



Polson/Ronan Ambulance

Student Handbook

EMT Basic Course

Policies and Procedures

What Students May Expect from Polson & Ronan Ambulance

In developing and hosting this Emergency Medical Technician course, we strive to provide an excellent education of the basics of emergency medicine. This course should help students acquire the knowledge and skills necessary for an EMT-Basic. Completion of this course and certification does not guarantee employment. Join us in making this a rewarding experience for us all.

We will provide for an organized and effective formal learning environment with a variety of learning formats. We will provide knowledgeable and professional instructors for lecture and discussion of core material. We will spend much time hands-on practicing and role-learning to reinforce and utilize core ideas. We will provide opportunity for clinical observation time to familiarize students with EMS.

While students have made and kept payment arrangements and are in good course standing we will provide many tangible items. We will provide suitable facilities that are conducive to learning. All materials needed for guided practice will be supplied. Text books and Workbooks are included in course fee and will be available by course start. CPR certification and CEVO training are included.

Course Requirements

1. Class attendance and participation (refer to attendance policy).
2. Successful completion of all exams and written assignments.
3. Twenty-four (24) hours clinical time with Polson or Ronan Ambulances.
4. Twelve (12) hours clinical time with St Joe's or St Luke's Hospitals.
5. Adherence to the policies outlined in this manual.

Additional Requirements for Certification

1. Valid Driver's License
2. Pass National Registry Exam
3. Pass a background check specified by state protocols. Any felony on your record is *your responsibility* to report to the NREMT and state.
4. There may be differing requirements, based on the state you live in.

Attendance Policy

Attendance is mandatory for all classes. Missing a class greatly jeopardizes your ability to keep up with the rest of the students. Any missed class must be made up by writing an essay demonstrating knowledge of DOT objectives and comprehension of the applications of covered material.

Any absence that is not made up through essay, will result in a consideration of dismissal before the course board. More than two (2) absences total will also result in a consideration of dismissal before the course board.

Classes on Mondays will be held at Polson Ambulance station and Thursday classes will be held at Ronan Ambulance station. Both days class will begin sharply at 18:00 and will end around 22:00, give or take a little. Our occasional Saturday classes will begin at 09:00 and last until as long as 17:00.

Ambulance clinical shifts begin at 06:00 and last until 18:00. If you must leave before the end of a shift or cannot make the beginning of the shift it is considered incomplete and counts as an absence.

Attendance will be taken no less than ten (10) minutes after the class or shift begins and any student not present will be counted absent. If you might be late, call *before class* and you will have at most 30 minutes after class starts to arrive and be ready for class. If this happens more than once, it will be counted as an absence.

Students are encouraged to form study groups and to socialize for enjoyment outside of class. While instructors are free to attend, these socializations are not part of the course. So long as students and instructors are not in EMS uniform and do not claim to be representing this course, participants in outside socialization are not subject to these course policies. Beware, all will still be subject to civil and criminal laws and common respect should be practiced.

Course Committee

Medical Director:	Dr. Dennis Probst, DO
Co-Owner, Course Coordinator:	Tim Brester, EMT-CCP
Co-Owner, Medical Consultant:	Julie Brester, EMT-P
Operations Manager, Polson:	Eric Henslin, EMT-CCP
Operations Manager, Ronan:	Greg Sheumaker, EMT-CCP
Lead Instructor:	Joel Shows, EMT-I99

Testing and Grading Policy

Written tests and practical evaluations will be given throughout the course to evaluate the student progress. Students must arrange to take any test that they will miss, before the test is given to the rest of the class, or it will be considered a failed test. Due to the time and effort involved in coordinating the personnel, equipment and facilities, a missed practical exam will not be allowed to be re-scheduled for any student's convenience. All written tests and practical exams must be successfully complete for course completion.

Written tests must be passed with a 75% grade. Upon failing a test, student must undertake remediation with the instructor and take a new test over the same material within one week. This new test must be passed with an 80% grade. Upon failing the second test, student will be considered for dismissal.

There will be a final exam, with the grade weight of two tests. Because the final covers an entire course, there is no appropriate remediation save retaking the course. Upon failing a final a student must retake the same test within three days and score an 85% to be eligible to pass the course.

