

2021-
2022

Paramedic Student Handbook



Part of  **NorthShore**

In partnership with Harper College

These standards apply to

- applicants who become students, for actions committed as part of the application process;
- students, for actions committed on the Northwest Community Healthcare (NCH) and/or Harper College campuses and/or while participating in program related events or activities that take place following a student's submittal of the application throughout their official enrollment; and former students for offenses committed while a student.

The statements and requirements in this handbook have been reviewed and approved by the Program Advisory Committee and by me for this academic year.

A handwritten signature in black ink that reads "Matthew T. Jordan".

Matthew T. Jordan, MD, FACEP
Paramedic Program Medical Director

The student, by virtue of applying for and accepting a position in the class, assumes the responsibility to conform to all Federal, state, county and local laws, regulations, policies, procedures, protocols and guidelines governing citizen and student conduct as well as those addressing healthcare workers including Emergency Medical Services (EMS) personnel.

Connie Mattera

NCH

2021-2022

Program Core Values

- **Integrity:** We continually strive to do the right things in the right ways.
- **Compassion:** We genuinely care about the well-being of people.
- **Commitment:** We are committed to those we serve and their individual needs are at the center of all decisions. This includes providing person-centered, humanistic and value-based education and care.
- **Accountability:** Each person is accountable for their own actions.
- **Advancing Knowledge:** We are dedicated to professional development and the process of applying and sharing knowledge. Quality education and a continuously learning health system is fundamental to professional growth and clinical excellence.
- **Respect and Collaboration:** We optimize teamwork and partnerships to deliver optimal outcomes; treating everyone with dignity and respect. Each student has equal value and an equal opportunity to contribute to class activities.
- **Excellence:** We are committed providing an educational experience of exceptional quality, to academic achievement, exemplary service, and superior clinical practice, quality and safety. Customer satisfaction drives all processes.
- **Justice:** Fair and equitable due process is offered to all.

Student Accountability

Each student must be aware of and comply with the Harper College and the NCH Student Handbook requirements to successfully complete the program.

Accreditation and Approvals

The Northwest Community Healthcare Paramedic Program is accredited by the Commission on Accreditation of Allied Health Education Programs www.caahep.org upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions.(CoAEMSP)

Commission on Accreditation of Allied Health Education Programs
727-210-2350

www.caahep.org

To contact CoAEMSP:

Phone: 214-703-8445 Fax: 214-703-8992

www.coaemsp.org

The Higher Learning Commission of the North Central Association of Colleges and Secondary Schools (NCA)

230 South LaSalle St., Suite 7-500; Chicago, IL 60604
(800) 621-7440

Illinois Dept. of Public Health Division of EMS &
Highway Safety; Springfield, IL 62701
(217) 785-2080

Safe, inclusive campus environment Equal Opportunity Statement

NCH and Harper College consider students on the basis of individual merit. We do not discriminate on the basis of race, color, religion, sex, gender identity, sexual orientation, national or ethnic origin, age, marital status, protected veteran status, or other protected classes under the law (including Title IX of the Education Amendments of 1972) as long as the individual is otherwise qualified to perform all the essential elements of a paramedic's scope of practice and meets eligibility requirements for paramedic licensure. For a full listing of the statutory references that support the program policies and for information on requesting accommodations under the Americans with Disabilities Act (ADA) and the discrimination complaint procedure, see the Harper College Catalog and this Handbook.

Professional role of a paramedic

A paramedic is an allied health professional whose primary focus is to provide advanced emergency medical care for critical and emergent patients who access the EMS System. A paramedic functions under medical oversight as part of a comprehensive emergency response and is a key link between the out-of-hospital environment and the health care system.

Paramedics possess the complex knowledge and skills necessary to provide competent care and appropriate disposition to those seeking their assistance.

Paramedics provide care using drugs, pharmacologics, equipment and supplies as authorized by the EMS Medical Director (EMS MD). The Paramedic's scope of practice ranges from basic to advanced life support and may occur at the point of patient contact, enroute to or between health care facilities, or in other settings.

Paramedics must demonstrate each competency within their scope of practice in a wide variety of environmental conditions and for patients of all ages. Care is based on an appropriate patient assessment, forming an accurate impression, and providing interventions designed to optimize health, mitigate or reverse the signs and symptoms of illness and injury and provide comfort to patients and family members.

Paramedics must care for people with empathy and compassion, have an awareness of their abilities and limitations, and demonstrate transdisciplinary professionalism, 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

As the first EMS Resource Hospital in Illinois, NCH has been conducting EMT and PM programs since 1972.

The paramedic program is designed to expand upon entry level knowledge and skills acquired through an EMT or Advanced EMT (AEMT) course. Instructional content is based on the National EMS Education Standards; the Illinois EMS Act and Rules, CoAEMSP guidelines, the National Registry of EMTs (NREMT), and approved by the Program Medical Director and Advisory Committee.

A collaborative agreement with Harper College for the PM program has existed since 2003. The Illinois Community College Board approved the Associate in Applied Sciences (AAS) degree in EMS at Harper College as a unit of instruction on Feb 21, 2003. On April 1, 2003, The Illinois Board of Higher Education authorized Harper to offer the AAS degree in EMS.

All students are dually enrolled at NCH and Harper College for EMS certificate courses. Students are batch registered by Harper for the courses in each semester.

All certificate program classes are created and taught by NCH faculty at NCH unless pandemic restrictions require on-line instruction. Clinical rotations are scheduled at hospitals that belong to the Northwest Community EMS System (NWC EMSS) and are facilitated by the NCH PM Course Clinical Coordinator. Field experiences are completed at Provider Agencies that belong to the NWC EMSS and student progress is evaluated and monitored by NCH-approved preceptors.

Students may exit the program after finishing the paramedic certificate or they may complete the full AAS degree.

Prerequisite:

EMS 111, 112, 113 or EMT Education 9

Paramedic CERTIFICATE Program		Credit hrs
EMS 210	Preparatory (fall)	10
EMS 211	Med. Emerg I (fall)	5
EMS 217	Hospital Internship (fall)	2
EMS 212	Med. Emerg II (spring)	7
EMS 213	Trauma, special populations (spring)	6
EMS 218	Hospital Internship (spring)	1
EMS 215	Field Internship (spring)	4
EMS 216	Seminar (summer)	3
Total credit hours		38

Required courses for the Associate in Applied Science (AAS) Emergency Medical Services Degree:

A grade of C or better in all BIO, EMS, (EMS 214 and EMS 215 with a grade of P), and NUR courses is required for all students.

BIO 160	Human Anatomy	4
BIO 161	Human Physiology	4
Electives ¹		4
ENG 101	Composition	3
NUR 210	Physical Assessment	2
SOC 101 ⁺	Introduction to Sociology	3
SPE 101	Fund. of Speech Communication	3
Total credit hours for AAS degree		70

¹Electives: BIO 130, CHM 100, HSC 104, or HSC 213

⁺ This course meets the World Cultures and Diversity graduation requirement.

Philosophy of Education

We live in a world of accelerated change, intensifying complexity, and increasing danger. Students must learn to think critically so they know how to change their thinking in keeping with the changes of the world.

"Education must not simply teach work - it must teach life" (DuBois). The NCH program strives to develop students on an intellectual and personal basis. This outcome-based instruction leads to:

- Lifelong learners
- Knowledgeable persons with deep understanding
- Complex thinkers with intellectual flexibility
- Creative persons
- Active investigators
- Effective communicators
- Reflective and self-directed learners

Education also impacts attitudes and values by developing a more positive self-image, encouraging accountability and team interdependency, increasing the ability to cope effectively with change and ambiguity, and developing a structure for principled reasoning, moral judgment, and ethical behavior.

PRIMARY PROGRAM GOAL & Competencies

"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." (CoAEMSP, 2019)

COMPETENCIES to attain before graduation

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

Technical competence: Proficiency in safely performing psychomotor skills.

Contextual competence: The ability to understand how EMS practice fits within the greater whole of the healthcare continuum and the ability to use conceptual and technical skills in the right context,

Integrative competence: The ability to put all the other competencies 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 (move from one page of the Standard Operating Procedures (SOP) to another).

GENERAL COURSE OBJECTIVES

Upon completion of the program, a graduate will consistently demonstrate entry-level competency for each of these without critical error:

- Assess scene safety and demonstrate effective situational awareness.
- Appropriately gain patient access using a variety of tools and techniques.
- Perform assessments using appropriate technique, sequence and timing; recognize alterations from health, set appropriate priorities and coordinate efforts with other agencies and practitioners.

- Communicate effectively with a sense of purpose and audience.
- Establish rapport with patients and significant others to meet emotional as well as physical needs.
- Provide care on a continuum from basic through advanced life support within the guidelines prescribed by the EMS MD.
- Use quantitative and scientific reasoning to solve problems effectively.
- Think critically and apply these skills appropriately and in various situations.
- Be technologically literate and thoroughly and accurately document an electronic patient care report using ImageTrend software per System policy.
- Maintain ambulance inventories and readiness per the System Drug and Supply list.
- Characterize professional behaviors through actions, speech, communication and interactions with instructors, preceptors, peers, patients, public safety personnel, and members of the public.

Expected professional behaviors (See code of student conduct):

- Professional identity (appearance/personal hygiene)
- Acting ethically based on codes for the profession
- Scholarly concern for improvement
- Integrity, empathy, self-motivation, self-confidence, time management, teamwork and diplomacy, respect, patient advocacy, and careful delivery of EMS services.
- Be committed to life-long healthy living and well-being.

STRATEGIES TO FACILITATE LEARNING

The program employs multimodal educational strategies and methods to optimize objective achievement. Instructors may use interactive lecture, instructor and student-led discussions, case studies, scholarly writing, reading for meaning, labs, simulations, scenarios, role playing, games, and independent, collaborative, and guided study to present content.

Student-centered learning activities engage participants in meaningful outcome-focused exercises to stimulate self-reflection, higher order thinking, the ability to problem solve, and apply instructional theory into practice.

Educational methods are enhanced by the use of AV aids, electronic media, white boards, flip charts, patient case reviews, student handouts, and published literature/texts.

TEXTBOOK and MyLab Brady: Need access to text and account with MyLab Brady by first day of class:

Refer to registration instructions for text and MyLab Brady with separate correspondence.

For books: go to: www.bradybooks.com

For MyLab Brady: Go to: <https://www.pearson.com/mylab>

Bledsoe, B.E. et al. (2017). Paramedic Care Principles and Practice (5th edition) volumes 1-5. Boston: Pearson/Brady. Several options are available.

1. **ALL DIGITAL package** access to MyLab™ BRADY with eTexts and a complete audio file for every chapter in the eText. Order#: 0134572998; price \$266.65
2. **5 hardcopy texts PLUS access to MyLab™ BRADY and eTexts** (good package if you aren't ready to give up hard copy texts): #0134572734; price \$368.00. However, if you have access to the all-digital package only, there is an option to purchase a loose-leaf version of the book for a discounted rate (you can find this on the Pearson eText tab in your MyLab course) for \$39.99 per Volume.

For 20% off at checkout, enter Brady20. That should defer the cost of shipping.

The MyLab™ BRADY is a resource that must be purchased with the Paramedic Care series. Students can access the lab or e-texts from their tablets or computers/smart phones. Click here for a tour of the lab: <http://www.pearsonmylabandmastering.com/northameric/a/mybradylab/educators/features/index.html>

ASSIGNMENTS: Due dates are listed in the Academic Calendar or separate reading assignment handout.

