

PARAMEDIC PROGRAM HANDBOOK

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EMS PROGRAM- PARAMEDIC OVERVIEW

In keeping with the New River Community and Technical College Mission, Vision, and Values, EMS Programs focus to prepare individuals with the knowledge, skills, and attributes to provide Emergency Medical Care from the Basic to Advanced levels. Our driving factor is quality, not quantity while dealing with our students. We all, from the college administration to the program staff strive to educate our students to a level that we would feel comfortable with them providing care in our communities, to ourselves, and our families.

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

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

VISION

New River Community and Technical College improves students' lives and enriches communities.

MISSION

New River Community and Technical College provides accessible, affordable, quality education and workforce programs to meet the needs of the region it serves.

VALUES OF NEW RIVER COMMUNITY AND TECHNICAL COLLEGE

Shared values guide New River Community and Technical College in fulfilling its mission. These values influence thoughts, guide decisions, mold policies, and determine courses of action. Our employees are expected to support and enact these values in our daily work.

Community

Commit to the well-being of others.

Model behavior that promotes unity.

Demonstrate commitment to the College's mission.

Promote a caring and supportive environment.

Support continuous personal and professional growth.

Integrity

Practice fairness and honesty.

Uphold ethical, professional, academic, and financial standards.

Ensure transparency.

Be accountable.

Justice

Respect the freedom and dignity of each individual.

Respect and promote diversity.

Promote positive attitudes toward each other.

Provide equal opportunity for success.

Prepare students and employees to work in a global and diverse environment.

Service

Provide service to each other and to the community.

Be a responsive member of the community.

Scholarship

Pursue truth, learning and quality scholarship.

Commit to increasing the knowledge of all individuals associated with the College.

Foster lifelong learning.

Maintain high standards in our constant pursuit of excellence.

STATEMENT OF NONDISCRIMINATION AND AFFIRMATIVE ACTION

New River Community and Technical College does not discriminate on the basis of race, color, national origin, ancestry, sex, (including pregnancy), sexual orientation, gender identity, age, marital status, veteran or military status, religion, disability or genetic information in its educational programs or in admission to, access to, treatment in, or employment as required by applicable state and federal law.

STUDENT DISABILITY SERVICES

Student disability services are located within the campus Student Success Centers. New River Community and Technical College is committed to making all programs, services and activities fully accessible to students with disabilities. New River CTC makes every effort to help students with disabilities get the most out of attending college by providing reasonable accommodations to ensure access to all academic programs, campus organizations, services and activities, in accordance with the Americans with Disabilities Act (ADA) of 1990.

AMERICANS WITH DISABILITIES ACT - ALLOWABLE ACCOMMODATIONS

The Americans with Disabilities Act (ADA) of 1990 has implications that pertain to licensure or certification.

The law permits testing that requires the use of sensory, manual or speaking skills where the tests are intended to measure essential functions of the profession. For example, an applicant with reading difficulties is required to take a written exam since the ability to read is an essential function of EMS. Exams are designed at least in part to measure the student's ability to read.

A second example is one dealing with skills proficiency verifications that must be performed within established time frames. Performing a skill within established time frames is required because speed of performance is an integral part of patient care.

Both the ability to read and the ability to perform skills within time frames are essential functions for an EMS provider. Therefore, in EMS, a person with a disability may not be denied the opportunity to take an examination; but this person shall be required to take a written exam and pass the skills proficiency verifications within established criteria.

The Functional Job Description, outlined at the end of this section, describes the required skills and job requirements essential to EMS personnel. This description will guide all accommodations permitted for the EMT and paramedic students.

The following specific points pertain to those involved in EMS training and education programs:

- Students cannot be discriminated against on the basis of a disability in the offering of educational programs or services.
- There can be no accommodation during screening, evaluation or course examinations that will compromise or fundamentally alter the evaluation of skills that are required to function safely and efficiently in the profession.
- Students who have received an accommodation during the course need to fully understand that there is a separate process for requesting an accommodation for the written certification exam and eligibility for an accommodation is determined on a case-by-case basis. In other words, just because a student was allowed an accommodation during the course does not guarantee an accommodation for the National Registry exam. Documentation confirming and describing the disability should be submitted according to policy for consideration.

There are accommodations that are not allowed in the EMS Program because they are not in compliance with the essential job functions of an EMT or paramedic as outlined in the Functional Job Description. These include, but are not limited to:

1. Students are not allowed additional time for skills with specific time frames. Obviously patients would suffer due to life threatening conditions in emergency situations if treatment were delayed.
2. Students are not allowed unlimited time to complete a written exam. This request is not considered reasonable because a candidate should be able to complete a test within a finite amount of time. Students will be allowed a maximum of time and one-half to complete written exams.
3. Students are not allowed to have written exams given by an oral reader. The ability to read and understand small English print is an essential function of the profession, and written exams are designed, at least in part, to measure that ability.
4. Students are not provided a written exam with a reading level of less than grade eight. The EMS profession requires a reading level of at least grade eight to work safely and efficiently.
5. Students must take all exams during the scheduled time, as a member of the enrolled class. The ability to utilize knowledge on the spur of the moment is an essential task for EMTs and paramedics. Exams are given to elicit immediate recall and understanding of emergency situations. Students will be permitted a private space to take the exam. Refer to the written examination policy of missed exams due to excused absences.
6. Students must answer all written test questions as written. No explanation of the question can be provided by the test proctor or any other individual. Additional descriptions of test questions would not be a reasonable accommodation because reading and understanding written English is an essential part of EMS communication. Student must be able to understand and converse in medical terms appropriate to the profession.

Because of the critical nature of the tasks needed in emergency situations, accommodation requests are considered very carefully, on a case by case basis. The safety and welfare of the community must be insured while providing full protection of the certification applicant's rights. The main question to be considered is: with the accommodation being requested, can this individual perform the essential functions of the job safely and efficiently?

Functional Position Description EMT-B / EMT-Advanced / Paramedic

The following general position description for the EMT-B, EMT-Advanced and Paramedic is provided as a guide for advising those interested in understanding the qualifications, competencies and tasks required for emergency medical services certification. It is the ultimate responsibility of an employer to define specific job descriptions within each Emergency Medical Services (EMS) entity.

QUALIFICATIONS

To qualify for EMS certification an individual must successfully complete a State approved course and achieve competency in each of the psychomotor skills. In addition the individual must achieve a passing score on the National Registry written certification examination.

EMS personnel must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. EMS personnel must have the:

- Ability to communicate verbally via telephone and radio equipment
- Ability to lift, carry and balance up to 125 pounds (250 pounds with assistance)
- Ability to interpret written, oral and diagnostic form instructions
- Ability to use good judgment and remain calm in high-stress situations
- Ability to work effectively in an environment with loud noises and flashing lights
- Ability to function efficiently throughout an entire work shift
- Ability to calculate weight and volume ratios and read small print, both under life threatening time constraints
- Ability to read and understand English language manuals and road maps
- Ability to accurately discern street signs and address numbers; ability to interview patient, family members and bystanders
- Ability to document, in writing, all relevant information in prescribed format in light of legal ramifications of such
- Ability to converse in English with coworkers and hospital staff as to status of patient.

EMS personnel should possess good manual dexterity, with ability to perform all tasks related to highest quality patient care. Ability to bend, stoop and crawl on uneven terrain and ability to withstand varied environmental conditions such as extreme heat, cold and moisture is vital. The ability to work in low light, confined spaces and other dangerous environments is required.

