



Paramedic Program Course Policies & Procedures

Program Objectives

To prepare Paramedics who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Course Sponsorship Accreditation Status

The Erie County Health Department is an approved NYS EMS Course Sponsor by the New York State Department of Health. The Erie County Health Department has been approved to provide Paramedic Original courses since November 1st, 2024.

Functional Job Description for a Paramedic

The following functional job description and requirements for EMT-Paramedic are derived from the New York State Department of Health – Bureau of EMS Policy Statement 00-10:

Qualifications:

- Ability to communicate effectively via telephone and radio equipment
- Ability to lift, carry and balance heavy weights (125 pounds independently, 250 pounds with assistance)
- Ability to interpret oral, written and diagnostic form instructions
- Ability to use good judgment and remain calm in high stress situations
- Ability to be unaffected by loud noises and flashing lights
- Ability to function efficiently without interruption throughout an entire work shift
- Ability to calculate weight and volume ratios
- Ability to read English language, manuals and roadmaps
- Ability to accurately discern street signs and addresses
- Ability to interview patients, 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 with regard to the status of the patient
- Possesses good manual dexterity with ability to perform all tasks related to the highest quality patient care
- Ability to bend, stoop and crawl on uneven terrain
- Ability to withstand varied environmental conditions such as extreme heat, cold and moisture
- Ability to work in low light situations and confined spaces
- Ability to work with other providers to make appropriate patient care decisions

Competency Areas:

Must be capable of utilizing all EMT-B and AEMT-intermediate skills and equipment. Must be able to perform under Advanced Cardiac Life Support (ACLS) and Basic Trauma Life Support (BTLS) standards. Must be knowledgeable and competent in the use of a cardiac monitor/defibrillator and intravenous drugs and fluids. The EMT Paramedic has reached the highest level of pre-hospital care certification.



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Description of Tasks:

Responds to calls when dispatched. Reads maps, may drive ambulance to emergency site using most expeditious route permitted by weather and road conditions. Operates mapping programs. Observes all traffic ordinances and regulations.

Uses appropriate body substance isolation procedures. Assesses the safety of the scene, gains access to the patient, assesses extent of injury or illness. Extricates patient from entrapment. Communicates with dispatcher requesting additional assistance or services as necessary. Determines nature of illness or injury. Visually inspects for medical identification emblems to aid in care (medical bracelet, charm, etc.) Uses prescribed techniques and equipment to provide patient care. Provides additional emergency care following established protocols. Assesses and monitors vital signs and general appearance of patient for change. Makes determination regarding patient status and priority for emergency care using established criteria. Reassures patient, family members and bystanders.

Assists with lifting, carrying and properly loading patient into the ambulance. Avoids mishandling patient and undue haste. Determines appropriate medical facility to which patient will be transported. Transports patient to medical facility providing ongoing medical care as necessary enroute. Reports nature of injury or illness to receiving facility. Asks for medical direction from medical control physician and carries out medical control orders as appropriate. Assists in moving patient from ambulance into medical facility. Reports verbally and in writing observations of the patient's emergency and care provided (including written report(s) and care provided by Certified First Responders prior to EMT-B/AEMT arrival on scene) to emergency department staff and assists staff as required.

Complies with regulations in handling deceased, notifies authorities and arranges for protection of property and evidence at scene.

Replaces supplies, properly disposes of medical waste. Properly cleans contaminated equipment according to established guidelines. Checks all equipment for future readiness. Maintains ambulance in operable condition. Ensures cleanliness and organization of ambulance, its equipment and supplies. Determines vehicle readiness by checking operator maintainable fluid, fuel and air pressure levels. Maintains familiarity with all specialized equipment.

Occupational Risks

Provision of emergency medical services poses inherent occupational risks for EMS responders. Risks include the following.

- Violence/assaults
- Verbal threats/aggression
- Motor vehicle crashes
- Infectious disease
- Lifting injuries
- Sprains and strains
- Psychological trauma
- Hazardous chemical exposure



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- Hyper/hypothermia

As a student in the program, you may be exposed to all the risks above.

Prerequisites

Pre-Course Work

Students must complete the following courses and submit the completion certificates to the Paramedic Program Director or Program Staff prior to the start of the first day of class.

- IS-100.C: Introduction to the Incident Command System, IS 100
- IS-200.C: Basic Incident Command System for Initial Response, IS-200
- IS-700.B: An Introduction to the National Incident Management System, IS 700
- IS-800.D: National Response Framework, An Introduction, IS-800
- One of the following Hazardous Materials Awareness Courses
 - Hazardous Materials Awareness [FEMA- Center for Domestic Preparedness]
 - AWR160: WMD/Terrorism Awareness for Emergency Responders
 - NYS Hazardous Materials First Responder Operations (HMFRO)
 - NYS Basic Exterior Firefighting Operations (BEFO)
 - NYS Firefighter 1
 - Pro Board Firefighter 1

All ICS training can be found at the following link: <https://training.fema.gov/nims/>

AWR160: WMD/Terrorism Awareness for Emergency Responders can be found at the following link: <https://teex.org/class/AWR160/>

Hazardous Materials Awareness [FEMA- Center for Domestic Preparedness] can be found at the following link: <https://cdp.dhs.gov/training/course/AWR-358%20dL>

Health Insurance

Students must maintain private health insurance or worker's compensation insurance throughout the Program. Proof of insurance verification must be submitted to the Paramedic Program Director or Program Staff prior to the start of the first day of class. Students are responsible for all payments for medical care related to exposure/injuries/illnesses while in the program.

Students can also satisfy this requirement by having their sponsoring agency complete the *EMS Agency Health Insurance/Worker's Compensation Coverage Agreement* form located on our website.

