

**NORTHWEST  
COMMUNITY  
EMERGENCY  
MEDICAL  
SERVICES  
SYSTEM**



**Northwest Community EMS System  
EMERGENCY MEDICAL TECHNICIAN  
STUDENT HANDBOOK  
January 2013 – May 2013**

The student, by virtue of applying for or accepting a position in the class, assumes the responsibility to conform to all applicable governmental laws, regulations, ordinances, policies, procedures, and protocols governing citizen conduct as well as those addressing students and licensed EMS personnel including all Federal, state, local and program requirements.

*These standards of conduct apply to*

- *applicants who become students, for offenses committed as part of the application process;*
- *applicants who become students, for offenses committed on the NCH campus and/or while participating in program related events or activities that take place following a student's submittal of the application through his or her official enrollment; and*
- *former students for offenses committed while a student.*

# Northwest Community Emergency Medical Services System

## Emergency Medical Technician

### EDUCATION PROGRAM

#### Equal Opportunity Statement

Harper College and the Northwest Community EMS System (NWC EMSS) do not discriminate on the basis of race, color, religion, gender, national origin, ancestry, age, marital status, sexual orientation, physical or mental disability or unfavorable discharge from military service as long as the individual is otherwise qualified to perform all the essential elements of an EMT's scope of practice and meets eligibility requirements for EMT licensure. For a full listing of the statutory references that support the program policies and for information on discrimination complaint procedure, see Harper College Catalog/Student Handbook.

#### Program Core Values

- Integrity
- Compassion
- Accountability
- Respect
- Excellence
- Collaboration
- Customer satisfaction
- Careful stewardship of all resources
- Justice: Fair and equitable due process

#### Student responsibility

Each student must be aware of and meet the Harper College and the NWC EMSS Student Handbook requirements to successfully complete the program.

#### Policy statement

Harper College and the NWC EMSS are committed to maintaining consistently high Academic standards for instruction and learning outcomes across all program sites and learning environments.

#### Professional role of an EMT under the National EMS Education Standards and Scope of Practice Model

An EMT is an allied health professional whose primary focus is to provide basic emergency medical care for patients who access the emergency medical system. This individual possesses the complex knowledge and skills necessary to provide competent care and transportation

to those with critical and emergent conditions.

EMT's function as part of a comprehensive EMS response, under medical oversight. EMT's perform interventions with the basic supplies and equipment typically found in an ambulance. The EMT is a link from the scene into the health care system.

The EMT's scope of practice includes basic life support (BLS) skills focused on the acute management and transportation of the broad range of patients who access the emergency medical system. This may occur at an emergency scene until transportation resources arrive, from an emergency scene to a health care facility, between health care facilities, or in other health care settings.

EMT's must demonstrate each competency within his or her scope of practice in a wide variety of environmental conditions and for patients of all ages. Emergency care is based on an advanced patient assessment and the formulation of a field impression. The EMT's scope of practice includes minimally invasive procedures and pharmacological interventions to reduce the morbidity and mortality associated with acute out-of-hospital medical and traumatic emergencies. The EMT provides care designed to minimize secondary injury and provide comfort to the patient and family. Their role may include transporting the patient to an appropriate health care facility or appropriately executing other patient dispensation options.

EMT's must demonstrate the willingness to care for people with compassion, an awareness of their abilities and limitations, strong inter-personal and communication skills, and a capacity for calm and reasoned judgment while under stress. They must blend multiple intelligences with common sense and be service oriented.

#### Our program of instruction

The NWC EMSS EMT program is designed to develop entry level EMS knowledge and skills. Instructional content and design is based on the National EMS Education Standards approved by the National Highway Traffic Safety Administration (1/09).

Although affiliated with Harper College, classroom instruction is offered at Northwest Community Hospital

(NCH). Clinical rotations are completed at area-wide hospitals.

### **Philosophy of education**

"Education must not simply teach work - it must teach life" (DuBois). Education impacts learning and the development of individuals by improving verbal and quantitative skills, the ability to use higher order thinking, decision-making skills, intellectual flexibility, reflective judgment, and communications. Education also impacts attitudes and values by developing a more positive self-image, encouraging autonomy and independence, increasing the ability to deal with change and ambiguity, developing a structure for principled reasoning and moral judgment, and improving career mobility.

### **Expected outcomes of the program**

#### **During the program, students shall**

- acquire knowledge by using the instructors as one of many resources to help achieve academic objectives;
- build on classroom activities by reviewing the objectives and studying the assigned readings, supplemental handouts, and notes; and
- complete the study questions for each topic to reinforce understanding of the material.

#### **Before graduation, students will consistently demonstrate the following to a level expected of an entry-level EMT:**

**Conceptual competence:** The ability to understand the theoretical foundations of the profession.

**Technical competence:** Proficiency in performing psychomotor skills.

**Contextual competence:** The ability to understand how your practice fits within the greater whole of the healthcare continuum and the ability to use conceptual and technical skills in the right context, avoiding the "technical imperative".

**Integrative competence:** The ability to take all the other competencies and put them all together, melding theory and practice.

**Adaptive competence:** The ability to change with evolutions in medicine or modify the care of one patient based on changing clinical presentations.

#### **Professional behaviors:**

- Professional identity (appearance and personal hygiene)
- Acting ethically based on codes for the profession
- Scholarly concern for improvement
- Professional behaviors including integrity, empathy, self-motivation, self-confidence, effective communication, time management, teamwork and diplomacy, respect, patient advocacy, and careful delivery of EMS services.