Description of Tasks:

- Receives call from dispatcher, responds appropriately to emergency calls, reads maps, may drive ambulance to emergency site, uses most expeditious route and observes traffic ordinances and regulations.
- Determines nature and extent of illness or injury, takes pulse, blood pressure, visually observes changes in skin color, auscultates breath sounds, makes determination regarding patient status, establishes priority for emergency care, renders appropriate emergency care (based on competency level); may administer intravenous drugs or fluid replacement as directed by physician.

- May use equipment (based on competency level) such as but not limited to, defibrillator, electrocardiograph, performs endotracheal intubation to open airway and ventilate patient, inflates pneumatic anti-shock garment to improve patient's blood circulation or stabilize injuries.
- Assists in lifting, carrying, and transporting patient to ambulance and on to a medical facility.
- Reassures patients and bystanders, avoids mishandling patient and undue haste, searches for medical identification emblem to aid in care.
- Extricates patient from entrapment, assesses extent of injury, uses prescribed techniques and appliances, radios dispatcher for additional assistance or services, provides light rescue service if required, provides additional emergency care following established protocols.
- Complies with regulations in handling deceased, notifies authorities, arranges for protection of property and evidence at scene.
- Determines appropriate facility to which patient will be transported, reports nature and extent of injuries or illness to the facility, asks for direction from hospital physician or emergency department.
- Observes patient in route and administers care as directed by physician or emergency department or according to published protocol.
- Identifies diagnostic signs that require communication with facility.
- Moves the patient into the emergency facility from the ambulance.
- Reports verbally and in writing concerning observations about the patient, patient care at the scene and in route to facility, provides assistance to emergency staff as required.
- Maintains familiarity with all specialized equipment.
- Replaces supplies, sends used supplies for sterilization, checks all equipment for future readiness, maintains ambulance in operable condition, ensures ambulance cleanliness and orderliness of equipment and supplies, decontaminates vehicle interior, determines vehicle readiness by checking oil, gasoline, water in battery and radiator and tire pressure.

INCLEMENT WEATHER PROCEDURES

The decision to cancel classes on a campus due to emergency situations is made by the Regional Director of Operations in consultation with the Vice President for Academic Affairs. The President is the only person who can close a campus or the entire institution.

Every effort will be made to announce the decision to close a campus by 6:00 a.m. for morning classes, 10:00 a.m. for afternoon classes, and 2:00 p.m. for evening classes.

Full inclement weather emergency procedures are outlined in New River Community and Technical College Procedure No. 3.

TECHNOLOGY SERVICES OFFICE

The New River CTC Help Desk provides direct support to all students and employees. Although the main desk is located on the Raleigh County Campus, we have technicians at every campus who contribute to the overall Help Desk schedule of extended support hours. You can reach the Help Desk by phone (304-929-6725) or email (itsupport@newriver.edu). The Help Desk is also available from within Blackboard IM

when a technician is on duty (just look under the College tab of Blackboard IM). Members of the Help Desk staff can either solve your issue immediately or they can obtain enough information from you so that another technician can work to resolve your issue as soon as possible.

STUDENT ACTIVITIES OFFICE

The Student Activities Office is located on the Greenbrier Valley Campus and serves all New River Community and Technical College campuses. This office is responsible for promoting extracurricular and co-curricular programs that complement and enhance each student's academic experience and personal development. Specifically, this office works closely with the Student Government Associations and their advisors, student clubs and organizations, and Division of Student Services staff to provide the College with cultural, educational, intramural and social programs. This office also acts as a resource to other College offices that wish to sponsor extracurricular programs.

In addition, the Office of Student Activities serves as a planning resource for campus events, assists in the development of student clubs and organizations at the College, and assists with leadership training for students. Students interested in getting more involved in student activities or starting a new club or organization are encouraged to contact the Office of Student Activities.

Contact Information: Coordinator of Student Activities Phone: 304-647-6710.

STUDENT SUCCESS CENTERS

Student Success Centers are located on each campus of New River Community and Technical College. Services provided in the Centers are available free of charge to all students currently enrolled in programs at the College. Educational Counselors staff each Center Monday through Friday.

Operating Hours The Centers are open Monday through Friday, 8:00 am until 4:00 pm. Hours during the summer will follow the College's office hours of operation. The Advance Technology Center (ATC) Student Success Center hours vary and will be posted at the Center.

ACADEMIC EARLY ALERT SERVICES

Students may be referred to a Student Success Center for early alert services for numerous reasons. The Financial Aid office may require students to meet with the Coordinator of the Student Success Centers or the Center's Educational Counselor for an Academic Plan of Improvement if they have been suspended from the financial aid program. This could be those students not making satisfactory academic progress in their degree program or who have expired financial aid eligibility.

Instructors, Program Directors, and others may make a referral if a student is about to be placed on academic warning, probation, or suspension or who have excessive absences from class to make up an Academic Improvement Plan. Students will be required to adhere to the proposed plan.

ADVISING SERVICES

Advising is provided to each New River CTC student to assist in career direction, academic counseling, course selection and scheduling. During the first semester of enrollment at the College, students are assisted with course selection by the Student Program Advisor in the Office of Admissions after which a faculty advisor is assigned. EMS students are expected to consult with his/her faculty advisor thereafter. Students may identify their faculty advisor by logging into their myNewriver account and going to their self-service Banner page.

Personal advising is also available from the Educational Counselors to assist students in working through problems and issues that become a barrier to his/her educational success.

VETERAN'S SERVICES

New River CTC is proud of our veteran students and the children and spouses of veterans. We are appreciative of the honor and dignity in which you served and continue to serve the United States of America. We are committed to providing resources and support to veterans as they make the transition from soldier to student.

Military personnel, veterans and their families have a wide range of VA Educational Benefits available to them.

Veteran students should look at the Veteran's Benefits page on the New River CTC website for information: <https://www.newriver.edu/veterans-benefits/>. For more information on VA educational benefits or to apply, please visit <http://www.gibill.va.gov>. Students eligible for veteran's benefits should contact the certifying officials listed below to begin the Veterans' enrollment process.

Coordinator of Adult and Student Veteran Services (Serves all campuses) (304) 647-6566

Student Program Advisor (Serves all campuses) Veterans Certifying Official (304) 647-6565

ALCOHOL/DRUG POLICY

New River Community and Technical College is concerned with both the well-being and safety of the College community as well as the academic and personal development of each student. The College strives to create a healthy environment where the illegal and/or improper use of alcohol and drugs does not interfere with learning. The abuse of alcohol and/or drugs disrupts this environment and places the well-being of the members of the college community at risk. It is important for all members of the community to take responsibility for preventing the illegal and/or improper use of alcohol or drugs from adversely affecting the community's learning environment and the academic, physical, and emotional well-being of its students.

This policy is written to meet requirements of the Anti-Drug Abuse Act of 1988, the Drug Free Workplace Act of 1988, and in compliance with requirements of the 1989 amendments to the Drug-Free Schools and Communities Act, as articulated in the Education Department General Administrative Regulations (EDGAR) Part 86 (the Drug-Free Schools and Campuses Regulations).

Policy New River Community and Technical College is an alcohol and drug-free environment. The use or possession of alcoholic beverages on College premises or at College-sponsored activities is strictly prohibited (Board of Governors Policy No. 10). The unlawful manufacture, distribution, dispensing, possession or use of controlled substance ("controlled substance" means a controlled substance in schedules I through V of Section 202 of the Controlled Substances Act (21 U.S.C. 812), and as further defined by regulation at 21 CFR 1300.11 through 1300.15) on New River Community and Technical College property or as a part of any College activity is prohibited. It is prohibited to come to work, class or any College-sponsored function under the influence of alcohol or illicit drugs. The abuse or improper use of prescribed drugs is included in these policies.

