emergency medical responders of all levels. The EMS profession has grown and changed over the years: from our professional designations (EMT and Paramedic for example), equipment, and scope of practice to name a few. Our curriculum has changed and evolved as well: from the National Standard Curriculum to the National EMS Education Standards. And with the curriculum changes, at NCTI our instructional methodologies have also evolved. Our classrooms are interactive and the learner is engaged as an active participant in the education process. All domains of learning are stressed and critical thinking and problem solving are emphasized. Knowing the what, why, and when (cognitive) is reinforced with how (psychomotor) and also how to interact with our patients and team members (affective). At NCTI our goal is to graduate competent practitioners who care for their patients and strive to be future leaders of their profession.

Best of luck in your career!



Introduction

The standards of the Program are intended to provide a safe and professional educational experience for EMS students. It is important for each student to understand and follow both the letter and spirit of each standard. From time to time, situations will present themselves which are not covered by specific language of the standards. In such cases students and faculty will be guided by best judgment, best practices, professional ethics, and the intent of current written standards.

Regardless of written language, students must, at all times, present themselves as a professional member of an elite community. Students who fail to represent the pride, integrity, and wholesomeness expected of EMS personnel will be considered in violation of standards, whether written or unwritten, and removed from the EMS program. The standards of professionalism of the EMS community will be set by program officials and not the student.

Program Goal

To prepare competent entry-level Paramedics in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains with or without exit points at the Advanced Emergency Medical Technician and/or Emergency Medical Technician, and/or Emergency Medical Responder levels.

Course Overview

Curriculum

The Program follows the National EMS Education Standards and meets all the requirements of the State.

Accreditations/approvals

The Massachusetts Consortium for Paramedic Education has been issued a Letter of Review by the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This letter is NOT a CAAHEP accreditation status, it is a status signifying that a program seeking initial accreditation has demonstrated sufficient compliance with the accreditation Standards through the Letter of Review Self Study Report (LSSR) and other documentation. Letter of Review is recognized by the National Registry of Emergency Medical Technicians (NREMT) for eligibility to take the NREMT's Paramedic credentialing examination(s). However, it is NOT a guarantee of eventual accreditation.

To contact CoAEMSP:
8301 Lakeview Parkway Suite 111-312
Rowlett, TX 75088
214-703-8445
FAX 214-703-8992
www.coaemsp.org

NCTI partners with the College of Emergency Services (CES) located in Milwaukee, Oregon to form a Consortium Program Sponsor. The College of Emergency Services is institutionally accredited by the Accrediting Bureau for Health Education Schools (ABHES), an accrediting body recognized by the U.S. Department of Education.

Accrediting Bureau of Health Education Schools (ABHES)

7777 Leesburg Pike, Suite 314N
Falls Church Virginia 22043
703-917-9503 Fax: 703-917-41
www.abhes.org

The Massachusetts Consortium for Paramedic Education also maintains an articulation agreement with the College of Emergency Services for graduates to obtain college credits and an Associate of Applied Science (AAS) degree in Paramedicine. For more information on the degree opportunities, please contact CES directly: 971-236-9543 or visit www.collegeofems.com.

For more information on the degree opportunities, please contact CES directly: 971-236-9543 or www.collegeofems.com.

Facilities

Course Location

595 Cottage Street, Springfield, MA, 01104

Campus Office Hours

Call for an appointment: 413-846-6155 Faculty office hours vary with instructional schedule. Contact the Program Director or Lead Instructor for appointments as necessary.

NCTI observes the following holidays: New Year's Day, Diversity Day/President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday following Thanksgiving, and Christmas Day. Courses are not usually scheduled between Christmas and New Year's Day. During the field internship the student is assigned to the preceptor's schedule, regardless of holidays.

Parking

1. Do not park in any posted, restricted areas, for example handicap or reserved spaces.
2. Do not leave valuables in your vehicle. NCTI is not responsible for theft or damage in the parking areas.

Facility Management

1. Smoking cigarettes and/or the use of other tobacco products, or vapor/electronic cigarettes, is not permitted in any NCTI facility or property.
2. All students and staff are charged with maintaining the appearance of the facility.
3. Equipment must be treated with care and items that need repair are to be reported to an Instructor immediately.
4. Students are responsible for maintaining the cleanliness and appearance of the classrooms, student lounge, and common areas.

Learning Resources

Library

NCTI maintains a *Virtual Library* that is available to all enrolled NCTI students. Access is available through the Lead Instructor or the Program Director. NCTI also maintains a small physical library of media, materials, and resources at each campus to augment the *Virtual Library*. Reference texts may be checked out for a period of two weeks.

Other Resources

The following resources are available to all Program students. Resources may be accessed during regular office and course hours only, unless special arrangements are made with a faculty member.

1. Textbooks on a variety of subject matter and emergency medical journals are available.

2. Training equipment is available for use on the premises. Schedule appointments for practice sessions with a faculty member.

Technology

Courses include online assignments and students must possess, or have access to, an appropriate electronic device: an electronic table is the preferred device. Computer availability on campus is limited, however wireless internet access is available.

Services

Student Counseling Services

Students are encouraged to seek academic counseling from the course Instructor or the Program Director. Counseling includes anything that may potentially impact student success in the program. The Program Director is also available to answer questions regarding employment and/or employers in the EMS industry. Students seeking professional counseling for personal issues should contact the Program Director for potential referrals.

