



**Emergency Medical Technician-Basic
Initial Training Program
Student Handbook
2016**

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Introduction:

Welcome to Cataldo Ambulance Service Emergency Medical Technician -Basic initial training program! Since 1977, Cataldo Ambulance Service, Inc. has distinguished itself as a leader in providing emergency medical services to the greater Boston area. As the needs of the community and the patient change, we continue meet or exceed the needs of our customers.

For over 30 years, we have been making great strides in developing strong, long-term relationships with our customers. Our ability to meet the changing needs the customer has enabled us to establish and maintain relationships that are unrivaled in our industry.

We remain focused on providing prompt, high-quality patient care at the Basic Life Support and Advanced Life Support levels. Our employees work diligently to provide exceptional service while maintaining the highest standards of care.

Mission Statement:

"The Cataldo Ambulance Service EMS Program exists to provide our students an exceptional education through clinical excellence; and in doing so fortify the professional pre-hospital care to the citizens we serve in the Commonwealth of Massachusetts"

Goals

1. The graduate of Cataldo Ambulance EMS Program will be prepared to render high quality pre-hospital care for the sick and injured.
2. The graduate will possess the competence, confidence, skills and knowledge to work in the Emergency Medical Services System as a skilled healthcare provider at their level of training.
3. Graduates will be eligible to sit for certification examinations at their respective level.

Objectives

1. Ensure initial EMT students have the most up to date curriculum, text and training resources to be able to deliver care to the sick and injured in accordance with Massachusetts Treatment Protocols and the National Scope of Practice.
2. Ensure initial EMT Students have the most competent, experienced, and knowledgeable Emergency Medical Services instructors.
3. Ensure that initial EMT students have state – of – the – art training resources including clean, comfortable and well supported classrooms and laboratory training areas.
4. Communicate with patients, health care workers, and family appropriately in the verbal, non-verbal, and written modes.

5. Demonstrate personal behaviors consistent with professional and employer expectation for an entry level EMT.

General Principles

The following policies and guidelines are set in place for the safety and benefit of both our students and instructor staff. These specific policies and procedures must be adhered to in order to meet requirements of regulatory agencies, to make the program effective and safe for all and to help us accomplish our goals in an efficient, effective and professional manner. We will strive to make Cataldo Ambulance Service EMT Education a productive and safe environment for all.

- All students will handle themselves in a professional manner at all times. There will be no intimidation or demeaning statements made about other students
- All criticism will be constructive in nature. No critical comments will be allowed unless also accompanied by a suggestion for improvement.
- By virtue of the training be embarked upon, touching of your fellow students will be required as will patient contact once in practice. All touching of other students will be professional, appropriate and done within the confines of the skill being practiced. The arbiter of appropriateness will be the student acting as the patient.

These policies and procedures are in place to assist you and our instructors with guidance as to how you should conduct yourself and what will be expected of you throughout the duration of your training program. These policies are not optional. Cataldo Ambulance Service reserves the right to enforce them according to the interpretation of the Lead Instructor / Coordinator and the Program Director. You will be required to sign a statement agreeing to the policies and procedures in full. This agreement shall be considered binding upon you and by signing the agreement form you agree to adhere to all policies and procedures herein contained.

Prerequisites:

1. **CPR Certification** – All students wishing to participate in our EMT-Basic program must attend and successfully complete the Health Care Provider CPR portion of the program. Health Care Provider CPR is incorporated into the program and need not be taken elsewhere. If a student already possesses Health Care Provider CPR training, they will still be required to attend the CPR component of the course as a review. Any student attending a Cataldo Ambulance Service EMT program must have a HCP CPR card which will remain current for at least three months beyond the end of our program. Your HCP CPR card is required to be in hand and presented at the time of your State Practical Exam.
2. **General Health** – All students should be in good physical and mental health, free from disease and chemical addiction or abuse. Any student found to be under the influence of narcotics, chemicals, drugs, or alcohol will be terminated from the program.

3. **Physical Fitness** - This class involves movement of other students acting as patients. This is a requirement for successful completion of the program and for continued performance in the field. You must be physically fit and must be able to move freely, bend and lift appropriately to complete the class. If you have a physical disability that would preclude this, you may continue in the program with the realization that you **MAY NOT BE CERTIFIED** as an EMT as physical ability is a minimum requirement of this job.
4. **Previous Experience** - No prior experience or training is required of the course applicant.
5. **State Certification Examination** - In order to be eligible for the State EMT certification examination, the applicant must:
 - a. Be able to read, understand and communicate in English
 - b. Be 18 years of age
 - c. Be free from addiction to alcohol or any drug;
 - d. Be able to lift and carry 125 pounds; and
 - e. Be free from any physical or mental disability or disease which might impair his/her
 - f. Have the ability to provide emergency care within the scope of the EMT training and responsibilities, or which might jeopardize the health of another member of the class.
 - g. Have successfully completed the EMT-Basic course including 100% attendance, be present and active in ED observation, and meet the practical skills examination requirements and the knowledge requirements.
6. **Discrimination** - The Cataldo Ambulance Service EMT Education Program is an equal opportunity education program. Students shall not be discriminated against with regard to disability, age, race, color, creed, sex, sexual preference, veteran status, or national origin.
7. **Age** - Students must be 18 years of age in order to take the EMT state examination. Students may attend class prior to their eighteenth birthday with the understanding that they have one year after the completion of the program to apply for the state examination. Students who complete the program and will not turn eighteen within one year will understand that they will have to retake the course before being able to be eligible to apply for the state examination.