- **Pre-class reading:** It is critical for students to establish a fundamental knowledge base before each topic is presented. Prior to each class, students are expected to read the assigned pages in the Brady textbook as specified in the academic course calendar or reading assignment handout.
- **Homework questions** on the previous day's content **WILL BE ELECTRONICALLY SUBMITTED DAILY** to the lead instructor. Completion will be documented in each student's homework log. **Disciplinary action will result for incomplete assignments.** Each squad must spend at least 15 minutes prior to the start of each day collaborating on the correct answers to each question before submission. Additionally, the instructor will selectively choose questions for each squad to answer in a homework review to reinforce essential principles.
- **Simulated patient care reports (ePCRs):** Assigned by Program, created by student, entered into ImageTrend software under student reports; printed as a de-identified hard copy, brought to class, and peer reviewed. These must be submitted and approved on time and prior to the student being released to the field experience. **Technical challenges accessing the Image Trend software and/or printing are not a valid excuse for exceeding the assignment due date.** Student must confirm their access to the student portal on ImageTrend and reliable passwords or passphrases the day of the documentation presentation in class.

- **Scholarly written papers and projects:** In EMS 210, students will self-select a topic to complete a written paper. In EMS 212, students will be randomly assigned a communicable disease topic in which they are to prepare a handout style paper and create an oral presentation to be given to the class. Written instructions and scoring rubrics for these assignments will be given during the course. **Each written project will count as a quiz grade for that module.**
- All students are required to complete a **Paramedic Competency PORTFOLIO** of all skill revolutions and patient care contacts completed in lab, hospital clinical rotations and field experiences that shows their progression of learning and becomes a part of their permanent education file. This is a prerequisite to graduation. Each portfolio is tracked in Fisdap throughout all phases of education with numbers set forth in the Student Minimum Competency (SMC) Matrix. Students will receive written instructions on building the portfolio and completing the SMC Matrix.

All assignments are mandatory and must be submitted in compliance with instructions and by the due dates in order to receive credit.

FISDAP SOFTWARE – Fees & Activation

- Each student must purchase and enter all patient care contacts and skill revolutions (lab, hospital clinical and field experiences) into **FISDAP software**.
 - Go to <https://members.fisdap.net/account/new/index?code=NCH1119-UB2V>
 - The account for the NCH Paramedic Program will appear. Follow the prompts to purchase your account. Note: there is no “Coupon code”.
 - You will be prompted to pay the fee of \$84 for your subscription.
 - Other FISDAP products are optional, but may be required by the program depending on your academic status and need for remediation.
 - See *FISDAP website* <https://www.fisdap.net> for descriptions. Optional upgrades may be viewed from the Account tab on the top toolbar of the Dashboard page. Click Upgrade under My Account.

Comprehensive exam:	\$26.25
Unit exams:	\$78.75
Study tools:	\$36.75
- **Activate your FISDAP account no later than Sept 13th.** Go to <https://www.fisdap.net>. Go to the “Accounts” tab and follow the instructions.

ELECTRONIC REQUIREMENTS & other supplies

We expect all classes to be conducted face to face (F2F), however, be prepared and equipped for remote learning in the event that pandemic and/or weather-related challenges require modification to that plan.

Electronic device and internet requirements for ZOOM classes:

- You must have access to a reliable laptop, tablet, or desktop computer with camera and audio capabilities (do not use a cell phone unless needed for camera as a secondary device) and a reliable high speed internet connection that will allow you to log in to a Zoom meeting if class must be attended remotely. **Familiarize yourself with major Zoom tools** including chat, slide annotation, (symbols and text), and breakout room participation. The LI will send access codes for joining the class. Know which search engines work best for full access for your device and internet plan. Have a working hot spot or Wi-Fi that can be accessed as a backup plan. Your computer must have continuous power throughout the class (battery or plugged in).
- Faculty must clearly see each room space and participant throughout the class to ensure engagement and pick up on visual learning cues.
- **The participant’s video window must not be blacked out unless on a scheduled break. Do not use creative or distracting backgrounds.**
- Participants must be able to type into the chat feature or answer polling questions during the live classes and complete those queries in the student handout if watching the recorded event.
- Participants must have a microphone that will allow them to **mute and unmute as needed. We will frequently call on individuals to ask and answer questions and participate in class discussions.**

Additional class supplies

- In effort to adhere to paperless practices whenever possible, the vast majority of classroom handouts/ assignments will be distributed electronically. Most handouts are sent in advance of class and students are encouraged to print copies for their use. You will be expected to bring an electronic device to class that complies with the necessary **computer hardware, software and internet connectivity requirements**.
- Multiple large (4-6 inch) three-ring binders to help organize your Student Portfolio.
- Non-permanent **dry erase marker and eraser** for use in class white board activities.
- A **stethoscope** (for labs and clinical assignments)

CODE of STUDENT CONDUCT

Paramedic students have the opportunity to participate in a worthy, honorable, and progressive profession. This opportunity is not without obligation. The profession’s viability rests on the integrity and capability of its members. See page one for our Core Values.

Students will have exposure to diverse learning environments, including, but not limited to classroom, hospital, and out of hospital settings and must behave professionally in each.

Students must take responsibility for their own learning and conduct themselves at all times as practitioners who already hold a paramedic license.

We believe in uncompromising ethical behavior based on the standards and codes of professional conduct established by statute, rules, EMS organizations and Program policy. See System policy E-1 Code of Ethics.

Excellence is our performance standard.

Two classroom “norms” NOT honored here:

The norm of civil attitudes – which says it’s OK if students only look like they’re paying attention.

The norm of the consolidation of responsibility – which says that no matter how large the class, five to seven students will do most of the talking.

EXPECTED BEHAVIORS:

Students are expected to fully engage and participate in all class activities and discussions: Benefits:

- Increases engagement;
- Helps students retain and remember information;
- Confirms what they have already learned;
- Provides clarification of prior learning; and
- Deepens understanding especially through hands-on and application-based learning opportunities

Students shall:

- comply with all statutes, rules, guidelines, protocols and procedures that govern the college, hospitals, EMS Program; EMS agencies, and EMS care.
- comply with Federal Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule requirements, and respect patients’ autonomy, confidentiality and right to privacy.

Professional interpersonal skills:

- treat others with respect, civility, courtesy, and dignity and conduct self in a professional and cooperative manner at all times.
- work cooperatively and harmoniously with peers, preceptors, partners, and educators.
- respect cultural, ethnic, and racial differences and protect the rights, privileges, and beliefs of others so all operate within a growth mindset with the ability to learn and develop.
- avoid threatening, profane, and/or abusive language or actions and refrain from any form of communication that defames a person or organization or would be considered harassment.
- address concerns or conflicts with associates in a direct, timely, and sensitive manner and in an appropriate setting. When needed, go through proper channels to appropriately resolve the conflict.

Strive toward academic and clinical excellence

- encourage and assist colleagues in the pursuit of excellence through approved team activities.
- perform ONLY within their scope of practice.

- adhere to the guidelines prescribed by the Program in completing all assignments and exams.
- report to class/clinical rotations on time and complete objectives by stated deadlines.
- **mitigate safety risks** by protecting self and others from exposure to foreseeable and preventable risks.

Code of Conduct Violations - Prohibited behaviors

Whenever a student is alleged to have violated the student Code of Conduct while on hospital premises or during an activity, function or event sponsored or supervised by the program, an investigation will be conducted. If the allegation is sustained, corrective coaching and/or disciplinary action will be implemented per Program and College policy. The investigation and findings will be documented in the student's file. An investigation will also be conducted and proportionate consequences imposed if student conduct off campus or on social media violates any law, rule or guideline and/or adversely affects the Program or the College.

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 Paramedic program;
- has demonstrated a gross lack of integrity;
- has engaged in dishonorable, unethical or unprofessional conduct of a character likely to deceive, defraud or harm the public. This may include actions that create the potential for harm through negligence or willfulness; providing patient care without proper preparation or authorization; lying, covering up or failing to report an error in the clinical setting; and falsification of any documents;
- has violated the handbook, contracts, or behavioral agreements specific to the paramedic program;
- has violated any law, ordinance, College or Program rule or regulation while enrolled as a student;
- is unfit for duty or is nondecisional by reason of illness, drug/chemical use, or gross negligence. **An immediate fitness for duty evaluation will be ordered if a student presents to class impaired, intoxicated, under the influence and/or with the odor of drugs or alcohol on their person in keeping with EMS policy;**
- is found in possession of, 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 or product;
- has brought a weapon or explosive device of any kind to class or to a clinical area;
- is guilty of theft of property or services;
- is guilty of intentional or willful destruction of property;
- has abused College or hospital technology resources, or medical equipment;
- is guilty of assault and/or battery;

- is guilty of **academic dishonesty**: All forms of academic dishonesty are expressly forbidden. A founded allegation of academic dishonesty (students and faculty) may result in, but not be limited to, separation from the program on the first offense. Academic dishonesty in any of its forms transcends more than professional ethics. It can negatively impact the quality of care rendered to a patient.

Examples of academic dishonesty:

- **Cheating:** Using or attempting to use unauthorized materials such as textbooks, notes, or formulas during a test without permission; unauthorized collaboration on a test without permission, and written information found on a student's person, clothing, skin, personal effects or property, book edges, notebook covers, etc. that could provide information about exam content. Additional examples: use of any outside source (including internet and electronic resources) in violation of policy to obtain an answer on an exam; using audible noises, gestures, or body language to alert others to exam answers; use of digital pens during exams; and/or removing an exam booklet from the testing site unless authorized by the instructor. This also includes allowing another student to copy from your test or homework or having someone else write or plan a paper for you.
- **Plagiarism:** Representing words, work or ideas of others as your own.
- **Fabrication:** Falsification or invention of information, including citations and signatures.
- **Bribes, favors, threats:** Actions intended to affect a grade or evaluation initiated by faculty preceptors, and/or students.
- **Academic interference:** Tampering, altering, or destroying educational material or depriving someone else's access to that material.
- is guilty of disruptive behavior and/or conduct, bullying, harassment, sexual misconduct, discrimination, or abuse that threatens the physical or mental well-being, health or safety of any individual.
Disruptive behavior is defined as student-initiated acts that range from tardiness to violence. It may consist of behavior that is argumentative, disrespectful, offensive, or threatening and may present itself physically, verbally, or psychologically. It has a negative impact in the learning environment and interferes with the learning activities of the perpetrator and other students. Examples include, but are not limited to the following:
 - Has demonstrated disrespectful, insubordinate or inappropriate behavior towards any instructor, preceptor, partner, or peer;
 - Is guilty of disrupting the peace, the education process or related activity;
- has violated the terms of any corrective action plan imposed in accordance with program procedures.

JUST CULTURE / CORRECTIVE ACTION

The program encourages accountability and behaviors that reflect program values within a **Just Culture** and **Culture of safety**.

Communication openness: Students are expected to report any misconduct or violation of policy to an Instructor or the Program Director without fear of reprisals or retaliation. Students should speak up if they observe anything that may negatively impact themselves, others, or patient care. They should freely and respectfully question the decisions or actions of those in authority if they believe them to be wrong and/or inconsistent with program values.