New River Community and Technical College supports the laws and regulations of the United States of America, the State of West Virginia, the county governments in which campuses are located (Raleigh, Nicholas, Mercer, and Greenbrier) and the city governments in which the campuses are located (Beaver/Beckley, Summersville, Princeton, and Lewisburg). As a part of these laws and regulations, the unlawful possession, use or distribution of alcohol, illicit drugs, or any other controlled substance on campus or as a part of any college-related employment or activity is prohibited.

Disciplinary Sanctions Consistent with College, local, State and Federal laws, the College will impose disciplinary sanctions for violation of the standards of conduct outlined in the Student Code of Conduct (Policy C.200, section IV) and prohibited in the Drug-Free Schools and communities laws. Violations could result in suspension or dismissal from school, termination of employment and/or referral to law enforcement agencies as is consistent with college rules.

Violations for Students under the age of 21 Part 99.31 (a) (15) (i) of the FERPA regulations authorizes - but does not require - disclosure to parents of "the student's violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance if--(A) The institution determines that the student has committed a disciplinary violation with respect to that use or possession; and (B) The student is under the age of 21 at the time of the disclosure to the parent."

The Vice President for Administrative and Student Services or designee has the authority to notify parents or guardians when students under the age of 21 are found to have committed violations of the College's policies related to the possession, use or distribution of alcohol or drugs.

CELL PHONES, PAGERS, AND ELECTRONICS

To eliminate distractions in the classroom the following policy will be followed by all students enrolled in the Emergency Medical Services Program.

- Cell phones are NOT to be used in the classroom, laboratory or clinical areas, or in hallways and common areas of the college. This includes use as a phone, text messaging device, music player, voice recorder, camera, video camera, or any other function which distracts the student from learning in class or disrupts others at any time. This policy is not limited to devices sold as a cell phone. Any electronic device which meets the spirit of this policy is included.

- All cell phones, pagers, and other electronic devices which have an audible alert function must be turned off. Silent alerts may be used as long as they are truly silent AND do not elicit a response from the owner or others.
- Electronic devices that are used for audio recording or playback, or video recording or playback, are not to be used in the classroom, laboratory or clinical areas, or in hallways and common areas of the college. Students may use, with instructor permission, audio recorders for the sole purpose of recording lectures.
- Electronics devices with game functions are not to be used in the classroom or clinical settings.
- Students who violate this policy will be asked to leave campus for the day on the first offense. A second offense will warrant reporting of the student to the Dean for action as a disruptive student which may result in removal from the program.

CLASSROOM SKILLS PRACTICE

During the course of this program, students will be taught skills necessary for the assessment and management of patients in emergency situations. It is essential that students practice and perfect these skills using human subjects. All students are hereby advised that the practice of both non-invasive and invasive skills will be practiced on classmates, and that classmates will be practicing these same skills on you.

The purpose of these practice sessions is to develop the tasks, dexterity, and tactile feel, necessary for each skill, in situations as real as possible, under the control and supervision of program instructors. The practice of these skills will involve limited physical contact with all areas of the human body including the areas of the chest and pelvis.

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

At anytime, should a student believe that the practice of a particular skill places her or himself in an uncomfortable position, that student has the responsibility to make that belief known to the instructor prior to beginning the skills practice.

At anytime, should a student believe that the practice of a particular skill on themselves by another student or as demonstrated by an instructor, crosses a line of professionalism, into overt sexual contact, that student has the responsibility to make that belief known to both the student or instructor involved and to the Program Director as soon as possible. Any student who perceives that he or she has been treated in a discriminative manner on the grounds of sex may consult with or file a written complaint with the dean of Allied Health Services.

Specific skills which will be practiced in this program, and which may involve practice in or around the chest or pelvis include:

Traction Splinting	Foreign Body Airway Obstruction	Patient Assessment / Physical Exam
Blood Pressure by Auscultation and Palpation		Dressing and Bandaging Splinting

Auscultation of Breath Sounds	Assessment of Pulse and Respirations
Application of ECG Electrodes	Application of 12-Lead ECG Electrodes
Supine Spinal Immobilization	Seated Spinal Immobilization

The practice of skills is an essential part of the EMS Program. Students must come to laboratory sessions fully prepared to practice skills and scenarios. Being prepared means being IN UNIFORM. Additionally, scenario practice requires an attitude and demeanor which do not detract from the scenario created. Remaining “in character”, communicating with the “patient” as if a real patient, and performing all skills as appropriate, following procedures step-by-step.

CLINICAL ROTATIONS

Clinical rotations are an essential component of the EMS Program. Each clinical is intended to offer the student both a positive learning opportunity and real life experiences. The primary purpose of clinical rotations is to expose the student to patient assessment including the gathering of pertinent medical information and past medical history. The practice of basic and advanced skills, and patient documentation are secondary, but highly essential, parts of clinical rotations. While on clinical rotations:

- Students are to be dressed in the NRCTC Clinical Uniform. (see Uniform Policy for additional information)
- Students are to display a professional attitude while seeking out learning opportunities without interfering in the emergency care of patients or infringing on patient confidentiality.
- Students must NOT participate in any amorous or sexual behaviors toward preceptors, patients, or others encountered.
- Students must function in the student capacity, regardless of previous affiliations or employment with the clinical site. Although employers are free to compensate students for clinical rotations, students must function 100% of the time as a student or intern. Students are not to be substituted for paid personnel.
- Students are allowed to leave the assigned unit of the clinical site to eat lunch or dinner. Students will be given 30-minutes to eat, and must eat on the campus of the clinical site.

To receive a passing grade for the clinical component of each course, students must accomplish the following, by the course completion date:

- Complete clinical hours (including all required repeat or make-up rotations), at each clinical site, as described by the instructor at the beginning of each course. Documentation of these hours must be submitted to the instructor on the proper form, and signed by the preceptor.
- Complete all minimum runs and minimum numbers of skills, as required in the clinical information given by the instructor at the beginning of each course.
- Perform assessments and interventions to the satisfaction of the preceptor, as documented on the clinical forms.
- Meet the standards of professionalism set by the ACC EMS Program, including appropriate dress, actions, demeanor and language.

Clinical rotations which receive an unsatisfactory evaluation must be repeated prior to the completion of the program. A grade of incomplete WILL NOT BE GIVEN for make-up rotations.

Grades of incomplete will be given only when unexpected medical conditions prevent the completion of clinical rotations before the course completion date. Grades must be converted to a passing grade by the date published in the college catalog, or before the next semester begins if necessary.

Students are to schedule clinical rotations in a manner which does not interfere with job or school schedules. Once clinical rotations are scheduled, they are considered part of the class schedule and attendance is MANDATORY.

Rescheduling Clinical Rotations Each student is allowed to reschedule TWO (2) rotations per semester. Allowable reschedules:

Prior to the Rotation:

- Work schedule changes *
- Change of jobs **
- Important family events
- Scheduled medical tests and procedures

Missed Rotations (must notify the Instructor or Program Director BEFORE missing the rotation). Illness or mandatory employment responsibilities (documentation required).

* Upon approval from the Program Director, and with proof of an employer mandated schedule change, students may be allowed to reschedule more than two rotations.

** Upon approval from the Program Director, and with proof of a job change, students may be allowed to reschedule more than two rotations. Taking a second job will not be considered a job change.

CONFLICT RESOLUTION

The Emergency Medical Services Program and New River Community and Technical College recognize that students will, from time to time, encounter disheartening, unpleasant and occasionally hostile situations. These situations may stem from interaction between individual or groups of other students, faculty, clinical preceptors or clinical sites, the general public, or the witnessing of emotionally traumatic events.