Financial Obligations:

All financial obligations (tuition, class make-up fees, examination fees etc.) must be met in order to be eligible to pass the course and take the state written and practical examinations. You may pay for the class by cash, personal check or money order or with a credit card (Visa, Master Card, American Express and Discover).

Returned Checks: Students will incur a \$25 returned check fee.

Attendance and Absentee Makeup:

All students are expected to be on time and attend all classes. This is a requirement of the program and the Office of Emergency Medical Services. Students must provide either a medical note, a note from their department training officer, or military orders for an absence to be excused.

ALL MISSED CLASSES MUST BE MADE UP. It is the student's responsibility to make up all missed classes by making arrangement with the Lead Instructor /Coordinator. We will require completion of a make-up assignment (to be determined by the Lead Instructor / Coordinator) to make-up the class time missed. If a student misses a Lab day they will be required to schedule a makeup day to meet with an instructor and pay all fees.

Students arriving more than five minutes after the scheduled class start time are considered tardy.

- Arriving late up to 3 times has no impact on academic standing.
- Arriving late more than 3 times will require additional course work (to be determined by the Lead Instructor / Coordinator).
- Tardiness in excess of 15 minutes after the scheduled class start time forfeits being able to sit for quizzes and a score of zero will be awarded for that quiz / exam.

If, in an emergency you cannot be present for a class, you must contact the lead instructor and at the very least leave your name, phone number with a brief reason for your absence. If you fail to notify us prior to the absence you will not be allowed to make up any exam or quiz given that day and it will be recorded as a zero.

Please treat this EMT Program as you would a job. You must call if you are going to miss a class or be late. All material missed as a result of an absence must be made up within 3 class days. It is in your best interest to notify the instructor as far in advance of your anticipated absence so arrangements can be made to make up the missed materials. Three unexcused absences with materials not made up or excessive tardiness (more than ten times) will result in the student's termination from the program. YOU are responsible for the makeup sessions!

The student may make up the missed material with an approved instructor coordinator and will be charged a fee of \$35.00 per hour if the make - up requires an instructor to be present. A no-show fee of 3 hours will be charged if the student misses any scheduled makeup session.

This fee is dependent on the number of classes you have missed and how many practical labs are involved. In these cases, we may have you make up the class at a later date and delay the certification testing or develop an adequate additional set of independent activities to make up for the lost time. This will be developed by the student and lead instructor. The activities must equate to the time and knowledge lost and must be completed prior to the didactic end of the class. In general, it is VERY difficult to make up more than three missed classes. Because of this, students are allowed to miss ONLY (3) classes and all (3) classes must be made up to achieve 100% attendance. This must be done prior to being allowed to sit for the state exam.

Cataldo Ambulance Service rarely cancels classes. If there is inclement weather or if Cataldo Ambulance Service suspends classes for any reason, a class make-up will be

scheduled. This will probably be on a Friday or week-end and will be mandatory. All class cancellations will be at the discretion of the Instructor Coordinator.

Academic Counseling:

If you drop below an acceptable margin in either quiz grades or test grades or both, you will be notified by the lead instructor / coordinator. Such warnings should not be ignored as there is little time to correct such problems. You should take all the quizzes as they will help foreshadow the tests and do not count as much as the tests. However, you must be on-time for the class to take them.

If you are having continued problems, we may assign you a mentor to assist in your endeavor.

There are practical skill practice opportunities that may open to you all during the course, contact the lead instructor to schedule these. If you are having trouble, please contact the lead instructor before it becomes a grade problem. We truly want you to succeed.

Student Evaluation:

You will have the opportunity at the end of the class, to evaluate the instructors and program. We encourage you to be brutally honest in your evaluation and offer suggestions for continued improvement in the program. Moreover, we ask that if you have any difficulties, problems, concerns, fears, or questions during the program that you be proactive in letting your instructor know of these difficulties. We would rather deal with issues early rather than later when clouded by days of misunderstanding.

All students must understand that attendance and successful completion of the Cataldo Ambulance Service EMT-B initial training program does NOT certify the individual as an Emergency Medical Technician nor does it guarantee success in successfully completing the State certification written and practical skills evaluations.

We will give you the information and training you need to successfully complete the program and gain your certification, but the responsibility for successful completion is yours.