Any student suspected of academic dishonesty or alleged to have demonstrated behavior that is unprofessional, unethical, inappropriate, or illegal may be academically suspended pending an investigation.

Reporting alleged Academic Dishonesty: Faculty are asked to fill out an Academic Dishonesty Reporting form located on the System website under the Education tab/Paramedic Class and forward to the EMS Program Director to trigger an evaluation and response.

Reporting behaviors inconsistent with program values and/or policy: Any student, faculty or system member may fill out a **Behavioral Incident Reporting form** to inform the program of behaviors and/or practices inconsistent with program values or policies to trigger an evaluation and response. The form is also found on the System website in the same location as mentioned above.

Faculty members may file a Grievance using the G1 policy and Request for Clarification form.

Due process rights are specified in System Policy G1 Grievance Recourse Step 1: Request for Clarification; reporting complaints and D1 Due Process: Disciplinary Action and the Harper College Catalog/Student handbook..

If the allegations are sustained, the student or alleged wrong doer (if under the authority of EMS System members, the education Program, or Harper College) will receive corrective coaching, penalties or disciplinary action in compliance with Harper College, Agency, and Program Policies that ensure compliance with federal law while best fulfilling our commitments to safety, wellbeing, fairness and a Just Culture. If the wrong doer is outside of the span of authority of the Program, EMS System or Harper College, all investigations and outcome determinations shall be made by the appropriate law enforcement agency

Corrective coaching for the NCH Program is generally, but not always, progressive in nature and shall be communicated privately and delivered in a timely manner. Corrective coaching is generally intended to be a positive, growth nurturing, non-punitive intervention that allows an individual time to correct an identified gap from expected behavior. Personal verbal coaching, a verbal warning, a written warning, and a final written warning, may precede suspension or separation from the program. However, for more severe offenses, the disciplinary process may begin with suspension or termination. In each instance, consequences for behavior are to be fair, just, and proportionate to the seriousness of the offense.

Appeal policy: Students and faculty members have 24 hours from the time of an invoked **disciplinary** action to appeal the action taken against them. All appeals must be in writing (e-mail is acceptable) and addressed to the Lead Instructor or Program Director.

Recovery of damages/Restitution

If a student is found to have defaced or damaged hospital or another student's property, they will be assessed the cost for expenses incurred by the program or other parties resulting from the student's actions. 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.

HEALTH REQUIREMENTS and CRIMINAL BACKGROUND CHECK

It is the policy of NCH, including all of its subsidiaries and entities, that physical exams are performed prior to student engagement in class and the clinical units to ensure that they are fit to perform the duties essential to the job role with or without approved reasonable accommodation.

Further, NCH is committed to providing quality and safe care, which can be compromised if a practitioner is experiencing a health issue that is not being appropriately addressed. NCH is also committed to assisting a student to address health issues so they may practice safely and competently.

“**Health issue**” means any physical, mental, or emotional condition, including alcohol or substance use disorder and use of prescription medications that could adversely affect an individual's ability to practice safely and competently. It also includes a contagious disease which could compromise patient safety or jeopardize other health care workers.

Further, The Joint Commission requires that all people directly involved with patient care in a hospital must demonstrate **immunity** to certain communicable diseases, complete **TB screening**, and pass a **urine drug screen** and a **criminal background check**.

In order to get health clearance, students must complete all steps in the process specified by NCH below:

Confirmation of student status is contingent on submitting satisfactory proof of completion for each of the listed health requirements plus results of a criminal background check that would allow paramedic licensure.

Hospital clinical rotations cannot begin and retention in class will not continue unless health requirements are completed and submitted on time.

Failure to comply with these requirements as specified shall constitute grounds for dismissal from the program.

SUBMIT all forms/results to JEN DYER in the NWC EMSS Office by Sept 13, 2021. All will be reviewed and an approval determination made by Jen Dye.

Requirements:

Exam/test results will be sent to you personally and confidentially. YOU must submit the **actual test/exam results/documentation of completion** for each requirement. (except NCH background checks) to the EMS Office as stated above

1. PHYSICAL EXAMINATION signed and dated by a qualified health care practitioner (PCP) within one year of class start date. Submit Student Health Record form sent by NCH.

You may use the NCH clinic located at Harper College and accessible from the Algonquin Road entrance. The Foglia Foundation Health and Recreation Center includes an NCH Outpatient Care Center. Onsite services include Primary and Immediate Care, Student Health Services, Laboratory Services, Physical Therapy, Physical Rehab, and Imaging.

LOCATION:

1200 West Algonquin Road
Building M
Palatine, IL 60067
847-618-0121

HOURS OF OPERATION

Monday-Friday 7am-5pm
Saturday 8am-12pm
Closed Sundays/Holidays

You may have the physical exam, lab titers, and urine screen requirements, and any needed immunizations completed there or by your own health care provider.

For the Harper College contracted rates, students must pay in cash. If using private insurance, the usual NCH charges will apply.

2. INSURANCE VERIFICATION: HEALTH

- All students must submit proof of health insurance coverage that remains in full force and effect during their entire student tenure.
- Each student is responsible for obtaining medical care at their 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.
- **Insurance verification:** Insurance cards alone are not accepted as proof of insurance. **Acceptable forms of documentation:** (See sample in appendix)
 - Must include: name of insurance company, your name as covered individual, current dates and terms of insurance coverage
 - From the company's website: print page with your name verifying coverage
 - Letter on employer letterhead, signed by the Chief/EMS CEO, verifying coverage
 - Letter on insurance company letterhead verifying coverage
 - Documentation of student insurance purchased through Harper Health Service

3. TB screen: Dated on or after April 1, 2021

Baseline 2-step TB Skin test or IGRA blood test, (QuantIFERON®–TB Gold Plus) and a TB risk assessment evaluation. (2019 CDC recommendation)

After an episode of TB exposure without personal protection, students shall have a clinical assessment for symptoms and repeat TB testing with TST or IGRA if they have a prior history of negative TB testing.

4. DOT 5 panel Urine Drug Screen: It is the policy of the Joint Commission, NCH, including all of its subsidiaries and entities, and all Associate Hospitals to require drug testing of all students doing clinical time in any hospital facility and EMS agency in an effort to ensure a work place and workforce free of substance use.

Minimum requirement: DOT 5 panel urine screen for cocaine, amphetamine/methamphetamine (meth, MDMA, MDA), opiates and opioids (heroin/6-AM, morphine, codeine, hydrocodone/hydromorphone, oxycodone/oxymorphone), phencyclidine (PCP), and THC (marijuana) **dated on or after Sept. 13, 2020.**

Students will be dismissed for failure to submit an approved drug screen that includes the 5 substances listed above on time OR tests positive for any federally designated drugs of abuse without Medical Review Officer (MRO) approval, OR who uses legal substances in a manner that results in impaired behavior during any activity associated with the program.

While recreational **cannabis** may be legal in Illinois, it is **still illegal and listed as a Schedule 1 drug on a Federal basis** and the **drug screen must show**

negative results for THC unless a physician's prescription for medical marijuana is submitted.

Options for compliance:

- Clean pre-employment drug test within one year of class that included at least the required DOT 5 panel results. Provide documentation of the test results from your EMS employer (Chief/EMS CEO).
- If you do not have a current (in last 12 mos) DOT 5 (7 or 10) panel drug test, at least a 5 panel test must be completed at NCH Occupation Health Services or a lab approved by your employer and the Program. There are fees for these services. You will need 2 forms of ID when submitting to these tests.

Retests for cause: If suspicion of sample tampering is present or the result comes back as dilute, the NCH MRO may require the applicant to provide an additional sample with no advance notification. Applicants who fail to comply with re-testing requirements will no longer be considered an NCH student.

A positive drug screen may be grounds for dismissal from the program.

- Positive drug screen results are reviewed by a medical review officer (MRO).
- A student will be given the opportunity to discuss with the MRO any prescription medications or other extenuating circumstances which may have prompted a non-negative result.
- The MRO may further investigate the student's claim by accessing the prescription database or asking to see the original prescription packaging, date of issue and dosing instructions.
- If the MRO finds the claim to be valid, the non-negative result will be changed to negative.
- The MRO makes the final determination to re-test the applicant. The MRO will communicate results to the DER (Program Director) who will discuss with the program Medical Director whether to retain or rescind the student's status.

An **unscheduled fitness for duty evaluation** may be required at any time for cause by the Program Medical Director or Program Director if there is a question about the student's current ability to function safely, competently, and without illness or impairment. It may include screening for infection, assessment of motor or sensory capacity, cognitive ability, emotional health and judgment, a toxicology screen (blood, saliva, hair, or urine test), or other diagnostic tests to ensure that the student is fit for duty.

Any student may refuse to consent to a fitness for duty evaluation; but it is to be understood that refusal to have one's physical and/or mental status evaluated for cause, means that you will forfeit your seat in the class, as the health and safety of all participants is our prime concern.

- If the applicant initiates a legal proceeding involving drug screen records, they may be disclosed to the extent permitted by law and the hospital's Release of Patient Information Policy.

5. Documented immunity to communicable diseases

On the basis of documented transmission, health care practitioners (HCP) are considered to be at substantial risk for acquiring or transmitting hepatitis B, influenza, COVID-19 and other viruses; measles, mumps, rubella, pertussis, and varicella. Current recommendations for vaccinations are provided below (CDC).

Obtain a copy of your immunization record, if possible. Check with your high school or primary care practitioner's (PCP) office.

- **All students: Get blood drawn for Hepatitis B Surface Antibody titer and IgG titers for Mumps, Rubella, Rubeola (measles), and Varicella (chicken pox).** Titers are considered current if drawn up to one year before class starts.
- If blood titers show **insufficient immunity**, vaccinations (boosters) per CDC guidelines for healthcare workers are required before any exposure to blood and/or hospital clinical rotations.
 - If needed, **begin vaccine series as soon as possible. It can take months to complete some vaccine series. Start EARLY!**
 - If you need both MMR and Varicella vaccines, they **must** be given at the same time.
 - Because higher risk has been reported during the professional training period, the vaccination series for **Hep B** must be completed before trainees have contact with blood. Hepatitis B immunization requires three doses of the vaccine. You will be advised by your provider regarding the timing of each dose. A blood titer to demonstrate immunity to Hepatitis B is **required** following completion of the immunization series.
- **Tetanus and diphtheria toxoids (Td or Tdap).** All adults should have documentation of having received an age-appropriate series of Td-containing vaccine and a routine booster dose every 10 years. Persons without documentation of having received a Td series should receive a 3-dose series. The first dose of the series should be administered as Tdap and the remaining series may be either Td or Tdap Current recommendations:
 - decennial (every 10 yrs) Td booster doses,
 - tetanus prophylaxis when indicated for wound management
 - in persons who had previously received Tdap, and for multiple doses in the catch-up immunization schedule for persons aged ≥7 yrs with incomplete or unknown vaccination history.

6. FLU and COVID-19 VACCINES MANDATORY:

NCH is committed to ensuring the health, wellness, and safety of its employees, physicians, patients, and visitors.

Seasonal vaccination is the best way to prevent influenza infection and its complications. Therefore, all students are required to show proof of annual vaccination against **seasonal influenza meeting NCH and CDC guidelines** unless they have an approved medical exemption.