Miscellaneous

Faculty

Instructional faculty are EMS professionals with additional education relating to instructional methodologies. NCTI selects instructors carefully and recognizes the key role they play in facilitating learning in an organized format that progressively builds towards developing competencies and student success. Refer to the course syllabus for faculty names and contact information.

Security

During skill sessions and lunch hours, the classrooms will be unattended. Those students wishing to secure personal valuables, (i.e. laptops, purses, etcetera) should contact your Instructor to have these items placed in a secure location.

For security reasons, students may not bring weaponry of any type to any classroom, skill room, clinical, or field setting.

Affirmative Action

The Program admits students and employs faculty of any race, color, creed, gender, sexual preference, and national or ethnic origin.

Diversity/Discrimination or Harassment statement

NCTI and its staff and instructors do not discriminate on the basis of race, ethnicity, gender, sexual preference, or disability. Acts of discrimination or creation of a hostile environment on the part of any student or faculty are not tolerated. NCTI strives to foster an equal and positive learning environment. Harassment in any form is not tolerated. Harassment is defined as unwelcome or unsolicited conduct that is verbally,

physically, or visually expressed. Harassment includes any form of sexual harassment including unwelcome sexual advances and sexual innuendo such as touching, patting, sexually suggestive remarks or other verbal abuse about gender, demands for sexual favors, sexual assault, or offensive material or language whether written or visual such as degrading pictures. This list is not exhaustive and any unwelcome behavior may be considered harassment.

Academic policies and procedures

Satisfactory Academic Progress

NCTI requires students who are attending the Program to be making satisfactory academic progress toward the completion of the educational objectives for the program in which they are enrolled. All students must meet the minimum standards set forth in the Program's Satisfactory Academic Progress policy, or they shall be deemed not making satisfactory progress. Students eligible for specific financial aid (such as Veteran's Administration funding) may be considered ineligible by their funding source until satisfactory standards are met.

Policy

Specific aspects of satisfactory academic progress such as attendance, grading, academic probation, leave of absence, and the consequences of failure to adhere to the standards as published are addressed in separate policies in this *Student Handbook* and the course syllabus.

Program Responsibility

It is the responsibility of the NCTI Program Director and the lead faculty, in cooperation with the assigned Program Assistant and other administrative and business office staff, to maintain student records that allow monitoring of satisfactory academic progress.

Student Responsibility

The Paramedic Program is a challenging academic endeavor. Students must plan on dedicating study time outside the classroom. The typical expectation is two hours of study for every one hour of class time. Students are also encouraged to form study groups which can provide an opportunity to explore topics with fellow students. Equipment, supplies, and classroom space are available for practice outside of normal lab hours if scheduled with an NCTI instructor. The student who identifies the need for individual tutoring should contact the Lead Instructor or Program Director for options/resources.

BLS Field Experience Option

Students entering the Paramedic Program who have had limited or no experience providing out-of-hospital patient care may benefit from the BLS field experience option. This includes scheduled rotations with a BLS EMS service and may range from 80 – 120 hours. Contact the Lead Instructor or Program Director for availability of this option in your area and for more information.

Attendance

Student attendance and participation is necessary to complete any program. Satisfactory progress towards earning a certificate means students must meet academic and attendance requirements as identified in the course syllabus. Failure to meet this requirement will lead to dismissal. Attendance includes tardiness. Refer to the course syllabus and Clinical and Field Internship manuals for specific attendance requirements during those terms.

Course Completion and Grading

Completion of the Paramedic program is subject to the following criteria:

1. Successful completion of all section **major** exams: with a minimum grade of 75% on each exam
2. Participation in practical sessions and successful completion of all skills exams, rated on a "Pass/Fail" basis
3. Completion of the course didactic **final** cognitive exam with a minimum grade of 75%
4. Completion of the Program summative **capstone** cognitive exam with a minimum grade of 73%
5. Successful completion of the Program summative capstone practical exam
6. Successful completion of the Program summative capstone affective evaluation
7. Successful completion of ACLS, PALS, AMLS and ITLS or PHTLS, according to the pre-set guidelines of the course
8. Compliance with all attendance requirements.

Additional Completion Requirements

Successful completion of the clinical portion of the education program, including a minimum of 256 hours in the hospital setting, with satisfactory completion of all required skills and satisfactory completion of a final clinical evaluation by a hospital preceptor, is required. The student must also successfully complete a clinical review with a school representative prior to proceeding to the field internship. The clinical portion of the education must be completed within four months of the start of the clinical rotation and within the designated term.

Successful completion of the field internship which includes a minimum of 300 precepted field hours as a third rider on an advanced life support unit; completing all identified competencies and team leads; and achieving ratings of three in all categories on the final major evaluation completed by the field preceptor. The field internship must be completed within five months of the student's first field internship shift and within the designated term.

If the student is not making satisfactory progress at a major milestone in the field internship, remediation may be required. The remediation plan is developed by the Field Coordinator in conjunction with the Program Director and is designed to correct an intern's deficiencies in psychomotor, cognitive, and/or affective domains. The plan identifies specific tasks and activities that must be completed by the student in order to progress with the internship.