Professional Liability Insurance

Students are required to provide and maintain professional liability insurance coverage with claim coverage of up to one million dollars (\$1,000,000) and aggregate coverage of up to three million dollars (\$3,000,000). Students must have proof of insurance prior to the start of the first session and must remain active for the entire program. The cost of this insurance is the responsibility of the student.



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Students can purchase this insurance coverage from any vendor of their choosing. The County does not formally endorse one vendor over another. However, students can purchase insurance coverage on-line from Healthcare Providers Service Organization (HPSO). Follow the instructions below:

1. Go to: HPSO website
2. Click "Get a Quote"
3. Click "Student"
4. When asked to select your "Primary area of study" select: Paramedic
5. Receive and file a copy of your insurance certificate

Students can also satisfy this requirement by having their sponsoring agency complete the *EMS Agency Professional Liability Insurance Agreement* form located on our website.

Proof of liability insurance verification must be submitted to the Paramedic Program Director or Program Staff prior to the start of the first day of class.

Physical Exam, Immunizations, & Change in Health Status

Students must complete a physical exam within 1 year prior the start of class and obtain medical clearance to attend class from their primary physician. Documentation of this exam must be completed on the Erie County DOH EMS Student Health Screening Form, which includes a verification of their vaccination history. Prior to the start of the first session, students must be vaccinated for at a minimum: Measles, Mumps, Rubella, Varicella, Tetanus/Diphtheria/Pertussis, Hepatitis B, and Meningococcal Meningitis. Students are also recommended to be vaccinated for Coronavirus and the most current seasonal Influenza vaccine. Students must submit verification of this exam prior to the start of class.

Students who have any change in their health status during the semester (due to injury, illness, pregnancy/childbirth) are required to submit documentation to the Clinical Coordinator. Students are placed on clinical and lab halt due to injury/illness to avoid injury/illness complication until they are cleared by the Paramedic Program Director. Clinical and lab absences are excused but sessions must be made up when cleared. Students must submit a RETURN OF EMS DUTIES form signed, dated and stamped by the treating physician to receive clearance from the paramedic program prior to returning to clinical agency experiences and lab session practice.

EMT/AEMT Certification

Students must maintain at least an Emergency Medical Technician (EMT) certification or higher with the NYS DOH throughout the course. All students must have at least an EMT card in order to participate in any clinical or field rotations. In all cases, it is the responsibility of the student to provide the program with a copy of their current EMT card and any extension verification forms that apply. If the student's certification expires during the course and the student fails to recertify, then the student will be expelled from the program the day after their certification expiration date.



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Textbooks & Supplies Policy

As part of their tuition, students will be given the following textbooks throughout the course. These will be in print format. It is the responsibility of the student to read these textbooks since the information contained in them will be on examinations and not necessarily covered in class.

- *AHA PALS Provider Manual 2020 Standards*
- *AHA ACLS Provider Manual 2020 Standards*
- *AHA BLS Provider Manual 2020 Standards*
- *PHTLS: Prehospital Trauma Life Support, 10th Edition*
- *Nancy Caroline's Emergency Care in the Streets 9th Edition Textbook*
- *Arrhythmia Recognition: The Art of Interpretation 2nd Edition*

Students will be responsible for all notebooks and supplies as needed for the class. It is recommended that students keep a binder for storing notes during each module.

Each student will be provided with a subscription to the clinical management system program, *Platinum Planner*. The student will use this program to document their experience in the lab, clinical, and the preceptorship setting. The student will also schedule all applicable clinical rotations through this program.

As part of their tuition, students will also be provided a *Navigate Premier* software license. This software will be used to complete all assignments, review the lectures, view all additional learning material, and take course examinations.

Students must have a laptop and/or tablet for this course. This device will be used to access the *Navigate Premier* as well as *Platinum Planner* web-based software. Any device that the student is planning on using for the program must satisfy the technology/software requirements for these two software programs. The County may be able to supply a laptop and/or tablet to the student if the student is unable to purchase this item on their own due to financial hardship.

Students will be notified of any additional study tools required for the program during the first class session.

Uniform Policy

All students will be required to wear an approved uniform during class and at all clinical and field experiences, including their Capstone Field Internship. The required uniform will include a Program Shirt, Uniform pants, belt, and work boots/shoes. The program will supply two (2) uniform shirts. Students will be responsible for providing uniform pants of a color that matches the issued uniform shirt, belt, and work boots/shoes. Additional shirts can be purchased at the expense of the student. Students must wear a white undershirt, short or long sleeve, under their uniform shirt at all times. Uniform shirts must be kept clean and presentable at all times. Coats can be worn over the uniform shirt but they must be as plain as possible and cannot have any EMS/Fire agency, sports teams, etc. logos or lettering on it.

N95 Respiratory Fit Testing Policy

All students are required to be fitted for a mask that will be used when treating patients with respiratory illnesses such as Coronavirus, pneumonia, tuberculosis, H1N1, MERS, flu, etc. The qualitative fit test must be performed by the Clinical Coordinator or his/her designee and must be completed prior to entering any clinical



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setting. N95 fit testing is valid for one year but must be repeated if there are any changes that could affect the fit of the mask.

***NOTE:** Fit testing results from outside agencies will not be accepted. All students must be tested annually by ECEMS Program Staff.

Contact Hour/Credit Hour Disclosure

Erie County Health Department's Paramedic Program is a 10-month program that requires a student to complete 960.5 hours of didactic instruction, laboratory skill practice and evaluation, and clinical rotation in order to successfully complete the program. The following table displays a breakdown of contact hours and credit hours per course in the program.

