

EMR & EMT



STUDENT HANDBOOK



Oakes Ambulance EMS Education Student Handbook

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Oakes Volunteer Ambulance Service EMS Education Program

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Oakes Volunteer Ambulance Education Program Philosophy

Education impacts learning and the development of individuals by improving verbal skills, quantitative skills, and the ability to use higher-level thinking, decision-making skills, intellectual flexibility, reflective judgment, and communications. Education also impacts attitudes and values by developing a more positive self-image, encouraging autonomy and independence, increasing the ability to deal with change and ambiguity, developing a structure for principled reasoning and moral judgment, and improving career mobility.

Program Goal and Importance of Lifelong Learning

The goal of the Emergency Medical Responder (EMR) and Emergency Medical Technician (EMT) programs are to prepare competent entry-level EMR's and EMT's in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

The EMR and EMT curriculum is designed to provide the student with the essentials to serve as an EMR and EMT. As the student enters Emergency Medical Services (EMS) as an entry-level skills practitioner it is important that further enrichment and continuing education is important in order to bring the student to full competency. This initial program will provide the basics to perform the duties as an EMR and EMT, but continuing education, experience, and growth is needed to become a competent EMS provider. Continuing education is critical to ensure competency is maintained throughout a person's career in EMS and in the medical profession. Change is a constant progress in all professions, especially in the medical profession, and to keep up with the changes, professionals need to incorporate continued learning as a permanent part of their lives.

Program Overview

Education is provided through classroom lecture and discussion (didactic), skill demonstration and practice (psychomotor), and actual patient care observation in either an emergency room or ambulance setting. Emphasis is on providing basic knowledge and skill proficiency in the delivery of emergency care. Successful course completion makes the student eligible to take the examination leading to either state certification (EMR) or national certification with the National Registry (EMT).

You must demonstrate dedication and self-discipline if you wish to become certified as an EMS provider. EMS courses are intensive, comprehensive, demanding, and will require you to master large quantities of technical material, clinical skills and interpersonal skills in a relatively short period of time. It is imperative that you come to class fully prepared and it is your responsibility to have read and studied all assigned reading prior to entering the classroom. Class lectures and discussions serve to highlight material and to provide a forum for questions, review and group discussion.

You must understand that you are studying to become a certified healthcare professional. Therefore, it is important that you conduct yourself in a professional manner at all times. Immature, irresponsible or inappropriate behavior is unacceptable and will constitute grounds for dismissal from the program.

In the provision of EMS training programs, the Oakes Ambulance Service shall not discriminate based on age, sex, creed, national origin or sexual preference. The program will foster and demand from each student, an atmosphere which maximizes learning opportunities for all program participants. Behavior which is disruptive or harmful to students or faculty will not be tolerated.

Program Eligibility

Course Application

A complete course application must be submitted to be considered for both the EMR and EMT education programs. This application includes important contact information, a personal reference, and prior work experience in the healthcare industry. If your education is being sponsored by another agency, a contact person and signature from the agency representative must be provided in the application.

Course Enrollment

Course registration begins one month prior to the advertised start date of the designated course and officially ends two weeks after the first informational session. Any class session(s) and material that is missed due to the late registration is still to be successfully completed by the student.

Felony Statement

An individual convicted of a felony offense may not be eligible for certification and licensure. If you have been convicted of a felony, you may not be eligible for certification by the NREMT or licensure by the state of North Dakota. You must complete a current EMS Registration Form and truthfully complete the criminal conviction statement section as a requirement to enter the course. If a felony is committed during the education course, this must be disclosed to the course coordinator and a new registration form submitted.

US Health and Human Services Exclusion

The US HHS has the authority to exclude individuals from participating in federally funded healthcare programs. Exclusions may be due to; insurance fraud, patient abuse and neglect, felony convictions for healthcare-related fraud or financial misconduct, and convictions relating to manufacturing, distribution, or dispensing of controlled substances.

BLS Provider CPR

If you do not have a current BLS Provider CPR certification, or it expires during the education course, you must obtain BLS Provider CPR certification prior to the end of the course.

Course Overview

Emergency Medical Responder (EMR)

The primary focus of the EMR is to initiate lifesaving care to critical patients who access the EMS system. This individual possesses the basic knowledge and skills necessary to provide lifesaving interventions while awaiting additional EMS response and to assist higher level personnel at the scene and during transport. EMR's function as part of a comprehensive EMS response, under medical oversight. EMR's perform basic interventions with minimal equipment.

Skill enhancement includes Injectable Epinephrine.

This 80-to-100-hour training course is appropriate for professionals such as firefighters, law enforcement, school bus drivers, postal employees, and industry workers such as factory workers.

The EMR student must:

- Attend a state-approved EMR course
- Pass a local psychomotor exam and a NREMT EMR cognitive exam at a Pearson Vue test center
- Have a current BLS Provider CPR card

Tuition Fee: \$400.00 (includes necessary textbooks, online programs, and psychomotor exam)*

*This fee does not include the NREMT CAT exam fee for the EMR level

Emergency Medical Technician (EMT)

The primary focus of the EMT is to provide basic emergency care and transportation for critical and emergent patients who access the EMS system. This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. EMT's function as part of a comprehensive EMS response under medical oversight. The EMT is a link from the scene to the emergency healthcare system and is the minimum certification allowed to provide independent patient care in the back of an ambulance. Skill enhancements for the EMT course include

- | | |
|-------------------------------------------------------------|-------------------------------------------------------------|
| <input checked="" type="checkbox"/> Limited Advanced Airway | <input checked="" type="checkbox"/> Injectable Epinephrine |
| <input checked="" type="checkbox"/> Nebulized Medications | <input checked="" type="checkbox"/> Naloxone Administration |
| <input checked="" type="checkbox"/> IV Maintenance | |

Course Length: 200 hours of lecture, online study, examinations, and psychomotor training.

The EMT student must:

- Complete a state-approved EMT course
- Pass a portfolio psychomotor exam
- Pass the NREMT cognitive exam
- Have a current BLS Provider CPR card

Tuition Fee: \$900.00 (includes necessary textbooks, online programs, and psychomotor exam)*

*This fee does not include the NREMT CAT exam fee for the EMT level

Online Learning Component

The Oakes Ambulance is offering the Web Hybrid course as a convenient and flexible option for students taking EMS courses. A Web Hybrid course is taught partially online and on designated nights in the classroom for skills practice. Students will complete the online portion using the Zoom platform.

Is Distance Learning for You?

1. Am I able to achieve success in a non-structured learning environment? Am I capable of reading for comprehension?
 - Many online courses require extensive reading and the ability to comprehend what you are reading.
2. Do I have any physical conditions that may keep me from sitting for a long time?
 - The online course hours are typically from 6:30pm to 10:00pm. The online course will require the student to sit for 50-minute increments of time between scheduled breaks and lecture.
 - It is imperative that all students are prepared and logged-in by the scheduled start time of the class and return from breaks at the designated times provided by the instructor.
 - You must remain online and able to answer all questions when called upon by the instructor.
3. Am I self-motivated and capable of self-discipline?
 - Consider how much time you have to dedicate to course work every week. Also consider your learning style and how you learn best.
4. Do I have access to a computer with an internet connection? Do I have the computer skills necessary in order to comfortably navigate through an online classroom?
 - You must be computer literate and have experience in computer communication.
 - Good word processing skills, be able to upload, download and save files, and send/receive emails in a timely manner.
 - A reliable computer and printer. Ability to do research in Google and other search engines.
5. Am I self-reflective?
 - Instructors will expect you to be self-reflective and to share your experience with the class.

Hardware, Software and Email Requirements

- ☒ A PC or MAC that is a recent model (less than 5 years old).
- ☒ Ability to hear clearly with speakers or headphones.
- ☒ Dependable high-speed internet connection (cable or DSL).
- ☒ The latest version of Firefox, Chrome, or Microsoft Internet Explorer.
- ☒ JavaScript and Cookies must be enabled on your browser for the Go-to-Meeting software.
- ☒ Microsoft Office Suite installed – MS Word, MS Excel, MS PowerPoint.
- ☒ Ability to open a PDF, JPEG, and other common files.
- ☒ Electronic mail (email) is an official method of communication between the instructor and students. All students should check email frequently (daily preferred).

Top Five Rules of Netiquette in an Online Course

1. Be Friendly, Positive and Self-Reflective
 - When people cannot always see you, feelings can be hurt if you are not careful in how you express yourself. “Think before you speak” and “Think before you write”. Do not respond when you feel angry, wait. Write it down and come back to it....when you do you may find you no longer feel the same way you did when you first wrote it down. Last, if you still feel the need to be heard, then edit before you post, and write it in terms that are easily embraced.

2. Use Proper Language and Titles
 - Do not use slang or even profane words in an online education environment, even if they are words you consider “not so bad”. Always address the instructor or guest presenter in a manner of which they introduce themselves. Also, do not use CAPS LOCK when typing. Doing this will insinuate yelling. That can give others the wrong impression of you.
3. Use Effective Communication
 - Say what you mean to say. This takes practice and thoughtful writing. Try to speak clearly at all times. Reread before you respond and correct a misunderstanding right away. Always be mindful of chosen words and joking.
4. Professionalism
 - Leave out the characters like smiley faces and instant message abbreviations. Your friends may like it, but your instructor and classmates will not. Always say please and thank you.
5. Ask for Clarification
 - If you are unsure of what was said, or the instructor’s directive, or are trying to interpret a person’s expressions, then ask again. Do not sit in silence either misunderstanding or feeling offended. However, do not interrupt; wait until there is a break in the conversation or until the open interaction occurs.

“Do not do or say online what you would not do or say offline”

Core Performance Standards

A candidate for the EMS profession must have the following abilities and skills: observation, communication, motor, intellectual-conceptual, integrative, and quantitative, and behavioral/social attributes. Technological compensation can be made for disabilities in certain areas, but candidates should be able to perform in a reasonably independent manner, with or without accommodation.

Visual: Candidates in order to make proper clinical decisions must be able to visually assess a patient.

Oral-Auditory: Candidates must be able to communicate effectively and sensitively with patients and other members of the health care team. Must understand and convey information essential for the safe and effective care of patients in a clear, unambiguous, and rapid fashion. Must also be able to relate information to and receive information in a caring and confidential manner, listen and respond to radio communications, and effectively hear through a stethoscope. Candidates must be fluent in and able to read, write, converse, and comprehend the English language.

Physical/Motor: Candidates must possess the motor skills necessary to perform palpation, percussion, auscultation, and other diagnostic maneuvers. Candidates must execute motor movements reasonably required to provide general emergency care such as; airway management, CPR, application of pressure to control bleeding. Candidates must also be able to lift and carry 125 pounds and handle equipment such as stretchers from floor level to a height of 33 inches. They must be able to walk and work in small spaces, various weather conditions, and various physical environments.

Cognitive: Candidates must be able to measure, calculate, analyze, integrate, and synthesize in a timely fashion. Candidates must be able to follow written and verbal directions.

Social: Candidates exercise good judgment, function effectively under stress, adapt to changing environments, display flexibility, and be able to interact with individuals from varying social, cultural, and economic backgrounds.

Curriculum Requirements: Candidates must be able to successfully complete, with or without accommodation, all required components of the curriculum.

Attendance: Class attendance is an important component of the educational experience. Reasonable accommodation will be provided, but attendance requirements must be satisfied for successful completion of the education courses.

Evaluation and Clinical Assessment: In order to evaluate the competence and quality of candidates, the instructor will employ periodic examinations as an essential component of the EMS curriculum. Successful completion of these examinations is required for all candidates as a condition for continued progress through the curriculum. Reasonable accommodation will be made in the form or manner of administration of these evaluations when necessary. Demonstration of clinical competence is also of fundamental importance of the curriculum and is required of all candidates.

Student Expectations

Attendance – Students are required to attend all scheduled classes. If for some reason the student is unable to attend a class (i.e. illness, vacation, other conflicts) they must make arrangements with the instructor to make up material missed. On a third consecutive absence you are dropped from the class. Overall, a 90% attendance is required to successfully complete the course and this must be maintained throughout the course.

Class Schedule Changes – To avoid class cancellation sessions may be taught by an alternate instructor whenever possible. In the event a class must be rescheduled every attempt will be made to find a suitable date that is acceptable to the majority of class participants. The length of the course and material required by law to be covered may require us to add a weekend class date to assure the course meets all requirements. Students will be notified of class schedule changes by the instructor in a timely manner and in the preferred communication method they indicated in the course application form.

Class Breaks and Dismissal – Students are expected to remain in the classroom until dismissed by the instructor, unless on breaks. Any student leaving the classroom without permission of the instructor will be considered absent. Breaks will be provided approximately one break each hour and the students are expected to return at the designated time indicated by the instructor.

Participation – Students will be evaluated by instructors and the Program Director during the entire course in such areas as dependability, attitude, maturity, and the ability to relate well with others as well as the student's ability to achieve acceptable performance levels. Remediation will be provided by the instructor for students having difficulties in any area of the course.

Documentation – The Oakes Ambulance requires completion of the following documents for each student prior to the student being allowed to take the psychomotor exam and computer adaptive test (CAT):

- a. Course application form and signature verification for receipt of course handbook.
- b. Most current EMS Registration form provided by the ND EMS Unit.
- c. Creation of an account and test application online with the National Registry of EMT's.
- d. A course certificate will be provided for students successfully completing all course components.
- e. Other essential forms designated by the Program Director to successfully complete the course.

Tuition Fees – The instructor will review the course fees during the student orientation. Course fees typically include, but are not limited to; instruction, background investigations, psychomotor testing, audio-visual equipment, and other materials needed to conduct the course. Each student will be

responsible for the National Registry of EMT's CAT testing fee, which is paid online to the NREMT. Students will not be allowed to take the CAT exam and psychomotor testing until all course fees are paid to Oakes Ambulance. All certification fees are non-refundable.

Tuition Refund Policy – A student may withdraw from any EMR or EMT course with the student being liable for payment of tuition per the following schedule:

- a. Prior to the second class – 100% refund
- b. Prior to the fourth class – 75% refund
- c. Less than 45 days from the first class conducted – 50% refund
- d. After 45 days – 0% refund

Students are required to submit a letter in writing requesting to withdraw from the course to receive a refund (if eligible).

Students who must withdraw due to reasons beyond their control (i.e. prolonged illness, family crisis, etc.) may request an exemption to the refund policy by petitioning the OVAS Board of Directors. Proper documentation must be submitted for this request.

Financial Aid Agreement – An enrolled student who is a member of the Oakes Volunteer Ambulance Service may apply for a tuition waiver (including course fees, books, and initial testing fees) if specific requirements are met. Students who are not members of OVAS may also seek the same financial aid agreement from the OVAS Board of Directors. Students who are members of another agency (i.e. EMS, Fire) or seeking potential membership, will need to inquire on specific financial aid agreements or requirements with those agencies.

Clinical Experience – The student will be required to obtain at least ten (10) patient contacts (including assessment and vital signs). This is accomplished in the ambulance setting with a possible visit to the local hospital (if necessary). Please make every possible attempt to appear at your scheduled time(s). If you are not able to attend, please contact the Instructor or Program Director as soon as possible.

Accidents or Unusual Incidents – Students must report any unusual incidents they experience during their participation in the program as soon as possible after the event and no more than 24 hours after the event. These include, but are not limited to major incidents especially those involving the media, student injuries or exposures, medication errors by the student, and injury to a patient. Under no circumstances should any student write an official incident report for or be interviewed by non-Oakes Ambulance staff regarding unusual events (i.e., questions on patient care, inappropriate behavior, accident reports, and procedural issues) occurring during a clinical experience without the permission and/or representation of the Program Director or Instructor.

Americans with Disabilities Act Policy – The National Registry of EMT's and Oakes Ambulance complies with the Americans with Disabilities Act (ADA) in regards to requests for examination accommodations consistent with its mission and public protection. It is the policy of the NREMT to administer its certification examinations in a manner that does not discriminate against an otherwise qualified applicant. The NREMT offers reasonable and appropriate accommodations for the CAT and psychomotor components of the registration examination for those persons with documented disabilities, as required by the ADA.

The NREMT urges candidates requesting any accommodation to submit such requests as early as possible to provide adequate time to resolve any documentation issues that may arise. At a minimum, **all requests for accommodations must be received by the NREMT no less than thirty (30) days before the scheduled test date.** The NREMT will review each request on an individual basis and make decisions relative to appropriate accommodations based on specific guidelines.

Oakes Ambulance instructors do not discuss or screen student candidates for disabilities, or consider addressing any potential disabilities prior to a student's admission into the educational program. No inquiries are ever made of a prospective student about any disability. All students are provided a copy of the functional job descriptions for the various certification levels at the beginning of each course. At the beginning of the course (but never before the course begins), instructors will inquire if there are any students who may request accommodations for disabilities. If students request accommodations, the instructor will refer or advise the student to contact ND EMS Unit and also direct them to the NREMT website to follow the instructions provided on how to request an accommodation.

Although each accommodation request is analyzed separately, some general principles guide NREMT decisions. Documentation must be current and provided by a qualified professional. Documents will be reviewed by NREMT psychoeducational consultants and approval of accommodations must be obtained by the NREMT.

Desired Student Attributes – Eligibility to attend EMR and EMT courses requires that you must:

1. Be a minimum of 16 years of age at the beginning date of the certification course.
2. Be proficient in reading, writing and speaking the English language with the ability to communicate verbally via telephone and radio equipment.
3. The ability to interview patient(s), family members, and bystanders.
4. An ability to document, in writing, all relevant information in prescribed format pursuant to legal ramifications.
5. Have no physical or mental impairment that would render them unable to perform all cognitive and psychomotor skills for certification. The ability to use good judgment and remain calm in high-stress situations is of the utmost importance.
6. An ability to work effectively in an environment with loud noises, flashing lights, low light, confined spaces, and other dangerous environments.
7. Be clean and neat in appearance. Good personal hygiene is essential.
8. Ability to lift, carry, and balance up to 125 pounds along with good manual dexterity with ability to perform all tasks related to providing the highest quality patient care.
9. Ability to bend, stoop, and crawl on uneven terrain as well as withstand varied environmental conditions such as extreme heat, cold, and moisture.
10. May not be under the influence of any drugs or intoxicating substances that impairs your ability to provide patient care or operate a motor vehicle in class or performing clinicals, while on duty or when responding or assisting in the care of a patient.
11. Have not been convicted of or found guilty of any crime, offense or regulatory violation, or participated in any other prohibited conduct such as:
 - a) Convicted of or found guilty of any crime involving sexual misconduct where lack of affirmative consent by the victim is an element of the crime.
 - b) Convicted of a felony involving the sexual or physical abuse of children, the elderly or infirm.
 - c) Convicted or found guilty of any crime (including abuse, neglect, theft from, or financial exploitation) of a person entrusted to their care or protection in which the victim is a patient or is a resident of a health care facility.
 - d) Convicted or found guilty of any crime involving the use, possession, or distribution of illegal drugs with some exceptions based upon the length of time since the conviction.
 - e) Have been convicted or found guilty of any other act that is a felony with some exceptions based upon the length of time since the conviction.
 - f) Are not currently under any disciplinary or enforcement action from another state EMS office or other recognized state or national healthcare provider licensing or certifying body. Personnel subject to these disciplinary or enforcement actions may be eligible for certification if there has been no recent disciplinary or enforcement action.
 - g) Have never been subject to a permanent revocation of license or certification by another state EMS office or recognized state or national healthcare licensing or certifying body.

12. All references to criminal acts or convictions under this section refer to substantially similar laws or regulations of any other state or the United States. Convictions include prior adult convictions, juvenile convictions, and adjudications of delinquency based on an offense that would have been, at the time of conviction, a felony conviction if committed by an adult within or outside North Dakota.

Student Dress Code

Dress code during classroom time should be casual unless otherwise directed by the instructor. Casual is identified as clean, odor free, intact (not ripped or torn) comfortable clothing.

Clinical experience dress code standards:

- All students will practice proper hygiene
- A dress shirt with a collar with dark pants or uniform pants
- T-shirts are not allowed to be worn to clinical sites
- Facial hair is allowed if it does not interfere with proper TB mask seal
- Shirts must be worn tucked in and buttoned. Only the top button may be left open.
- Boots and shoes should be clean, polished if possible, and fully tied/zipped.
- Hair should be neat, clean, and worn in a natural style (long hair pulled back)
- Students may not wear jewelry (except wedding bands and medical bracelets) that could cause injuries to the student or keep the student from operating any equipment
- Caps, hats, bandanas, and sunglasses are not to be worn indoors
- Use of conservative makeup is acceptable. Students must avoid excessive use of perfume, cologne, or after-shave due to increasing allergies

Student Professional Conduct

Students must conduct themselves in a professional manner, in the classroom and clinical settings. Students shall maintain the highest standards of professional ethics throughout the course.

Enrolled students shall not engage in any romantic or sexual relationships with those who instruct, evaluate, precept, or have an influence over the student's educational experience. Students shall not fraternize with any person who has an ability to evaluate or influence the student's educational progress outside of regularly scheduled offsite hours.

Cheating, Plagiarism, and Filing False Reports – Proven violation of student honor will be interpreted as a reflection of an individual's character and integrity. This behavior will be interpreted as an indication of how a student will act in respect to the patient, the patient's privacy, and the patient's possessions as well as the manner in which the student will implement the patient's assessment and treatment and truthfulness in documenting such action.

1. A student caught in an act of academic dishonesty on an exam, quiz, or assignment will receive a zero (0) grade for that work. Two (2) such occurrences will result in course dismissal.
2. Any student willfully creating a hazardous situation for themselves and/or others will be dismissed from that class with an unexcused absence. Continual practice of this nature will result in dismissal from the course.
3. The student must exhibit courtesy and respect for the instructors and fellow students.

4. Any student failing to maintain professional demeanor and conduct while in the program will be dismissed immediately.
5. Students must demonstrate appropriate etiquette at all times including, but not limited to: being respectful at all times; refraining from cursing and rude or inappropriate comments and behavior; using proper English in emails without slang or inappropriate language.
6. Specific conduct expectations for each course will be provided in the course syllabus.

HIPAA and Confidentiality – Students will experience interactions with patients and gain intimate knowledge of their health and social aspects of their lives. This information should be treated with complete confidentiality. You may not discuss information learned during a patient encounter without permission from the Program Director. You cannot transmit through any electronic means information that could be used to reasonably identify a patient.

Disciplinary Procedures – Misconduct or breach of the program's ethical or professional behavior standards against a student at any stage of the program will be investigated. Oakes Ambulance strives to assure due process for any disciplinary action that is taken against a student. Corrective action is generally progressive. For most minor incidents; personal coaching, documented warnings, or a written reprimand may precede probation or course dismissal. Corrective action plans are intended to be positive, non-punitive interventions that allow a student time to correct their behavior. In each instance, the correction action is to be fair, just, and in proportion to the seriousness of the violation. Feedback will be communicated privately and delivered in a timely manner.

Written Counseling – Will be provided for the situations noted below. Students who have received more than two (2) written counseling's will be required to meet with the Program Director and develop a plan for improved performance. Continued poor performance may lead to a dismissal from the course.

1. Failure to follow proper notification procedures
2. Missing a field or clinical experience without proper notification
3. Medication errors
4. Unprofessional conduct
5. Safety concerns
6. Failure to follow established policies
7. Attendance issues
8. Failure to comply with due dates
9. Poor academic performance

Probation – Students who violate any of the administrative or conduct policies and are placed on probation or dismissed at the discretion of the Program Director. Students placed on probation will be notified in writing along with the specific probation plan. A student who fails to comply with the terms of the probation will be dismissed from the course.

Course Dismissal – A student may be dismissed from the course for not satisfying the academic or student professional code of conduct policies outlined in this handbook. Those include, but are not limited to:

- Failure to meet academic standards as outlined in the grading policy
- Failure to meet the conditions of a probation plan
- Failure to meet course requirements during any phase of the course
- Substantial or repeated violation(s) of the standards of ethics, professional behavior and conduct set forth in this handbook
- Breach of patient confidentiality
- Repeated absences, tardiness, or early departure from classes

- A student who is disruptive, argumentative, disrespectful to other students or instructors, or shows any violent behavior
- Sexual or any other form of illegal harassment
- Theft, destruction, or misuse of property
- Possession of weapons during class or at clinical sites
- Use, possession, or under the influence of alcohol or illegal drugs
- Repeated or substantial failure to comply with the rules of the classroom, clinical experience, or field internship
- Failure or refusal to participate in necessary investigatory proceedings for an incident or unusual occurrence

This list is not exhaustive of all the inappropriate behavior for course dismissal. Oakes Volunteer Ambulance Service retains complete discretion to administer discipline for behavior it deems inappropriate, whether listed above or not.

Upon dismissal, the student will be notified in writing of the reason(s) for the dismissal and this will be placed in the student's file. The Program Director may require an exit interview at the time of dismissal. Students dismissed for disciplinary reasons can reapply for future courses; however, the documentation related to the dismissal will be considered as part of the evaluation of student eligibility.

Safe Education Environment – All students, faculty, staff, and others affiliated with the program should not fear for their own safety. If a student's actions illicit fear within others that student will be referred to the Program Director and will not be permitted to re-enter the program until course expectations have been met.

Any student who knows of any act prohibited by law or by policy or the code of conduct shall report it immediately to the Program Director. Retaliation for such reporting will not be tolerated and any student who interferes, attempts interference, or retaliates against the rights of another individual will be subject to disciplinary action, including possible removal from the program. Confidential reporting will be maintained, where possible, but the identity may have to be disclosed to conduct a thorough investigation to comply with the law, and to provide the accused their legal rights of defense.

Complaints and Grievance Policy – When possible, students should always try to address their concerns by first discussing it with the parties involved. Most student conflicts are resolved in discussions between the student, instructor, and Program Director.

If a complaint or issue is unable to be resolved, the student can initiate a grievance by first filing their complaint in writing to the Program Director. If the complaint involves both the instructor and Program Director, the grievance will be reviewed by the Oakes Volunteer Ambulance Service Manager, Medical Director, and potentially the OVAS Board of Directors. When filing a formal grievance, these steps should be followed:

1. Attempt to resolve the issue by speaking directly with the affected individuals.
2. Describe the complaint in writing to the Program Director.
3. The Program Director will review the grievance and forward to the appropriate party/parties for review and consideration.
4. You will receive an official determination in writing of your grievance and any action steps.

Academic Requirements

Textbook and Online Access – Both the EMR and EMT courses will utilize the latest pre-hospital care textbook editions, with the textbook and online access to Pearson included in the overall course fee. Course textbooks will be provided by Oakes Ambulance. The student will retain sole possession of the textbooks once the course fees have been paid.

Syllabus – At the beginning of the course, the student will be provided a course syllabus listing the specific requirements for the course. The Program Director and Instructor will modify the course syllabus as necessary.

Cognitive Examinations – Exams will be announced. There will be NO retesting of examinations without extenuating circumstances decided by the course instructor. All exams (divisional and final) will be administered online using a computer-generated testing system.

Proctored Examinations – All exams not taken in Oakes must have an approved proctor secured. To be considered for approval, the Proctor Authorization Form must be completed and submitted for approval by the course coordinator. Any proctor changes must be approved by the course coordinator at least forty-eight (48) hours prior to the scheduled exam.

Quizzes – These may be announced or unannounced. Students should expect quizzes frequently throughout the course. They may be given after a reading assignment, but prior to lecture and discussion. They may also be given at the end of a lecture period either the same date or at the next class date. The student may NOT make up a missed quiz or retest a quiz.

Grades – Eligibility to sit for the NREMT CAT examination requires the student to complete the course with a 75% average (rounded to the nearest tenth). The course final exam, a predictive exam, it is recommended that the student pass this exam with a 70% within two attempts. If not, necessary remediation will be recommended prior to scheduling the NREMT CAT exam. The EMR course will also require an overall 75% average.

The grading will consist of: Online Coursework, Cognitive Examinations, Quizzes, Clinical Experience, and Attendance. The points received in each category will be tabulated into the overall course average.

Grade	Percentage	Standing
A	92% - 100%	Excellent
B	84% - 91%	Good
C	75% - 83%	Average
F	Below 75%	Failing

Psychomotor Skill Examination – These will be administered to determine the competency of the student. Students will receive skill sheets that identify acceptable pass criteria prior to having a skill exam. Skill exams are evaluated on a pass/need to remediate basis. The final psychomotor skill examination will be evaluated on a pass/fail basis with the points used in determining the overall grade of the student. More details on the psychomotor exam is included in this handbook.

Clinical Experience (EMT) – The clinical or field internship consists of achieving a minimum of ten (10) patient contacts. The patients must be assessed, patient history, physical exam taken, and vitals obtained. The patient contacts can be achieved with the local EMS agency or in the emergency department at the local hospital (if necessary, and allowed). