



# Student Handbook

## **Introduction**

It is our goal to help students recognize their maximum potential and to help them meet that potential. As in all learning situations, we can only help guide the way. Learning is a personal endeavor requiring considerable reading, studying, and practice and your part. We cannot make you learn the material. Only you can motivate yourself to learn. Our goal is to provide you with the very best classroom and lab instruction to help you achieve the course goals and objectives. We will provide remedial sessions as needed to be certain that you are proficient in your lifesaving skills.

## Overview and Admissions

### Course Goals and Objectives

The goal of the EMS Student at WTRS TC is to graduate as a competent entry-level EMS provider. To achieve this, the WTRS TC utilizes the most current National Standard Curriculum. The methods used include lecture, lab sessions, clinical rotations, as well as field clinical.

Copies of these curriculum's and their objectives are available on-line at the New York State Department of Health BEMS website.

### Center Administrator-

**Drew Chesney**

The Administrator responsible for ensuring compliance with all policies of the NYS DOH BEMS, including the provisions of the NYS EMS Code Part 800.29(c) (8).

The Administrator is responsible for all WTRS Training Center policies, programs, faculty, students, and fiscal matters.

If at any time you have a question or concern, you should address with Drew directly.

### Corporation President

**Alan Fitzpatrick, [afitzpatrick@wtrs.org](mailto:afitzpatrick@wtrs.org)**

The President of Western Turnpike Rescue Squad has ultimate responsibility for all employees of the Training Center. In the event that a student needs to address a concern that has been addressed with the Administrator, but the end result is not at the satisfaction of the student, they have the right to contact the President and address their concerns with them.

### Medical Director

**Dr. Donald Doynow**

The WTRS Medical Director is a licensed New York State Physician familiar with Emergency Medicine. Dr. Doynow is a Emergency Room Physician for St. Peters in Albany, and Bassett Hospital in Cooperstown.

### Guest Lecturers

From time to time we will bring in guest lecturers for particular topics. This will provide a depth of knowledge and point of view that we feel is particularly important with our courses.

## **Lab Instructors**

We contract with qualified and experienced providers to support our students during Labs. We try our best to have a consistent presence from lab to lab so that our students gain a trust and comfort level with the instructor.

## **Admissions Policy**

WTRS Training Administrator serves as the admissions manager for the Student. Before entry into the course, the Student must meet all qualifications for admission into the EMS course.

All interested person are encouraged to apply for any available courses. WTRS reserves the right to set minimum and maximum number of students per class and also to cancel a course if it deems necessary.

WTRS will not discriminate in its acceptance policy based on race, creed, color, religion, sex, sexual orientation, age, nationality, disability, or any other basis protected by federal, state, and local law.

Since part of our mission to train the EMS personnel that are needed in this Regional EMS system, preference for course acceptance will be given to applicants who are members of pre-hospital EMS provider agencies in the REMO region. Listed below are our priorities when accepting candidates for our courses;

- Personnel who are members of EMS agencies in the REMO region
- Those who would like to obtain EMS training and plan to join a pre-hospital EMS agency in this region.
- Those who would like to obtain EMS training and can meet the course requirements.

## **Pre-Requisites**

For Emergency Medical Technician-Basic courses, a student must attain eighteen (18) years of age by the end of the month in which the course NYS written exam is scheduled. Student must have at least a GED. Refresher students must have a current CPR card, a current NYS EMT Card, and approval of the instructor.

## **Physical Requirements**

Students must be physically capable of performing all skills with victims in realistic emergency situations, without the use of special adaptive equipment. Students will be given a copy of the Emergency Medical Technician Functional Job Description (NYS DOH Policy 00-10) as appropriate to your course and will be expected to have the ability to comply with the Job Description. Students who may be unable to comply with the description and who request consideration under the Americans with Disabilities Act will be referred to the NYS DOH EMSP per NYS policy statement dated August 1, 2000. Certain arrangements may be possible to assist the applicant with the NYS written examination, however no accommodations will be made for the Practical Skills Examination, other than personal equipment such as stethoscope or pocket mask. All accommodations are at the discretion of the NYS DOH.