While the EMS Program cannot protect students from the dangers and harsh realities of the world which are encountered on clinical rotations, we will make every effort to give the student the knowledge and skills necessary to protect themselves. To a great extent the student must take the responsibility to use these tools at the appropriate time. This includes situations in which the language, attitude, and behavior of other students, clinical personnel and program faculty may innocently or maliciously be offensive or derogatory based on race, religion, gender, ethnic background, national origin, age, veteran status, or disability. The first step in any of these cases is to notify the involved party of the offense. Should the offensive behavior continue, the student should notify the next person up the Chain of Command, as delineated below.

In the best interest of all parties involved, students enrolled in the EMS Program must abide by the following procedures.

CONFLICTS OCCURING IN THE CLASSROOM

Student conflicts are expected to be handled between the parties involved. In the event that the situation cannot be resolved peaceably between the individual or group of students, the course instructor or Program Director should be notified. The situation will be corrected following Program policies, grading criteria, instructional intent and course objectives.

The following chain of command should be followed for problems encountered with the instruction and skills practice in the EMS Program:

- Parties involved
- Instructor / Faculty / Staff present at time of incident
- Course Instructor
- Program Director
- Dean of Allied Health

CONFLICTS DURING CLINICAL ROTATIONS

Any situation occurring on clinical rotations are to be reported, immediately, to the student's immediate supervisor at the clinical site (usually the assigned preceptor) and progress up the chain of command for that clinical site. In the event the situation involves the immediate supervisor, an attempt at problem resolution should be made without moving further up the chain of command. In the event the immediate supervisor cannot resolve the situation, the next person in the chain of responsibility should be contacted. Problems regarding differing protocols, treatment modalities, or patient care philosophies should be addressed and resolved with an openness for these differences taking into consideration the wide variety of "correct" treatment. In the event the problem cannot be resolved at the clinical site, the student should report the situation to their course instructor or Program Director at their earliest opportunity. Reporting the problem directly to Program Faculty without consulting the clinical personnel is not permitted without extenuating circumstances. The definition of extenuating circumstances will be determined by the course instructor or Program Director.

Students should understand that the EMS Program is concerned with conflicts encountered while on clinical rotations. However, students should also understand that the clinical site has a vested interest in resolving the problem internally.

It will be the prerogative and responsibility of the clinical site to report problems and resolution decisions to the EMS Program.

The following chain of command should be followed for problems encountered during clinical rotations:

- Parties involved
- Assigned Preceptor
- Duty Supervisor / Station Officer / Charge Nurse
- Course Instructor
- Program Director
- Dean of Allied Health

DISRUPTIVE ACTIVITIES

The College may initiate disciplinary action against any student involved in disruptive activities. Any activity that interrupts scheduled activities or the process of education may be classified as disruptive. The following conditions shall normally be sufficient to classify such behavior as disruptive.

- Participation in or inciting others to violent behavior such as assault, physical abuses, or threatened physical abuses to any person on campus or at any function off-campus sponsored by the College.
- Loud, vulgar, or abusive language or any form of behavior acted out for the purpose of inciting others to disruptive action.
- Blocking or in any way interfering with access to any facility of the College.
- Holding rallies, demonstrations, or any other form of public gathering without prior approval of the College.
- Conducting an activity which causes College officials to interrupt their scheduled duties to intervene, supervise, or observe activities in the interest of maintaining order at the College.

EXAMINATIONS

Major exams must be taken during the scheduled and allotted time. If circumstances require missing a major exam, the student must make arrangements with the assigned instructor to take a make-up exam prior to attending the next scheduled class session and within the next three business days. Failure to complete the makeup exam within three business days will earn the student a grade of zero (0) on the exam. Makeup tests will not be given without an appointment.

GRADING

EMERGENCY MEDICAL TECHNICIAN - BASIC

To pass each course of the EMT program students must earn a minimum grade of B or BR. Failure to earn the minimum grade in any course constitutes failure from the program.

CLINICAL SECTIONS

To pass clinical sections students must complete the minimum number of required contact hours. In addition, passing the clinical section requires that all minimum patient contacts and procedures be achieved, and that preceptor evaluations identify the student as minimally competent. Preceptor evaluations which indicate unsatisfactory performance may result in failure of the clinical section.

DIDACTIC SECTION

Each didactic section has three grading domains. A passing grade must be achieved in each domain to pass the course. If all three domains are passed the letter grade will be assigned based on the performance in the

Cognitive domain. Failure of the Affective or Psychomotor domain will earn a grade of “D”. Failure of the cognitive domain will be given the earned grade.

Affective domain measures the student’s attitudes, behaviors, and professional attributes, as well as classroom conduct. Passing is appropriate classroom behavior, professional ethics, and adherence to policy. Breaches will result in student conference. Significant behavioral issues may result in failure of the affective domain. In most cases a written warning and time period for improvement will be given before assigning a failing grade. However, in cases where the behavior is significantly unacceptable, egregious, or poses a threat to the well being of others, the posting of a failing grade may be immediate and without warning.

Cognitive domain is the student’s knowledge as demonstrated by written exams and assignments. The grading scale for the EMT course(s) is: 90 to 100 A 80 to 89 B 70 to 79 C 60 to 69.D Below 60 F

A grade of 70% or higher must be earned on major exams. Students will be allowed two (2) grades less than 70% in each course. A third grade below 70% will result in failure of the course.

Calculation of final cognitive grades comes from the following formula: Major Examinations 50% Daily tests / Homework 10% Final Exam 40%

After all work has been completed, the student must have a final average of 80% or better.

Psychomotor domain is the student’s ability to perform skills and tasks learned in the program. The student must pass each skill following the practical examination policy. Failure to pass all skills as described in the practical examination policy will constitute failure of the psychomotor domain.

GRADING

PARAMEDIC

To pass each course of the Paramedic program students must earn a minimum grade of B or min. 80%. Failure to earn the minimum grade in any course constitutes failure from the program.

Clinical Sections To pass clinical sections students must complete the minimum number of required contact hours. In addition, passing the clinical section requires that all minimum patient contacts and procedures be achieved, and that preceptor evaluations identify the student as minimally competent. Preceptor evaluations which indicate unsatisfactory performance may result in failure of the clinical section.

DIDACTIC SECTION

Each didactic section has three grading domains. A passing grade must be achieved in each domain to pass the course. If all three domains are passed the letter grade will be assigned based on the performance in the Cognitive domain. Failure of the Affective or Psychomotor domain will earn a grade of “D”. Failure of the cognitive domain will be given the earned grade.

Affective domain measures the student’s attitudes, behaviors, and professional attributes, as well as classroom conduct. Passing is appropriate classroom behavior, professional ethics, and adherence to policy. Breaches will result in student conference. Significant behavioral issues may result in failure of the affective domain. In most cases a written warning and time period for improvement will be given before assigning a failing grade. However, in cases where the behavior is significantly unacceptable,

egregious, or poses a threat to the well being of others, the posting of a failing grade may be immediate and without warning.

Students will be graded on a decreasing scale. Each student begins each semester with an Affective grade of 100%. As the course progresses, points will be deducted for each attendance issue (absence, tardy or leaving early), uniform issue, participation issue, or professionalism issue. Students must have a grade of 70% or better to earn a passing Affective grade.

Cognitive domain is the student's knowledge as demonstrated by written exams and assignments. The grading scale for the paramedic course(s) is: 90 to 100 A 80 to 89 B 70 to 79 C 60 to 69 D Below 60 F

A grade of 70% or higher must be earned on major exams. Students will be allowed two (2) grades less than 70% in each course. A third grade below 70% will result in failure of the course.