Grading Policy:

Students are responsible for all lectures, text, and demonstration materials. Tests and quizzes are based on materials from the textbook, lectures and handouts. Students acknowledge that relevant material will not be covered during classroom time and that they will be held responsible for all material in this program. Lectures are considered review, clarification and enhancement of the material in the text. However, students understand that information given by the classroom instructor will supersede any other materials.

Other than the first day of class, there could be a quiz or a test every day of the class. Moreover, additional quizzes can be presented AT ANY TIME at the sole discretion of the instructor. It is the educational philosophy of this program that the more questions the students see, the more prepared they will be for the exam and the greater their depth of their knowledge. Every quiz and test (except the final) will be reviewed by the instructor in class. This is where the clarification and increase in retention of knowledge takes place. Although some of the discussions can get quite spirited, the final adjudication of the answers will be at the sole discretion of the instructor.

The testing schedule consists of:

- 2 Exams
- Random quizzes
- Final Practical Exam
- Final Written Exam

- As anyone can have a bad day, the lowest quiz score will be dropped prior to figuring the final quiz grade.

You may retake up to 1 quiz or 1 exam. All retakes must be successfully accomplished by the next class session. Successful retake grades will be recorded at a 70%. A passing grade on quizzes and exams is 70%. However, if your exam/quiz grades are below 75% at any time, there is a significant possibility that you will not successfully pass the class. Unsuccessful retakes will be recorded at whatever percentage the student achieves.

Since you will be treating patients based on your knowledge of program material you will be required to maintain an 70% grade point average. You must have a 70% grade point average to be eligible to take the course Final Practical Exam. Failure on the course Final Practical Exam will make you ineligible to take the State Practical Examination. You will be allowed (1) station retest only on the final practical exam. You must pass the course Practical Final to be eligible for the Written Final.

Failure to achieve a 70% on the written final exam will make you ineligible to take the State Exam.

Written Exams:

Note that prior content is “fair game” for inclusion in present exams. Each student will have 1 ½ hours to complete the exam. . The final exam is NOT reviewed. No student will be allowed to copy, reproduce, take notes of specific questions or leave the building with any document related to reviewing a specific exam. Any student found doing so will be terminated from the program. Written exams are “on-line” exam. This will be determined by the Lead Instructor / Coordinator.

Quizzes:

There will be quizzes given at random throughout the EMT-Basic program. On days where there is a test, there is generally not a quiz; however, quizzes may take place AT ANY TIME. There are some quizzes that occur after the break which are not announced. All quiz material will have been covered in a previous lesson. The total quiz average at the completion of the course will count as one exam grade. The minimum passing grade for all quizzes is 70%. If a quiz is missed due to tardiness without adequate justification (the lead instructor will make the final determination as to what is justifiable), the score is recorded as zero.

Practical Exams:

The student understands that some physical expectations are a part of the course. S/he claims no physical impairments that may impair their ability to participate in this class including back problems, lifting restrictions or difficulty with strenuous activity. Students must be capable of lifting one hundred twenty five pounds. This is important to the safety of their selves, partners, and patients.

For successful completion of the practical exam you must be able to pass all eight testable practical skill stations:

1. Long Board
2. KED
3. Splinting
4. Traction splint
5. Patient Assessment – Medical
6. Patient Assessment – Trauma
7. Resuscitation
8. Defibrillation (AED)

Evaluation of Practical Skills:

The practical skills evaluation mirrors that of the Office of Emergency Medical Services.

Guidelines as to appropriate skills management will be distributed to the student during the program and are based on observed behaviors and are as objective as possible. You will be told why you did not succeed in any area. The grading rules are as follows:

- If you should fail 1 station, that station will be retested that day.
- If you fail a station (s) a second time or more than one station the same day, you will receive remediation and a retest date.
- You will be allowed 3 attempts to attain a passing score.
- If you fail a station (s) a third time after you have received remediation then you will have failed the program.

Practical skill are as important (some say more important) as the didactic learning in an EMT program. Generally, our students find that this is the most challenging part of the course.

Students may, by appointment only, come in and use equipment to practice skills at the discretion of the training center. These sessions are self guided and will not have a trainer/instructor assigned to them. Equipment may be used in the training center only, and may not be removed.

Field and/or Hospital Observation:

A minimum of ten “patient contacts” must be completed and documented as part of the course. This may be done as hospital observation time or in a “ride-along” with Cataldo Ambulance Service. Documentation of this time must be on approved forms and returned before class end. Students will be unassuming and take direction from the Emergency Room or Ambulance service staff.

They will never assist with skills in the Emergency Room or in the ambulance that are above their level of training even if the staff might request they do so.

The Program will not have a preceptor at hospitals or in the ambulances and will not be held responsible for any action or patient care performed by the student. The student has to understand that their behavior in outside environments reflects directly on Cataldo Ambulance Service as a whole. Loss of opportunity to go to these areas for all future programs can result from your inappropriate action. Please be cognizant, polite, and involved.

Students are required to provide proof of health insurance, immunization records, and flu shot prior to field/hospital observation.