### **GENERAL COURSE OBJECTIVES**

Upon completion of the program and before graduation, EMT students will consistently demonstrate entry-level competency for each of the following:

- Assess scene safety and use appropriate precautions.
- Learn the steps to appropriately gain patient access using a variety of tools and techniques.
- Perform patient assessments, recognize alterations from health, set patient care priorities and coordinate their efforts with those of other agencies who may be involved in the care and transportation of patients.
- Establish rapport with patients and significant others to decrease anxiety and meet their emotional as well as physical needs.
- Provide care on a continuum of basic life support if needed as prescribed by the EMS MD.
- Exercise higher order thinking to problem solve and determine patient needs for care per standing orders when on-line medical control communication has been delayed, interrupted or aborted.
- Communicate effectively with the designated medical command authority.
- Understand the steps to thoroughly document a factual, accurate, complete and timely patient care report.
- Understand how to maintain ambulance inventories and prepare emergency care equipment and supplies before and after each call.
- Model professional EMT characteristics and ethical behavior through appearance, actions, speech, communication and interactions with instructors, preceptors, peers, patients, public safety personnel, and members of the public.

### **Strategies to facilitate learning**

#### **Educational methods**

It is understood that students have a variety of preferred learning styles, and the program attempts to balance educational methods to appeal to each one. Instructors may use lecture, discussions, case studies, scholarly writing, practical labs, simulations, role playing, games, and independent study to help students achieve the learning objectives. Student-centered learning experiences engage participants in meaningful outcome-focused exercises to stimulate self-reflection, higher order thinking and the ability to problem solve and apply instructional theory into practice.

Educational methods are enhanced by the use of slides, electronic media, computer-adaptive programs, patient case reviews, student handouts, and texts.

**TEXTBOOKS:** Students are expected to purchase the main class textbook from the Harper College bookstore by the first day of class.

**Mistovich J.J. & Karren K. J. (2010). Prehospital Emergency Care: ninth edition. New Jersey: Pearson – Brady.**

**Skill labs:** Allow students to learn, practice, and become proficient at psychomotor skills under the direct supervision of approved preceptors.

## CODE OF STUDENT CONDUCT

The NWC EMSS believes in uncompromising ethical behavior based on the standards and codes of professional conduct and the laws of our community and country. EMT students have the opportunity to participate in a worthy, purposeful, and progressive profession. This opportunity is not without obligation. The viability of the profession rests on the integrity as well as the capability of its members. NCH, in concert with Harper College, hold as core values: integrity, respect, excellence and collaboration.

We are dedicated to excellence as our performance standard. We affirm that all tasks and services provided in the context of EMS care shall be delivered in a consistently superior manner. Working together, we will approach everything as an opportunity for continuous improvement.

**Disruptive behavior** is defined as student-initiated acts that range from tardiness to violence. It may consist of behavior that is argumentative, disruptive, disrespectful, offensive, or threatening and may present itself physically, verbally, or psychologically. It has a negative impact in any learning environment and interferes with the learning activities of the perpetrator and other students.

Behavior that is deemed disruptive, unprofessional, unethical, or inappropriate will not be tolerated.

In pursuing this objective, the student shall

- conduct self at all times in a dignified and exemplary manner.
- abide by the procedures, rules and regulations of the NWC EMSS training program.
- adhere to the guidelines prescribed by the Program in preparing academic assignments and completing course objectives.
- strive toward academic and clinical excellence.

- encourage and assist colleagues in the pursuit of academic excellence and improvement through team/group activities.
- refrain from statements that defame any person and/or the work of colleagues.
- respect and protect the rights, privileges, and beliefs of others.

## ACADEMIC HONESTY

Students shall not engage in, assist in, nor condone lying, cheating, plagiarism, falsification of documentation pursuant to their EMS education, or other similar activities. Cheating on quizzes or exams transcends more than social mores or professional ethics. It can affect the quality of care rendered to a patient.

### The following are prohibited:

- Written information found on a student's person, clothing, personal effects or property, book edges, notebook covers, etc. that could provide information about exam content.
- Students found to be using any outside source in violation of program policy to obtain an answer on a quiz or exam.
- Removal of an exam booklet from the testing site.

Any student caught or suspected of cheating, falsification of documentation or misrepresentation, will be immediately dismissed from class and academically suspended pending an investigation. If the allegations are sustained, the student will be dismissed from the program.

Students are expected to report any misconduct or violation of policy by themselves or fellow students to the Course Coordinator or Program Director.

### Violation of code of conduct

Whenever a student commits or attempts to commit a violation of the Student Code of Conduct while on hospital premises, or at an activity, function or event sponsored or supervised by the program, discipline and sanctions may be imposed on the student. The conduct will be documented in the student's file and will result in disciplinary action per policy. Discipline may also be imposed if student conduct off campus adversely affects the hospital, EMS System or the College community or the pursuit of their educational objectives.

Examples include, but may not be limited to, proof that the person

- is guilty of fraud or deceit in procuring or attempting to procure admittance into the EMT program;
- has demonstrated a gross lack of integrity;
- is guilty of academic dishonesty, including cheating, plagiarizing or furnishing false information on transcripts;

- is unfit for duty or incompetent by reason of illness, drug dependence, or gross negligence;
- is found in possession, or has used or distributed an illegal or controlled substance, or look-alike drug;
- is guilty of unauthorized and/or illegal possession, use or distribution of any alcoholic beverage;
- has presented to class intoxicated or under the influence of habit forming drugs;
- is guilty of theft of property or services;
- is guilty of intentional or willful and wanton destruction of property;
- has abused College or hospital technology resources, or medical equipment;
- is guilty of assault and/or battery;
- is guilty of conduct which constitutes harassment or abuse that threatens the physical or mental well-being, health or safety of any individual;
- has engaged in dishonorable, unethical or unprofessional conduct of a character likely to deceive, defraud or harm the public;
- has demonstrated insubordinate or inappropriate behavior towards any instructor;
- is guilty of disrupting the peace, the education process or related activity;
- has brought a weapon or explosive device of any kind to class or to a clinical area;
- has violated the handbooks, contracts, or behavioral agreements specific to the EMT program;
- has violated the terms of any disciplinary action imposed in accordance with program procedures;
- has violated any law, local ordinance, or College or Hospital rule or regulation while enrolled as a student.