Calculation of final cognitive grades comes from the following formula: Major Examinations 50% Daily tests / Homework 10% Final Exam 40%

After all work has been completed, the student must have a final average of 80% or better.

Psychomotor domain is the student's ability to perform skills and tasks learned in the program. The student must pass each skill following the practical examination policy. Failure to pass all skills as described in the practical examination policy will constitute failure of the psychomotor domain.

STUDENT GRIEVANCE PROCEDURE

The purpose of the Student Grievance Procedure shall be to provide equitable and orderly processes to resolve any differences or dispute between a student and a staff or faculty member about College policies or learning activities affecting the student. This may include but is not limited to grading, instructional procedures, class attendance policies, instructional quality, and other situations where the student believes he/she is being treated unfairly or arbitrarily.

Step 1: The student with a grievance must first discuss the grievance with the staff or faculty member involved. Every reasonable effort should be made by both parties to resolve the matter at this level. The initial conference must occur within ten (10) class days of the event, or, if a grade appeals, within ten (10) class days after the start of subsequent school term not including summer sessions.

Step 2: If the student continues to be dissatisfied with the results of step one, he/she may, within five (5) class days after the conference with the instructor or staff member, file a written appeal with the immediate supervisor of the individual instructor or staff member involved. The supervisor may attempt a resolution satisfactory to the parties involved, but if no agreement is reached, he/she will set a date for a meeting of all parties with a Student Grievance Committee. The Student Grievance Committee is an Ad Hoc Committee consisting of five (5) members--two students appointed by the SGA Advisor/counselor (in conjunction with the Student Government Association), two faculty members, and a Chairperson appointed by the Vice President for Academic Affairs or his/her designee. Both student and faculty members of the committee shall have the authority to determine whether an academic or other process was fair, prejudicial and/or capricious, and to recommend to the appropriate Vice President a suitable remedy.

The Student Grievance Committee shall meet under the following guidelines:

- The chairperson shall vote only in case of a tie.

- The student shall have the right to be accompanied by a representative of his/her choice from the Institution. Such representative may consult with, but may not speak on behalf of, the student or otherwise participate directly in the proceedings, unless they are given specific permission to do so by the Chairperson of the Student Grievance Committee. If the representative is to be an attorney, the student must notify the Office of the Vice President for Academic Affairs of this fact within a minimum of five (5) working days in advance of the Student Grievance Committee meeting.
- Both the student grievant and the faculty or staff member against whom the grievance has been filed may present witnesses or relevant materials during the proceeding. • All parties to the grievance must remain present for the entire meeting.
- The meeting shall be closed to all others.

The committee shall form its recommendations within five (5) working days of its final session. All recommendations for grievances related to grades, faculty, or academic policy shall be forwarded to the Vice President for Academic Affairs. In other matters, the committee may refer its recommendations to the President of the area the Committee deems appropriate.

The President receiving the committee recommendation shall, within seven (7) working days after the meeting, prepare a statement of decision on the matter with copies to the student, the faculty or staff member against whom the grievance was filed.

Step 3: If the student, faculty, or staff member is not satisfied with the decision of the President, he/she may, within a period of ten (10) working days, make a written appeal to the President. The President may at his/her discretion hold a meeting to hear both parties in the grievance or may make a decision based on the record of the Student Grievance Committee hearing and/or the recommendation of the Provost. The President will notify the parties involved in the grievance of his/her decision in writing, within ten (10) working days after receiving the written appeal.

GRIEVANCE PROCEDURES FOR DISABLED STUDENTS

The grievance procedure, as described herein, is provided to give students who qualify as disabled under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act an avenue for resolving problems regarding access to programs and facilities at New River Community and Technical College. Because of the immediate nature of such problems, efforts have been made to make turnaround times at the various levels as short as possible. These time frames may be extended upon mutual agreement of the individuals involved.

Level I

Students desiring to file a grievance regarding accessibility to programs or facilities of New River CTC may initiate the process by contacting the college's ADA Coordinator. If the grievance involves specific action taken by a college employee, the grievance must be filed within five (5) working days of that action. The grievance shall be referred to the appropriate administrator for review and investigation. A response will be provided to the student within five (5) working days of receipt of the grievance by the administrator.

Level II

If the student believes the written answer to the grievance is in error or improper, the student may within five (5) working days of receipt of the administrative response ask the ADA Coordinator to call a meeting of the ADA Committee to consider the grievance. The Committee shall consist of the ADA Coordinator, the Vice President of Administrative Services, the Classified Senate Chair, the Faculty Senate Chair, an SGA selected appointee, the Director of Enrollment Services, the Chief Financial Officer, the ADA representative for students, and an appointed faculty member. The student filing the grievance must submit the appeal in writing and must include any documents considered at the first level. The student must state why the response of the administrator is not satisfactory and tell what will resolve the issue.

The Committee will review the grievance and make its recommendation to the President or her/his designee within ten (10) working days of receipt of the grievance. The President will consider the recommendation of the Committee and provide a written response to the student within ten (10) working days of receipt of the Committee recommendation.

Dress Code Policy

Students should remember that they are representing New River Community and Technical College EMS Education Program and the entire EMS profession. Students shall wear a uniform in any class related event. An integral part of how others perceive us is through our appearance. Therefore, students must adhere to the following dress code.

1. Pants will be black EMS style. Jeans are not permitted. EMS style uniform pants that have a side pocket are required for Paramedic students. The pants must be kept neat, clean, and ironed. Black belts shall be worn and pants will rest on the waist.
2. The uniform shirt must be purchased as prescribed by the Program. The shirt should be kept clean, neat, and ironed. A clean, white or black undershirt must be worn under the uniform shirt.
3. In the event of inclement weather, the student may wear a navy blue or black EMS style jacket. The jacket must be plain, without adornments from other services or affiliations.
4. Boots must be low-heeled, closed toe, black, above the ankle and have rubber soles. Shoes should be kept in a neat and clean condition.
5. Students should wear a watch with a second hand (or digital), and bring a stethoscope, penlight, small note pad, black ink pen, and all required clinical forms to each clinical rotation. Reflective vests must be worn on any scene that involves a roadway.
6. NRCTC nametags must be worn at all times. The nametag shall be issued to each student by New River Community and Technical College unless otherwise specified by individual

institutions.

7. Hands must be clean and nails trimmed neatly. Acrylic or other artificial nails are prohibited. Nails cannot extend more than ¼” beyond the fingertips. One ring will be allowed on each hand. This is due to patient safety.

8. Hair must be clean and neat and of a natural color. Hair must be kept off the shoulders at all times. No flamboyant or distracting hair styles such as Mohawks, dreadlocks, fad hairstyles, or unconventional haircuts, as determined by faculty. Facial hair must be neat, clean, and well-trimmed; however, students must abide by the facial hair policy of the clinical site. Hats are not permitted in the classroom or on clinical sites.

9. All visible tattoos must be covered during clinical unless approved by program faculty.

10. No perfume or aftershave is permitted.

11. You are expected to bathe regularly and wear an effective deodorant.

12. No excessive jewelry should be worn. No body piercing/jewelry allowed. Students are allowed only one single stud earring in one hole only. Necklaces should be tucked into the shirt. Students must understand that jewelry can be a significant safety and infection control hazard in the clinical setting and with that in mind will not be allowed.

Please note that any violations in the above dress code may result in the student being sent home. This would constitute an absence. Violations of the Clinical Dress Code may result in disciplinary action up to and including failure of the course.