Learning Disabilities:

Students with learning disabilities must make them known to the Program Director as soon as possible. Students requesting examination accommodations must provide appropriate documentation in support of your request. Early notification allows us to make arrangements or considerations for the student. Students failing to make the proper notifications will release us of any responsibilities to make reasonable accommodations. With early notification, every effort will be made to help the student achieve their goal of successful completion of the EMT-Basic program.

Standards of Behavior:

Cataldo Ambulance Service EMT Education Program students are expected to conduct themselves in accordance with the high ethical standards expected of health care professionals. Program graduates will assume responsibility for the health and welfare of the public as certified health care practitioners. Because of this responsibility, students are expected to demonstrate levels of competence and patterns of behavior deserving of the public trust with which they will be vested. The Program has the right and responsibility to sever the relationship (or inform the students department in the case of municipal employees) with any student who demonstrates any behavior which is considered by the program administration to be inappropriate, unsafe, unethical or dangerous to themselves or others, including intentional damage or destruction of course equipment, within the program or Cataldo Ambulance Service. Appeals of this decision may be brought to the Course Director or the Medical Director and finally to the Office of Emergency Medical Services.

No Alcohol Policy:

The drinking or possession of alcoholic beverages in the class area, Cataldo Ambulance Service areas or in affiliated facilities is prohibited. Student's who violate this rule are subject to immediate suspension pending assessment of termination procedures. Attending any Cataldo Ambulance Service educational offerings while under the influence of alcohol or drugs is prohibited. If you are suspected of being under the influence of alcohol or drugs, you will be dismissed immediately from class or your clinical observation. Inappropriate behavior of any kind chemically induced or other, will result in your dismissal from the program. Student behavior that threatens and/or endangers the psychological or physical safety of a patient, ambulance staff member or instructor will result in immediate dismissal from the Program.

Drug Free Policy:

Cataldo Ambulance Service, as a health-care organization, embraces the spirit of the public law that requires schools to provide a drug-free school and workplace. The organization will abide by this state and federal mandate. Cataldo Ambulance Service, and therefore this Program, has a no-tolerance drug policy. Any student who is found to be using or possessing illegal drugs (as defined by the Uniform Controlled Substance Act of the Commonwealth of Massachusetts) will be subject to disciplinary action that will result in dismissal from the program. This policy includes any outside conduct when representing Cataldo Ambulance Service such as hospital observation time. This is in accordance with the MDPH/OEMS policies and regulations.

EXCEPTION: Students taking medications prescribed by a physician, which may impede their ability to perform skills or which may cause them to appear under the

influence of drugs may attend class, supervised by their instructor. It is mandatory that the instructor is aware of any such prescribed medications prior to class or lab time.

No Weapons Policy:

The Cataldo Ambulance Service EMT program does not permit any students or instructors to possess any firearms or other weapons while in class. Work tools such as multi-pliers, Leatherman™, Gerber™ tools etc., are exempt from this policy. We can conceive of no reason why a student/instructor would need a firearm in class. Therefore, the first violation of this rule will result in immediate removal from the class.

Prohibited Conduct:

Violation of policy may, at the discretion of Cataldo Ambulance Service, result in the student's dismissal from the program. The following are some examples of prohibited conduct:

1. Submitting material in assignments, examinations or other academic work, which are based upon sources prohibited by the instructor, or the furnishing of materials to another person for the purposes of aiding another person to cheat.
2. Submitting material in assignments, examinations and other academic work, which is not the work of the student in question and where there is no indication in writing that the work is that of the student.
3. Knowingly producing false evidence or false statements, making charges in bad faith against any other person or making false statements about one's own behavior related to educational or professional matters.
4. Falsification or misuse of hospital records, permits, or documents. Included in this is disclosure of patient information that violates federal HIPPA guidelines.
5. Exhibiting behavior which is disruptive to the learning process or to the academic or community environment (militating against the good order of the program or service).
6. Conviction of a felony:
 - a. Before becoming a student under circumstances bearing on the suitability of a student to practice a health or related profession.
 - b. While a student at Cataldo Ambulance Service EMT Program.
7. Disregard for the ethical standards appropriate to the practice of a health or related profession while a student.
8. Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other Cataldo Ambulance Service all activities including the Cataldo Ambulance Service's public service functions or other authorized activities on Cataldo Ambulance Service ally owned or controlled property.

9. Detention or physical abuse of any person or conduct intended to threaten imminent bodily harm or endanger the health of any person on any Cataldo Ambulance Service ally owned or controlled property.

10. Malicious damage, misuse, or theft of Cataldo Ambulance Service all property or the property of any other person where such property is located on Cataldo Ambulance Service ally owned or controlled property or, regardless of location, is in the care, custody, or control of the Cataldo Ambulance Service.

11. Refusal by any person, while on Cataldo Ambulance Service property, to comply with Program staff, or an appropriate authorized official, orders to leave such premises because of conduct proscribed by this rule when such conduct constitutes a danger to personal safety, property, or educational or other appropriate Cataldo Ambulance Service activities on such premises.