Course Number	Course Name	Didactic	Laboratory	Clinical	Total Hours	Total Credits
EC401	Paramedic Preparatory	50	6	6	62	4
EC402	Pharmacology	25	27	16	68	4.5
EC403	Paramedic Patient Assessment	20	22	28	70	4.5
EC404	Airway Management, Respiration, Ventilation, and Respiratory Emergencies	18	31.5	16	65.5	4.5
EC405	Cardiovascular & Neurological Emergencies	58	21	32	111	8
EC406	Medical Emergencies	26	17	40	83	6
EC407	Trauma Emergencies	49	26	56	131	9
EC408	Special Patient Population	41	12	52	105	7
EC409	EMS Operations	19	6	20	45	3
EC410	EMS Profession Specialties	29	15	24	68	5
EC411	Capstone Internship	2	30	120	152	10
Total:		337	213.5	410	960.5	64

The specific dates, days of the week, and hours of instruction for each of the program's courses are subject to change with each year and cohort. Therefore, the program schedule should be consulted for further detailed information about those specifics. The program's course schedule will be published on the Paramedic Program's website at least 60 days prior to the start of the first course session when possible.

The schedule for each clinical rotation and field internship site will be explained in each course syllabus. The process to schedule clinical, hour breakdown per clinical site, objectives, and other information regarding clinical is explained in the Paramedic Program Clinical Policies & Procedures.

Successful Program Completion Criteria

Students will successfully complete the program and become eligible to sit for the NYS Paramedic Certification Exam after completing the following:

- ☐ Achieve a grade of at least 75% on each modular exam.
- ☐ Achieve an overall cumulative course grade of at least 75%. This grade is based on an average of all course modules and final exams.



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- ☐ Achieve a final written examination grade of at least 75%.
- ☐ Complete all minimum clinical requirements set forth by the Medical Director.
- ☐ Successfully pass all practical skills examinations.
- ☐ Achieve a final simulation assessment grade of at least 75%.
- ☐ Obtain an AHA Advanced Cardiac Life Support (ACLS) Certification.
- ☐ Obtain an AHA Pediatric Advanced Life Support (PALS) Certification.
- ☐ Obtain an AHA BLS Provider CPR Certification or equivalent.
- ☐ Obtain a NAEMT Pre-Hospital Trauma Life Support (PHTLS) Certification.
- ☐ Attend every class session and/or complete all approved make up sessions.

Students who have a cumulative class average of less than 75% will be placed on academic probation and may be removed from the program. The class average at any point in the program is defined as the average of all completed modules to date.

Upon successful completion of the Program, students will then need to take the National Registry and/or New York State certification exam to become a Paramedic. This process currently involves a Practical Skills Examination as well as a Written Examination. The Program will follow the current Practical Skills Examination Policies and Procedures as defined by New York State BEMSATS.

Grading, Assessments/Assignments, and Retest Policy

The overall course grade will be determined by averaging all module grades, the final written exam grade, and the final simulation assessment grade. Individual module grade breakdown will be defined in the syllabus for that module. At the conclusion of the program the overall grade for each module and the final exam will be averaged to obtain a cumulative class average. Students must achieve a cumulative class average of 75% or greater to proceed to the New York State and/or National Registry certification process. Any student who fails the cumulative class final exam will not be eligible for NYS and/or National Registry certification. General assessment and retest policies are as follows.

Module Assessments: The Program will consist of modular exams and quizzes. Students must obtain a grade of at least 75% on all modular exams. Students will be allowed two retests for failed module exams throughout the program, with a maximum possible grade of 75% regardless of the score achieved on the retest. Retests must be taken within 14 days of the original exam date. Any student who fails a third module exam will be removed from the program. There are no retests for quizzes. To prevent any exam compromise, exams and quizzes given during the program shall not be redistributed to the students after the exam is completed. Exams are retained for review by the Program Director and will remain in the possession of the Department. Faculty will be available to review exams at a specified time. No tape recording of exam review is permitted at any time.

Homework Assignments: Each week students are required to do lecture assignments in the chapters outlined for that week. Completion of these assignments is crucial for successful participation in the class. Failure to complete the lecture assignments by their due date constitutes a lack of preparedness and will reflect on the student's affective behavior scoring.

Behavioral/ Affective Score: This score will be developed with input from instructional staff, clinical preceptors, field preceptors, fellow students, and patients when possible. We want to ensure that not only is the student a knowledgeable and skillful practitioner, but also demonstrates professionalism, and is a conscientious, compassionate, and empathetic student. Scoring will be based on professional presentation, i.e.: timeliness,



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appearance, interactions with team members and patients, etc. Although a mostly subjective score, there will be criteria established through a points matrix.

Summative Comprehensive Final Written Examination: The final exam is a cumulative exam designed to provide an indication of how the student will perform on the actual state and national exams. This exam must be passed with a grade of 75% or higher. The final exam is included in the allowable retests described in the previous section, and when a third exam (including the final) is failed, the student will be removed from the program.

Practical Skills Examinations: Students must pass all practical skill examinations in order to stay in the program. Students will be allowed two retests of each individual skill station. Each skill will be graded using a rubric and Pass/Fail criteria. However, the score obtained during the evaluation will be used to calculate the module grade that the skill was part of. Students will have ample time to practice all skills before any formal assessment.

Simulation Lab Assessment: All students must pass two final simulation assessments. Students will be evaluated utilizing current AHA Guidelines as well as applicable protocols. This assessment is designed to incorporate all elements of the course into a life-like exercise. Students must score at least 75% on both simulations. Failure to successfully pass this assessment will result in a failure in the program. Students will be allowed two retests for this assessment at a time designated by the instructors.