Drug Testing/Background Check

Criminal background checks and Drug Screens are required by all clinical agencies as a method to assure client safety and are to be completed by students accepted into the EMS program prior to beginning clinical rotations.

If a student has a conviction while enrolled in the EMS program, the student is required to re-submit to a criminal background check before continuing clinical rotations.

Students will be required to sign an Authorization for Release of Student Information and Acknowledgement, which expressly authorizes disclosure of information.

PROCEDURE:

The student will:

1. Submit to a background check when required by a clinical facility. The check will be conducted by an approved vendor, after admission to the program and prior to beginning clinical rotations, at the student's expense.
2. Obtain results of the background check. If the student receives a report which contains a disqualifying prior criminal action which he/she believes is not accurate, the student can appeal the findings to the vendor.

Students who receive a report indicating a possible disqualification will be required to:

1. Meet with the Director of EMS Education.
2. Provide the detailed report to a designated person at the healthcare facility to which the student is assigned for clinical rotation in order to determine if attendance will be allowed. The report/information will be submitted according to the facility contract. This must be completed at least one week prior to starting clinical rotation.
3. Submit a signed document from the facility indicating acceptance or rejection of student's participation in a clinical rotation to the Director of EMS Education. If not meeting directly with the facility, the decision from the facility will be sent directly to the Director of EMS Education. A copy of the document will be placed in the student's file.

If a facility determines not to allow a student to use the facility for a clinical rotation based upon a positive background check, the student will be unable to complete the clinical component of the course. The student will not be reassigned to another facility.

Disciplinary Policy

Academic and Clinical Dishonesty

An academically dishonest act violates the community of trust. For EMS professionals and students, academic dishonesty violates the standards of moral and ethical conduct established by our profession. More importantly, it violates the trust developed between patients, our Allied Healthcare professionals, and us.

EMS students are required to understand and abide by all policies and guidelines pertaining to scholastic integrity contained in course syllabi, the EMS Education Program Handbook, and the New River Community and Technical College Student Handbook. Academic or clinical dishonesty may result in disciplinary action up to and including dismissal from the College.

Didactic and laboratory classroom activities are an essential part of EMS Education Program courses. Although EMS Education instructors strive to establish a classroom environment conducive to learning, they depend on students to conduct themselves in a manner that facilitates learning. Students may have fun in the classroom while learning.

This disciplinary policy is a guideline for the EMS student's behavior and is to be applied while in the classroom, lab, hospital, or field setting, or any other time the student is under the auspices of New River Community and Technical College.

Prohibited student conduct includes but is not limited to the following list. Any student who is found in violation of the policy while on campus or on property controlled by the College or its affiliates (e.g. clinical sites, volunteer sites, etc.) or in connection with any other off-campus College activities may be subject to the maximum penalty of assignment of a failing grade or any other penalty authorized herein. ***Each incident will be handled on a case-by-case basis and can be assigned a higher Tier infraction based on circumstances, severity, and results of an investigation by program staff.***

Tier 1 Offenses

2- point final grade deduction per offense in the applicable course.

Any of the following breaches of character or violations of professional behavior may result in a written reprimand or issuance of a failing grade, as determined by the Program Director:

1. Use of inappropriate, indecent, and/or obscene language, use of any lewd, racial, ethnic or sexual statement or innuendo, and/or indecent gestures or conduct.
2. Non-observance of the Program Dress Code and required personal grooming standards. Any debate over appropriateness of the student's attire shall be decided by the authorized instructor/preceptor, not the student.
3. Failure to follow chain of command.
4. Failure to act in a professional manner in all settings or any conduct by act or omission deemed unacceptable or inappropriate to good order and discipline
5. Smoke or chew tobacco while in classroom, lab, or clinical assignment.
6. Behavior that disrupts classroom and/or laboratory activities.
7. Disrespectful interaction with all EMS Education Program and other New River Community and

Technical College administrators, faculty, and staff.

8. Failure to abide by the cell phone policy located in the syllabi.
9. Unsatisfactory professional behavior evaluations in the clinical setting.
10. Violating any rule or standard that would jeopardize the health or safety of a patient or crewmember, or that may create a negative effect on the health or safety of a patient or crewmember
11. Obtaining or attempting to obtain any benefit to which the student is not otherwise entitled by duress, coercion, fraud, or misrepresentation while engaging in activities related to an EMS Education course or activity, or under the guise of engaging in such courses and/or activities.
12. Failure to comply with lawful instructions, orders, or directions given by college staff, faculty, or clinical and field internship site personnel.
13. Failure to act as a professional, reasonable, prudent, or courteous manner, or otherwise engaging in activities that reflect poorly on the EMS Education Program, New River Community and Technical College, or the EMS profession.
14. Conduct or attributes that cause distraction to others, detracts from the effectiveness of the learning environment, or is contrary to the Professional Code of Conduct.

Tier 2 Offenses

10-point final grade deduction per offense in the applicable course.

Any of the following breaches of character or violations of professional behavior may result in a written reprimand or issuance of a failing grade, as determined by the Program Director:

1. Behave with intent to detract, disrupt, endanger or harass the education of another student or students and/or Failure to report student(s) who knowingly help or are present when another student violates academic behavior standards.
2. Perform duties and/or skills outside the scope of practice as student.
3. Unauthorized examination of a patient without an instructor or preceptor present.

4. Be removed from a clinical site at the request of an affiliated clinical site due to affective behavior issues.
5. Wear your EMS uniform while drinking alcohol or participating in any other inappropriate student behavior.
6. Behavior deemed inappropriate by any EMS Instructor, Coordinator, or Program Director.
7. Fail to notify program director/manager of any status change in licensure required during enrollment in the program.
8. Unauthorized use of college property, unauthorized presence or use of College facilities/property, Misuse of emergency equipment and/or Illegal use of campus computer.
9. Perform skills on which the student has not yet been designated competent in skills lab and signed-off by instructor.
10. Hazing and/or Bullying
11. Conduct or attributes that cause distraction to others, detracts from the effectiveness of the learning environment, or is contrary to the Professional Code of Conduct.
12. Multiple violations of the dress code policy.

Tier 3 Offenses

Because of the seriousness of Tier 3 offenses, each offense will be reviewed on a case to case basis by the EMS program director and appropriate college administrators to ensure that the appropriate institutional disciplinary processes are followed.

1. Lying, cheating, or other acts of academic and/or clinical dishonesty.
2. Stealing, including but not limited to appropriating or possessing without authorization medications, supplies, equipment, or personal items from New River Community and Technical College, the EMS Education Program, any clinical site or affiliate, or any student, employee, or patient of the above facilities.
3. Discrimination on the basis of national origin, race, color, creed, religion, gender, gender orientation, age, disability, or economic status while engaging in activities related to the EMS

Education Program.

4. Abandonment of a patient and/or committing gross negligence.
5. Misstating or misrepresenting a material fact on the application for admission to the College or the EMS Education Program, on any document required for admission or representing themselves to be qualified at any level other than their current level of licensure.
6. Attempting to satisfy course requirements or otherwise obtain certification by fraud, forgery, deception, misrepresentation, or subterfuge. This includes materially altering any certificate or license issued by an EMS licensing agency or any other certification required as a condition of admission to or successful completion of any course offered by the EMS Education Program.
7. Using or being under the influence of, possessing, or distributing alcohol or illegal drugs during any phase of instruction.
8. Conviction of a felony while enrolled in the Program or failure to notify program director within 72 hours of any arrests while enrolled in the program.
9. Failing to maintain confidentiality of information regarding patient care or other events that occur at clinical or field internship sites or any failure to comply with Health Insurance Portability and Accountability Act (HIPAA).
10. Sexual misconduct, including sexual harassment, sexual assault, obscene or offensive jokes or gestures, or inappropriate touching.
11. Violation of the laws of the State of West Virginia or its rules and regulations pertaining to EMS personnel established by the State Board of Health.
12. Conduct or attributes that cause distraction to others, detracts from the effectiveness of the learning environment, or is contrary to the Professional Code of Conduct.
13. Any use of external assistance during an exam, unless permitted by the instructor. Examples include: Communicating in any way with another student during the exam, Copying from another student's exam, Allowing another student to copy from your exam, Using unauthorized notes, calculators, or other devices. This includes plagiarism, defined as "the appropriation and subsequent passing of another's ideas and words as one's own". If a student is using the words or ideas of another, they must provide an acknowledgement of the original source. Any inference that such words, works, or ideas are those of the student is plagiarism.