12. Unauthorized entry to or use of Cataldo Ambulance Service facilities, including buildings and grounds.

13. Inciting others to engage in any of the conduct or to perform any of the acts prohibited herein.

14. Knowledge of Misconduct: Any person who witnesses or has first-hand knowledge of misconduct is obligated to send a written and documented report of the infraction to the lead Instructor of the Program. Those determined to have acted in a manner inconsistent with the expected standards of behavior may be subject to disciplinary action by the EMT Program.

Class Conduct:

Students, while at Cataldo Ambulance Service, or any clinical affiliate, will conduct themselves in a professional manner. During clinical assignments, students will be expected to perform any and all tasks requested, and to do so without complaint. Cataldo Ambulance Service will not tolerate unprofessional conduct, harassment, (sexual or otherwise), abuse or unruly behavior by our students or our staff.

Students that wish to report conduct which they believe to violate our code of conduct may do so according to the grievance procedure. All grievances will be kept confidential. We will not act on any anonymous grievance.

Violations of this policy are grounds for disciplinary action up to and including expulsion. A professional relationship between student and instructor will be maintained throughout the program at all times.

Any student and or instructor found to be in a relationship deemed less than professional will be subject to immediate removal from the program (student) and termination from employment (subcontractor – or employee instructor).

Lecture Conduct:

During a presentation common courtesy is expected. The students are expected to arrive on time and not delay the presentation by reason of tardiness. There will

generally be a break during the lecture. Note that you will be treated as adults. If you have to leave the room for a bathroom break, please return quickly. Students must come to each session prepared for class, including but not limited to, materials for note taking, textbooks, and skill sheets.

Cheating and Forgery:

Being dishonest or deceptive in order to gain academic advantage is not tolerated. This includes stealing or receiving stolen examinations, papers, computer assignments and/or research, library materials and the copying of computer software. Cheating will result in removal from the program. Signing another person's name to examinations, papers, or attendance lists is not tolerated. Forgery will result in removal from the program.

Electronics:

Please put all electronic devices on silent mode. Pagers and cellular phones must be on vibrate or turned off and shall not be heard or answered during the class. If there is an emergent need to answer a cellular phone which is on vibrate, you must excuse yourself from the classroom and take the call outside.

No texting is allowed. Texting during class is distracting to the instructor and those around you. Please communicate during breaks. Laptops may be brought to class, however, their use is only allowed to take notes during breaks. Students will be allowed to record classes if they choose.

Grievance Policy:

Students that feel they have been unfairly treated or believe they have a grievance may file a grievance using the following steps:

1. Inform the lead instructor at the program, in writing or verbally on the day/night of the occurrence or when you discover it.
2. The instructor will consult with the Lead Instructor / Coordinator and/or Program Director when necessary, and will make the final decision as to any grievance affecting policies or grading issues.
 - a. Note: if the grievance involves the lead instructor, you must first address the concerns to the instructor then proceed to the Education Director.
3. Any grievance that falls outside the policies and grading issues may be brought to DPH, OEMS attention within one week of Step 2 by calling 617-753-7300.

Student Advocacy and Resources:

The Program staff strives to serve as student advocates. Whenever possible, the Program staff will support student decisions in administrative, educational, and

clinical matters. To do this most effectively, we request timely notification of any significant incident, problem, or error.

If the student knows or feels that there may be some controversy regarding his or her actions or inaction (especially during a clinical observation), it is best to call lead instructor before we hear about the problem from other sources. In this way, we can present an answer or explanation immediately. Students are requested to write incident reports regarding any significant problem or unusual occurrence. Promptly contact Program staff, who will advise you of the necessity and format of the incident report.

Instructors:

Faculty recruitment will be non-discriminatory with regard to disability, race, color, creed, gender, sexual preference, veteran status, and national origin. All instructors will be at the EMT-Basic certification level or higher.

Textbooks:

The textbook for this program is the American Academy of Orthopedics Surgeons (AAOS), most recent edition (provided). The replacement cost will be \$100. In the event that you lose or damage your textbook, it will be your responsibility to replace it. No textbook substitutions will be allowed.

Internet and/or CD access:

Each student textbook has an online access code in the back of the book. This code is designed to provide additional support and information to the student. Using the code in combination with internet access and the student workbook will increase your chance for successful completion of this program.

Classroom Dress Code:

All students will, at many points in the program, be moving about on the floor as either a patient or a victim. The students will be assessing and treating each other and will be in various positions.

Your clothing and shoes will have an impact on your performance and the operation of the class. Therefore the following guidelines will be observed:

Uniform Shirts will be provided for class and clinical/ambulance time. Shirts which are offensive, torn, dirty, midriff, tank-tops, or loose fitting shirts that could expose part of your body are not allowed.

Open-toed shoes or sandals will not be allowed.

No short or miniskirts will be allowed.