The staff at NCTI will discuss preferred clinical and field placement locations and schedules with students. However, due to the complexity of scheduling and the logistics involved, a student may not refuse or reject a clinical or field internship placement or assignment or delay the scheduling of clinical or field internship rotations. Students may not personally solicit hospitals, EMS agencies, or specific preceptors due to the political, organizational, and legal issues involved in establishing clinical internship opportunities. Failure to report to the clinical location or field agency on the assigned date and time will result in immediate dismissal from the program after the second occurrence.

Academic Probation

A student is placed on academic probation when the minimum grade requirement or compliance with other academic requirements are not met. Students on academic probation are expected to demonstrate commitment to meeting Program requirements and may be asked to participate in academic advising or tutorial sessions. Upon completion of a specified probation period, the student's progress will be reevaluated for satisfactory improvement. A student on academic probation who does not achieve the required progress or minimum grade requirement will be dismissed. A student dismissed for academic reasons is not eligible to apply for readmission for at least one full term following dismissal.

Returning Students

Students leaving the program are advised to contact their instructor or the Program Director for an exit interview prior to withdrawing or immediately after receiving a failing grade. The exit interview will establish requirements for returning to the program at a later date. Regardless of whether or not an exit interview is conducted, to be dropped from the program the student must officially drop the program through the Administrative Office. Failure to officially drop the course **will** result in the student receiving a grade of "F". Only the student can drop a class. Instructors cannot drop a student.

Re-entry

The Program has a two attempt policy. This policy limits the number of times an individual may enroll and re-enroll into the Paramedic program to two (2) attempts. This applies to all returning students.

Leave of Absence

NCTI programs are designed as uninterrupted courses. If it becomes necessary to request a leave due to extenuating circumstances, such as a serious health issue, a leave of absence (LOA) may be considered by Program Director in conjunction with the Director of Instruction. The student must meet with the Program Director, provide documentation and submit a written request prior to the leave of absence. The Program Director will determine if there is a reasonable expectation that the student will be able to return to the Program prior to granting the LOA. A release to return to the Program will be required. The maximum amount of leave granted is 30 calendar days. Failure to

return from an LOA on or before the specified date on the written request will lead to dismissal from the program.

Incomplete Policy

Incomplete status may be given to a student who, because of illness or circumstances beyond their control, are unable to complete their course work within the term. An incomplete is given only if the student has completed at least 80 percent of the term in good academic and administrative standing and has provided acceptable evidence to the Program Director that the student is unable to continue the coursework.

Both the Program Director and student must agree on terms to remove the incomplete.

This includes:

Both the Program Director and student must agree on terms of the incomplete status.

This includes:

1. The work that must be submitted to complete the course.
2. The Program Director will establish reentry requirements, depending on when the withdrawal occurs during the term/program. This may include, but is not limited to, cognitive and skill testing. An interview with the Medical Director may also be required.
3. The time period in which the work must be completed (not to exceed a total of 12 months for both the clinical and field internship).
4. The grade assigned by the Program Director will be documented as an "I" and the "I" will be removed if the work is completed in the time period previously established.
5. If the work is not completed as outlined in the incomplete process, the grade will revert to an "F" and the student will be dismissed from the Program.

Cancellation and Withdrawal

Enrollment may be cancelled or withdrawn by presenting a written, signed, and dated copy of the "Notice of Cancellation" to:

NCTI Business Manager
333 Sunrise Avenue, Suite 500
Roseville, CA 95661

The effective date of cancellation is the date postmarked. Any refund due to the student will be processed by the school within 45 days of notification of cancellation or withdrawal.

Course cancellation

The Program may, at its discretion based on enrollment, cancel a scheduled course. Notification of cancellation shall be given no less than five business days before the scheduled course date.

Termination

A student may be terminated from a course due to excessive absenteeism, failure to meet grading criteria, inappropriate conduct or failure to meet affective behavioral expectations, violation of Program policies, unpaid tuition, falsifying application information, or academic dishonesty. The student will receive a refund according to the refund policy. Failure to attend three consecutive days of instruction, including scheduled clinical rotations or field internship, *without notifying the Program* will result in termination.

Working While Enrolled

NCTI imposes no restrictions on students working while enrolled in the Paramedic Program. However, clinical rotations are typically scheduled three days per week with shifts of eight to twelve hours and field internship schedules are two to four days per week, in eight, ten, twelve, twenty-four hour, or forty-eight hour shifts. It is highly unlikely that a student can work more than a limited part-time schedule while in the clinical and field internship portions of the program and should plan accordingly.

Dress Code/Uniforms

Students are expected to be properly attired and neatly groomed while enrolled in the Paramedic Program, including classroom, lab, and hospital and field rotations. Clothing must be clean and in good repair. If students are not dressed appropriately, they will be asked to leave the scheduled educational activity. Class work and clinical and field rotations must be rescheduled based on the rescheduling policy. If unprofessional attire continues, the student may be terminated from the Paramedic Program.