## DISCIPLINARY ACTION

Corrective action is generally progressive in the NWC EMSS. For most minor incidents personal coaching, a verbal warning, a written warning, and/or a written reprimand may precede suspension or dismissal. The purpose of disciplinary action is to provide feedback that encourages accountability and behavior that reflects program values. Corrective action plans are intended to be positive, non-punitive interventions that allow an individual time to correct an identified deviation from expected behavior. In each instance, the corrective action is to be fair, just, and in proportion to the seriousness of the violation. Feedback is to be communicated privately, out of sight and sound of peers or co-workers, and delivered in a timely manner. For more severe offenses, the disciplinary process may begin with suspension or expulsion.

Procedures for resolving alleged violations of student code of conduct are specified in the System Disciplinary Policies and Harper College Catalog/Student handbook.

**Appeal policy:** Students have 48 hours from the time of an alleged infraction to appeal any disciplinary action taken against them. All appeals must be in writing and addressed to Connie Mattera.

## Recovery of damages/Restitution

If a student is found to have defaced or damaged hospital property, they will be assessed the cost for expenses incurred by the program or other parties resulting from the student's infraction. Such reimbursement may take the form of monetary payment or appropriate service to repair or otherwise compensate for damages to program property or equipment. Restitution may be imposed on any student who alone, or through group activities, participates in causing the damages or costs to the program. The student will not graduate until full restitution has been made.

## PHYSICAL EXAM REQUIREMENTS

In order for students to get health clearance to go to the clinical units, they need to complete all the steps of the process specified by Harper College.

When the requirements are complete, submit the verification form from the Harper College Health and Psychological Services department to the course Lead Instructor. This form must be scanned into each student's file.

Failure to submit the Verification of Completion of Harper Health Requirements form by 02/15/12 may constitute grounds for dismissal from the program.

**Contact the Health and Psychological Services Staff at Harper College at 847-925-6268 if you have questions.**

Medical and religious exemptions may be acceptable if submitted by your physician to Harper College and accepted as a reasonable accommodation.

Students must also fully comply with a **urine drug screen and criminal background check**. The Joint Commission on Accreditation of Healthcare Organizations requires that all people directly involved with patient care in a hospital must submit to a urine drug test and a criminal background check. Students must contact the Harper College police department and arrange for these screens to be completed by 02/15/12. There is a fee for this service. You will need 2 forms of ID when submitting to these tests. After the tests are completed, you will be given a receipt that must be submitted to the Course Coordinator to verify completion.

Hospital clinical rotations cannot begin until the drug screen and the criminal background check requirement

is completed. Failure to comply with clinical prerequisites in a timely manner will constitute grounds for dismissal from the program.

A student who has received a decree by any circuit court/ or an examination by a qualified physician establishing that they are in need of psychiatric or substance abuse care/treatment shall be suspended from class. That person may be reinstated upon findings by the Circuit Court or a qualified physician that they have recovered from the mental illness or are being successfully treated for substance abuse and may resume his/her professional functions.

## PROCESS FOR HEALTH CLEARANCE

- Obtain a copy of your immunization record if possible. If not, the student must see the HPS nurse.
- Fill out the Student Health Record
- Get a physical exam
- Get a 2-step TB test.
- Get blood drawn for Mumps, Rubella, Rubeola and Varicella IgG titers. **Vaccination series are required if not immune.**
- Obtain Hepatitis B vaccine
- Provide verification of health insurance coverage.
- **Students must have insurance. Students needing insurance can contact First Agency for an application at;**  
[www.1stagency.com/college.htm](http://www.1stagency.com/college.htm)

**All requirements must be submitted to Health and Psychological Services (HPS), A364. Call HPS at 847-925-6849 or Health Careers at 847-925-6533 for questions.**

## Students with Disabilities

The NWC EMSS EMT program does not discriminate against otherwise qualified individuals with a disability. However, students are expected to demonstrate the physical capacity to perform all the essential functions of the paramedic profession during the course with or without reasonable accommodation.

This generally requires:

- (corrected) vision to 20/30 in at least one eye with color discrimination for at least red, amber, and green.
- (amplified) hearing adequate to distinguish blood pressures, breath, bowel, and heart sounds.
- sufficient strength and motor control to lift patients with one partner (up to 250 lbs) safely onto a stretcher and to move them from the point of patient contact to the ambulance and into the receiving facility.
- manual strength and dexterity sufficient to perform a physical exam and all other BLS and ALS skills specified in the curriculum and System procedure manual.

If reasonable accommodation is to be exercised by a qualified individual with a disability using products, appliances, or personnel, it will be the student's responsibility to acquire the resources for their personal use due to the cost of the accommodation needs.

Students with demonstrated reading disorders, e.g., dyslexia, shall be offered reasonable accommodation in the form extended time to take written examinations based on individual request made at the beginning of the program and physician verification of need.

## Students with Communicable Diseases

A student with a communicable disease or who is a carrier of a chronic communicable disease may attend class and participate in activities whenever, through reasonable accommodation, there is no significant risk of transmission of the disease to others. The potential risk shall be evaluated on a case by case basis in accordance with Harper College policy in concert with the EMS MD.

A student who has a chronic communicable disease or who is a carrier of a chronic communicable disease may be denied admission to, or may be dismissed from the paramedic course whenever the disease has a direct effect on the student's ability to perform so as to render the student not qualified for the course or unable to perform the essential components of a paramedic's scope of practice.