Uniform Pants may be worn and need to be belted and worn at the waist.

Baseball caps can be worn to class, but not in class.

Dress Code for Field Observations:

Under no circumstances is a student to report for their field rotation in jeans, shorts, sneakers high heels, open toed shoes, or any other attire which is not professional.

Professional provider appearance is very important to most patients and we value this concept.

Should any student violate the dress code, s/he shall receive a written warning and on the second offense may be terminated from the program.

Practical Examination for Massachusetts Certification:

Students will receive a detailed description of the Massachusetts Practical Examination for the EMT. The Program will provide a site for the State EMT level practical examination to all students seeking Massachusetts certification (The Program may offer the practical examination to non-students for a fee). This site may or may not be on campus. Students will receive a description of the state certification procedure.

Ineligible Candidates:

The Massachusetts EMT certification examination is administered to individuals who have successfully completed a DPH/OEMS approved EMT training program. You will not be presented by Cataldo Ambulance Service to the Department for certification if you have not:

- Maintained a Grade Point Average of 70%.
- Successfully passed the Practical Skills component.
- Completed and turned in all course requirements including 10 patient care reports and any makeup or homework assignments.

Examination Fees:

Exam fees are established by the Commonwealth and are independent of any fees for the class.

The State application fee is considered to be part of the course cost and is (as well as practical exam fee) covered by the program, however, since each student schedules and takes their written (didactic) exam separately, that fee is NOT covered by the class and is the student's responsibility.

"A fee schedule is established for EMT certification, testing and retest examinations. Upon successful completion of the EMT Program, Students are responsible for their State Application fee in the amount set by the State of Massachusetts of \$150.00. This fee must be submitted at the time of application in the form of a check or money order made payable to Commonwealth of Massachusetts. Upon successful completion of the State Practical Exam, OEMS will notify the student they have passed their practical

exam. The Student will be responsible to schedule and make payment to PSI Exams for their State Written Exam. The current fee for PSI Exams is \$55.00."

State Prerequisites for EMT Candidates:

The first and primary prerequisite is successful completion of the EMT Training Program which includes all quizzes, exams, and practical skills. Additionally, candidates are responsible to meet all submission deadline requirements regarding filing for State examination and testing.

Deadlines: An EMT candidate who has successfully completed training must successfully complete the practical examination within a maximum of one year of completing their EMT program. A candidate has a maximum of three attempts within this one-year period to pass the practical examination. An EMT candidate must successfully complete the written examination within a maximum of six months of passing their practical examination.

A candidate has a maximum of three attempts within this six-month period to pass the written examination. If a candidate has not successfully completed the practical and/or written examinations within their allotted time and has reached the three attempt limit, the candidate will need to successfully complete another Department approved EMT-Basic training program in order to take the Massachusetts certification examination.

Office of Emergency Medical Services Policies:

Additionally, a student must understand that in order to sit for the Massachusetts Emergency Medical Technician Registry Exam, student must follow the rules set by the Office of Emergency services and the Department of Public Health. These criteria are as follows:

1. Eighteen years of age.
2. Abstain from drug abuse because it may impair professional judgment and or practice.
3. Be free of any physical or mental impairment or disease which could reasonably be expected to impair ability to be an attendant or operator of an ambulance, or which could reasonably be expected to jeopardize the health and safety of a patient or a partner.
4. Successfully complete a department approved EMT training program or training equivalent thereof.

Applicant Questionnaire

When submitting an application for inclusion into the state exam, the Office of Emergency Services will ask the following questions of each student. Please read the following carefully.

- a) Have you previously applied to take the basic EMT examination in Massachusetts or any other state or jurisdiction?

- b) Have you previously applied for licensure (at any level) or taken the EMT exam under another name in Massachusetts or any other state or jurisdiction?
 - 1. Were you ever certified as an EMT (at any level) in Massachusetts or any other state or jurisdiction?
 - 2. Was your certification, license, or ability to work as an EMT (at any level) ever restricted, suspended or revoked in Massachusetts, any state or jurisdiction (including, but not limited to, by the state, your employer, physician, hospital, or region)?
- c) Were you ever denied certification or licensure as an EMT (at any level) in Massachusetts or any other state or jurisdiction?
- d) If you are/were ever certified or licensed as any other type of health care provider, was your certification ever revoked, suspended or restricted in Massachusetts or any other state or jurisdiction?

Criminal History:

- g) Have you ever been convicted of any misdemeanor or felony under the laws of Massachusetts or any other state or foreign country, (including a guilty plea or a no contest plea) however, you need not report the following misdemeanor convictions.
 - 1. A first conviction for drunkenness, simple assault, affray disturbance of the peace, speeding or minor traffic accidents, unless the incident leading to the conviction occurred while driving an ambulance or while on duty with an ambulance company.
 - 2. A conviction for a misdemeanor where the date of the conviction or the completion of any period or incarceration resulting from the conviction occurred five or more years ago, unless you have been convicted of any offense within five years of this application.