A minimum physical examination will be required for students enrolled in an EMT-B original course involving clinical rotations. The form will be given to the student at the beginning of the course. Physicals may be performed by the medical practitioner of your choice, provided her/she possesses a NYS physician's License. These forms must be in the student's class file prior to the student beginning clinical rotations. Information contained on the form may be released to the Clinical Agency/Hospital upon written request from the Agency/Hospital upon display of reasonable need...i.e. exposure incident.

## **Criminal Records**

New York State requires you to affirm that you have not been convicted nor currently charged with any crime related to; murder, assault, sexual abuse, theft, robbery, drug abuse or sale of drugs on the student application. This issue is specifically addressed in NYS DOH Policy Statement 2000-12. Any student unable to sign the Student Application due to criminal charges or convictions will be referred to NYS DOH for review and investigation. The student will not be permitted to take the Practical Skills Exam or Written Certification until a determination is made by the New York State Department of Health.

## **Advanced Standing**

The NYS DOH has a policy allowing NYS licensed or certified ancillary health care workers to obtain advanced standing in EMS courses. Health care workers wishing to gain

advanced standing may have some course sessions waived by challenging the knowledge and skills objectives by course division. This involves taking written and practical examinations to demonstrate competency prior to those divisions of the course for which you are requesting a waiver. If you are eligible, arrangements for pre-testing will be made.

### **Americans with Disabilities Act**

WTRS believes that education should be made available to everyone and that educational opportunities be made available to every person, regardless of disability, as fair as practical. Therefore, and in consideration of our mission and purpose, every student who is capable of meeting the functional job description of an Emergency Medical Technician, promulgated by the State of New York, should be permitted to enroll in our courses and attend classes.

A copy of the functional job description is provided to each student and they must sign a statement of declination or request for accommodation.

## **General Course Policies**

### **Course Schedule**

Prior to the beginning of each course students will be provided a course schedule that details the date, time, and place of classes as well as the topics that will be covered. Included in that course syllabus will be the list of required and/or recommended textbooks.

Reading assignments will also be listed on the course syllabus.

### **Excused Absence**

Students are expected to attend all classes however it is understood that a student may have a emergency or personal situation that prohibits attendance at the class. Students who must miss class are required to contact the Course Administrator by phone or email, detailing the date and time of the expected absence as well as the reason for the absence.

### **Unexcused Absence or Tardiness**

In order to comply with NYS DOH requirements, you must attend all course sessions, or make up the sessions, prior to taking the practical exam. It is difficult to attempt to make up sessions and receive the same information and practice opportunities that other students obtained. For this reason, we have the following policy on attendance:

- There are no unexcused absences. If you cannot attend a class, you must notify the Course Instructor prior to the class, if possible. If prior notification is not possible, you must contact the Instructor within twenty-four hours after the class.
- You must attend 90% of the course on the dates scheduled. Even though arrangements can be made for makeup sessions, missing more than 10% of the scheduled class sessions is not acceptable.
- Missing more than 10% of the course, failure to make-up missed sessions, or failure to maintain a grade average above 75% are grounds for expulsion.

Tardiness is disruptive to the class and disrespectful of the Instructor teaching.

Class will begin and end on time. Students are expected to be present and prepared for class at the scheduled starting time. Written attendance will be taken at the start of each class session. If you do not sign in, it is assumed you did not attend the class session. Arrival more than one-half hour late is considered an unexcused absence. Habitual unexcused tardiness or the continual need to leave early is not allowed and will be listed as an absence on your attendance record, and may be grounds for expulsion from the course.

### **Remediation**

Students who are absent, excused or unexcused, are required to make up the missed materials. The lead instructor will provide the student with a learning agreement that details the requirements that the student must fulfill in order to make up an absence.