Letter Grade Conversion Chart

98-100	A+	93-97	A	90-92	A-
87-89	B+	83-86	B	80-82	B-
77-79	C+	73-76	C	70-72	C-
67-69	D+	65-66	D	<65	F

Grade Appeals: Students who wish to appeal a grade should follow these guidelines.

1. The student must speak with the Lead Instructor first to understand the posted grade.
2. If the student is still unclear about the posted grade or is dissatisfied with the Lead Instructor's response, then the student can speak with the Program Director.
3. If the student is unsatisfied with the Program Director's response, then the student can speak with the Sponsor Administrator about their grade.
4. The Program Director, Sponsor Administrator, and Lead Instructor will then meet to discuss the issue. The student may be invited to this meeting. This meeting will be the final determination of the grade. Students will receive formal notification in writing about the grade determination and the reasoning.

Attendance and Make-Up Procedures for Missed Sessions

Attendance is mandatory for all scheduled class sessions. Attendance will be taken at the beginning and end of class every day and will serve as a written record for the course.

Students are expected to attend every session and be ready to start on time. Any student arriving to class less than 30 minutes after the start of class will be marked late. Any student arriving greater than 30 minutes late will be marked absent. Any student who is marked late ten (10) times may be immediately expelled from the Program. Any student who anticipates being late must notify the Lead Instructor immediately. Legitimate excuses will be accepted on a case-by-case basis; however, proof may need to be provided.



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It is understood that some emergencies may arise; therefore, all students are expected to attend at least 90% of the scheduled sessions and satisfactorily make up all missed sessions. Failure to attend at least 90% of the scheduled session may result in expulsion from the course. Students are expected to notify the Lead Instructor immediately if they plan on being absent. Written proof may need to be provided to justify the absence.

The manner in which the student will make-up missed sessions shall be determined by the course Lead Instructor. Some make-up activities that may be assigned to the student by the Lead Instructor include attending appropriate sessions of another EMS course offered by ECEMS, participation in remedial sessions, or preparation of a written outline. Students that do not fulfill this requirement will be subject to possible expulsion from the course. All make up assignments must be completed before the last scheduled session.

Too many absences or lates can result in a student being unable to successfully complete the program.

Student's Personal Conduct and Ethics

Students are expected to conduct themselves in a professional and courteous manner in all classroom, clinical, and preceptorship situations. Confrontations with students, staff, or patients may result in termination from the program. Any deviations from acceptable behavior will be dealt with by the instructors and referred to the Paramedic Program Director for disciplinary action.

Civility in the classroom and clinical setting as well as respect for the opinions of others is very important in an academic environment. It is likely you may not agree with every topic that is discussed in the classroom. Courteous behavior and responses are expected. Therefore, in this classroom, any acts of harassment and/or discrimination based on matters of race, gender, sexual orientation, religion, and/or ability is not acceptable. Whether we are students, faculty, or staff, we have a right to be in a safe environment, free of disturbance and civil in all aspects of human relations. Incivility will not be tolerated and can be grounds for termination from the program.

Any student who appears to be intoxicated or under the influence of drugs while attending lecture, lab sessions, or clinical/internship will be asked to leave immediately. Law enforcement will be called for assistance for any student who is asked to leave but refuses to do so. Further discipline in such cases will be determined by the Paramedic Program Director.

All students are required to maintain academic honesty at all times. Students suspected of cheating will be subject to disciplinary action which may include termination from the program. This includes falsifying any documentation.

Smoking, electronic cigarettes, chewing tobacco, and the use of all tobacco related products is prohibited on all Erie County properties. Students will be advised of acceptable smoking/tobacco use locations at the beginning of the program.

In accordance with Erie County policies, no weapons of any kind shall be allowed in the classrooms or any location where a class activity takes place including clinical and ride rotations. Failure to comply with this policy may result in progressive discipline or removal from the program.

Students are expected to use common sense with regard to food and drink in the classroom. While they are not strictly prohibited, they should be consumed in a manner that is not offensive or distracting to the other students or the instructors. The instructors reserves the right to restrict this activity should students not act in an appropriate manner. Eating can only take place before class or on breaks. Only drinks are allowed while class is actually in session. Students are asked to leave the classroom at least as clean as it was found.



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During all class sessions, students will be given adequate breaks to use the restrooms and/or attend to any pressing personal matters. Other than an emergency, students should refrain from leaving the classroom at any time other than the breaks designated by the instructors. Any student who feels they may have to leave during a class session, should discuss this with the Lead Instructor prior to the start of class whenever possible.

Theft or damage of the ECEMS' equipment will be considered grounds for immediate expulsion from the course.

Students need to be aware of any policies of non-Erie County instructional areas and comply with them.

Students who are placed under arrest must report this to the Program Director within 48 hours. Failure to do so will result in immediate expulsion.

Students must act in a professional manner at all times. Displaying public behavior or discussing sensitive topics (inappropriate patient care) that may reflect negatively on the student body, ECEMS, and the profession will not be tolerated. This includes posting or sharing inappropriate content on social media. Violations of this may lead to expulsion from the program.

Students must wear a clean program uniform, follow appropriate hygiene practices, have their name badge displayed, and be clean shaven for each class and clinical experience.

All violations to these policies will result in a written warning being placed in the student's file. Three violations will result in automatic expulsion from the program. Students can be expelled from the first violation depending on the situation and the severity.

Any appeal for a disciplinary action can be made in writing to the Paramedic Program Director for review. If necessary, the Paramedic Program Director will meet with the Medical Director and Sponsor Administrator to discuss further to determine the final outcome.