## E.D Clinical Experience

**Scheduling:** Unit assignments depend on hospital availability. Most rotations are self-scheduled by the students.. After schedules are confirmed, students wishing to change assignments must trade with another student. Individual schedule changes will not be accepted except in isolated cases of true emergency. Students must be willing to travel to all System hospitals and complete weekend and evening rotations.

**Absences:** If you will miss or be late to an assigned clinical rotation, you must notify the following in advance of the missed rotation:

1. **Clinical unit nurse in charge.** Phone numbers are provided for each unit and are in the ED clinical packet.
2. **Course Clinical Coordinator.** Call by 6:30 am for a 7:00 am shift , by 2:30 pm for a 3:00 pm shift and 10:30 pm for the 11:00 pm shift. If there is no answer, a message must be left on voice mail. Provide the Educator with the name and title of the person on the clinical unit to whom the absence/tardiness was reported.

Two or more excused absences will require a meeting with the Clinical Coordinator and may result in

disciplinary action. Proof of illness may be required to affirm an excused absence.

Failure to report to a clinical unit as scheduled without prior notice to the proper persons will be recorded as an unexcused absence pending an investigation. The shift must be made up at the convenience of the clinical unit/preceptor. After one unexcused absence, the student will be placed on academic probation. **Two unexcused absences may result in dismissal from the program.**

A student who goes to the wrong clinical unit, or to the assigned unit on the wrong day or time, will be sent home and must be rescheduled. The student is responsible for notifying the Clinical Coordinator of their error immediately.

**Tardiness:** If a student arrives more than 5 minutes late to a clinical rotation without just cause, they will be sent home. Failure to complete the assignment must be reported to the Clinical Coordinator and will require a make up shift at the convenience of the hospital to meet course requirements.

**Early dismissal:** No student may leave a clinical unit before completing the entire shift unless the Course Coordinator grants permission. Leaving early without permission may require the student to repeat the rotation.

**Non-professional conduct:** If a student is reported to have spent more than reasonable break time during a shift in a lounge, cafeteria, etc., or was not actively participating in unit activities, they will receive a 0 for the day and the experience must be repeated at the convenience of the host hospital.

**Paperwork submissions:** Clinical forms must be complete and submitted to the Course Coordinator **within two weeks of completing the rotation.**

## EMT Field Experience

Students integrate the theoretical concepts learned in class and apply practical skills to the field care of patients under the direct supervision of an approved preceptor. They are to develop contextual, integrative, and adaptive competencies using critical judgment skills.

### **During the field experience, EMT students will**

1. apply classroom theory and hospital-based clinical skills to patient care situations in the prehospital environment as measured by the patient care studies completed on all patients.
2. actively participate as a team member or leader under

the direct supervision of a Preceptor.

## **COURSE COMPLETION CRITERIA**

**Successful course completion:** Students must fulfill all didactic, and hospital clinical requirements and demonstrate minimum acceptable standards of mastery for all cognitive, psychomotor and affective objectives as measured by examinations, labs, and performance appraisals, and pay all fees in order to graduate. They will not receive a passing grade, a course completion certificate, nor will they be recommended to take the state or National Registry exams if any requirement is incomplete.

**Evaluations:** Students are evaluated on their achievement of cognitive, psychomotor and affective objectives. Performance is evaluated during the class and after completing the final exams. Employers will not have access to actual grades but will be informed whether or not the student has met or not met class requirements.

Equally, students assess the effectiveness of guest faculty, Course Coordinators, the hospital clinical experiences, and the course.

**Additional help:** Individualized mentoring is available to students who have identified learning needs at the mutual convenience of the student and learning coach.

**Measuring learning:** A variety of tools have been developed to measure understanding. These include self-assessments, quizzes, projects, written, and practical exams.

- **Quizzes:** Measures achievement of objectives in content covered since the previous quiz, and must average 80% during each module, or the student will be placed on guided study.
- **Written Exams:** Written exams consist of 150 multiple-choice questions
- **Practical exams** Measure competency in performing skills presented during that module.
- **Final written exam:** Consists of 150 multiple-choice questions with a blueprint that is similar to the state exam.

## **Grading and retest policies**

Each modular written exam must be completed with a minimum score of 75% or above to pass.

Students who score between 70-74% on a written modular exam will have one opportunity to retake the failed exam. The highest score awarded for a retest is 75%. Students who score below 70% on a modular exam or below 75% on the retest will receive an F for that module and will be dismissed from the program with an option to re-enroll the following year. Exit

interviews will be conducted with the student, Course Coordinator, a representative of the employing EMS agency and the EMS MD or his designee.

**Practical exams** are scored as pass/fail based on detailed evaluation instruments that list all critical steps to be performed. The student must demonstrate all mandatory steps in a reasonable sequence and time without critical error to pass. A student may fail up to 2 stations in one exam and be eligible to retest those stations.

Failing three or more stations on the first attempt or failing one re-test will trigger a meeting with the Course Coordinator and EMS MD and may result in a corrective action plan or dismissal from the program. Practical exam grades are not averaged into the cumulative GPA, however, students must pass all practical stations to pass the course.

**Clinical grades:** Clinical grades are noted as meeting or failing to meet requirements, which is a recommendation to repeat the experience. Clinical grades ARE NOT averaged into the cumulative grade point average, however, students must successfully complete all clinical rotations and patient care reports to pass the course.

### Guided Study

Students who are having difficulty mastering course objectives at any time during the program as evidenced by modular quiz scores below 80%, will be required to complete a Guided Study action plan. Their provider agency will be notified.

Any student on Guided Study is required to complete a concentrated period of remediation geared to improve the student's performance by working with the course coordinator.