### **Personal Records**

Student and faculty records are personal and confidential. As these records in many cases are classroom documents, quizzes, exams, performance evaluations and the like, they are protected from unnecessary disclosure by certain federal and state statutes. Therefore all personal records must remain private and secured in a locked location. The permanent depository of all student records will be in the office of the Lead Instructor.

A student or faculty member may request to review their personal records during regular business hours and by appointment with the Training Administrator.

### **Withdrawal and Resignation**

A student may elect to withdraw from a class at any time. If a student elects to withdraw they must provide the Training Administrator a written request in writing.

A request to withdraw does not eliminate the student's financial obligations. Outstanding balances and debts owed WTRS will be handled pursuant to policy.

## **Identification Badges**

Students will be issued identification badges at the start of each course. Students are required to wear their identification badge, with name and photograph visible at all times during class and in clinical; as required by New York State Health law part 800.20(c) sec. 5 (8). Please report lost or stolen badges immediately. There may be a fee to replace a lost badge.

## **Severe Weather**

Class cancelations and “snow days” are announced no later than four hours, when practical, before any class via email and posting on the WTRS website.

## **Telecommunications**

No fire pagers, cellular phones, or other communication devices that emit an audible signal are allowed in lecture or the lab.

## **Office Hours**

The Training Administrator has regular office hours. Office hours are intended to provide the student an opportunity for additional instruction and/or discussion of issues, concerns, or problems. Students are asked to make an appointment.

## **Dress Code**

We do not require any special clothing to be worn to lecture or lab sessions. Please wear casual, clean, and socially acceptable clothing. Many lab sessions require hands-on practice on the floor, on the ground, or in vehicles.

For hospital clinical sessions, a more professional appearance will be required. Refer to the instructions in the Clinical Manual that will be provided.

## **Harassment**

WTRS is committed to the principle that harassment by/between employees, faculty, or students is an abuse of authority and constitutes prohibited unprofessional behavior and unacceptable conduct. This policy extends to any education programs involving

WTRS staff, instructors, or students, whether onsite or at a remote location. Sexual harassment is a form of sexual discrimination that is prohibited by Title VII of the Civil Rights Act of 1964, and is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual when;

- Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's participation in a class, or
- Submission to or rejection of such conduct by a individual is used as the basis for instructional decisions affecting such individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's instructional performance or creating an intimidating, hostile, or offensive educational environment.

Any student who feels that they are being harassed is encouraged to report such harassment in accordance with the WTRS Anti-Harassment Policy. Any student who feels that he/she is being harassed is encouraged to report such harassment to the course CIC and if necessary follow the grievance procedure.

### **Grievance**

Problems encountered with the CIC, ancillary instructors, staff, or students for any course should be addressed to the CIC for that course. If a satisfactory resolution cannot be reached between the student and the CIC, the problem should be taken to the Course Administrator.

### **Examinations**

Quizzes and subject examinations will be administered on a regular basis. These are given for two reasons:

- For the faculty to assess your progress against the course objectives to determine the effectiveness of the teaching, and
- For you to assess the effectiveness of your study habits and progress in the course

We require that you maintain a minimum of 75% average grade on all quizzes and exams. If you score less than a 75% on any quiz or exam, you will be required to take the exam a second time. If your average falls below 75% you will be asked to attend remedial sessions and take make up quizzes until your average is 75%. If after two

make-up quizzes your average does not reach 75%, consideration will be given to your dropping the course. These make-up sessions will be scheduled at the convenience of the student and instructor, with reason.

You must pass the American Heart Association Healthcare Provider course practical and written exam prior to taking the NYS DOH written exam. This will be offered as part of the course curriculum.

### **Reading and Studying**

The reading assignments for each session will be given by the CIC. The readings should be completed prior to each class session. The lecture and lab sessions are to help clarify and expand upon the written material. By completing the reading before class, you will have a better idea of what you do not understand and can ask questions to clarify those problems. Generally speaking, two or more hours of study are required to prepare for each class.