Sexual Harassment

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal, visual, and physical conduct of a sexual nature whenever harassing conduct unreasonably interferes with an ECEMS staff member's or student's work performance or creates an intimidating, hostile, or offensive working environment. Sexual harassment can involve an almost infinite variety of conduct and can occur between individuals of the same sex. Some examples include:

- Unwelcome physical contact with sexual overtones, such as touching, patting, pinching, repeatedly "brushing" against someone, or impeding the movement of another person.
- Sexually offensive comments such as slurs, jokes, epithets, and innuendos
- Sexually oriented "kidding" or "teasing," or sexually oriented "practical jokes"
- Suggestive or obscene written comments in notes, letters, invitations, or e-mail
- Inappropriate, repeated, or unwelcome sexual flirtations, advances, or propositions
- Offensive visual contact such as staring, leering, gestures, or displaying obscene objects, pictures, or cartoons.
- Inappropriate or suggestive comments about another person's physical appearance or dress
- Exchanging or offering to exchange any kind of employment benefit for a sexual concession, e.g., promising a promotion or raise in exchange for sexual favors.



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- Withdrawing or threatening the withdrawal from the course for refusing to grant a sexual favor, e.g., suggesting that a student will receive a poor performance review unless she [he] goes out on a date with an instructor.
- Any action taken because of an individual's gender that alters the terms, conditions or privileges of employment.

The prohibition against sexual harassment applies to everyone – EMS program administrative staff, EMS instructors, guest speakers, students, other Erie County workers, etc. The County of Erie will not tolerate harassment of any kind by anyone.

While the County encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his or her behavior is unwelcome, the County also recognizes that such a confrontation may be uncomfortable or even impossible. In the event that such informal, direct communication between individuals cannot be accomplished for any reason, or is ineffective or inappropriate given the circumstances or severity of the situation, the Lead Instructor, Paramedic Program Director, and/or Course Sponsor Administrator should be notified immediately.

Any allegation of harassment will be promptly investigated by the Lead Instructor, Paramedic Program Director, and/or Course Sponsor Administrator. Confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances. The complainant may be required to submit a written report of the allegations as part of the investigation.

Depending on the nature and seriousness of the offense, the Program will impose all appropriate discipline, up to and including expulsion from the course, against any EMS program administrative staff, EMS instructors, guest speakers, or students found to have engaged in sexual harassment or other forms of harassment.

ECEMS staff will not in any way retaliate against any student who makes a complaint of harassment or against any participant in the investigation, nor will it permit any other students to do so. Retaliation is defined as treating any student differently because he or she opposed an or made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately.

Safety Rules

All defibrillators used for training are to be treated as live and capable of discharging. There is NO SUCH THING as a “training mode” in non-automated defibrillators.

All pharmaceuticals are actual drugs and should be treated as such. Proper PPE must be worn when handling the drugs.

Sharps will be used in the class. All sharps need to be disposed of in a sharps container when you are done using them.

There will be no horse playing around with lab equipment. Use all supplies as they are intended and listen to all lab instructors.

Students are required to wear all mandatory PPE while at clinical or field internship based on the patient's presentation and situation.



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Students are required to follow all safety policies and procedures of the clinical agency while attending a clinical shift.

REPORT ALL UNSAFE BEHAVIOR TO YOUR INSTRUCTOR IMMEDIATELY

Student Responsibilities

- Be in charge of your own learning (which includes adherence to ECEMS, the program, and the NYSDOH attendance policies).
- Commit yourself to learning paramedic theory and practice through whatever means necessary for you.
- Be aware of your strengths as a learner and learn to live with or overcome your weaknesses.
- Be an active participant in all learning experiences.
- Learn from the expertise and knowledge of the Faculty.
- Be prepared for all classes and clinical experiences.
- Attend class promptly and regularly.
- Be attentive to classroom activities, avoid talking out of turn, conversing with friends, or sleeping during a classroom presentation.
- Follow accepted standards of behavior for Paramedics as well as the ECEMS codes and standards for behavior on and off the campus.
- Be prompt and reliable for all assignments and activities.
- Remember that you are a guest in the clinical agency and demonstrate appropriate social manners.
- Learn and abide by the agency's clinical policies and procedures.
- Remember that the primary responsibility of the staff is patient care, not monitoring or instructing you.
- Allow sufficient time for the Faculty to grade assignments with fairness and thoughtfulness.
- Make appointments with Faculty to discuss grades, issues, and concerns.
- Apply your best effort to develop knowledge and skills as a paramedic student.
- Reading, understanding, and adhering to the Paramedic Program Policies and Procedures.
- Exercising complete honesty and integrity during all aspects of the program.
- Maintaining patient confidentiality in activities associated with the program.
- Treat the faculty, staff rotation preceptors, fellow students, and patients with respect and dignity.
- Submit all required documentation in a timely manner.
- Make payments on time, in accordance with agreed-upon payment plans, if applicable.
- Maintain classroom and practical skills labs and show respect for equipment and supplies found in those rooms.
- Follow all treatment protocols and operate within the scope of care and in accordance with Program policies and procedures.
- Informing the Paramedic Program Director of any changes in name, address, or telephone number(s).
- Maintaining current certifications as specified by NYS DOH guidelines and providing copies of these cards to the Paramedic Program Director as they are renewed (i.e. EMT certification).
- Informing the Paramedic Program Director of any issues or problems which affect performance in the Paramedic Program in a timely manner.
- Students are encouraged to use any downtime in the class or at clinical in a positive manner.



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Course Discipline, Grievance Procedure, and Appeal Process

Progressive Disciplinary Process

Deviation from course policies and procedures will be brought to the student's attention, along with a plan to rectify the violation(s). This will be documented in the student's course file by the course Lead Instructor.

Any violation(s) that is not resolved from counseling will result in the student being issued a Verbal Warning. A plan to rectify the violation(s) should contain specific dates and improvements as to when and how the violation(s) will be resolved. This will be documented in the student's course file by the Lead Instructor.