2021 DUE DATE: Documentation of flu vaccination must be submitted to Jen Dyer no later than Nov 10 unless hospitals hosting students for clinical rotations require an earlier date.

COVID-19 Vaccination

The NCH paramedic program will comply with all national, state, Harper College and hospital guidelines and requirements relative to mandatory COVID-19 vaccinations, health screening, use of PPE, physical distancing, public gatherings, and frequent hand hygiene (**refer to Guidelines for Face classroom instructions and Covid-19 vaccination policy documents**).

On September 3, 2021, Governor JB Pritzker signed EXECUTIVE ORDER 2021-22 (COVID-19 EXECUTIVE ORDER NO. 88) that requires face coverings and mandatory Covid-19 vaccinations and testing for all healthcare workers. EMS personnel and students are specifically listed as falling under this order.

Nothing in this updated Executive Order prevents an employer or school from setting more restrictive timelines or guidelines with respect to mandatory vaccinations.

See the **Harper College's requirement for mandatory COVID-19 vaccination below**. The language has been approved by their legal counsel, Robbins Schwartz.

"In keeping with the requirements of our clinical partners and our responsibility to provide safe and ethical treatment in our campus clinics, Harper College is requiring all health career students who engage in direct patient care to provide proof of COVID-19 vaccination. Unvaccinated students should begin their vaccine series no later than September 1, 2021. Students must receive the last dose of the vaccine series (one shot for the Johnson & Johnson vaccine, two shots for the Pfizer or Moderna series) no later than October 8, 2021. Students must upload proof of vaccination in the appropriate program tracking system. Failure to provide documentation of at least one COVID-19 vaccination shot by September 1, 2021 and a completed vaccine series by October 8, 2021, will result in student dismissal from clinical courses.

Students can obtain Pfizer or Moderna Covid-19 vaccinations free of charge at the NCH Outpatient Care Center on the Harper campus. For more info see: <https://www.harpercollege.edu/advisory/vaccine.php> Religious and medical exemptions and required ongoing testing will be evaluated on a case-by-case basis".

The ONLY absolute contraindications to the vaccine at this time are:

- Severe immediate hypersensitivity reaction (e.g., anaphylaxis) after a previous dose or to a component of the COVID-19 vaccine
- Immediate allergic reaction of any severity to a previous dose or known (diagnosed) allergy to a component of the vaccine (Polyethylene glycol with Pfizer or Moderna OR polysorbate 80 with J&J)

These are very rare and would affect a very small minority of the population. In these situations we recommend a visit with an allergist for further guidance. For more details see: <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html#Contraindications>

The following CAN receive COVID vaccines and do NOT qualify for medical exemptions:

- History of allergic reactions (including severe allergic reactions) not related to vaccines (COVID-19 or other vaccines) or injectable therapies, such as allergic reactions related to food, pets, venom, latex or environmental allergies, or allergies to oral medications (including the oral equivalents of injectable medications), are **not** a contraindication or precaution to COVID-19 vaccination.
- Persons with a history of allergic reaction to flu vaccines can receive COVID-19 vaccines.
- Persons with a history of severe reactions to other vaccines or injectables should be evaluated by an allergist. Most of these patients can safely receive COVID-19 vaccines.
- Persons with a history of asthma or eczema/rashes.
- Persons with anxiety or fear of safety regarding the vaccine.
- History of previous dermatological reactions (rashes) to the COVID vaccines: Delayed-onset local reactions have been reported after mRNA vaccination in some individuals beginning a few days through the second week after the first dose and are sometimes quite large. People with only a delayed-onset local reaction (e.g., erythema, induration, pruritus) around the injection site area after the first vaccine dose do not have a contraindication or precaution to the second dose. These individuals **SHOULD** receive the second dose using the same vaccine product as the first dose at the recommended interval, preferably in the opposite arm.
- Those with weakened immune systems. The COVID vaccines are **NOT** live vaccines and can be administered to those with weakened immune systems.
- Persons with autoimmune conditions.
- Persons with a history of Guillain Barre Syndrome or Bell's palsy.
- Persons who are pregnant, considering pregnancy, or breast feeding.
- Person with family history of allergy.
- Persons with a history of natural infection with COVID-19.

Religious exemptions will likely only be considered on a case by case basis for those who have never received any vaccine based on their sincerely held beliefs.

Unvaccinated students will likely be unable to complete hospital or field clinical experiences. **This means they will be unable to complete the course.**

Submit proof of vaccination to Jen Dyer.

7. Criminal BACKGROUND CHECK:

Under IDPH EMS Administrative Rules (see below) students must undergo a criminal background check to ensure that they are legally eligible for paramedic licensure. **Instructions for the background check process will be provided to the students.**

If you have undergone a background check as a condition of EMS employment within the last 12 months that meets or exceeds the requirements set forth by NCH, we will accept written verification, on agency letterhead, signed by the Chief or EMS CEO, attesting to satisfactory completion of this requirement.

FELONY CONVICTION POLICY

See Illinois EMS Administrative Rules; Section 515.190 for full details.

Accepting individuals convicted of certain felony crimes into the PM program or allowing them to continue in the program once a conviction has taken place or becomes known may present an 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.

In deciding whether to issue any license to a person with a felony conviction under Section 3.50(d) of the Act, the Department shall consider the degree to which the applicant's criminal history suggests that the applicant may present a risk to patients. Factors to be considered shall include, but not be limited to:

- 1) The length of time since the conviction and the severity of the penalty imposed;
- 2) Whether the conviction involved theft, deception or infliction of intentional, unjustified harm to others;
- 3) Whether there are repeat or multiple convictions or whether the convictions suggest a particular pattern of overall disregard for the safety or property of others;
- 4) Whether the conviction suggests a propensity that may pose a threat to the public in stressful situations commonly confronted by EMS providers and EMRs;
- 5) The degree to which the applicant provided full, complete and accurate information upon written request of the Department; and
- 6) Other unusual facts and circumstances that strongly suggest the applicant should not be granted a license.

Students who have been reviewed by IDPH in accordance with the EMS Rules and deemed to be ineligible for licensure shall not remain in the class.

Students shall report all **new felony convictions** after the initial Background Check to the Program Director within seven days after conviction. Convictions shall be reported to IDPH and undergo the review specified in the EMS Rules.

Discretionary denial of student enrollment/retention based on other convictions: Applications for enrollment, retention, and/or licensure 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 scope of EMS service and the delivery of patient care.
- If 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.

Reminder:

DEADLINE FOR SUBMISSION of all but Flu and Covid-19 Vaccinations: 9/13/2021

Psychiatric or Substance Abuse Care/Treatment

A student who has received a decree by a Circuit Court/ or an examination by a qualified practitioner establishing that they are in need of psychiatric or substance abuse treatment shall be suspended from class. That person may be reinstated upon findings by the Circuit Court or qualified physician that they are being successfully treated for the mental illness/substance abuse and have been approved to return by the Program MD.

STUDENTS with a COMMUNICABLE DISEASE

Students may not attend class if they have S&S of acute illness from a communicable disease and must follow all CDC, IDPH, NCH and program policies with respect to quarantine and return to class guidelines.

A student with a chronic infectious disease or is a carrier of an infectious disease may attend class and participate in program activities whenever, through reasonable accommodation, there is no significant risk of transmission of the disease to others and it would not place the health of the student or others at risk. The potential risk shall be evaluated on a case by case basis in accordance with NCH policy and in concert with the Program MD.

Such a student may be denied admission to, or may be dismissed from, the course whenever the disease renders the student unable to attend class for more than three full calendar days; a prolonged absence, disqualifies the student from clinical duty, or makes it impossible for them to perform the essential functions of a paramedic.

Fit Testing for N95 Respirator

Per OSHA requirement, all students must be fit tested for an N95 respirator to participate in patient care settings; i.e. clinical or field internship.

The program will supply each student with N95 respirators throughout the course, but it will be the student's responsibility to pass a Fit Test with a model/brand as directed by the program (refer to instructions in the correspondence for Fit Testing Process). **A \$60 fee will be assessed at time of test.**

Fit Test results will be provided to the student at the time of completion. **The student is responsible for immediately sending a copy of this document to the LI.** Each student must have a copy of the Fit Test results with them at all times during patient care opportunities.

ACADEMIC CALENDAR: The schedule contains class dates, times, and assignments as currently known and planned and is subject to change based on multiple variables, including Federal and State pandemic restrictions and Harper College and NCH policies. Refer frequently to the Program website: www.nwcemss.org for the most recent updates.

DESCRIPTIONS OF CORE CLASSES

See course syllabi for full details

EMS 210 - Paramedic Preparatory (fall semester)

Co-requisite: EMS 217 Hospital Internship (fall)

Introduces the roles and responsibilities of PMs and presents an overview of EMS system design and operations; medical oversight; medical-legal and ethical issues; communication and documentation principles; life-span development; and safety and wellness of EMS personnel including donning and doffing PPE.

Content also includes cellular structure and physiology; general principles of pathophysiology; causes and fundamental mechanisms of diseases; fluids and electrolytes; acid/base imbalances; the body's defenses against disease; and the effects of hypoperfusion.

Pharmacology is introduced. Students must demonstrate competency in calculating exact drug dosages and will give drugs via all routes included in the System procedure manual.

This module also includes a comprehensive introduction to respiratory A&P, advanced airway adjuncts, use of oximetry, O₂ delivery devices and techniques for performing a physical examination.

EMS 211 - Paramedic Medical Emergencies I (fall)

Prerequisite: EMS 210 with a grade of "C" or better

Co-requisite: EMS 217 Hospital Internship (fall)

Students explore an in-depth study of acute and chronic disorders of the pulmonary and cardiovascular systems including ECG rhythm interpretation and the drugs and interventions used during emergency cardiac and

respiratory care including transcutaneous pacing, cardioversion, defibrillation, and cardiac arrest management. 12-lead ECG interpretation is presented within this module but is tested later in the course.

EMS 212 - Paramedic Medical Emergencies II (spring semester)

Prerequisite: EMS 211 with a grade of "C" or better

Co-requisite: EMS 218 Hospital Internship (spring)

Key content presents A&P of the female reproductive system, gynecological emergencies, sexual assault, physiologic changes of pregnancy, emergency childbirth, complications of pregnancy and delivery, and care/resuscitation of a newborn.

Behavioral and psychiatric emergencies are presented with an emphasis on patient and responder safety, types of emergencies, general assessment and management, performing a differential diagnosis to consider medical causes of behavioral disorders, dealing with a suicidal or violent patient or one who is a flight risk, and conditions under which restraints may be applied.

Further content introduces acute and chronic disorders of the endocrine, gastrointestinal, genitourinary, immune, neurologic, and hematopoietic systems and their emergency management. Also presented are toxicology and substance abuse, environmental emergencies, and infectious and communicable diseases.

EMS 213 - Paramedic Trauma / Special Patient Populations / EMS Ops (spring)

Prerequisite: EMS 212 with a grade of "C" or better

Co-requisite: EMS 218 Hospital Internship (spring)

This module introduces the study of kinematics. Each body system is discussed with respect to the pathogenesis and nature of common injuries including, head, face, ocular, ear, spine, thoracic, cardiovascular, abdomen, GU, obstetric, musculoskeletal, soft tissue, and burns.