The amount of time prescribed will escalate based on the number of times a student has been placed on Guided Study and the degree of their unsatisfactory performance. The action plan may require a student to write and present reports on topics for which they have demonstrated learning needs or may include other meaningful remediation measures. Guided Study is meant to help a student master course objectives to ensure that they will be successful in completing the course.

If a student fails to satisfactorily complete the remediation plan, they will be dismissed from the course and given a failing grade for that module.

### EMT LICENSURE

**State exam:** Following successful course completion and a recommendation from the EMS MD, a graduate will be authorized to take the State of Illinois Exam for EMT's.

Candidates who achieve a passing score on the exam will be recommended for licensure as an EMT in the State of Illinois.

All candidates must preregister electronically for the state exam in a process defined by IDPH and Continental Testing Services.

**Exam fees:** There is a fee for the state examination. This fee is the student's responsibility to pay. Fee information will be provided prior to the exam.

**Times and location:** The state exam is offered at sites in each EMS Region on a quarterly basis. The calendar of options is available at the State of Illinois EMS website: [www.idph.state.il.us/ems](http://www.idph.state.il.us/ems).

**Exam construction:** The state exam consists of 150 multiple-choice questions covering topics contained in the National Education Standards. A practice test and exam information can be accessed from the state website.

**Passing score:** The minimum passing score on the state exam is 70%. Retesting policies are found in the EMS Rules. An additional fee is required for each attempt.

## GENERAL COURSE POLICIES

**ATTENDANCE:** Students are expected to attend all classes and must attend or make up all mandatory sessions. Three tardy arrivals to class or a clinical rotation tardy, is considered one absence. Three full day absences may result in dismissal from the program. Classroom absences make it difficult for the learner to master the didactic material. **Classroom labs, exams, and hospital clinical rotations are all mandatory.**

- **Providing notice:** Inform the course coordinator in advance if you are going to be late or absent from a class.
- **Unexcused absences:** Any absence without prior notice and/or reasonable justification shall be considered unexcused and shall be reported to employers. Missed material shall be made up at the discretion of the Course Coordinator. If a mandatory component is missed as an unexcused absence, the student will be subject to disciplinary action that may include dismissal from the program.
- **Extended leave:** Students may petition for withdrawal from the program based on the need for extended leave or extenuating circumstances. They will be considered for readmittance on a case-by-case basis. Placement in the next class will depend on the student's previous performance as well as the point in the course at which they withdrew.

### Tardiness

- Arrival after the posted class start time, whether the beginning of class, or after breaks, without prior notice, is considered unprofessional behavior and the student will be recorded as tardy. Three tardies will be considered one absence. If a student arrives after 6:00 pm, they will not be allowed admittance to class until after the quiz/exam. Consequences for late arrivals are specified in the student learning contract.
- Highly unusual or extenuating circumstances occasionally occur causing a student to be late without appropriate notice. The Course Coordinator will determine whether tardiness is excused and the student's eligibility to make up missed work.

**QUIZ/EXAM MAKEUPS:** Students are expected to take quizzes and exams on the dates and times assigned. On days when a written quiz/exam is given, the doors will be locked at 6:00 pm. Anyone arriving late, without prior notice, will be refused admittance to the exam. The student must take the exam on the original day of testing or, at a later time only if the exam interferes with other classes or exams on the Harper College campus.

Make-up exams on an alternate date will only be given for extenuating circumstances such as illness or a family emergency, or prior commitment to another class on the Harper College campus. The student may be required to provide evidence to verify illness or to prove the validity of the extenuating circumstances. A second lateness or absence for an exam will result in a meeting with the EMS Administrative Director and EMS MD and may result in dismissal from the program. Practical exams must be taken on the day scheduled unless satisfactory evidence is presented to justify the absence.

### CUMULATIVE GRADE POINT AVERAGE (GPA)

Quizzes	20%
Exam I	15%
Exam II	15%
Exam III	15%
Exam IV	15%
Final Exam	20%
Total GPA	100%

### Harper College Grade Scale

92 – 100%	A
84 – 91%	B
76 – 83%	C
70 – 75%	D
<70%	F

### Areas that Constitute Unsuccessful Completion / Termination:

- Grades of less than 70% on any written exam, or an exam retake under 75%.
- Clinical grade average less than 3.0.
- Failure of any practical station as outlined in the practical lab form.
- Failure to complete clinical time as scheduled.
- Failure to complete an excused clinical rotation prior to the final exam.
- Inappropriate behavior during any or all parts of this training program. This included but is not limited to, reporting to class or clinical areas under the influence of drugs or alcohol, inappropriate behavior towards any student or instructor, dishonesty, or any behavior deemed unreasonable and beyond the bounds of professional conduct.
- Failure to achieve / provide proof of completion of BLS CPR for Healthcare Provider (AHA). This would also preclude the student from clinical rotations.
- Any unexcused absences from class will result in an incomplete grade until all missed classes are made up as required by the coordinator.
- Practical lab sessions, which are not completed.

**CAFETERIA:** The cafeteria is located on the first floor of the main hospital building. Students must wear their ID badge to be served at the discounted employee rate.

**Food in classroom:** Eating in the classroom is allowed if care is used to protect hospital property and garbage is placed in proper receptacles.

All food and beverage privileges will be revoked if classroom furnishing become soiled or damaged due to food or beverages and/or the Course Coordinator has to clean up after class.

### FELONY CONVICTION POLICY

Accepting individuals convicted of certain felony crimes into the EMT program or allowing them to continue in the program once a conviction has taken place or becomes known presents a unreasonable risk to public health and safety if such person has not offered proof of sufficient rehabilitation to warrant public trust.