Confidential Medical Information:

- h) Do you currently have any physical, mental, or medical conditions which in anyway impairs your ability to function as an EMT?
- i) Within the past two years, have you engaged in the use of illegal drugs or the misuse of prescription drugs?

If you answered yes to any of the preceding questions, you will be expected to attach written explanation with supporting documentation. With regards to criminal offenses, convictions, and disciplinary actions, copies of relevant court documents and proceedings may be required to the Office of Emergency Services. You will be required to fill out a form as a part of the state exam application along with your check to the Commonwealth of Massachusetts.

This form will bear your signature attesting to the truth of your answers to preceding questions. Incorrect information could subject you to revocation, denial, or suspension of the certification for which you are applying. You need to understand that OEMS may conduct a criminal history check at their discretion. Cataldo Ambulance Service EMT Education Program does not require any of your criminal history; however, most employers do require a check.

All students that successfully complete the CAS EMT initial training program will be required to complete two additional steps in order to obtain NR and MA certification

National Registry of Emergency Medical Technicians Certification

Prior to the conclusion of the CAS EMT initial training program each candidate will be required to create an individual account on the NREMT.org website and designate CAS as their training site. The program will provide candidates a copy of the NREMT publication "What you need to know about national EMS certification to assist your certification process. In order to become a nationally registered emergency medical technician you will need to successfully complete two examinations:

1. Cognitive Examination (Knowledge)
2. Psychomotor Examination (Practical Skills)

The program director will acknowledge that your course was completed successfully at the end of the course within three business days. The successful course completion acknowledgement can only be done if the candidate has an account built in NREMT.org. This acknowledgement will allow the candidate application for registration to be accepted and receive an for an authorization to test (ATT) and sit for the cognitive examination as soon as it can be scheduled. The ATT has important details about scheduling the examination at an approved testing center. Please read this letter carefully to assure that you are not turned away at the testing center and possibly forfeiting your examination fee.

The Psychomotor examination will be scheduled by CAS within four weeks of the program completion. It is advisable to take the psychomotor examination with your class. When the psychomotor examination results are received the program director will acknowledge successful psychomotor examination completion. If you were unsuccessful in passing the psychomotor examination your instructor / coordinator will assist you in scheduling a retest.

Once a candidate has successfully completed the cognitive and psychomotor examinations they will be registered emergency medical technician with the NREMT. The EMT will need to obtain Massachusetts State Certification in order to work in the Commonwealth of Massachusetts as an EMT.

See the following section on instructions on how to apply for MA certification.

Massachusetts State EMT Certification (Licensure)

Anyone who wants to work in Massachusetts as an EMT (and who tested after July 1st, 2013) must submit an application to OEMS after they receive their NREMT card in order to obtain MA certification.

If you have not held certification in any state BUT hold NREMT certification, they will need to submit the following in one packet:

- a complete application (<http://www.mass.gov/eohhs/docs/dph/emergency-services/forms/basic-app-nr-cert-200-05.pdf>) Applications will be handed out in class and your instructor will review how to complete the application. If you have any questions on how to complete the application please contact your Instructor / Coordinator or the program office at (781) 873 – 4301.
- a copy of their signed BLS CPR card (**front and back**)
- a copy of their NREMT card
- the certification fee (\$150)
- a CORI packet (ONLY IF YOU HAVE A CRIMINAL HISTORY); includes a CORI authorization form, a copy of their state ID, a description of their criminal history and supporting documentation if available.

If you have your NREMT card and already have an application on file with OEMS you will need to:

- Email a scanned copy of their NREMT card to aaron.gettinger@state.ma.us with a current mailing address.

Note: Incomplete applications received by OEMS will be returned to the applicant. This will result in a delay in receiving your MA state certification.

Academic Discipline / Suspension or Dismissal:

The Program reserves the right to dismiss any student for failure to maintain a satisfactory academic record, acceptable personal behavior or violations of the policies and procedures as outlined in this manual.

Procedure

- a. Any student for whom a recommendation for discipline/dismissal is considered will receive ample notification of unsatisfactory work.
- b. The student will be notified, in writing, of the following:
 - (1) Factors the Program intends to consider in the discipline / dismissal proceedings.
 - (2) The time and place for a meeting with the Program Faculty.
- c. From the time of written notification to the time in which the proceeding is held, the student loses all attendance privileges. This time period will not exceed 2 class days.
- d. A meeting will be convened, attended by the Program Faculty and the student. During this meeting, the following will be reviewed:
 - (1) Policies and/or Procedures relevant to the disciplinary proceeding
 - (2) Student's signed statement, agreeing to be bound by the Program's policies.

- (3) EMT Program documentation regarding student's deficient performance
- (4) Student rebuttal
- e. At the conclusion of the meeting, and after discussing all pertinent facts, the Program Faculty will make a determination of disciplinary actions.
- f. A written copy of such decision will be given to the student.
- g. The student has the right to appeal the Program's decision via the grievance procedure.

Program Sexual Assault Policy:

All students must understand that training involves hands-on practical application which is a state and school policy. The EMT course is an example of a program in which the Office of Emergency Services mandates considerable hands on practical classes. These classes involve both instructor-to-student contact and student-to-student contact. If at any time a student feels compromised, the following policies have been put in place. We have additionally added the following list of sexual assault programs offered around Massachusetts.

- 1) Appropriate legal action may be taken against a student committing a sexual assault.
- 2) S/He may be subject to dismissal from the facility as well as other disciplinary procedures.
- 3) If a perceived sex offense occurs, a student should report the incident immediately to the lead instructor to determine the appropriate procedures to follow:
 - a) The accuser and the accused student(s) are entitled to a hearing with others present. Following the hearing, a letter confirming the sanction or dismissal of complaint will be sent to the student. If sanctions are imposed, a letter will also be sent to the appropriate school personnel.
 - b) If the student chooses, the school personnel, such as the Program Director, will assist in informing the appropriate law enforcement authorities.
 - c) Recommended Boston/Cambridge medical facilities and agencies include:
 - d) The Boston Evening Medical Center, Beth Israel Hospital Rape Crisis Service, Massachusetts General Hospital Rape Unit, Emergency Services Boston City Hospital, Boston Area Rape Crisis

Anti-Harassment Policy:

In the course of carrying out their obligations to the school, no student or employee has the right to demean any individual because of gender/sex, or to require any such person to listen or participate in sexual or prejudicial discussions of any sort (including sexual jokes), which are unwelcome or offensive to that individual.

Likewise no student or employee will demean any person due to religious, race or ethnic background or due to disability. Under the law, this type of rude behavior is considered to be unlawful "harassment." All forms of harassment are forbidden.

Any student found to have engaged in harassments subject to severe disciplinary action, up to and including expulsion.

Smoking Policy:

Smoking is prohibited within the classroom and clinical areas and if allowed is limited to designated smoking areas. Courses held at satellite locations will adhere to those agencies policies.

Accommodations for Examination Due to Physical Disability:

The Commonwealth of Massachusetts generally accords candidates no accommodations due to physical disability. The DOT/NHTSA Job Function Analysis clearly describes the physical abilities an EMT must possess to be successful in a career in the field.

Students who would not be considered able to accomplish the physical requirements of the position will be permitted to take the course (as long as recommendations concerning student safety can be addressed and managed throughout the course) but will be ineligible for clinical and/or field components of the program. This will make them ineligible for participation in the certification exam process.

The National Registry of EMTs allows only more time to take an exam(s) for learning disabilities. EMT will allow additional time for completion of exams. If the remainder of the class is ready to review the test and the involved student is not, he/she will be allowed to finish their exam in their own time in a separate area while the class proceeds with the review. Students requesting examination accommodations must provide appropriate documentation in support of your request.

Quality Improvement:

All of you will have the opportunity to provide both formal and informal feedback.

Formal:

At the end of the class you will be asked to complete an evaluation of the program. We encourage you to offer suggestions as to how we may improve the program: what did you see that needs to be improved; what would you suggest as an improvement? You are encouraged to be brutally honest as this is an anonymous evaluation.

Informal:

You are also encouraged to offer suggestions or comments throughout the program. These should be directed to the lead instructor.

At the end of the program, all of the evaluations will be reviewed by a group composed of:

Lead instructor
Medical Director
Additional Instructor Staff

At this time, the program as a whole will be evaluated for the year and we will try to incorporate suggestions into our next class planning.

Summary:

We hope that you find your time in this program to be useful, rewarding, challenging and fun.

It is incumbent upon you to be proactive in the class and practical sessions to make the most of this opportunity.

We welcome you and look forward to working with you in the upcoming years.

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**Emergency Medical Technician-Basic
Initial Training Program
Student Information**

Name _____ Date of Birth _____

Address _____

City _____ State _____ Zip _____

Sex: M F e-mail _____

Phones: Cell (____) _____ Work (____) _____

Home (____) _____

If a Firefighter, your department: _____

Do you have any previous medical education (CPR, First Aid, EMT, Etc.)?

Please give your reason(s) for taking this course (work related, qualify for work, pre-med, etc)

Do you have any physical problems which may impair your ability to participate in this program (back problems, lifting restrictions, restrictions from strenuous activity,

If you have any learning disabilities, please speak to the primary instructor in private. We can work together to try to improve your learning experience in this course.

My signature below acknowledges that I have received a copy of the student handbook and have had an opportunity to ask questions concerning any matters not fully understood by me prior to signing. I agree to abide by the rules and guidelines set forth in the student handbook and policies and procedures. In the event that I sustain any injuries or sickness as a direct result of my participation in any aspect of this EMT training program, I hereby agree to hold harmless the instructors, staff, Cataldo Ambulance Service, any field or clinical rotation sites and any of its employers, affiliates and/or parent companies.

Student Name Print _____ Date _____

Signature _____