14. Any intentional falsification or invention of data or information in a clinical setting. Examples include: Inventing, altering, or falsifying patient data for a run report, Submitting information as your own when someone else completed or created the information, communicating false, altered, or incomplete information within the course of clinical care and/or documentation.

15. Possess any guns, illegal knives, or other lethal weapons while in the classroom, lab, or clinical rescue settings.

16. Leaving a clinical site without immediate notification of the appropriate designated instructor or Dismissal from clinical site due to one following but not limited to: a. compromise of patient safety b. insubordination c. abandonment of assignment d. violation of clinical facility policy

17. Conduct which threatens or endangers the health or safety of others, assault, threat, extortion and physical altercation (fighting).

18. Misuse of college or program property to include intentional damage or destruction of property.

****All classes in EMS education for each level are co-requisites and the failure of one-course results in failure of the entire level.**

Readmission to the EMS Education Program

Readmission is based upon seat availability. Readmission to the EMS Education Program after failure is not guaranteed, regardless of the reason for failure. A student who wishes to apply for readmission must do so in writing to the program director within 30 days of dismissal. Readmission decisions will be made on an individual basis. An interview with the program director is required before readmission. Students may request an interview with the Director or designee if readmission is denied.

Attendance Policy

Classroom/Lab

Your attendance and active participation in class are integral components of not only your educational experience but also that of your classmates. Because of this, it is critical that you attend all classes and labs. Since classroom demonstrations and lab skills practice may not be made up, each absence and late arrival represents a missed opportunity to learn. These missed opportunities may impact your success as a student.

Failure to comply with the attendance policy will result in failure from the program. If a student is unable to attend any program activity they should notify their primary instructor no later than one hour prior to the start of that said activity. This policy is enforced per semester, for classes with multiple semesters; the absences will be reset at the end of the semester. The following policy shall be implemented in the case of absences:

1st Absence	Excused
2nd Absence	Excused
3rd Absence	5 points off final grade
4th Absence	Failure of the course

Tardies: The first tardy of the semester will be excused, each tardy after the first will result in an absence. Please contact your instructor no later than 1 hour prior to the class to explain tardiness.

Clinical

Your attendance and active participation in clinical are integral components of your educational experience. Because of this, it is critical that you fulfill all clinical requirements. Rescheduling clinicals is difficult for the program and clinical sites to arrange. Therefore each absence and late arrival represents a missed opportunity to learn, which could result in hour requirements not being completed. These missed opportunities may impact your success as a student.

Failure to comply with the attendance policy will result in failure from the program. If a student is unable to attend any program activity they should notify their primary instructor no later than one hour prior to the start of that said activity. This policy is enforced per semester, for classes with multiple semesters; the absences will be reset at the end of the semester. The following policy shall be implemented in the case of absences.

1st Absence	Excused (With approval from the instructor)
2nd Absence	Failure of the course

No call/No show to a scheduled clinical will result in a failing grade in the clinical course.

Extenuating Circumstances

Certain situations might call for a reprieve from the attendance policy in the benefit of the student. These circumstances will be handled on a case-by-case basis. These circumstances may include but not limited to the following: extended illness, death in the family, surgeries, military requirements, etc. Each case will be evaluated by the instructor and program director and a plan will be established.

Clinical Rotations

Preparation is the key to successful clinical learning experiences. The more you know about the area and the types of patients you will be interacting with, the more you will learn from the experience. A well prepared student with a working knowledge of the vocabulary, skills, and patient issues involved with a clinical site will have a more productive interaction with the clinical site staff, the patients, and the families of the patients they will be working with.

Your clinical areas will be precepted by the on-duty staff of that area. Some clinical areas are more “self- directed” than others. This is especially true of areas that have a high volume of private patients such as Labor and Delivery. Preparing for clinical, being friendly and helpful, not being shy about introducing yourself, and asking what you can do to help will go a long way in “breaking the ice” in these areas.

The opportunity to learn in these healthcare settings is a privilege afforded to us by our clinical affiliates. We are fortunate to have a number of excellent sites for our clinical rotations. We encourage you to take advantage of this tremendous opportunity to learn.

Clinical Guidelines and Policies

1. All clinical and field rotations for the EMS courses, along with all required skills testing and competency check-off forms must be completed in order for successful completion of the course(s).
2. Students shall wear the appropriate uniform to each clinical site (see Clinical Dress Code Policy). The uniform must be clean and neat, and meet the criteria expressed in the dress code. The clinical uniform will be worn to all rotations with the exception of OR and L&D, where students may be issued scrubs. Students are not to leave the clinical site wearing the affiliate provided scrubs.
3. Students should come to each clinical rotation ready to participate. This means you should have the appropriate equipment and relevant clinical documentation forms. You should also be rested and ready to learn. Arrive at least 15 minutes prior to your clinical so as to allow you time to locate the assigned area.
4. All **ORIGINAL** clinical documentation is due in the EMS Education office within 7 calendar days of the rotation. **Paperwork turned in after the deadline will NOT count towards meeting the required hours/objectives/competencies and will need to be rescheduled. Failure to turn in paperwork on time constitutes a clinical absence. Copies of clinical paperwork are not acceptable and will constitute the clinical rotation being rescheduled.**

5. Students must read and abide by the New River Community and Technical College Student Conduct Policies, including the specific policies with regard to student conduct. These policies are published annually in the student handbook section of the college catalog.

6. EMS Education student nametags must be worn at all clinical areas without exception. Some facilities may require an additional institutional name tag for identification.

7. Appropriate attire will be worn to and from the hospital. **Jeans and T-shirts are NOT appropriate attire.** If the student is attending a rotation in which he/she will be expected to wear scrubs, he/she must wear their clinical uniform to the rotation where the scrubs will be issued. The scrubs are the property of the hospital and must be returned.

8. Tardiness to a clinical is NOT tolerated. Clinical sites work on a tight schedule and each department expects students to be in the right place at the right time. If a student arrives late, he/she may be sent home. If sent home, he/she will be required to reschedule the rotation. This will count as a clinical absence.

9. Students will be allowed to work out lunch and/or dinner schedules for each day with the preceptor or staff of the area in which they are working. Students must remain at the clinical rotation facility during meal breaks.

11. After every clinical experience, the student will complete necessary paperwork and have the preceptor sign it. The student should make copies of all clinical forms before turning them in to the program. The evaluation shall be completed at the end of the scheduled rotation.

12. Should the student experience any problems or conflicts at any clinical site, he/she should contact the on- call EMS Education faculty immediately.

13. It is crucial that students remember that what they see, hear, and do during clinical rotations is strictly confidential. Discussion of confidential information may be considered grounds for immediate failure from the course. Remember – What you see here and hear here, stays here!

14. If an EMT, paramedic, nurse, doctor, or tech is particularly helpful, the student should take a moment to personally let them know that their time and efforts are appreciated.