Classroom and Lab Setting

Shirt: Approved NCTI shirt

Slacks: Appropriate dark blue or black uniform slacks

Shoes: Shoes with socks are required, no sandals or flip-flops

Hats: No hats or caps allowed

Jewelry: Watches and wedding rings are acceptable

1. Jewelry should be safe and unobtrusive
2. The only visible piercing allowed is a single post earring in each ear
3. Ear gauges, barbells and labrets are not allowed

Personal:

1. Good body hygiene must be maintained
2. Extremes in fashion are to be avoided
3. Long hair must be worn away from the face, unnatural hair colors are not allowed
4. No excessive makeup
5. Students must be clean-shaven or facial hair must be neat and trimmed. Proper undergarments must be worn, but not visible with the exception of a white tee-shirt or program tee shirt. No artificial nails or extenders are allowed.
6. Tattoos or body art must be covered
7. No perfumes or colognes. Many patients, family members, and employees are sensitive to these scents.

Hospital Clinicals

1. Khaki pants, black shoes, black belt, and the NCTI uniform shirt.
2. Shoes with socks are required, no sandals or flip-flops
3. Jewelry:
 - a. Watches and wedding rings are acceptable
 - b. Jewelry should be safe and unobtrusive
 - c. The only visible piercing allowed is a single post earring in each ear
 - d. Ear gauges, barbells and labrets are not allowed
4. Personal:
 - a. Good body hygiene must be maintained
 - b. Extremes in fashion are to be avoided
 - c. Long hair must be worn away from the face, unnatural hair colors are not allowed
 - d. No excessive makeup
 - e. Students must be clean-shaven or facial hair must be neat and trimmed. Proper undergarments must be worn, but not visible with the exception of a white tee shirt or program tee shirt. No artificial nails or extenders are allowed.
 - f. Tattoos or body art must be covered
 - g. No perfumes or colognes. Many patients, family members, and employees are sensitive to these scents.

Field Internship

1. Shirt/Jackets: NCTI shirt, no agency uniforms, patches, or logo. NCTI job shirts are permitted or a plain shirt without patches. NCTI shirts must be worn underneath.
2. Slacks: dark blue or black: no denim jeans
3. Shoes: sturdy shoes with socks: no sandals, open-toed shoes, clogs, canvas shoes, cowboy boots, or Crocs.
4. Jewelry:
 - a. Watches and wedding rings are acceptable
 - b. Jewelry should be safe and unobtrusive
 - c. The only visible piercing allowed is a single post earring in each ear
 - d. Ear gauges, barbells and labrets are not allowed
5. Personal:
 - a. Good body hygiene must be maintained
 - b. Extremes in fashion are to be avoided
 - c. Long hair must be worn away from the face, unnatural hair colors are not allowed
 - d. No excessive makeup
 - e. Students must be clean-shaven or facial hair must be neat and trimmed. Proper undergarments must be worn, but not visible with the exception of a white tee shirt or program tee shirt. No artificial nails or extenders are allowed
 - f. Tattoos or body art must be covered

- g. No perfumes or colognes. Many patients, family members, and employees are sensitive to these scents.

Program ID Badge

1. The program ID is to be worn by all students while actively participating in Paramedic Program activities with the picture visible and worn above the waist.

Cold or Wet Weather

1. Jackets should be navy blue if possible. If a navy blue uniform jacket is not available, any jacket or coat which is free of patches is permitted. A white or navy blue long sleeve shirt or turtleneck may be worn under the uniform shirt in cooler weather. Sweaters are not permitted, however, NCTI job shirts are permitted with the NCTI shirt underneath.
2. Hats are not permitted at any time other than conditions of extreme weather and designed for protection from heat loss. Ball caps are not permitted.
3. Rain jackets should be plain, without designs or statements. Scotchlite® strips are recommended.

Following the Dress Code

Students are to abide by the following guidelines when dressed in the Paramedic Program uniform.

1. While dressed in the uniform and in the public view, whether on a clinical or field rotation, in school, before or after class, or before or after a clinical rotation, all policies regarding the dress code will be followed.
2. The uniform is not to be worn in public venues, in other than in an official capacity.
3. At no time should the uniform be worn where alcohol is served or consumed, other than while on a call during a field rotation.
4. The uniform is highly recognizable in all settings. At all times while in the public view:
 - a. Students are to wear the uniform with the shirt properly buttoned and tucked.
 - b. The uniform must have a clean and professional appearance.
 - c. Boots are to be proper laced or zipped.
 - d. Hats are not permitted at any time other than cold weather and must follow the cold weather policy.
 - e. Students are to be clean and neatly groomed at the beginning of each shift.
5. Students may wear the uniform to restaurants for meals while in class or on clinical rotations permitted they show professionalism and represent the Program and EMS at the highest level.

Failure to Follow the Uniform Requirements

Students are to report to class, clinical and field sites dressed completely in uniform. Students who are out of the proper uniform will be asked to leave. All hours completed prior to leaving the rotation will not count toward the minimum requirements. Students

who are reported by clinical or field sites, or other third parties, to have been out of the proper uniform must repeat the entire rotation before credit is received. Students who fail to represent the EMS Program in a positive light through unethical, immoral, or illegal actions while dressed in uniform will receive a failing grade.

Cell Phones, Pagers, and Electronics

To eliminate distractions in the classroom, the following policy will be adhered to by all students enrolled in the Paramedic Program.