IDPH will suspend, revoke, or refuse to issue or renew the license of any licensee after an opportunity for an impartial hearing before a neutral administrative law judge appointed by the Director, where the preponderance of the evidence shows that the licensee has been convicted (or entered a plea of guilty or nolo-contendere) by a court of competent jurisdiction of a Class X, Class 1, or Class 2 felony offense in this State or an out-of-state equivalent (HB5183 Enrolled LRB096 16642 KTG 31923 b) Public Act 096-1469.

Applications will not be accepted for individuals who meet the above criteria. Continued enrollment in the program by individuals who meet the above criteria during class will be terminated following a hearing in

compliance with Illinois law.

**Discretionary denial:** Applications for training by individuals convicted of other crimes including but not limited to DUI, may be denied after consideration of the following:

- The seriousness of the crime and time elapsed since the crime was committed.
- Whether the crime relates directly to the skills of EMS service and the delivery of patient care.
- When the crime involved violence to, or abuse of, another person.
- Whether the crime involved a minor or a person of diminished capacity.
- Whether the applicant's actions and conduct since the crime occurred are consistent with the holding of a position of public trust.

**Behavior and language:** Students are expected to behave in a professional manner and refrain from using profane or defamatory speech at all times during any program function, class or clinical assignment.

Guests, faculty and peers are to be treated with deference and respect. Inappropriate or unprofessional speech will require an immediate public apology and will trigger disciplinary action that may include dismissal from the program.

**DRESS CODE:** Classes are held in a hospital and students are in contact with other health professionals, patients, and members of the public. It is important that they dress in a professional, tasteful, and discrete manner consistent with the expectations of the hospital and provider agencies. Students and faculty must meet the dress code of NCH for their employees at all times when in attendance at any program function, class or when on the grounds of a hospital. During all hospital clinical rotation, students must wear the NWC EMSS polo shirt that identifies them as an EMT student. If a student does not adhere to the dress code they will be asked to leave for the day. Two violations of the dress code policy will result in disciplinary action.

- **Shirts worn to class:** Must have a non-revealing neckline. Shirts worn unbuttoned, with the shirttail out, revealing bare backs, midribs, or undergarments, or with logos or writing other than EMS/Agency, small brand logos, or healthcare emblems are not acceptable.
- **Pants:** Must be the appropriate length and size with finished hems that do not drag on the floor or ride down the hips/buttocks. No leggings, spandex, or Lycra pants, shorts, sweat pants or jogging suits are acceptable for class or the clinical units.
- **Skirts/women:** Should be appropriate in length, size, and allow free movement with finished hems. Skirts

shorter than 3 inches above the knee or those with dramatic slits are not acceptable. Clothing worn while in the clinical units and/or field internship shall not jeopardize the safety of the student, crew members, and/or patients.

- **Shoes/boots:** Should be clean and polished with laces tied. Sandals and thongs without appropriate socks or hose are not acceptable and may not be worn in the clinical areas.
- **Jewelry:** Should be work-related. No more than 3 earrings per ear. No visible body piercing jewelry beside the ears is acceptable.
- **Body art/tattoos:** Must be covered while in the clinical units (hospital and field).
- **Hats:** Hats may not be worn in class. Religious head coverings may be acceptable per individual agreement with the Class Coordinator as long as they do not jeopardize student and/or patient safety.

**Hygiene:** Good hygiene is essential. Use of personal hygiene products and conservative makeup is acceptable. Due to patient and employee respiratory sensitivities, allergies and asthma; any fragrance which produces a scent or odor, strong enough to be perceived by others including; but not limited to colognes, perfumes, aftershave, and lotions are not to be worn at work. Additional unacceptable or inappropriate elements: Odor from tobacco products; body or mouth odor; excessive make-up; chewing gum in the clinical units.

- **Hair:** Should be neat, clean and worn in a natural style. Hair coloring outside of natural shades is unacceptable. Facial hair must be neatly groomed.
- **Fingernails** must be clean and trimmed not to exceed ½ inch from fingertips while in the clinical units. No artificial nails may be worn while in the clinical units.
- **Hosiery/undergarments:** Appropriate hosiery and undergarments must be worn at all times but should not be visible under outer clothing.
- **Overall clothing:** Should be clean, neat, in good repair and of appropriate size. Clothing that is soiled, torn, too loose or too tight will cause the student to be dismissed from class that day.

**Exposure to body secretions:** If any student experiences a significant exposure event as defined in Policy I-2, they shall

1. Immediately wash the area with soap and water or irrigate their eyes with water/saline.
2. Report the exposure to the class Lead Instructor.

## HEALTH INSURANCE VERIFICATION

All students must submit proof of health insurance

coverage to Harper College Health and Psychological Services as part of their program requirements annually. For details, see information at the back of these policies.

Each student is responsible for obtaining medical care at his/her own expense or in keeping with existing insurance coverage for any illnesses or injuries sustained as a direct or indirect result of their affiliation with the program.

**ID BADGES:** Student photo ID badges must be obtained from the Human Resources Office of NCH (1<sup>st</sup> floor 901 Kirchoff Center) upon the course coordinators instruction, and must be worn in a visible location on the upper torso at all times within NCH and all clinical units (hospital). Any student who comes to class without an ID must get a replacement at their cost. If a student comes to a clinical unit without the student photo ID, they will be asked to leave and will be noted as an unexcused tardy if they can return within 15 minutes with the badge or an unexcused absence if it would take longer than 15 minutes to return.

### **INCLEMENT WEATHER**

There may be times when class schedules will need to be altered based on inclement weather. If this occurs, the program allows flexibility to usual and customary attendance policies.

The Course Coordinator will consult with the EMS Administrative Director before canceling or changing class times or resuming normal class schedules. Decisions to change normal operations must be made at least three hours before class start times.