Please remember that not every item on a quiz or examination is covered by lecture. Quiz or test items may only be covered in the written materials. That is why it is important for you to remember to read the assigned material and be prepared to ask any questions you have during class.

The NYS Student Reference Guide and/or the NYS Protocol Manual reflect policy and procedure for certification and practice in New York State and are the final authority if a discrepancy occurs between the course textbooks and the NYS DOH manuals.

### **Textbook and Fees**

Textbooks for each course are listed on the course announcements. Unless otherwise stated, textbooks will be available for purchase at the first course session. They may also be purchased independently by the student. Receipts will be issued upon request. There will be no refunds for books or material fees.

### **Tuition and Tuition Refund Policy**

In situations where tuition is charged, it will be at the same amount rate as the NYS reimbursement. We will accept payment by personal, certified, or teller's check, cash, agency purchase order, or credit card (MC or VISA). No refunds will be given for books

or other course materials. Students who can verify membership in a NYS DOH EMSP certified pre-hospital agency will not be charged tuition.

Non-affiliated students will be charged tuition that is due and payable by the fourth class session. A payment plan maybe set up if the student can show a need. The payment plan will be set up between the Training Center Coordinator and the student.

Non-completion of the course after the fourth class session, for whatever reason, will result in pro-rated tuition being billed to the student.

If the student drops out of a course for which he/she has paid tuition, and it is prior to the fourth session, all but 15% of tuition will be returned to the student. If the student drops out of the course after the fourth class session no tuition will be reimbursed to the student, unless extenuating circumstances exist (sickness, family problems, etc). Reimbursement for extenuating circumstances will be reviewed by the Training Center Coordinator.

### **Promissory Note**

Students will be asked to sign a promissory note at or before the end of the first session. Said notes serves an agreement between the student and WTRS for tuition.

## **Building Policies**

### **Smoking**

Smoking is not allowed in the Facilities or during any WTRS sponsored class sessions. There is a designated smoking area, and sufficient breaks will be taken during the course sessions to accommodate personal needs.

### **Parking**

When a student is at WTRS during the evening hours they are expected to park in the main public parking lot. Students are not permitted to park in crew only designated parking areas. If the student has clinical then they should park in the parking lots designated by the affiliate hospital or EMS agency.

### **Property and Equipment**

Students should treat the property of WTRS as if it were your own. Willful destruction of property may result in loss of privileges, dismissal from the course and, in some cases criminal charges. Students witnessing equipment abuse or misuse are encouraged to report their observations to any faculty member.

### **Visitors**

Visitors are not permitted at WTRS unless prior approval is given by the Training Administrator.

### **Accidents and Injuries**

In the event of injury or illness during a class, of either a student or instructor, the Training Administrator shall be notified immediately. In every case immediate first aid should be administered by qualified EMS providers, up to and including calling 9-1-1.

There shall be a completion of a standard critical incident/accident report and submitted to Training Administrator. If an equipment is the potential source of the problem then the report should reflect that and the piece of equipment will be taken out of service.

Payment for health services remains the responsibility of the student or faculty member. For this reason all students and faculty members are encouraged to obtain their own health and sickness insurance.

## **Student Code of Conduct**

### **Respect**

It almost goes without saying that if a person shows respect to others then they will in turn receive respect. EMS students should always act respectfully towards their patients and the patient's families. Respectful behavior is a professional expectation.

As a student, you should also remember that other healthcare professionals including physicians, nurses, and allied healthcare providers give of themselves when they offer to teach. Therefore it is only right and proper that a student would appreciate that effort and therefore would be respectful of that individual.

### **Work Ethic**

Energy, enthusiasm, and teamwork are keys to a positive work environment. Problems at home and other conflicts should be "checked at the door".

The importance of teamwork cannot be overemphasized. It is through teamwork that greater productivity occurs and therefore improved performance. It is an expectation that students will actively offer input into and support teamwork and team decisions.