1. Smartphones, tablets, and laptops may be used in the classroom and lab setting as an educational resource.
2. Cell phones are not to be used in the classroom or laboratory as a phone, text messaging device, music player, voice recorder, camera, video camera, or any other function which distracts the student from learning in class or disrupts others.
3. All cell phones, pagers, and other electronic devices which have an audible alert function must be turned off. Silent alerts should not elicit a response.
4. During examinations, electronic devices will either be left with the instructor/proctor or placed out of student access.
5. Students may use, with instructor permission, audio recorders for the sole purpose of recording lectures.
6. Cell phones and smartphones may not be used in situations that would interfere with patient care or other assigned duties.
7. Specific facility or agency policies on the use of electronic devices must be adhered to.
8. Students who violate this policy will be subject to the disciplinary process.

Inclement Weather

1. Decisions regarding cancelling class are made by the course Instructor. The decision is based on weather conditions and safety.
2. In the event of severe weather conditions, the course Instructor will leave a message on the voice mail recording at his/her extension. Weather condition decisions will be made approximately two hours prior to the start of class. Student safety is our concern and students will not be penalized for not attending class during an adverse weather event.
3. If class is not cancelled and the student elects not to attend, it is the student's responsibility to leave a message for the course Instructor and arrange to make-up missed content.

Requirements of Faculty

1. Present the course outline, requirements, and expectations at the beginning of the program.
2. Provide students with the course cognitive, psychomotor, and affective objectives.
3. Review and discuss exams, practical experiences, and evaluations with the students.

4. Provide academic counseling, conduct student conferences, and provide additional resources as necessary.
5. Maintain a student-to-instructor ratio of six-to-one in classroom skills instruction.

Student Injury/Incident Reporting

Students involved in incidents which result in personal injury, injury to another person, or damage to property should report the incident to the appropriate person as described in the reporting process in this policy. When such incidents occur while on clinical or field internship rotations, the incident report procedure for the facility or agency involved should be followed as well as the Program procedure. The Program should be notified as soon as possible. As soon as any danger or threat has passed, the student must complete an incident report outlining the details of the event and any action taken following the incident. This report must be submitted to the Program Director as soon as practical. Students are only covered by the Program during clinical and field experiences. Injuries that occur during the classroom or lab setting are not covered under this policy and are the responsibility of the student.

1. Any exposure or incident that could result in injury or other consequences must be reported to the Program Director within the first 24 hours of occurrence.
2. Failure to report within the required time may result in the student becoming 100% responsible for any expense incurred.
3. Contact/report should be made with the Program Director as soon as possible. If the injury is significant, the student will be taken to the closest Emergency Department.
4. If an injury is not significant, the student will report to the Clinical Coordinator.
5. The student must follow the procedure outlined above. Any deviation results in the student becoming financially responsible for treatment.

Classroom Skills Practice

During the course of this program, students will be taught skills necessary for the assessment and management of patients in emergency situations. It is essential that students practice and perfect these skills using human subjects. All students are advised that the practice of both non-invasive and invasive skills will be practiced on classmates, and that classmates will be practicing these same skills on you. The purpose of these practice sessions is to develop the task, sequence, dexterity, and tactile feel necessary for each skill, in situations as real as possible, under the control and supervision of program instructors. The practice of these skills will involve limited physical contact with all areas of the human body including the areas of the chest and pelvis.

The Program is aware of both the importance of hands-on human practice and the risk of inappropriate behavior. All students involved in these skills practice sessions, in the role of the responder, the patient, or as an observer, are expected to display tact and professionalism, as well as to behave under ethical and legal guidelines.

At any time, should a student believe that the practice of a particular skill places them in an uncomfortable position, that student has the responsibility to make that situation known to the Instructor.

If at any time, a student believes that the practice of a particular skill by another student or as demonstrated by an instructor, crosses the line of professionalism, into overt sexual contact, that student has the responsibility to make that situation known to both the student or instructor involved and to the Program Director as soon as is possible.

The practice of skills is an essential part of the Paramedic Program. Students must come to laboratory sessions fully prepared to practice skills and scenarios. Being prepared means presenting in uniform and having the appropriate equipment ready and available (as listed below). Additionally, scenario practice requires an attitude and demeanor which does not detract from the scenario created. Students are to remain 'in character', communicating with the 'patient' as if a real patient, and performing all skills as appropriate, following procedures step-by-step.

Required Equipment: to be supplied by the student

1. Safety glasses
2. Stethoscope
3. Penlight
4. Pen
5. Note pad
6. Watch
7. Portfolio worksheets
8. A tablet device

Failure to have all required equipment available for the skills practice session will prevent the student from remaining for the skill practice session.

Discipline, Counseling, and Dismissal Process

Professionalism is required of all EMS professionals. The following list is illustrative of, but not inclusive of, situations that may result in discipline and/or sanctions up to and including program dismissal. Any violation of medical ethics for patient care and patient confidentiality will result in a meeting with the EMS Program Director and Medical Director. Infractions will result in counseling by the Program Director.