15. Tobacco use at clinical sites will be left to the discretion of the site. Illegal substance and alcohol consumption at any clinical site is prohibited and violations will be considered as a disciplinary problem and treated as such. The program also needs to be notified of prescription medications that

may cause the students to be impaired by a controlled substance.

16. Before beginning any clinical lab experience, a criminal background check and drug screen is required by clinical facilities for assurance of patient safety. Based on the results of these procedures, an affiliated clinical site may prohibit a student's presence at their facility. This will result in the student's inability to successfully complete the requirements of the course and program. Additionally, applicants should be aware that conviction of certain crimes may make them ineligible for licensure even though they successfully complete the program. Detailed instructions regarding the background check will be provided prior to the first day of class. The student will be responsible for the cost of the physical examination, drug screen, and background check. To obtain more information, please contact the program director prior to registration. Students must complete the background check and have paid for the drug screen within five (5) working days after class begins or they will be withdrawn from the course. If accepted, the applicant must submit proof of satisfactory physical and mental condition, current immunizations, and a negative TB skin test or a chest X-ray, as indicated. TB skin tests are required yearly. Although hepatitis immunization is not required, it is highly recommended. Healthcare insurance is required.

17. Students that are currently employed in an EMS related job may not complete clinical hours on their duty shift. It will not be acceptable for you to perform clinicals at your place of employment.

HAZING

Hazing is forbidden by state laws. Hazing is defined as follows:

- Any actions which seriously imperil the physical well-being of any student.
- Activities which are by nature indecent, degrading, or morally offensive.
- Activities which by their nature may reasonably be assumed to have a degrading effect upon the mental attitude.

INCIDENT REPORTING

Students involved in incidents which result in personal injury, injury to another person, or damage to property should report the incident to the appropriate person as described in the reporting process in this policy. When such incidents occur while on clinical rotations, the incident report procedure for the entity involved should be followed. The EMS Program Director should be notified as soon as possible. As soon as any danger or threat has past, the student must complete an incident report outlining the events immediately preceding, during and any action taken following the incident. This report must be submitted to the Program Director as soon as practical.

INFECTION CONTROL

It is the intent of New River Community and Technical College that each student enrolled in a health related curriculum meet the objectives necessary for successful completion of that program. This

enrollment is inclusive of clinical experience which entails potential exposure to individuals with communicable diseases.

All students enrolled in a program which includes clinical rotations must have a completed physical exam on file. This physical must be performed by a physician and must attest to:

- The immunization or immunity to tetanus/diphtheria, rubella, mumps, measles, chickenpox, and hepatitis B;
- Vaccination against hepatitis A is recommended; and
- A test for tuberculosis which will be in date for the duration of the program.

No student may begin clinical rotations without these immunizations and test documented on the official New River Community and Technical College Student Physical Form.

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

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

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

For the protection of the student, students should not participate in any procedure which would expose the student to blood or body fluids from a patient with a KNOWN infectious disease, while on a clinical rotation. Upon identifying an infectious patient, students are to use tact and courtesy to inform the preceptor of this policy.

Skill practice sessions will be conducted with the intent of preparing students for the practice of patient care on known or suspected infectious patients. All students will wear gloves at all times when in skills practice sessions. Eye protection will be worn during the practice of airway control procedures, peripheral venipuncture, medication administration, or other procedures which could potentially expose the student to the splash or spray of blood or body fluids. At the completion of each skill practice session students must remove their gloves and wash their hands before handling personal equipment. **GLOVES ARE NOT TO BE WORN IN THE HALLWAY BETWEEN PRACTICE SESSIONS.**

MAINTENANCE OF CERTIFICATION

Paramedic Students must be currently certified by as an Emergency Medical Technician or as an Emergency Medical Technician - Advanced. It is the responsibility of the student to keep the certification current.

If during the course of the paramedic program, a student's EMS Certification expires, the student will NOT BE PERMITTED to participate in Clinical Rotations. If the lapse of certification exceeds 60 days, the student will NOT BE PERMITTED to participate in any program activity including, but not limited to, lecture presentations and laboratory practice. Students must have a current EMS Certification to register for any semester.

PATIENT CONFIDENTIALITY

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

TOBACCO USAGE POLICY

New River Community and Technical College has established a Tobacco Product Free Campus. Tobacco use is prohibited on all campuses, during clinical rotations, and lab. This includes electronic devices.

New River CTC is committed to providing a safe environment for all students, employees, and visitors. This concern regarding the safety of our campus communities forms the basis for the following policy:

All New River CTC students, employees, with the exception of law enforcement personnel, are strictly prohibited from possessing deadly weapons while occupying any facility or vehicle owned, leased, or rented by New River CTC. Deadly weapons include firearms, explosive or incendiary material, or any other device or substance which in the manner used or intended to be used is reasonably capable of producing death or serious bodily injury. Any violation of this directive will be subject to immediate disciplinary action which may include expulsion, suspension, or dismissal.

Paramedic Application Checklist

Items to be submitted with your application:

- ❑ **Statement of Background and Goals:** Applicants must submit a statement of background and goals, typed or legibly written, including: 1) Why are you considering the paramedic program? 2) What are the logical steps in your education and career? 3) What region (not specific company) would you like to practice in as a paramedic after training is completed? *DO NOT include a resume or curriculum vitae as a substitute or addendum to this statement or any portion of the application materials.*
- ❑ **Letters of recommendation:** Three letters of recommendation ARE REQUIRED. The letters need to be from individuals such as Physicians, Mid-level care providers, RN's, Paramedics, College Instructors, etc. who are familiar with the applicant's medical experience, skills, college work, study habits, and/or work performance.
- ❑ **Copies:** Provide a copy of your driver's license, EMT, and CPR certifications

Once accepted, you must provide documentation of the following:

- ❑ Be at least 18 years old with a valid driver's license.
- ❑ Be able to comply with criminal background check and drug screen requirements for certification as a paramedic in the state of West Virginia.
- ❑ Have current vaccinations, including Hepatitis B, MMR, TDap, and TB test results.
- ❑ Obtain a current physical examination with permission to participate in the paramedic program signed by the health care provider.

Pre-Requisites to be completed before classes begin:

- ❑ MUST meet the eligibility to enroll in Math 101 and English 101
- ❑ **You must be certified as an EMT-Basic and have a current CPR certification. Your EMT certification cannot expire while in the program. You are solely responsible for maintaining EMT certification throughout the program.**
- ❑ Take the paramedic course written entry examination, and interview.

Please Note: After your application is submitted, applicants will be contacted by phone to schedule oral interview and written entry examination date/time. The written exam is a 100 question evaluation of the applicant's medical knowledge, EMT skills, problem solving ability, medical terminology, anatomy and physiology, and priority based problem solving. The maximum allotted time to complete this test is two hours. Test results will be added to the oral interview scores for an overall score and ranking entry.

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- Applicants MUST be admitted to New River CTC prior to applying to the Paramedic Program.
 - Applicants are solely responsible for completing and/or including all required items on the paramedic applications. Omissions, misstatements, or falsifications will affect the applicant being reviewed or considered. The Emergency Medical Services Department will not contact an applicant regarding missing data. Applicants are responsible for keeping the program informed of address changes and/or phone number changes.
 - Admission to the New River Community and Technical College's Paramedic program is selective and competitive. Priority is given to qualified applicants currently enrolled in the Emergency Medical Services department's degree program and to individuals who are sponsored by paramedic provider agencies, public

safety departments, and police departments. Other applicants may apply and will be considered based on their qualifications and the availability of slots.