Announcements about schedule changes will be communicated by e-mail and/or the Coordinator will contact Squad leaders who are responsible for notifying their members.

**PARKING:** Students may park in lot 7 (next to St. Simon's Church).

**SEXUAL HARASSMENT:** No student or faculty member shall be subject to sexual harassment or bullying. Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment. For full definition and information on reporting alleged harassment, see Harper Catalog/Student Handbook.

**SMOKING AND TOBACCO USE:** Smoking and the use of tobacco products is prohibited on the NCH campus including the hospital, adjacent hospital grounds, parking lots, and Wellness Center. This policy is supported by the Illinois Clean Indoor Air Act (PA 86-1018), Smoke Free Illinois Act (eff. Jan 1, 2008), Village of Arlington Heights Smoking Ordinance, and the Joint Commission on Accreditation of Healthcare Organization's requirements

for a smoke-free environment. Students may only smoke or use tobacco products in their own vehicles. Tobacco products include cigarettes, cigars or tobacco in any other form including smokeless tobacco which is any loose, cut, shredded, ground, powdered, compressed or leaf tobacco that is intended to be placed in the mouth without being smoked. The Harper College Health and Psychological Services department offers assistance to students who desire to quit smoking through cessation workshops and other support. Violation of this policy will constitute grounds for dismissal from the program.

### **SOCIAL MEDIA**

Students are not allowed to use any personal electronic devices while class is in session unless specifically authorized by the instructor. Cell phones and pagers must be silenced and all electronic communication deferred until breaks unless an emergency exists. If, on rare occasions an emergency requires an immediate response, the student shall exit the classroom to use the device.

### **Objectionable or Inflammatory Posts**

Students shall not post anything that is false, misleading, obscene, defamatory, profane, discriminatory, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity. Make sure to respect others' privacy. Third party Web sites and blogs that you link to must meet our standards of propriety. Be aware that false or defamatory statements or the publication of an individual's private details could result in legal liability for the EMS program and you.

### **TUITION AND FEES**

Students are held to current in and out-of-district Harper College tuition and fees. All students affiliated with a NWC EMSS provider agency are eligible for in-district tuition. Tuition does not cover the cost of the state or National Registry exams nor the initial licensure fee.

Each student will be required to pay the exam fee at the time of exam registration. An additional lab fee of \$35 will be assessed to each student by NCH during the first semester to cover the NWC EMSS polo shirt.

EMS Agency employees whose tuition is being paid by their employer must provide 3<sup>rd</sup> party authorization forms to Harper College by the first week of class or they will be held personally accountable for tuition fees.

Students who have not paid tuition or fees on time and have not made alternative arrangements shall be dropped by Harper College from the class.

If a personal check is returned for any reason, a

\$25.00 fee will be assessed to the student, and all future purchases must be in cash.

**REFUND POLICY:** See Harper College student handbook for refund policy.

**Retake fees:** Students retaking the course or a portion of the course will be charged current tuition fees.

## VETERAN'S BENEFITS

The EMT program is approved by the Department of Veteran's Affairs for educational and training benefits via Harper College. Eligible veterans, dependents, reservists, and service members may be able to seek tuition reimbursement while they are in good standing in the program. If you think you may be eligible and would like to pursue these benefits, please contact Harper College.

**WITHDRAWALS:** Students who wish to withdraw from the class after the regular registration period must withdraw officially at Harper College by the appropriate deadline date. A student who does not withdraw officially prior to the last date for withdrawals is subject to an F grade for that class. See the Harper College catalog for specific details on withdrawing from a class.

## Resources for Students

Harper College makes a wide variety of resources available to all paramedic students attending class at NCH. See the Harper College Catalog/Student Handbook for details relative to Student Development, Access and Disability Services (ADS), Health and Psychological Services and Wellness Programs; Student Activities, Fitness Center, Academic Support Services such as the Tutoring Center, Writing Center, and Resources for Learning Division; Library Services; the computer lab and the Harper College Bookstore.

## DISCLAIMER

The NWC EMSS reserves the right to change requirements, program curriculum, and class policies as the educational, legal, or healthcare environment change and as deemed necessary by the NWC EMS MD, the Region IX EMS MDs, and Federal and State rules and/or regulations.

## FACULTY

The EMT class is conducted by EMS educators from the Resource Hospital. Guest faculty and preceptors with expertise in EMS education supplement NWC EMSS faculty. The program operates under the authority of John M. Ortinau, M.D., EMS Medical Director of the NWC EMSS.

## Contact information:

**Connie J. Mattera, M.S., R.N., EMT-P**  
**EMS Administrative Director**  
Phone: 847/ 618-4485  
E-mail: [cmattera@nch.org](mailto:cmattera@nch.org)  
Pager: 708-999-0141

**Christopher Dunn, EMT-P**  
**EMT Course Coordinator**  
Phone: 847/ 618-4492  
E-mail: [cdunn@nch.org](mailto:cdunn@nch.org)

**Dara Sordo**  
**NWC EMSS secretary**  
Phone: 847-618-4482  
E-mail: [@nch.org](mailto:@nch.org)  
Fax: 847/ 618-4489

Northwest Community Hospital  
EMS office  
Kirchoff Center  
901 Kirchoff Road  
Arlington Heights, Illinois 60005  
**Hours:** Monday through Friday  
8:30 am – 5 pm

# The Family Educational Rights and Privacy Act of 1974

The Family Educational Rights and Privacy Act of 1974 ("The Act") establishes the rights of students to inspect and review their education record; provides that personally identifiable information will not, with certain exceptions, be disclosed without the student's permission; provides for guidelines for the correction of inaccurate or misleading data through informal or formal hearings; grants the right to file complaints with the Family Educational Rights and Privacy Act office (FERPA) concerning alleged failures by the institution to comply with the Act, and makes provision for notice to the students concerning their rights.