A Written Warning will be issued to the student if the Verbal Warning violation(s) plan to rectify is not met. The Written Warning must detail the violation(s) and the terms in which the violation(s) will be resolved. The Written Warning will detail the issue and/or behavior that are unacceptable and describe the remedy with deadlines to meet the expectations. The student and the Lead Instructor will sign the Written Warning summary as prepared by the Lead Instructor. This will be placed in the student's course record by the Lead Instructor.

If deadlines and/or expectations of the Written Warning are not met, the student will be terminated from the course. The course Lead Instructor will create a Termination Notice, with a detailed account of the steps taken to rectify the violation(s) and the failure of the student to meet those deadlines and expectations. Copies of the Termination Notice and of the sponsorship's appeals procedures will be given to the student at the time of expulsion from the course. The Termination Notice will be placed in the student's course file by the Lead Instructor.

Students can be expelled from the program for the first violation to the policies depending on the action and the severity.

Grievance Procedure

Students that have a complaint about a general issue or dissatisfaction with a program process, policy, procedure, expectation, decision, instructor interaction, etc., can bring their grievance to the Lead Instructor of their course to resolve the complaint in a meeting. If the student is not satisfied with the Lead Instructor's decision or if the complaint is involving the Lead Instructor, then the student can bring their complaint to the Program Director in a meeting to resolve it. If that is unproductive, then the student can speak with the Sponsor Administrator about their complaint. The Program Director, Sponsor Administrator, and Lead Instructor will then meet to discuss this issue. The student may be invited to this meeting. The results of this meeting will be the final determination for the student's complaint. The student will receive formal notification in writing about the resolution to this complaint and the reasoning for this decision.

This grievance procedure does not apply to harassment, expulsion from the program, or grade appeals. Please read those specific policies for further information about those processes.

Appeals Process

Any student may appeal their expulsion from the course. The appeal must be made in writing to the Paramedic Program Director for review within 3 days after notification to the student has been made. The Paramedic Program Director will coordinate a meeting with the Lead Instructor, Medical Director, Sponsor Administrator, and the student to discuss the matter. The student will then be informed of the outcome of the meeting in writing and by phone within 3 business days. The outcome of the appeal will also be documented in the student's file.



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All students have the ability to appeal the Program's decision to the New York State Department of Health Bureau of EMS and Trauma. DOH's phone number is (518) 402-0996.

Course Location and Emergency Closure Policy

The Paramedic course, both lecture and skills, will be held at the Erie County Public Health Building located at 500 Commerce Drive, Amherst, NY 14228.

It is impossible to predict all situations that could disrupt the program; however, the following are general guidelines for closure procedures. All plans are subject to change based on the situation. It is the goal of the Program to not disrupt any education from the established schedule when possible.

Short Term Closure Procedure:

Local radio and television stations will be utilized to announce the emergency cancellation of ECEMS classes due to weather events. When an announcement is made that Erie County EMS is closed for classes, there will be no classes held at the main campus or at any off-site locations. An email and a text notification will go out as well to all students and faculty.

Short term closure for any other reason (i.e. medical emergency) will be announced via email and a text notification from program faculty.

Notification will be made for both incidents as soon as possible.

Long Term Closure Procedure:

In lieu of the building being unable to be inhabitable for any reason whatsoever, the course may be moved to the Erie County Fire Training Academy located at 3359 Broadway, Cheektowaga, NY 14227 or another designated Erie County Facility. Notification will be made via email and text message to all students from the program faculty if this occurs as soon as possible.

Virtual Class:

Virtual classes may be held using Webex for both short term and/or long term closures depending on the situation. Notification will be made via email and text message to all students from the program faculty if this occurs as soon as possible.

Tuition, Withdrawal, and Refund Schedule

Tuition and Fees Explanation:

Due to the potential changes in fees based off textbook pricing, instructor fees, IT fees, etc., the current tuition will be listed on the program website. Tuition will include the following:

- Course enrollment
- 2 uniform shirts
- AHA BLS Provider, ACLS Provider, and PALS Provider certifications.
- NAEMT PHTLS Provider certification



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- *AHA BLS Provider Manual 2020 Standards, AHA ACLS Provider Manual 2020 Standards, AHA PALS Provider Manual 2020 Standards* to be borrowed during the course.
- *PHTLS: Prehospital Trauma Life Support, 10th Edition* textbook to be borrowed during the course.
- *Nancy Caroline's Emergency Care in the Streets 9th Edition* textbook to be kept by the student.
- *Arrhythmia Recognition: The Art of Interpretation 2nd Edition* textbook to be kept by the student.
- *Platinum Planner* and *EMS Testing* subscription
- *Navigate* subscription
- PSI Testing Center fee for the NYS Paramedic written certification exam.

Tuition Payment:

Tuition for the course is due prior to the first class session. Any student who does not submit their tuition payment or any other specified registration documents prior to the first class session will not be eligible to enroll in the course. Prices may not reflect additional costs related to the program.

Accepted forms of payment include checks and money orders. Checks and money orders should be made out to the "Erie County DOH EMS" and mailed or hand delivered to the EMS office.

State Funding- Tuition Reimbursement:

Students who are a member of NYS EMS Agency at the start of the first session are eligible to receive state funding reimbursement. Students must submit Verification of Membership in a NYS EMS Agency form (DOH-3312) no later than 14 days after the first class session. Those students who do not submit a verification form within the designated time period will be considered ineligible for New York State EMS tuition reimbursement funding. Students must become certified in order to be eligible for state funding/ reimbursement.