Content also covers special patient populations, victims of interpersonal violence, and those with special challenges such as patients with arthritis, cancer, cerebral palsy, chronic neurological or muscular debilitating conditions, previous brain injury, or a terminal illness. EMS response to home care patients is presented along with an introduction to common devices and appliances used or worn by these individuals. Students are introduced to concepts relative to grief management.

It concludes with experts presenting concepts of Multiple Patient Management; gun safety, active shooter incidents, weapons of mass destruction and terrorism; rescue operations; ambulance operations, and response to hazardous materials incidents.

EMS 217 & 218 Paramedic Hospital Internship

Submit all questions about EMS 217 & 218, Fisdap entries, and clinical paperwork to Jen Dyer, PM Program Clinical Coordinator

Purpose: Hospital clinical rotations allow students to perform skills and apply concepts presented during class to actual patient situations in a controlled environment, under the direct supervision of a hospital-assigned preceptor.

IDPH requires a minimum of 200 hours of hospital clinical experience. In the NWC EMSS program, these hours are divided as follows as long student participation in hospital units is allowed:

Hospital Unit/shift minimum requirements

ED	128 hrs 16 shifts
Labor & delivery	24 hrs 3 shifts
Operating room (4 live tubes)	8-16 hrs 1- 2 shifts
Pediatric ED	24 hrs 3 shifts
Psych	8 hrs 1 shift
Elective	8 hrs 1 shift
Total:	200 hours 25 shifts

Students must complete at least 192 hospital clinical hours prior to starting the field Capstone experience unless a governmental emergency declaration limits hospital clinical unit availability. If that occurs, the Program has contingency plans for substituting hospital clinical rotations with field experiences and approved simulations.

Even if students complete the minimum requirements of EMS 217 and 218, they may be required to do additional hospital clinical shifts during EMS 215 or 216 if they require additional patient care contacts and/or demonstrate the need to gain additional competency. Time to complete EMS 218 after EMS 215 has started will not be extended due to irresponsible student behavior or persistent failure to complete hospital clinical rotations, submit paperwork and complete accurate Fisdap entries on time.

A student's failure to complete hospital clinical requirements on time and in compliance with program standards without an approved extension will result in a failing grade for EMS 217 or 218 and separation from the program.

Clinical Instruction plans: Each hospital unit has a plan that lists student and preceptor objectives, the expected performance outcomes, and provides a form on which to validate the learning experience. Students shall bring a copy of the unit instruction plan with them to the clinical experience in case there are questions regarding the expected student activities.

Hospital Clinical Scheduling Rules:

- Open shifts depend on hospital unit availability, class sequencing, and student preparation. Students will select their shifts during an in-class group process facilitated by the Clinical Coordinator. **After the selected shifts are approved by Jen Dyer, students will enter them into the Fisdap software. Exception:** OR rotations are

prescheduled by the Clinical Coordinator. Students must schedule their other clinical shifts around the assigned OR dates.

- When selecting clinical shifts, students **may not do more than a 40 hour week** (class PLUS hospital clinical hours, Sun-Sat). NO EXCEPTIONS.
- **Maximum 12 hour class/hospital clinical day (class PLUS clinical hours):** May not do a double hospital clinical shift (two, 8 hour shifts sequentially). There must be at least 8 hours between clinical shifts or a hospital shift and return to class.
- Students must be willing to schedule themselves for day and pm shifts including weekends at all System hospitals to meet scheduling needs.

Rationale for timing of shifts: Research shows that having sufficient rest time between shifts helps healthcare workers recover from work. Shift work and fatigue can increase the risk of many diseases, e.g. cardiovascular, and increase the risk for errors. The increased risk is partially caused by insufficient recovery from work which interferes with the normal function of the autonomic nervous system regulating heart function and BP. Healthcare workers may have too little time for rest and recovery when there is less than 11 hours of rest between shifts.

Schedule changes: Once approved and confirmed with the host hospitals, the Clinical Coordinator **will not change more than one clinical shift per student except for cases of verified illness and/or extreme family emergency.** Students wishing to change assignments must find a trade with another student and notify the Clinical Coordinator.

Absences/late arrivals: If you experience an unforeseen emergency or acute illness and 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 for each unit are in the Clinical Unit Directory.
2. **PM Program Clinical Coordinator (Jen Dyer).** Call 847/ 618-4494 or send an e-mail to jdyer@nch.org by 6:30 am for a 7:00 am shift and by 2:30 pm for a 3:00 pm shift. If there is no answer, leave a message on voice mail. Provide the name and title of the person on the clinical unit to whom the absence/tardiness was reported.

Determination that a late start or absence is excused is at the sole discretion of the Clinical Coord.

Failure to report on time or at all to a clinical unit as scheduled without cause and advance notice (no call, no show) constitutes irresponsible behavior resulting in an **unexcused absence** pending an investigation.

If tardy and allowed to stay, the student must complete the full shift time. A missed shift must be made up at the convenience of the host hospital.

After one unexcused absence, the student will be placed on academic probation. **Two late arrivals and/or unexcused absences** will require a meeting with the Clinical Coordinator, notification of the Lead Instructor and Program Director, and may result in disciplinary action. **Proof of illness may be required to affirm an excused absence.**

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. This will constitute an **unexcused absence.** The student is responsible for notifying the Clinical Coord of their error immediately.

Leaving early: Students may NOT leave a clinical unit before shift end unless approved **in advance** by the Clinical Coordinator. Leaving early without permission is considered unprofessional conduct and will trigger the program's corrective coaching/disciplinary action policy.

Unprofessional conduct: Confirmation that a student exceeded acceptable times in non-patient care activities, was not actively engaged in patient care activities, or violated the conduct specified in the affective objectives, will trigger the program's corrective coaching/disciplinary action policy.

Unit evaluations/FISDAP submissions:

READ CAREFULLY

CLINICAL FORMS Clinical Activity Performance Records for each unit must be a complete reflection of the patient care contacts, assessments and skills performed by the student, verified and signed by the preceptor who observed the student's performance (may need more than one signature if more than one preceptor observed you across shifts); and submitted to the Clinical Coordinator **electronically within one week of the rotation.**

*The tracking system must incorporate and identify the minimum competencies required for each exposure group, which encompasses patient age (pediatric age subgroups must include: newborn, infant, toddler, preschooler, school-ager, and adolescent), pathologies, complaint, gender, and intervention and that **each** student has met them.*

The program must track the number of times each student successfully performs each of the competencies required according to patient age, pathologies, complaint, gender, and interventions (CoAEMSP).

FISDAP ENTRIES: Students must enter all patient care contacts, assessments, and skills performed into FISDAP **within one week** of completing the rotation. The number and nature of patient contacts, assessment findings, and interventions logged must match the Unit Clinical Activity Performance Record form exactly.

If clinical paperwork is incomplete or late, FISDAP entries are late or cannot be substantiated by the Clinical Activity Performance Form, that clinical shift will not be credited toward meeting graduation requirements and must be repeated.

If a student is required to repeat more than one clinical shift due to late paperwork or FISDAP entries, a meeting will be held with the Program Director and LI and may be grounds for a Written Warning and/or dismissal for failure to achieve the objectives of EMS 217 & 218.

EMS 215 - Paramedic Field Experiences

Because of changing requirements stemming from pandemic restrictions, all information about the Field experiences (team member and Capstone) will be provided as we get closer to the scheduled onset and have determined if program modifications are needed.

All questions about EMS 215 should be directed to the Program Director.

Goal of field internship: Participants integrate theoretical concepts into practice under the direct supervision of an approved field preceptor or qualified partner as approved by the Program. They are expected to develop contextual, integrative, and adaptive competencies using higher order critical thinking skills.

PRECEPTOR/Partner APPROVAL

Field Preceptor applications must be submitted by the EMS Agency and approved per System Policy P-1 by **2/21/22**. If not approved by that date, the student and the EMS Provider agency will receive a warning notice of non-compliance with EMS 215 requirements.

A primary preceptor cannot be assigned to more than one student at a time.

Participants are required to complete a minimum of 300 field capstone experience hours (team leader) but usually exceed this as there are typically over 25 shift days within scheduled field experience time.

Field experience divisions:

Team member experience: May conclude as soon as requirements are met.

Capstone Team Leader Experience: Min. 300 hours; (CoAEMSP recommends far more). This is the only portion of the field experience required and approved by CoAEMSP for portfolio completion and all participants must complete the requirements specified by the program completely and competently.

Additional hours are allowed for feedback meetings (face to face or virtual). Under usual circumstances, **EMS 215 may not conclude sooner than the 3rd Friday of May**. Time may be extended based on student progress and/or program modifications.

Minimum PATIENT CARE CONTACTS and skill competencies: The NCH program complies with recommendations of CoAEMSP, national, and state guidelines. The number of patient contacts (by age and diagnosis) and skill revolutions will be released following Advisory Committee and Program MD consideration, input, and approval. The specifics of these requirements and the process of satisfying the **Student Minimum Competency (SMC) Matrix Criteria** and will be provided

after they are approved with the full expectation that they may require modifications depending on pandemic and/or environmental conditions and restrictions.

EMS 216 - EMT-P Seminar (summer semester)

This is a summer course in the Harper calendar and requires separate registration and payment. Seminar hours provide an opportunity for intellectual engagement and allow students to integrate and apply didactic and psychomotor concepts at the highest levels of learning. The seminar approach is designed to prepare students for the course finals as well as the NREMT exams.

EVALUATION and MEASUREMENT

Students are evaluated on their achievement of cognitive (knowledge), psychomotor (skills) and affective (attitudes and professional characteristics) objectives in each component of the course.

Performance is evaluated during class, labs, hospital clinical rotations, the field experiences, and during skill competency labs and exams.

Students evaluate faculty, the Lead Instructor, hospital clinical experiences, preceptors, and the course and program resources.

Program evaluation is a continuing and systematic process with internal and external curriculum validation in consultation with the Advisory Committee, employers, faculty, preceptors, students and graduates.

Outcomes assessments include but are not limited to: exit point completion, graduate satisfaction, employer satisfaction, job placement, and licensing examination results.

Students are expected to complete and submit all evaluations on time as directed by the program. Evaluations may be requested of the student throughout the course and up to six months post-graduation in compliance with CoAEMSP requirements. Acceptance of this responsibility will be documented as part of the student's signed agreement and failure to comply is considered a violation of policy and student expectations.

MEASUREMENTS OF OBJECTIVE ACHIEVEMENT

Cognitive objectives are measured by quizzes, projects, written exams and simulations. Psychomotor and affective objectives are measured by scenario simulations, practical exams, and direct observation.

- **Quizzes:** Formative assessments are usually constructed as short answer, fill-in-the-blank and/or multiple choice questions. Weekly quizzes are rigorous and heavily count in calculating the grade point average. Students are provided with the quiz blueprint in advance.
- **Written modular exams** at the end of EMS 210, 211, 212, 213 each consist of 150 multiple-choice questions. Starting with EMS 211, written exams also include a timed ECG rhythm strip exam.

- **Practical exams:** Practical exams at the end of EMS 210, 211, 212, and 213 measure competency in performing psychomotor skills. Specific skills to be tested are listed on the class academic calendar.
- **Final written exam:** Consists of 150 multiple-choice questions that are a summative assessment of cognitive objectives across the whole course plus a timed ECG strip exam.
- **Final practical exam** Currently mirrors the NREMT psychomotor exam.