- ✓ Any incident of intoxicated or impaired behavior
- ✓ Possession of drugs or alcohol on school premises
- ✓ Testing positive for a controlled or illegal substance (by Federal law)
- ✓ Possession of weapons on school premises
- ✓ Behavior creating a safety hazard to other individuals
- ✓ Dishonesty pertaining to investigations, documentation, examinations, or evaluations of any type
- ✓ Any form of academic dishonesty, including copying the work of others and plagiarism

- ✓ Disobedient or disrespectful behavior to other students, staff, or faculty members
- ✓ Disruptive behavior in class and failure to modify behavior when requested
- ✓ Vulgarity or profanity during classroom, lab, hospital clinical, or field rotations
- ✓ Breach of patient confidentiality/privacy
- ✓ Falsification of documents
- ✓ Theft or destruction of school property
- ✓ Violation of Program policy
- ✓ Inappropriate behavior unbecoming to an EMS professional

Conflict Resolution: Grievance and Appeal Procedures

NCTI desires to assist all students in finding fair and equitable solutions to problems related to their education. Issues can usually be resolved through the normal administrative structure, beginning with the course Instructor. NCTI desires prompt resolution of any grievance. Students and staff are expected to make every effort to resolve problems as they arise. This procedure does not avoid the normal channels of communication: I.E. first speak to the individual involved in the issue.

A grievance is an educational or interpersonal issue that a student believes to be unfair, inequitable, or discriminatory. A student has the right to grieve an action or decision that violated Program policies and procedures. Grades and other academic decisions cannot be grieved. The student should first attempt to resolve the issue with the individual involved. If the student is not satisfied with the result, a grievance may be filed following the steps listed below. The grievance process must be initiated within 30 days of the occurrence.

A student who has filed a grievance is expected to continue in the program until the grievance is decided, unless they have been otherwise suspended or dismissed for a serious offence. Once dismissed from the Program, the student may no longer attend class or participate in any of the educational activities.

Step 1: A student with a complaint relating to a particular class or instructor should discuss it first with that instructor. If the complaint is not resolved satisfactorily, within ten (10) working days, the student must present the complaint as outlined in Step 2.

Step 2: The student must present the grievance to the Program Director. All grievances will be submitted in writing. If a satisfactory solution is not achieved within another ten (10) working days, the student may proceed with Step 3.

Step 3: The student may then present the grievance to the NCTI Director of Learning Administration. All documentation must be sent via mail to: NCTI, Student Appeal, 333 Sunrise Ave., Ste. 500, Roseville, CA 95661. All grievances must be submitted in writing and a final decision will be made within another twenty-one (21) business days of receipt in the Administrative Office.

Property Damage

Damage to equipment must be reported to the Program Director within 24 hours. Any student who drops, breaks, or destroys any Program equipment may be responsible for

the replacement or repair cost. The student will be dismissed from the program if the damage is determined to be intentional.

Drug Screening of Students

The purpose of this section is to provide guidelines for situations when students are required to undergo drug and alcohol screening, and define the process to conduct testing of students in situations in which drug or alcohol use, tampering, diversion, or theft is suspected and/or there is concern for student or patient safety.

Reasonable Suspicion for Drug Testing

The Program may require a student to undergo screening for drugs and/or alcohol. Students are expected to perform in various situations and environments, all requiring complete sobriety and complicated decision making. Any impairment or intoxication by a substance, legal or illegal, may endanger the student, the patient and those around them. If the student has a prescription for medication they will be required to obtain medical evaluation by their personal physician. Following the results of the drug screening process, a counseling session with the Program Director will determine the appropriate course of action.

When an instructor perceives the odor of alcohol, or observes behavior such as, but not limited to; slurred speech, unsteady gait, confusion, or other signs of impairment or intoxication, the following actions will be taken:

1. The instructor will remove the student from the classroom, skills, clinical, or field setting.
2. After obtaining student consent, the student will be transported to the closest appropriate medical facility.
3. The student will be required to provide identification to the facility staff and will be tested for alcohol and/or drug use.
4. Drug screening is required even if the student admits to drug or alcohol use.
5. Fees for drug testing and other associated costs will be the responsibility of the student.

If the results of the test(s) are negative, a mandatory meeting with the Program Director is required within 24 hours. The meeting will discuss the circumstances related to the impaired behavior and determine if the student is able to return to the class or clinical setting.

If the results are positive for drugs and/or alcohol the student will be suspended from the Paramedic Program and administratively withdrawn from the Program for no less than two consecutive terms.

If the student refuses drug testing:

1. The instructor will remove the student from the classroom, skill, clinical, or field setting pending a full investigation.

2. The instructor will arrange for transport from the classroom or clinical site. If the student refuses, law enforcement will be contacted for assistance. Transportation costs, if any, are the responsibility of the student.
3. Students may not participate in classroom, lab, clinical, or field settings until the investigation is complete.

The student that refuses a drug test will be considered to have a positive result and will be subject to the appropriate disciplinary action including dismissal from the Paramedic Program.

Readmission Guidelines

Students who were administratively withdrawn from the EMS Education Program for reasons of substance use or abuse will:

1. Submit a letter requesting readmission with the following components;
 - a. Documentation from a physician indicating the student is healthy to return to the program
 - b. Documentation from a therapist specializing in addiction indicating rehabilitation related to the incident of use/abuse
2. Repeat drug screening immediately prior to readmission, with a negative result.
3. Subsequent drug testing may occur on a random basis, and if positive results are obtained will result in permanent dismissal from the program.