Withdrawal and Refund Schedule:

Students can withdraw from the program at any time. Withdrawals must be made in writing to the Lead Instructor. Failure to notify the Lead Instructor formally in writing will result in the student failing the course instead of withdrawing. Tuition will be refunded after withdrawing based off the following schedule.

- Prior to the beginning of the first session there will be a full refund.
- After the first week - 75%
- After the second week – 50%
- After the third week – 25%
- After the fourth week there is no refund

****Students must be aware that reimbursement may take up to 180 days to be returned.**

Advanced Standing, Refresher Courses, Credit Transfers, & Experiential Learning

Erie County Health Department will not be offering refresher courses at this time.

Erie County Health Department will not be offering advanced standing at this time for any medical profession.



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Erie County Health Department is not a credit issuing institution; therefore, we will not be accepting transfer credits from students from other paramedic programs based on their progression through their previous program nor will we accept transfer students into our program while a cohort is in session.

Erie County Health Department will not be providing any credit to students for experiential learning.

Equal Opportunities/Non-discrimination Policy

In the provision of EMS training programs, the Program shall not discriminate based on age, sex, creed, national origin, or sexual preference. The program will foster, and demand from each student, an atmosphere that maximizes the learning opportunities for all program participants. Behavior which is disruptive or harmful to students or faculty will not be tolerated. Any complaints must be filed with the Course Sponsor Administrator.

Americans with Disabilities Act Procedures

The Americans with Disabilities Act makes it possible for students with verifiable disabilities to request an accommodation for the New York State Certification Examinations with proper documentation of their disability. The ECEMS Paramedic Program, nor its staff, discusses or screens for disabilities, or considers addressing any potential disabilities prior to a student's admission into the Educational Program.

All students enrolled in the Paramedic Program will be provided with a copy of the Functional Job Analysis for the Paramedic. Students will be given time to review this and have all of their questions answered. After this review, the students will be asked to complete an Americans with Disabilities Act Form to be kept in their student file. All students will be provided with Bureau of EMS Policy Statement 22-03 which contains instructions regarding how the student must proceed with their request for accommodations.

If a student would like to discuss a disability that may affect his/her performance during the educational portions of a course (classroom, clinical and/or field rotations, laboratory sessions, etc.) the student should speak privately to the Lead Instructor and/or contact the Paramedic Program Director. All students must successfully complete all aspects of all course requirements as outlined elsewhere in this documentation in order to proceed to the Psychomotor Skills Examination, and then to the NYS Written Certification Examination. The program will provide accommodations within its ability providing it does not create an unreasonable financial hardship for the program. All efforts will be made to accommodate any disabilities, including the involvement of local resources and organizations to assist with providing accommodations.

With regard to the Psychomotor Skills Examination, the National Registry of EMT's (NREMT) and the NYS Bureau of EMS does not allow testing accommodations but will consider the use of certain aids by candidates, which they would be responsible to provide, and reasonably be able to bring to the patient's side in actual practice. The only types of aids which are permitted are those which do not alter the functions of the EMT. For example, the use of prescription or reading glasses, hearing aids, and personal stethoscopes have been permitted since they serve as an aid to the provider, while Braille sphygmomanometer would not be permitted since sight is considered an essential function of the certified EMS provider. It is important to note that the process of requesting an accommodation for the NREMT and NYS Certification Examinations is separate and distinct from that of requesting an accommodation for the educational portion of the ECEMS course.



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Criminal Conviction Policy Statement

All candidates applying for NYS EMS certification at any level must complete the Application for Emergency Medical Services Certification (DOH-65). The application contains an affirmation that the candidate must sign. Under no circumstances should a candidate sign this application if he or she has a misdemeanor or felony conviction.

There is no need for the applicant to contact the NYS Bureau of EMS Central Office directly. Upon the Bureau's receipt and processing of the unsigned application, the candidate will be sent a package of information outlining the investigative process and the required information to be supplied.

The Bureau will discuss issues related to criminal convictions ONLY with the candidate or their legal representative. There is no requirement or need for the candidate to divulge or discuss the circumstances of any conviction(s) with any program faculty.

While the investigation and review is ongoing, an applicant may attend all classes. However, the applicant will be prevented from taking any NYS certifying examination, including the practical examination at the conclusion of the training program and the final written certification examination, until all course requirements are completed and a favorable determination is made in writing by the Department.

The student must provide proof of the Bureau's positive determination to the Lead Instructor prior to the admission into the NYS Practical Skills Examination.

The lead instructor will provide all students with Bureau of EMS Policy Statement 18-01 Certifications of Individuals with Criminal Convictions at the first session. This policy explains the process for these students to obtain certification. All candidates should be fully informed of these requirements by the Lead Instructor at the beginning of the course.

Social Media Policy

The use of social media is a matter of individual choice and freedom of expression. However, throughout the Paramedic Program students may become aware of confidential information and situations in class, ride rotations, labs, and clinical rotations. This information is not to be shared on social media at any time. Students cannot share any images from clinical experiences or the class without permission from the clinical site supervisor or program staff regardless if the patient offers permission. Social media is also not an acceptable means of communication with the Instructors, which should be limited to text, email, or phone calls only.

Electronic Device Policy

The program and instructional staff appreciate the need for students to be available by phone for emergencies. With the availability of smart phone technology, phones may be incorporated into the classroom. However, phones and pagers can present a significant disruption to the educational setting. In order to balance both needs, the following policies regarding the use of such devices shall be in effect:

- 1) Wireless phones (cell phones, smart phones, etc.) and pagers shall be set in the "silent" mode at the beginning of each class session.
- 2) If the student must take a call, the student shall leave the educational area before answering or beginning to engage in the conversation and retreat to a location that will not disrupt the class.
- 3) Once the conversation is complete, the student shall return to the classroom without creating a disturbance.