Academic Honor Code: Students are held to a strict code of academic honesty. Personal items, such as purses, backpacks, briefcases, books, notes, cell phones and electronic devices (turned off) must be put away during testing.

The instructor reserves the right to ask students to remove jackets or articles of clothing that are bulky and could be suspicious of containing or covering prohibited devices/materials during the exam.

Students are expected to take quizzes and exams on the dates and times assigned. A seating chart may be devised at the discretion of the faculty. No tardiness or absence will be excused for a modular or final exam unless a compelling cause of the most emergent personal nature has occurred.

If a student is late to a quiz or exam as an unexcused tardy, they may not be permitted entry after the exam booklets have been distributed and a zero may be given (at the discretion of the faculty). If the student is permitted entry and is able to take the exam, they will only have the remaining exam time to complete all questions.

Quizzes and written exams allow approximately one minute per question. Students must demonstrate good time management skills and complete all questions within the allotted time unless an ADA accommodation for additional time has been previously approved.

If refused admittance to the exam due to tardiness, the student must take the exam on the original day of testing at the convenience of the Course LI. No make-up quizzes shall be given during class time.

Make-up exams on an alternate date will only be given for extreme extenuating circumstances. The student may be required to provide evidence to verify illness or to prove the validity of the emergency.

A second lateness or absence for a quiz/exam will result in a meeting with the Program Director and may result in dismissal from the program.

All practical exam make ups will require a fee of \$50/hour or portion of an hour for a preceptor and simulated patient if needed.

GRADING and RETEST policies

The cumulative quiz average during each module must be 80% or above to be eligible to take the Modular Exams.

Each written exam must be completed with a minimum score of 80% or above to pass.

Retest policy: Students who score between 75%-80% on the first attempt on a module exam or final written will have one opportunity to retake a failed exam within three days and after documented remediation. The highest score awarded for a retest is 80%. Students who score below 75% on the first attempt or below 80% on the retest will receive an F for that exam and will be dismissed from the program with an option to re-apply the following year.

Exit interviews will be conducted with the student and Lead Instructor. A representative of the employing EMS agency and the Program MD or designee will be invited to attend.

Failure of an ECG exam or failure to correctly identify lethal rhythms (VT, VF, asystole, IVR, AIVR, or 3°AVB) requires retesting within three days of original testing and after documented remediation. Students must identify potentially lethal rhythms to pass each test.

Grade point averages:	<u>% of GPA</u>
Quiz/project average	70%
	60% if ECG test given
Modular exam	30%
ECG exam (211, 212, 213)	10%
Grade for EMS 216:	
ECG exam	20%
Final Written exam	80%
Grading Scale	94-100 A
	87-93 B
<u>Passing score</u>	80-86 C
No credit awarded	75-79 D
	< 75 F

Modular Practical Exams are scored as pass/fail based on evaluation instruments that list all critical steps to be performed. Students must demonstrate all key steps with correct technique, in reasonable sequence and time without use of a skill sheet and no critical errors to pass. A student may fail up to 2 stations in one exam to be eligible to retest that station one time.

Failing three or more stations on the first attempt or failing one re-test will trigger a meeting with the Program MD or designee 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 psychomotor competency measures to pass the course.

Hospital Clinical & Field Internship grades: Grades for EMS 215, 217 & 218 are recorded as Pass/Fail based on whether the student has completed all requirements. Clinical grades ARE NOT averaged into the cumulative GPA; however, students must successfully complete all requirements and enter patient contacts and skills performed into the electronic tracking software in a correct and timely manner to pass.

Affective objectives:

On-going, affective evaluations must be done that assess student behaviors for all learning settings (i.e., didactic, laboratory, clinical, and field). The frequency of the evaluations needs to be done in a timely manner to provide the student and the program director and MD with their performance/progress throughout the program. These periodic affective evaluations are in addition to the required summative, comprehensive affective evaluation at the end of the program (CoA).

Allegations of inappropriate or unprofessional behavior(s) shall be investigated and action taken per the Program's Discipline plan. If the behavior persists despite remediation (willful defiance), a meeting will be held with the Program Director and Program MD to determine further action which may result in termination from the program.

GUIDED STUDY

Students having difficulty mastering course objectives as evidenced by **quiz scores below 80% will be placed on Guided Study.**

The action plan requires the student to write/type a meaningful rationale for each incorrect answer; *i.e. what makes the incorrect answer wrong and why is the correct answer right?* These responses must provide a full and accurate explanation that the student can support and explain when verbally questioned.

Students will have 48 hours after signing their action plan to submit remediation to the lead instructor. After the remediation is accepted, the student needs to schedule a meeting with a learning coach, to review the outcomes of their remediation and possibly receive further tutoring. Documentation must include the dates and times of mentoring; a diary of topics covered and verified by the preceptor's signature.

Guided Study is meant to help a student master the objectives to ensure that they will be successful in completing the course.

If a student fails to satisfactorily complete a remediation plan and their quiz average remains <80%, they will not achieve the cognitive objectives for that module, will be ineligible to take the module exams, will be dismissed from the course at that point, and given a failing grade for that course at Harper.

COURSE COMPLETION CRITERIA

The program must document that all students have reached or exceeded **terminal competence** as an entry level paramedic in all three learning domains. Determination of terminal competence is a joint responsibility of the Program Director, LI, Lab Coordinator, Clinical Coordinator, Field preceptors/partners, assigned Hospital EMSC/educator, and the Program MD. Students will not receive a diploma nor be recommended to take a licensure exam if any requirement is incomplete.

- **All courses passed** (EMS 210, 211, 212, 213, 217, 218, 215, and 216), paperwork and FISDAP entries submitted; and competencies achieved.
- **Completed SMC:** All patient care contacts and skill

competencies met and entered into FISDAP tracking software with approval by Clinical Coordinator

- All assignments turned in and accepted
- All fees paid
- Primary instructional goal and objectives achieved

PARAMEDIC LICENSURE EXAMS

At the present time, all PM graduates in Illinois must take and pass the National Registry of EMT's Cognitive (written) and Psychomotor (practical) exams as their path to licensure. **Fee per attempt: \$152.**

Students will be given instructions for NREMT testing and information to submit to the NWC EMSS Office for State licensure closer to the dates of testing.

Passing the NREMT exams does NOT automatically confer PM licensure in Illinois. EMS Systems must recommend licensure, the individual must pay a license fee and then IDPH will award a paramedic license.

GENERAL COURSE POLICIES

ATTENDANCE

Students are expected to attend every class, lab, quiz, exam, clinical rotation, and field internship shift and be on time and duty ready unless they have made appropriate prior notice and have received an excused absence.

Absences make it difficult for the student to adequately learn essential concepts. If any portion of the class is missed due to an absence, mandatory components must be made up based on instructor and/or unit availability.

If a student needs to miss class due to an excused illness, they should attend virtually via Zoom. If too ill to participate in class, an individualized makeup plan will be implemented in which the student must complete by the specified date. If a student completely misses the equivalent of three or more full days of class for a non-excused medical reason, is tardy three or more times, or fails to complete makeup assignments as outlined, they will be subject to disciplinary action which may include dismissal from the program.

ON TIME is considered to be duty ready at least 15 minutes prior to the posted or declared start of class, lab, or clinical assignment so that instructions/report are heard and the student can participate in any advance class/shift activities. On class days, students must sign in on the attendance roster before 0845 and before the afternoon session resumes. The attendance sheets will be collected after that time and all those who have not signed will be marked tardy unless they have notified the appropriate person in advance.

Late arrival/tardiness: Highly unusual or extenuating circumstances occasionally occur causing a student to be late without appropriate notice or justification. A trend

of arriving after the posted start and/or return times, without prior notice and reasonable justification, is considered unprofessional conduct and the student will be recorded as tardy. See below for consequences of late arrivals.

Providing notice: Inform the LI in advance regarding the nature of your emergency if you are going to be late or absent from a class. The LI will determine if a tardy arrival or absence is excused.

Preventable reasons for lateness such as oversleeping, usual traffic congestion, etc. will not be considered excused unless grossly extenuating circumstances apply.

Unexcused lateness/absences: Any late arrival/absence without prior notice and/or reasonable justification shall be considered unexcused and shall be noted in the student record.

The first unexcused late arrival or unexcused absence will prompt a written warning and a meeting with the lead instructor to build an action plan.

Two unexcused late arrivals at either a morning or afternoon session of class, clinical rotation, or field shift is considered unprofessional behavior, a violation of affective objectives, and places the student's continued enrollment in class in jeopardy. This conduct shall be reported to the employer and the Program Director for a determination of disciplinary action.

Missed material or clinical shifts shall be made up at the discretion of the LI or Course Clinical Coordinator.

BEHAVIOR and LANGUAGE: Students are expected to behave and speak 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 civility and respect. Incivility is especially disturbing because students care for "vulnerable" patients. Inappropriate speech will require an immediate public apology and will trigger a disciplinary investigation.

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.

CONSENTS and CONTRACTS

All signed agreements will remain in the student's file as a permanent part of their record.

Learning contract

Following orientation, each student will sign a Student Agreement (Learning Contract). Their initials and **original signature** on this agreement acknowledge that they have received, read, understand, and agree to comply with the expectations and restrictions specified in the NCH Paramedic Program student policies and procedures and guidelines of Harper College. The terms of this agreement extend from their date of acceptance to graduation.

Release of Academic Information

Under the provisions of The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) (See appendix to this handbook), employers and family members do not have access to student grades unless the student signs a release of academic information form. They will be informed if the student has met or not met program objectives.

COVID-19 Social Contract and Informed Consent Agreement: See document for details.

Consent & Release for Invasive Procedures

The learning process for skills within a paramedic's scope of practice requires manikin and live person practice and competency assessment prior to performing them on patients. Students shall sign a consent and release form attesting that they understand that there will be practical labs in which they will first demonstrate competence in performing invasive skills (IV access, IM and subcutaneous injections, and capillary glucose testing) on a training manikin and then on their peers and their peers shall perform these skills on them using sterile equipment under the direct supervision of a qualified preceptor.

Photo Consent and Release Statement

Students will be asked to declare their consent and release to authorize NCH acting through its agents, employees, or representatives, to take photographs, video recordings, and/or audio recordings of them including their name, image, likeness, their performance during class activities, their property as brought to class or used in class activities, and/or their voice ("Recordings") during course activities obtained while a paramedic student of the Northwest Community Paramedic Education Program.

Emergency Preparedness Exercise

Emergency preparedness exercises are required of hospitals by the Joint Commission. Students may be asked to participate in such an exercise. This consent and release acknowledges that they may have moulage applied to them to simulate injuries. It also includes statements relative to their clothing and transport and physical eligibility to participate in such an exercise.

COUNSELING

Counseling includes, but is not limited to, exchange of information between program personnel and a student providing academically related advice or guidance for each of the three learning domains.

Student counseling will occur:

- Routinely during each academic semester as a status assessment of the student's academic progress for each learning domain and to discuss what must occur for academic success in the course and/or program
- As part of due process for disciplinary proceeding

- To explore academic deficiencies and the path for improvement
- As issues are identified that interfere with the teaching/learning process

Counseling documentation shall include at a minimum:

- The date and reason for the counseling session
- The essential elements of the discussion, including corrective action and the timeline for that action
- The decision of the result of the counseling
- The signature of the school official doing the counseling
- The student's response to the counseling
- The signature of the student acknowledging receipt of the counseling completed form.