Student File Security and Access

An individual file is maintained on each student. Contents of each file includes:

1. Receipt of *Student Handbook* acknowledgement form
2. All completed non electronic clinical and field internship forms
3. Results of all tests, quizzes, and practical skills evaluations
4. Completed non-electronic skills sheets/portfolio
5. Student Academic Counseling forms
6. Student Counseling forms
7. Documentation of any disciplinary action
8. Any other correspondence between the student and the Program Director, Instructors, and/or the Program.

Under, FERPA (Federal Education and Privacy Act of 1974) the contents of each student file are confidential. The Program staff, state and/or regional regulatory staff, and accrediting agency representatives may be granted access to a student file on an as-needed basis. Any other person or persons desiring access to a student's file must be granted written permission by the student. If any student desires to view the contents of his/her file, an appointment must be scheduled with the Program Director. After course completion, students will be charged a processing fee when requesting copies of any documentation from their student file. Student progress or standing may not be discussed with any family member, employer, or other individual without written consent of the student.

Health and Safety

It is the intent of the Program that each student enrolled in a health related curriculum meets the objectives necessary for successful completion of that program. This enrollment is inclusive of clinical experience which entails potential exposure to individuals with communicable diseases.

All students enrolled in a program which includes clinical rotations must have a completed medical history file to include immunization or titer:

1. Measles
2. Mumps
3. Rubella
4. Tetanus/diphtheria (Tdap)
5. Hepatitis B
6. Chicken pox
7. Meningitis vaccination
8. Seasonal influenza vaccination
9. Skin TB/PPD two- step process

All students enrolled in the Paramedic Program are required to have a physical exam on file. This physical must be performed by a physician or mid-level practitioner and must attest to the above immunizations or titers. These immunizations and tests are requirements of the Program and clinical affiliates. They are non-negotiable, nor may they be deemed unnecessary by your physician. No student may begin clinical rotations without these immunizations and/or screening.

Students are required to complete a drug and alcohol screen as part of the background check prior to admission. The drug screen must be clear of any substance that potentially causes impairment, including marijuana/cannabis. Possession of a medical marijuana card does not provide an exemption and the applicant or student must test negative for cannabis.

Because the student must know how to prevent the spread of infectious diseases for his or her safety and for the safety of others, it is the policy of the Program that principles of infection control be included in the curricula of EMS occupation programs. It is then the responsibility of students to apply appropriate precautionary measures when providing services to all patients. Measures may include, but are not limited to, hand washing and the use of gloves, masks, protective eyewear and gowns as indicated by the circumstances involved in the treatment of a particular patient.

Before beginning clinical rotations, each student must demonstrate a satisfactory understanding of the importance of body substance isolation, personal protection from airborne and blood borne pathogens, and the reporting/notification process for exposure to infectious patients.

Students assigned to affiliated clinical sites must comply with the infection control policy of the facility or agency to which they are assigned. As new information becomes available, instructors will disseminate the finding to all students.

Skill practice sessions will be conducted with the intent of preparing students for the practice of patient care on known or suspected infectious patients. All students will wear gloves at all times when in skills practice sessions. Eye protection will be worn during the practice of airway control procedures, peripheral venipuncture, medication administration, or other procedures which could potentially expose the student to the splash or spray of blood or body fluids. At the completion of each skill practice session students must remove their gloves and wash their hands before handling personal equipment.

Maintenance of Certification

Students must have a current CPR card as specified and be certified/licensed by the State as an Emergency Medical Technician or as an Advanced Emergency Medical Technician while enrolled in the Paramedic Program. In some states certification as an EMT or AEMT through the NREMT is acceptable. It is the responsibility of the student to keep his or her certification current.

If, during the course of the Paramedic program, a student's certification expires, the student will **not be permitted** to participate in clinical rotations. If the lapse of certification exceeds 90 days, the student will **not be permitted** to participate in any program activity including, but not limited to, lecture presentations and laboratory practice.

Patient Confidentiality

Patient information garnered during clinical rotations is considered confidential both ethically and, in many cases, legally. Discussion with preceptors and instructors is permitted when used for educational purposes only, and when in private setting. Any other open or public discussion of confidential patient information outside the clinical setting is strictly prohibited. Pictures/photos/videos may not be recorded of any patients, bystanders, agency personnel or other individuals, clinical or field sites/locations/scenes. Confidential patient information is defined as any information which would specifically identify an individual. This includes, but is not limited to: name, address, Social Security number, date of birth, or driver's license number. At times this may also include specific details, not generally known to the public, which involve a media event.

Use of Social Media

Under no circumstances may any information regarding patient contacts or clinical or field encounters be posted, discussed, or alluded to on a social media platform or email, regardless of whether names, locations, or circumstances are identified. In other words, even if the student feels that the particular situation or incident is not recognizable, no information may be posted. Sharing of information is also a HIPAA violation and is prohibited by law. Posting of information that is discriminatory, defamatory, or malicious regarding patients, other students, or the Program will result in the progressive discipline process.

Requirements of Students

It is the responsibility of the student to comply with the following requirements.

Certificates of course completion are not issued until all program requirements are met.