### **Patient Confidentiality**

Patient confidentiality is a professional responsibility that is taken very seriously at Western Turnpike Rescue Squad. Students and faculty are expected to maintain a patient's confidentiality at all times, just as students can expect that faculty will maintain theirs.

Specifically, students and faculty must never discuss any patient's condition where there is a chance that the conversation may be overheard. In fact, students and faculty must never discuss a patient's case outside of the educational setting in a private environment, such as a classroom.

Violations of the confidentiality policy are taken seriously and may result in suspension of clinical privileges or termination from the class.

## **Behavior**

Students are expected to conduct themselves in a professional and respectful manner during all class sessions.

One of the foremost expectations is the maintaining of a safe classroom for students. A classroom that is safe from both physical and psychological threats.

The term “classroom disruption” means behavior a reasonable person would view as substantially or repeatedly interfering with the conduct of a class. Examples range from insisting on speaking without being recognized, to resorting to physical threats or personal insults.

The lawful expression of a disagreement with a teacher or other students is not itself “disruptive behavior”. However, persistent or unremitting attempts that could be seen as an effort on the behalf of one student to agitate or incite the class to unproductive activities could be seen as disrespectful of the Instructor and disruptive of the class.

Any disrespectful behavior during lecture will result in immediate dismissal from the class and a absence recorded for that class. Repeated episodes of disruptive or disrespectful behavior will result in immediate dismissal from the course.

Occasionally, it is necessary for WTRS to expel or terminate students in an EMS training course. The reasons for termination include, but are not limited to the following:

- A physical inability to perform the course skill objectives as outlined in the Functional Job Description, and in compliance with ADA provisions.
- Failure to meet State course requirements
- Failure to comply with WTRS course policies and procedures
- Cheating/dishonesty
- Unethical conduct
- Excessive absences (excused or unexcused)
- Habitual tardiness
- Unprofessional conduct in class, during clinical or field training
- Maintaining a class average of below 75% even after remedial instruction,
- Non-payment of tuition as outlined in policies and procedures

## **Academic Honesty**

Academic dishonesty is unethical and contrary to the standards of the profession and therefore is viewed as a serious offense that can lead to suspension or dismissal from the course. Students should seek to be totally honest in their dealings with others.

They should complete their own work and be evaluated based upon that work. They should avoid dishonesty and misconduct in all forms, including but not limited to plagiarism, fabrication, falsification, cheating, or other academic misconduct.

## Lab Policies

Students are expected to appear at lab prepared to complete the tasks required of them. This, in part, assumes that the student will have the necessary tools to complete those tasks.

Students must come to lab dressed for the weather. Frequently, lab stations are held outdoors.

Students will be expected to perform during in climate weather; regardless of rain, fog, snow, or other conditions.

Each student is expected to have with them at all times:

- A watch with a second hand
- Pen and paper; pocket note book preferred
- Stethoscope with a bell and a diaphragm
- A penlight

WTRS does not take any responsibility for lost or stolen items. Any suspected theft should be immediately reported to the proper authorities.

### Lab Apparel

Students are expected to dress prepared for the weather outdoors when attending lab. Lab may be held outdoors at any time.

Students are advised to come to all labs prepared to be examined by another student. Student should have loose undershirts on that are comfortable and appropriate to wear in a group setting.

## Course Completion

An EMT Student has completed his or her EMT education at WTRS when the student has met the following conditions:

1. All financial obligations have been met and all property of WTRS has been returned.
2. An overall average of 75% or higher has been achieved in all courses
3. An overall “meets standards” has been achieved in all lab skills
4. An overall satisfactory has been achieved in clinical rotation

A student who has completed a course of instruction as an EMS student may be eligible to test for certification as an EMS student in New York State or with the National Registry of Emergency Medical Technicians examinations provided that they meeting the conditions set by either New York State’s Department of Health or the National Registry of Emergency Medical Technicians.