Practical exams are primarily to aid student comprehension and ability to apply core principles. Practical exams are pass or fail, with no percentage grade.

A short quiz will be given in that ten minute grace-period at the start of every class. The quiz will cover material in the reading assignment for the class, to encourage you to be prepared. It will not be given out any other time, and is a participation grade. The sum score of quizzes will be equal to one test.

A student must achieve a total grade of 70% or better and pass all tests and exams to be eligible for course completion.

Student Feedback

Student feedback evaluations will be periodically distributed so that students may anonymously provide feedback on the course. Also, students are encouraged to provide informal verbal feedback throughout the course. See Student Conduct Policy and Prohibition Against Discrimination and Harassment.

Student Conduct Policy

Individual students are prohibited from accepting tips or gratuities from patients or families. Patients or families wishing to offer gratuity for care and service should be directed toward each service's director of operations.

All students acquire and make use of privileged and confidential information concerning a patient's care and treatment. Each student, as a condition of EMT Basic training agrees not to, at any time during or after EMT Basic training, directly or indirectly, disclose for any purpose whatsoever any of the confidential information obtained as a result training with Polson or Ronan Ambulance. Disclosure of confidential information may result in disciplinary action, including possible dismissal from the course.

Those who request information about a patient's care, treatment or any details regarding a patient or a call, emergent or non-emergent should be referred to the director of operations of either service as appropriate. Pictures, trip tickets, supplements and all paperwork related to the patient and call are considered a part of the confidential records.

All instructors' materials including but not limited to: Lesson notes, quizzes, answer keys, practical exam notes, and tests are private and confidential. Student records including but not limited to: test scores, quiz scores, essays, exam scores, course final score, discussions with course committee, and private personal information are also private and confidential. Any access to private and confidential information deemed inappropriate by course committee will result in immediate dismissal from the course.

ADA Policy

In compliance with the Americans with Disabilities Act, Polson and Ronan Ambulance allows reasonable accommodations for disabilities during training, provided that the student can accomplish all knowledge and skill objectives of the Department of Transportation National Standard Curricula EMT-Basic. The student must request the accommodation in writing and explain how the requested accommodation will not interfere or limit the successful completion of all program objectives. The student must be aware that a reasonable accommodation granted for the purpose of training may not be granted for testing, licensing or actual employment in the EMS profession. The student is encouraged to contact the National Registry for possible examination accommodations and the State of Montana concerning licensing as an EMT professional with a specific accommodation.

Clinical Shift Policy

Clinical shifts are provided for students so they may see first hand what emergency medicine is all about. Student conduct policy applies. Please follow these guidelines.

Show up for shifts on time or a few minutes early. Ambulance shifts run from 6 am to 6 pm, and hospital shifts are from 7 am to 7 pm. Twelve hours can be a long time, so be prepared. Try to come well rested to make the most of your time. Bring any coffee, water or soda that you drink. Also bring food, snacks and possibly money for eating out, at the crews discretion.

Please, dress professionally. Professional clothing includes a clean blue or black polo or tee-shirt. Please, wear nothing unprofessionally revealing or anything with logos or advertisements. Pants should be dark blue or black slacks, EMS pants, or cargo pants. Black or dark brown boots are a necessity for your protection. Dress for inclement weather; You should bring a warm water-resistant coat, hat, and gloves. Again, no logos please. Also consider bringing eye protection or sunglasses and hearing protection.

Professional bearing includes decent grooming, clean clothing and no use of strong perfumes or colognes. If your hygiene is unacceptable, your preceptor will send you home and notify the lead instructor of the reason for your absence.

Finally, you should act like a professional. You will be representing Polson and Ronan ambulances and this EMT course. Offer your help to your preceptors, including help with ambulance checkoffs, daily chores, restocking ambulances, and any patient care activities. If you do not proffer your help and ask for theirs in return, you will not benefit from clinical shifts. Recognize that your preceptor will need space to relax and rest, so respect their need for privacy.

You must complete one shift each for Ronan and Polson ambulances, and one shift with one of the hospitals that we work with. Clinical time will be scheduled at your request by the course lead instructor. Schedule your time in early to avoid schedule conflicts!