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- 4) The student is responsible for all instructional material missed while out of the classroom.
- 5) Students shall not engage in sending or receiving text messages, or utilize their device for access to e-mail, the Internet, or any other source not considered a relative part of the class and session being instructed at the time.
- 6) Students may use a tablet or laptop during class instruction but only if it is involved in the current lesson. Failure to follow this rule will result in the student losing the privilege to use their tablet or laptop in class.
- 7) Electronic devices are not to be used to record the instructional program.

Confidentiality Policy

From time to time, and depending on the situation, you may receive information designated as “confidential.” If you receive information so designated, it is not to be discussed with or distributed to anyone, including other students of the Paramedic Program, without the consent of the faculty. Such information should only be discussed with the faculty.

It should be remembered by all students that information concerning patients is extremely confidential and should NOT be released to or discussed with anyone, including the patient’s family, the press, or social media without authorization from the faculty. You should not discuss matters concerning particular patients in the hallways or in other public areas except in extreme emergencies.

Any violation of this policy will be considered extremely serious. The Erie County Health Department Paramedic Program will take immediate disciplinary action against any student found to be in violation of this policy. Such disciplinary action may include, depending on the circumstances, suspension, or dismissal from the program.

Student Training Records

Your student training records are confidential. This includes grades, certifications, behavioral/disciplinary records, evaluations, and any other information about your performance in the course. ECEMS may discuss your training records with other ECEMS staff (instructors, administrative staff, clinical staff members) only when necessary. ECEMS is prohibited from discussing any part of your training record with anyone who is not affiliated with ECEMS or not directly involved in your training. This includes your family members and your agency’s personnel. ECEMS will only release your training records to yourself or your designated recipients through our ECEMS Student Training Record Release Form.

Students have the right to inspect and review their training records. While the course is in session, the Lead Instructor must allow a student to review their training record within 1 week of the student making an informal or formal request. After the course is completed, ECEMS will allow the student access to their training records within 45 days of the day ECEMS receives a formal request for access. Students should submit a written request to the appropriate ECEMS administrative staff member, identifying the record(s) they wish to inspect. ECEMS administration will make arrangements for access and notify the student of the time and place where the records may be inspected.

If a student believes their training records are inaccurate, misleading, or otherwise in violation of their privacy rights, they may request ECEMS to amend the record. The student should submit a written request to the appropriate ECEMS administrator, clearly identifying the part of the record they want to be changed and specifying why it is inaccurate. The Course Sponsor, Paramedic Program Director, & Lead Instructor will decide whether to amend the record within a reasonable time after receiving the request.



Student/Faculty Correspondence & Office Hours

All students will be asked to provide contact information for the purposes of communication with the faculty. Students are encouraged to contact the faculty by cell phone or email when necessary between class sessions. Students should report all changes in their contact information to the faculty as soon as possible. Office hours will be made available and posted on the course schedule. Appointments can also be made if needed. Texting is not an acceptable medium for any official communication related to the class.

Identification Badge Policy

Each student will be issued a photo ID to be worn during all clinical and field rotations without exception. All ID's will have an expiration date. It is the responsibility of the student to make sure that his/her ID is current at all times. In the event that a student leaves the course, his/her ID MUST be returned to the Clinical Coordinator. Students who need to continue clinical and/or field rotations beyond the expiration date of their ID must apply to the Clinical Coordinator for a new ID or an extension of their existing ID. The Clinical Coordinator will advise the students if additional documentation is necessary to issue or maintain an ID. Although the student will be issued an ID badge, the student is not an employee of Erie County.

Learning Resources

Students will have access to a variety of additional educational material posted online on the *Navigator Premier* software. This includes chapter outlines, digital flash cards, audiobook, eBook access, case studies, PowerPoint slides, virtual ride-alongs, external website links and activities, and among others. *Platinum Planner* will also allow students to create an unlimited amount of practice tests for each unit independently. Students who are unable to purchase a laptop or tablet on their own can be provided a device from Erie County so that they can access these resources.

Articulation Agreements



**EMPIRE STATE
UNIVERSITY**

2 Union Avenue
Saratoga Springs, New York 12866
800-847-3000
<https://sunyempire.edu/>

Students who successfully complete the program and obtain a NYS Paramedic certification are eligible to receive forty (40) college credits from Empire State University. Students shall receive these credits after they matriculate into a SUNY Empire degree program, pay current tuition and fees, and provide a copy of their NYS paramedic certification to SUNY Empire as proof that they completed the program. Students will also receive a waiver of the \$50 orientation fee and a one-time \$100 Better Together scholarship from SUNY Empire once receiving a partner code from the ECEMS Paramedic Program Director. Students are encouraged to contact SUNY Empire Admissions Department or view their degree programs to learn more about this opportunity. This is an optional benefit to students who complete the program. It is not a mandatory requirement for students to participate in it.



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360 Choate Avenue
Buffalo, NY 14220
716-826-1200
<https://trocaire.edu/>

Erie County Paramedic students have the potential to earn academic credit for the following course offerings at Trocaire College: (BIO 300, BIO 333, PSY 303, MAP). These courses may be applied to certificate and degree programs at Trocaire College.

Requirements:

1. Student must remain in good academic and disciplinary standing in the Erie County Paramedic Program
2. Student must successfully complete the Erie County Paramedic Program, and successfully pass the NYS Paramedic Certification Exam
3. Student must apply for credit for prior learning at Trocaire College in order to receive all applicable academic credits.



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Student Acknowledgement

By signing below, I acknowledge that I have been informed of all policies, procedures, and expectations of the ECEMS Paramedic Program and I agree to follow them.

Print Name: _____

Signature: _____

Date: _____