1. Comply with the attendance policy.
2. Students must report promptly for class. If the student anticipates being late, notification to the appropriate individual is required.
3. Demonstrate competency in all the skills covered in the course. All skills must be evaluated and verified by an instructor and submitted to the Program Director prior to course completion.
4. Demonstrate acceptable affective behavior as measured by evaluation tools and observed behavior. Students must conduct themselves in a professional manner at all times. Unprofessional conduct in the classroom may result in dismissal from the program. This includes any form of harassment.
5. In the event of any illness or injury which precludes a student from participation in classroom, clinical or skills activities, documentation from the student's physician stating "release with no restrictions" must be received by the Program Director prior to the student's return to the classroom, skill session, or clinical or field internship site.
6. It is the student's responsibility to report to their sponsoring agency regarding exam grades, evaluations, and progress in the course.
7. In the event that a retest exam is necessary, it is the responsibility of the student to schedule an exam retest with the Lead Instructor or Program Director.
8. Students are requested to inform the Program Director of changes in contact information during the course.
9. All personal pagers and cell phones must be silenced during class.
10. No unauthorized electronic device will be permitted in the classroom during testing.
11. Smoking or use of tobacco products or vapor cigarettes is not allowed in classrooms or offices.
12. Classrooms must be left clean and in the order found.
13. The copier is for staff use only.
14. Evaluations of speakers and of the course must be completed as requested.
15. All certifications required as prerequisites to the course must be maintained throughout the course.
16. The student must successfully complete all course requirements prior to the final written and psychomotor exam.
17. The student must follow the appropriate grievance mechanism and lines of authority in the event of a grievance.
18. The student must comply with all financial obligations and payment plans.

Evaluations

Students are periodically requested to provide the Program with honest, constructive feedback on the faculty, program organization, program resources, clinical and field internship preceptors and sites, and other pertinent recommendations. In addition, graduates are surveyed approximately six months after program completion for feedback on their preparation as entry level Paramedics.

Accommodations for Students with Disabilities

NCTI provides reasonable and appropriate accommodations for students with a documented disability. In accordance with the Americans with Disabilities Act (ADA), it is the student's responsibility to notify NCTI, in writing, of any diagnosed disability and provide the appropriately prescribed accommodations requested. This documentation must be provided at the time of enrollment and at least 15 business days prior to the first day of the program or course.

Please note: Students receiving accommodations during their course of study must understand that there is a separate process for requesting an accommodation for the National Registry of EMTs (NREMT) cognitive or psychomotor exams. The NREMT policy for accommodations can be found at:

https://www.nremt.org/nremt/about/policy_accommodations.asp . Receiving accommodations from the Program does not necessarily mean you will receive accommodations from the NREMT for their certification/competency exam(s).

Because of the critical nature of the tasks needed in emergency situations, accommodation requests are considered very carefully and on a case-by-case basis. The safety and welfare of the public must be ensured while providing full protection of the Paramedic candidate's rights.

Recognizing Stress

Students involved in clinical rotations encounter uncontrolled situations often exposing the worst the world has to offer. These situations, either individually or through accumulation, can prove difficult to handle for both inexperienced and veteran personnel alike. Students who encounter an emotionally traumatic event or who begin to feel the accumulation of these events should notify their Lead Instructor or Program Director as soon as possible. Students should be aware that the following may be symptoms of emotional distress:

1. Isolation
2. Inappropriate use of humor
3. Depression
4. Difficulty eating/lost appetite
5. Irritability with family and friends
6. Inability to concentrate
7. Indecisiveness
8. Difficulty sleeping and nightmares

It is the goal of the Program to provide each student with the tools and resources to deal with emotional stress related to critical incidents.

State or National Registry Certification or Licensure

The Program does not guarantee certification by NREMT or certification/licensure by the State for the legal privilege to practice prehospital emergency medicine. Completing this course of study prepares the student for cognitive and psychomotor examinations by the NREMT.

Program Information Disclaimer

From time-to-time various regulatory and accreditation requirements make changes to Program policies necessary. When this occurs, changes may be implemented during the term the student is enrolled. In this situation, the staff will work the students to meet and accommodate the new requirements.

Appendix A
Consent to Use Name/Photograph/Film/Interview

Calendar Year

Name (printed)

I hereby consent to have my name listed in any Program medium. I also consent to be interviewed or have photographs, film or video footage taken of me by a representative of the Program for the purposes of publication in newspapers, magazines, or other printed media or broadcast transmission by display boards, podcast, radio or television (collectively the "Materials"). I hereby unconditionally and irrevocably grant Program the right to use, reproduce, distribute, publish, sell, lease, rent, lend, display (whether in whole or in part and whether sequentially or non-sequentially) and publicly or privately perform or otherwise commercially use all such Materials bearing my likeness, voice or name in and to such Materials and hereby release Program from any claims I may have arising from the use of my likeness, voice or name in the Materials.

This signed consent covers the use of all digital and print media, including, without limitation, still photographs, motion picture films, videotapes, and other types of recordings.

I understand this consent also covers the release of general information about me. I understand that I will receive no compensation for the listing of my name by the Program. I also understand that I will not receive compensation for the use of my image by the Program.

I understand that the use of my name, interview, photo or film sessions are being carried out with my consent and so assume full responsibility.

Signature of Person Named / Photographed / Interviewed

Date

Appendix B
Receipt of Student Handbook Acknowledgement

This is to certify that the undersigned student has read the *Student Handbook*. These documents have been explained and are fully understood. A copy of the *Student Handbook* was received and I accept the terms as stated therein.

Name (please print) _____

Signature

Date

Witness signature

Date