DRESS and DECORUM GUIDELINES

The professional appearance and conduct of our students are important parts of the healthcare experience for patients, their families and members of the public in clinical and nonclinical areas. Dress and decorum guidelines help to ensure that our patients feel welcome, respected, comfortable and safe. Students are expected to project a professional appearance and demeanor at all times. It is important that they dress in a professional, tasteful, and discrete manner consistent with the expectations of the hospital and Provider Agencies.

Based on a decision by System Providers, all students must attend class, clinical rotations, and field internship days **in the program-designated uniform** (a required mode of dress where the color, style, and vendor are stipulated) unless the clinical unit requires scrubs such as Surgical Services or an alternate form of dress has been approved in advance by the LI.

Uniforms shall be clean, neat, in good repair and of appropriate size. Appropriate undergarments shall be worn at all times. If, in the opinion of the instructor, the standards for dress code and personal appearance have not been met, a student may be denied entry to class and be given 15 minutes to correct the situation. If they are unable to return in compliance with program policy within 15 minutes, they will receive an unexcused absence. Two or more violations of the appearance policy is considered noncompliance with affective objectives and will be grounds for corrective action.

• **Shirts:**

EMS agency employees: Duty uniform with agency logo prominently displayed.

Unaffiliated students: Land's End Navy blue shirt with the NCH, partner of NorthShore Logo. Refer to the **ordering instructions** sent via email. Shirts worn unbuttoned, with the shirttail out or with logos other than NCH or their Agency are not acceptable.

- **Pants:** Navy blue or black dress or uniform pant. Must be the appropriate length and size with finished hems that do not drag on the floor or ride down the hips/buttocks. This excludes agency approved shorts while in the classroom or hospital clinical units.

- **Shoes/boots:** Black. Should be clean with laces tied; safe for the work environment.
- **ID BADGES:** NCH PM student photo ID badges must be obtained on or before the first day of class and **must be worn in a visible location on the upper torso at all times within NCH and all clinical units (hospital and field)**. Any student who comes to a class activity without their IDs is considered out of uniform and must get a replacement at their own expense. **There is no fee associated for obtaining the original ID badge**, however, all students are required to complete a self-directed orientation assignment prior to receiving a badge. **Instructions for obtaining an ID Badge will be emailed separately.**
- **Jewelry:** A watch with a second hand or device with a second counter must be brought to every class with a lab and each clinical shift. All other jewelry requirements must comply with the host hospital's requirements for their employees. Jewelry worn in the clinical units shall be small and non-dangling to avoid a safety and/or communicable disease hazard. Ear gauges shall be no larger than 10 mm. No visible body piercing jewelry beside the ears is acceptable.
- **Body art/tattoos:** Tats are considered the same as speech. Tattoos may be visible if the images or words do not convey violence, discrimination, profanity or sexually explicit content. Prohibited ink must be covered with clothing or cosmetics such as Dermablend® while engaged in student activities (hospital/field). NCH reserves the right to judge the appearance of visible tattoos as appropriate or inappropriate. None may be visible on the face.
- **Hats: No hats may be worn in class or hospital clinical units.** Religious head coverings may be acceptable per prior agreement with the LI as long as they do not jeopardize student and/or patient safety and wellness. This does not refer to medically-approved head covers in the OR.

HYGIENE: Good hygiene is essential. Use of **unscented** personal hygiene products and makeup is acceptable. Due to respiratory sensitivities, any fragrance which produces a scent strong enough to be perceived by others including; but not limited to perfumes, aftershave, and lotions are not to be worn to class or clinical units: Also unacceptable are odors from tobacco products; alcohol, body or mouth odor; and chewing gum in clinical units.

- **Hair:** Shall be clean and naturally styled with no bright or unnatural colors. Facial hair must be neatly groomed. Students with facial hair must be able to pass fit testing for an N95 mask. Pull long hair back with clips, ties, braids, or bands while providing patient care. It must never fall forward onto a patient.

- **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 or field experience.

EXPOSURE to blood/body secretions:

If any student experiences a significant exposure event (defined in System policy I-2) they shall immediately wash the area with soap and water or irrigate their eyes with water/saline.

Follow up based on location of exposure:

Class activity at NCH: Immediately notify the class Lead Instructor who shall follow NCH policy for an employee exposure. All students with penetrating wounds and/or significant exposures shall be immediately seen by a medical professional.

Clinical rotation at NCH: Immediately notify the nurse preceptor and the Program Clinical Coordinator.

If exposure occurs Monday-Friday: 7:30 a.m. - 5:00 p.m., they shall go to the Occupational and Employee Health Department.

Location: South Pavilion, 1st Floor, Pod E, near gift shop. **Phone:** 847-618-5150; **Fax:** 847-618-5159

If exposure occurs outside of those hours, they shall go to the NCH emergency department

In all cases a Workplace incident report; BBP Report of Exposure, and Supervisor's Investigation form shall be generated in compliance with NCH policy. Supervisor's report must be signed by the Program Director.

System hospital other than NCH: immediately report the exposure to the nurse preceptor, contact the Program Clinical Coordinator and your EMS employer's DICO (if applicable). You should be seen in the ED at the hospital where the exposure occurred for a determination of needed titers (source and student) and follow up.

Riding with an EMS Agency: Immediately report the exposure to your preceptor, the Agency's Provider EMS Coordinator, and Designated Infection Control Officer (DICO) plus the class Clinical Coordinator. Follow the DICO's instructions.

Outside of class or clinical activities: Contact your primary care practitioner and provide the Class LI with your physician's recommendation for follow up.

FOOD in classroom: While under pandemic restrictions of universal masking, eating or drinking in the classroom during class is NOT allowed. There is a small refrigerator and microwave oven in the classroom that is available for student use on designated breaks. Students are responsible for cleaning and disinfecting the food station area each day and removing all old food from the refrigerator. All food and beverage privileges will be revoked if classroom furnishings are soiled or damaged due to food or beverages and/or educators must clean up after class.

HARASSMENT: Students have the right to be free from abuse, bullying, harassment and discrimination.

Harassment is an unwelcome behavior that disturbs or irritates others and/or creates a hostile work environment. Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment.

Discrimination: Unfair treatment of a person or group of people as a result of prejudice and/or bias. Discrimination is a violation of the inherent dignity of all persons.

It is the responsibility of all students, instructors, faculty and/or preceptors to report allegation of abuse, discrimination, harassment, or harm to any person on the premises of NCH or other EMS Program site to the LI. It is our policy to

- Promptly investigate any allegations of abuse or bias;
- Take steps to protect the safety of the person during the investigation;
- Protect the reporter from any retaliation; and
- Train all staff in the detection and reporting of such suspected behaviors.

For full information on reporting alleged harassment or sexual misconduct, see Harper Catalog/Student Handbook.

Diversity, inclusion, and cultural competence and humility:

Ability to understand, communicate with, and effectively interact with people across cultures, ethnicity, gender, age, socioeconomic background, sexual orientation/LGBTQ+, religion, disabilities, etc. as well as race. This involves understanding and respecting each person's unique needs, values and preferences. Students are expected to demonstrate cultural competence and, humility and to avoid unconscious bias while establishing strong cross-cultural relationships:

Cultural Competence: "The ability of providers to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients."

Cultural Humility: "A process of inquisitiveness, self-reflection, critiquing, and lifelong learning."

Unconscious Bias: "Social stereotypes about certain groups of people that individuals form outside their own conscious awareness."

Prohibited behaviors:

Stereotyping: Generalizations that involve an oversimplified concept or belief about a group of individuals.

Prejudice: Refers to a preconceived judgment or opinion. Often takes the form of ethnocentrism (the belief that one's group is superior to all others. May involve tendency to see differences as weakness.

Intimidation: Occurs when a person belittles, frightens, discourages or inhibits other people, especially those perceived as weaker.

Collusion: Form of exclusion. Involves cooperation with others, through which stereotypical attitudes, prevailing behaviors and/or norms are knowingly or unknowingly reinforced. Silence is the most common form of collusion.

INCLEMENT WEATHER

If class schedules need to be altered based on inclement weather, the program allows flexibility regarding start times and attendance policies.

The LI will make the decision to change class times or move to remote learning in consultation with the Program Director. Decisions to change normal operations will be made at least two hours before class start times. Schedule changes will be communicated by e-mail.

INSURANCE COVERAGE: LIABILITY

Each student is provided professional liability coverage under the umbrella of NCH as long as they are acting in good faith as agents of the program under the direct supervision of an approved preceptor or partner and within their allowable scope of practice.

LICENSE / CERTIFICATION RENEWAL

Students must maintain an active EMT, AEMT, or EMT-I license and current AHA CPR card for Healthcare Provider until they gain PM licensure. Didactic hours completed in the PM class will count toward CE requirements to renew EMT licenses.

Expiring EMT license: contact the Program Director to renew

Expiring CPR card: contact Mike Gentile for options

PARKING:

At NCH, students must park in lot 7 on the north end of the hospital campus or on the 5th floor of the Busse Center for Specialty Medicine parking lot. **DO NOT park in the lower levels of the Busse Center. Those spaces are reserved for patients and your car may be towed at your expense.** (See campus map)

SMOKING AND TOBACCO USE: NCH recognizes the effects and costs of tobacco and nicotine use on our society and is committed to providing a healthy environment for our patients, employees, physicians, students, visitors and volunteers without the hazards of these products. **NCH is a tobacco-free campus.** Use of all tobacco products is prohibited on the NCH campus including the hospital, adjacent hospital grounds, parking lots, and Wellness Center. Students may only smoke or use tobacco products in their own vehicles. Tobacco products include cigarettes, e-cigarettes, pipes, vaporizers, cigars, hookahs, 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 and NCH both offer assistance to students who desire to quit smoking. Violation of this policy constitutes grounds for dismissal from the program.

SOCIAL MEDIA

Social media can be a fun and rewarding way to share your life and opinions with others. However, use of social media presents risks and carries with it certain responsibilities. These guidelines have been established to assist you in making responsible decisions about use of social media while a student in the NCH program.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with NCH, as well as any other form of electronic communication.

Before creating online content, consider the risks and rewards that are involved. Any of your content that adversely affects you, fellow students, instructors, or otherwise adversely affects employees, patients or their families, people who work on behalf of NCH or NCH's legitimate business interests may result in disciplinary action up to and including termination from the program.

Students are not allowed to use any unauthorized personal electronic devices while class is in session **or when in patient care areas of clinical units.** Cell phones, pagers or other electronic devices used for messaging must be silenced and all electronic access and/or 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.

Even if your social media activities take place outside of class, as your personal activities should, what you post can reflect on your professionalism and the program. Thus NCH reserves the right to monitor postings by students.

Be respectful

Always be fair and courteous to peers, instructors, patients and their family members, or people who work on behalf of NCH and Harper College in your postings or content. You are more likely to resolve program-related complaints by speaking directly with the Program Director and/or instructors than by posting complaints to a social media outlet. If you post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, and/or that disparage patients, peers, instructors, personnel at NCH or Harper College or that might constitute harassment or bullying.

Prohibited, Objectionable or Inflammatory Posts

Inappropriate postings include, but are not limited to, discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct. Students shall not post anything that is false, misleading, profane, discriminatory, libelous, vulgar, racially, sexually, or ethnically objectionable, unlawful or contains other inappropriate content, or is hateful to another person or entity or content that violates Federal Health Insurance Portability and Accountability Act (HIPAA) patient confidentiality provisions.

False or defamatory statements or the publication of an individual's private health information (PHI) could result in legal liability for you and the EMS program and will subject you to disciplinary action up to and including termination from the program.

TUITION AND FEES

Students must pay current Harper College tuition and fees within due dates set by the College. **All students affiliated or riding with a NWC EMSS provider agency are eligible for in-district tuition.** Tuition does not cover the cost of books, MyLab Brady, CPR card, health screening exams, immunizations, criminal background check, a Fisdap license (see p. 4), the NREMT licensure exams nor the initial State PM licensure fee.

Students whose tuition is being paid by their employer must provide 3rd party authorization forms to Harper College by deadlines set by the College 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.

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 and fees unless compelling circumstances exist and alternate arrangements are made by the Program Director.

VETERAN'S BENEFITS

The program is approved by the Department of Veteran's Affairs for educational 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 may withdraw 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 will depend on the student's previous performance and the point when they withdrew.

Students who withdraw after the regular registration period for each class component must do so 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 and full tuition payment for that class. See the Harper College catalog for specific details.

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 Writing Center, and Resources for Learning Division; Library Services; and the computer lab.

Academic Support Centers

Success Services for Students is part of the Resources for Learning Division of Harper College. Referral to this Center may be a mandatory element of a PM student Individual Education Plan (IEP) if they demonstrate consistently poor performance on course evaluation instruments and/or time management. Appointments may be scheduled by going directly to that office or by calling 847.925.6715.

Success Services for Students provides individual instruction for students who would like to improve their learning skills. One-hour sessions include *Study Skills, Test Taking Tips, Time Management, Reading Strategies, Test Anxiety, Memory, Concentration, Motivation, Note-taking Skills, Math Strategies, Accounting Tips, Economics Tips, Preparing for Finals, and Online Study Tips.*

Students can schedule a **Test Performance Analysis.** They will be given a breakdown on types of errors being made and specific strategies to use on subsequent tests.

Students can take the *Study Behavior Inventory*, which identifies strengths and weaknesses in specific academic activities and attitudes.

Supplemental Instruction (SI) provides regularly-scheduled, informal review sessions. Students compare notes, discuss readings and develop organizational tools. Students learn how to integrate course content and study skills while working together.

Tutoring: Individualized mentoring is available to students from program faculty or preceptors at the mutual convenience of the student and learning coach.

Writing Center: Provides several free services that are available to help students succeed. They can work in the open computer lab, consult with tutors on a walk-in basis about their papers in all academic areas, and make appointments with English tutors to discuss specific assignments and develop skills in writing, literacy, and critical thinking.

Tutors can:

- Clarify assignment requirements
- Guide you through steps of writing process
- Suggest strategies for revision
- Respond to drafts
- Answer specific questions on structure, grammar, and content
- Reinforce skills in building vocabulary, writing sentences, developing paragraphs, and proofreading
- Assist with documentation
- Offer strategies for interpreting, analyzing, and evaluating a text
- Develop a plan for building on strengths and improving writing and reading skills

Referral to this Center may be a mandatory element of a student's Individual Education Plan (IEP) if they demonstrate consistently poor performance on written assignments. Call 847.925.6796 to make an appointment.

**STUDENTS with DISABILITIES
and Reasonable Accommodations**

The Paramedic Certificate Program is a LIMITED ENROLLMENT course of study. Students are expected to demonstrate the physical, mental and emotional capacity to perform all the essential functions of the paramedic profession during the course with or without reasonable accommodation that would generally be available to them in the work (field) environment.

See: <https://www.eeoc.gov/disability-discrimination>

Reasonable accommodation is any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges as required by the Americans with Disabilities Act (ADA).

If you have a disability (learning, ADHD, physical, psychological or other) and **are requesting any accommodation** during the program, you must **contact the Program Director at the beginning of the course**. No grades will be adjusted retroactively after the need for accommodation is revealed.

Students must also **contact Access and Disability Services (ADS) at Harper College** to discuss eligibility for possible reasonable accommodations. Any student already connected with ADS shall provide the NCH Lead Instructor with a copy of your approved Accommodation Plan to determine if it is applicable to, and reasonable to honor, during the Paramedic Program.

Harper College Access & Disability Services (ADS)

1200 West Algonquin Road; Building D, room D119
Palatine, Illinois 60067
847.925.6266 Phone 847.925.6267 Fax
ads@harpercollege.edu

The Program will review each request on an individual basis and make decisions based on the following:

- To be considered for an accommodation under the ADA, an individual must present adequate documentation demonstrating that his/her condition substantially limits one or more major life activities.
- Only individuals with disabilities who, with or without reasonable accommodations, meet the eligibility requirements for PM licensure are eligible for accommodations.
- Requested accommodations must be reasonable and appropriate for the documented disability and must **not** fundamentally alter the program's course of instruction or ability to assess the student's ability to perform the essential job functions of a PM.
- Professionals conducting assessments, rendering diagnoses of specific disabilities and/or making recommendations for appropriate accommodations must be qualified to do so. Documentation must include a comprehensive evaluation with objective evidence demonstrating the existence of a disability. The name, title and professional credentials of the qualified professional must be clearly stated in the documentation. Documentation must be submitted on official letterhead, typed, dated, and signed. The professional diagnosis must include:
 - A valid, professionally recognized diagnosis of the candidate's disability (e.g. pursuant to the Diagnostic and Statistical Manual of Mental Disorders (DSM V: revised)) by an appropriately qualified expert with copies of and reported scores from professionally recognized diagnostic tests, where applicable.
 - Documentation that clearly identifies the nature and extent of the functional limitations that exist as a result of the diagnosed disability.
 - Sufficient evidence to demonstrate that the functional limitation substantially limits the individual in performing one or more major life activity.
 - Specific information about the significance of the impact the disability has on the candidate in the learning and measurement environments.
 - Specific recommendations for accommodations.
 - An explanation of why each accommodation is recommended and why it is necessary to alleviate the impact of the disability in taking the learning and measurement environments.
- All documentation submitted in support of a requested accommodation will be kept in confidence and will be disclosed to NCH staff and consultants only to the extent necessary to evaluate the accommodation. No information concerning an accommodation request will be released to third parties without written permission from the student.

Each student's circumstances are unique and a case by case approach is required. NCH reserves the right to request additional information at any time from the student requesting accommodations.

If you believe that you have been unfairly or improperly treated due to a disability, you may contact the Harper College Campus Section 504/ADA Compliance Officer. The process, steps, and timelines to follow for filing a grievance are set forth in the Harper College Grievance Policies available on line:

<http://goforward.harpercollege.edu/services/ads/policies.php>

Essential job functions for a PM generally require:

Language:

- Ability to rapidly read, analyze, understand, and interpret policies, procedures, professional publications and governmental regulations
- Ability to write factual, accurate, complete, and timely reports and business correspondence
- Ability to communicate effectively with patients, peers, preceptors, supervisors, and on-line medical control
- Strong emotional and social intelligence with the ability to handle sensitive situations and confidential information

Mathematical functions: Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals and to accurately calculate drug doses and draw up the exact amount of drug for each patient from original packaging.

Reasoning ability

- Ability to solve practical problems while dealing with several abstract and concrete variables
- Understand and able to appropriately apply an extensive variety of complex technical and instructional material
- Make accurate assumptions and determine a plan of care within limits set for time-sensitive patients
- Make reasonable and logical conclusions from information which may be conflicting or disjointed

Possess knowledge, skills, and abilities to:

- operate basic and advanced life support equipment with safety and precision
- operate complex communications equipment; and
- enter data into and retrieve data from a computer using System-approved software and meeting System standards of competency.

Physical demands

- Sit, stand, walk, run, crawl, squat, bend, kneel, climb stairs and into and out of EMS vehicles, lift moderate to heavy objects, perform chest compressions.
- Frequent talking
- (Corrected) vision to 20/30 in at least one eye with color discrimination for at least red, amber, and green, and the ability to differentiate skin colors and the color of various body fluids.
- (Amplified) hearing adequate to hear conversational speech and accurately assess BPs, lung, bowel, and heart sounds
- Sufficient strength, endurance, conditioning and motor control to walk and carry patients/EMS gear over rugged, uneven terrain and up and down stairs; lift patients with one partner (up to 250 lbs.) safely onto a stretcher, move a patient on a stretcher up or down at least 2 flights of stairs; reach and pull in an ambulance; move them from the point of patient contact to the receiving location; and to perform at least two minutes of quality manual CPR with two minute breaks between compression sets for at least 30 minutes.
- Have manual strength and dexterity sufficient to type assignments and ePCRs and safely perform all assessments and skills to the standards specified in the course procedure manual

Work environment

Considerable health and physical strength is necessary to perform the duties of a paramedic. Though safety measures are implemented whenever possible and a culture of safety is embraced, there remain numerous unavoidable aspects of a paramedic's job that may place the individual at risk of personal illness or injury.

These include, but are not limited to:

- Driving an emergency vehicle using lights and sirens
- Exposure to hostile or combative patients and other individuals
- Response to violent crime scenes
- Response to incidents involving chemical, radiological, biologic, and explosive hazards
- Exposure to communicable diseases
- Danger from moving traffic at highway/roadway incidents
- Exposure to contaminated sharps and medical waste
- Performance of certain high-risk procedures in the delivery of patient care
- Noise level is moderate to high
- Temperatures vary from extreme cold to extreme heat
- Moisture level will vary from extreme dry to rain, snow and ice, and may require immersion in water

If reasonable accommodation is to be exercised by a qualified individual with a disability using products or appliances that would also be available to them while working on an ambulance within the scope of EMS practice, it is the student's responsibility to acquire the resources for their personal use due to the cost of the accommodation needs.

DISCLAIMER

The NWC EMSS reserves the right to change requirements, curriculum, and class policies as the educational, legal, regulatory, State policy, or healthcare environments change and as deemed necessary by the NCH Program MD.

EMS FACULTY and STAFF Contact Information

The program operates under the authority of **Matthew T. Jordan, M.D. FACEP**, Medical Director of the program. For additional names and contact information for hospital EMSCs/educators, Provider Agencies and their EMSCs, see the **System Directory** posted on the NWC EMSS website under the About Us tab.

Northwest Community Hospital
800 W. Central
EMS offices – 901 Kirchoff Center (1st floor)
Arlington Heights, Illinois 60005
Office hours: M-F 9:00 am – 5 pm
Paperwork for the program may be dropped off during off hours in mailboxes specifically designated for that purpose outside of the EMS Office in the lobby of the Kirchoff Center building.

Kirchoff building is locked to visitors at 11 pm

WEBSITE: www.nwcemss.org

The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

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 concerning alleged failures by the institution to comply with the Act, and makes provision for notice to the students concerning their rights.

FERPA allows schools to disclose student records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest (demonstrable need to know by any staff member in terms of his or her assigned duties);
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Records kept by the NCH 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 NCH 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.) There may be a cost for the photocopies. 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. For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may use the [Federal Relay Service](#). Or you may contact us at the following address: Family Policy Compliance Office; U.S. Department of Education; 400 Maryland Avenue, SW; Washington, D.C. 20202-85