No one shall have access to nor will the institution disclose any information from students' education records, other than Directory Information, without the **written consent of students**, except to persons or organizations providing students financial aid; to accrediting agencies carrying out their accreditation function; in compliance with a judicial order; in emergency situations when necessary to protect the health or safety of students or other persons; and to those persons with a legitimate educational interest. "Legitimate educational interest" means a demonstrable need to know by any staff member in terms of his or her assigned duties.

## Records kept by the NWC EMS Office that are accessible to the student:

RECORDS ON FILE	PURPOSE OF RECORDS
Application	Placement
EMT Transcripts	Advisement
Admission test scores	Determine placement
Grades	Measurement of objective achievement
Correspondence	Anecdotal notes used to document performance and validate trends
Disclosure records	Record of disclosure of personally identifiable information; advisement
Fact sheet	Demographic information for records
Scores: written & practical	Measuring performance and identifying future learning needs
Immunization records	Health counseling; risk assessment
Physical examination	Fitness for duty on clinical and field units
Student grievance	Official record
Disciplinary record	Official record
Evaluations	Counseling and evaluation
Financial data	Billing and collection
Records, exclusive of Federal and State Codes listed below**	Safety and security of students

\* Students who wish to determine the general content of their record may make an appointment with the Course Coordinator to secure this information.

\*\* The basis for this policy is the Ill Rev Statute, Ill Juvenile Court Act - Chapter 37, Article 2, Section 702-8(3). Ill Rev Statute, Ill Criminal Code - Chapter 38, Sections 206-3 and 206-7. Title 42, U.S.C., 3771b.

## Educational records which are not governed by the Act and which are not accessible to students

1. Records kept by NWCH personnel which are used only by the maker or his or her substitute and are not available to any other person.
2. Law enforcement records that are kept apart from the student's other educational records and are maintained solely for law enforcement purposes, and are made available for inspection by Public Safety personnel only when acting in the line of duty. Such records are not made available to persons other than law enforcement officials of the same jurisdiction so long as educational records maintained by the institution are not disclosed to the personnel of the law enforcement unit.
3. Student records made or maintained by a physician, psychiatrist, psychologist, or other recognized professional or para-professional acting in his or her professional capacity or assisting in that capacity, and which are made, maintained, or used only in connection with the provision of treatment to the student and are not available to anyone other than persons providing such treatment, except that such records can be personally reviewed by a physician or other appropriate professional of the student's choice.

**Directory information.** The following items are designated as "Directory Information", and may be disclosed or released by the hospital for any purpose, at its discretion: the student's name, address, program of study, participation in officially recognized activities and dates of attendance, diplomas and awards received, and the most recent previous educational institution attended.

Currently enrolled students have the right to withhold the release and disclosure of any or all of these items by giving written notice to the Course Coordinator. Request for non-disclosure will be effective for one academic year.

#### **Procedure to inspect and review records**

The law provides students with the right to inspect and review information contained in their education record; to a response to reasonable requests for explanations and interpretations of the records; to challenge the contents of their education record; to have a hearing if the outcome of the challenge is unsatisfactory; and to submit explanatory statements for inclusion in their files if they feel the decision of the hearing officer is unacceptable.

The Course Coordinator will coordinate the inspection and review procedures for student education records, which include admission, personal, academic, and financial files, and academic, disclosure and placement records. Students wishing to review their records must make written request to the Course Coordinator listing the item or items of interest.

Records covered by the Act will be made available within 10 working days of the request. Students may have copies made of their records with certain exceptions, (e.g., a copy of the academic record for which a financial "hold" exists, or a transcript of an original or source document which exists elsewhere.) Education records do not include records of instructional, administrative, and educational personnel which are the sole possession of the maker and are not accessible or revealed to any individual except a temporary substitute, records of a law enforcement unit, student health records, or employment records. Physicians of the students' choosing may review health records.

**Students MAY NOT inspect and review the following:** Financial information submitted by their employers; confidential letters and recommendations associated with admissions, educational records containing information about more than one student, in which case the hospital will permit access ONLY to that part of the record which pertains to the inquiring student.

#### **Procedures to amend records and request hearings**

Students who believe that their education records contain information that is inaccurate or misleading, or is otherwise in violation of their privacy or other rights may discuss their problems informally at a meeting with the author of the record and the EMS Administrative Director. If the decisions are in agreement with the student's request, the appropriate records will be amended. If not, the student will be notified within a reasonable period of time that the records will not be amended; and they will be informed by the Course Coordinator of their right to a formal hearing.

Students' requests for a formal hearing must be made in writing to the EMS Administrative Director who, within a reasonable period of time after receiving such requests, will inform students of the date, place, and the time of the hearing. Students may present evidence relevant to the issues raised and may be assisted or represented at the hearing by one or more persons of their choice, including attorneys, at the students' expense. The hearing officer who will adjudicate such challenges will be the EMS MD.

Decisions of the EMS MD will be final, will be based solely on the evidence presented at the hearing, and will consist of written statements summarizing the evidence and stating the reasons for the decision, and will be delivered to all parties concerned. The education records will be corrected or amended in accordance with the decisions of the EMS MD, if the decisions are in favor of the student.

If the decisions are unsatisfactory to the student, the student may place with the education records statements commenting on the information in the records, or statements setting forth any reason for disagreeing with the decisions of the EMS MD. The statements will be placed in the education records, maintained as part of the student's records, and released whenever the records in question are disclosed.

Students who believe that their rights have been abridged may file complaints with the Family Educational Rights and Privacy Act office, Department of Education, Washington, D.C., 20201, concerning alleged failures of the hospital to comply with the Act