PROHIBITION AGAINST DISCRIMINATION AND HARASSMENT

It is illegal to discriminate against others on the basis of sex, age, race, creed, color, national origin, religion, marital status, citizenship or disability. Each individual student has a right to learn in an atmosphere that promotes respect and dignity and prohibits discriminatory practices.

Sexual harassment is an illegal discriminatory practice. Sexual harassment is defined as unwelcome or unwanted conduct of a sexual nature (verbal or physical) when (1) submission to or rejection of this conduct by an individual is used as a factor in decisions affecting hiring, evaluation, or other aspects of training. (2) This conduct substantially interferes with an individual's training or creates an intimidating, hostile, or offensive training environment.

Polson/Ronan Ambulance will not tolerate discrimination or harassment whether intentional or unintentional. Our students and instructors have the right to expect that we will maintain an environment that is free from harassing, abusive, disorderly or disruptive conduct. Your cooperation in preventing this kind of conduct is essential in order for us to meet our responsibilities.

A student that feels that he or she has been or is being subjected to harassment should immediately inform the course coordinator. A student who observes harassment of a fellow student likewise should report the conduct to the course coordinator. All complaints must be made in writing. The course committee will make every effort to keep the identity of the person issuing the complaint confidential, but his or her identity may come out during the course of an investigation. The course committee will make a thorough investigation of all complaints. Polson Ambulance forbids retaliation against students who report harassment.

Polson Ambulance may take disciplinary action against students who have engaged in harassing conduct, including dismissal from the education program. Polson Ambulance may also take disciplinary action against students who condone or fail to report incidents of harassment or who retaliate against those who have reported such incidents. Making false reports of harassment under this policy is also grounds for disciplinary action, including dismissal from the course.

The day-to-day operations of both Polson and Ronan Ambulance are also considered confidential. Questions or information requested by individuals or other agencies including but not limited to reporters, hospitals, or other ambulance services must be directed to the director of operations. Failure to comply with this policy may result in disciplinary actions, including possible termination from the course.

Facilities Policy

Polson Ambulance is located at 904 2nd St East in Polson, MT. Parking is available behind the station and is accessible by the alley. Polson's phone number is 406-883-5778 and fax is 406-883-9433. Ronan Ambulance is located at 718 Round Butte Road, Ronan MT. Ronan's phone number is 406-676-0077 and fax is 406-676-0780.

Both facilities must be treated with respect, or they will be unavailable to use for this course. Students and instructors must dispose of all garbage, take out full garbage bags, fold or stack chairs, and return the station to functional condition after class. Cigarettes must be smoked outside away from doorways and butts must be thrown in cigarette disposals.

Students and instructors are free to bring food and snacks to class, so long as they follow above rules and are not disruptive.

Dismissal Policy

All considerations of dismissal are considered before the course committee. Any resolution of the committee is considered a full and binding so long as every member has minimum 12 hours notice, though any member may choose to abstain from the meeting for personal or professional reasons.

Criteria for Consideration of Dismissal includes:

1. Failure to comply with any of the course policies.
2. Failure to demonstrate competency in any area of didactic instruction.
3. Failure to satisfactorily complete all clinical and skill requirements.
4. Failure to work harmoniously with classmates, instructors, preceptors, members of the course committee, or other individuals associated with the course.
5. Failure to act in a professional manner befitting EMS personnel while representing this course.
6. Evidence of cheating, plagiarism or falsifying records.
7. Evidence of breach of confidentiality regarding classmates, patients, preceptors, hospital staff, physicians or any other persons associated with this course.
8. Conviction of felonious activity while undertaking this course.

If a student is dismissed, they will not be refunded their tuition. Tuition will not be refunded otherwise except under extenuating circumstances and at the discretion of the Course Committee.

Polson and Ronan Ambulance, Inc.

Acknowledgement of EMT-B Course Policies

I have received and reviewed the student handbook given to me for the EMT-Basic course at Polson/Ronan Ambulance, Inc. I understand that it is my responsibility to follow the rules outlined in the handbook. I also understand that failure to follow the rules outlined in the student handbook will result in disciplinary action and/or dismissal from the course.

I also understand that passing the class and obtaining a license with the State of Montana does not guarantee employment with Polson / Ronan Ambulance, Inc.

Printed Name: _____

Signed: _____ Date: _____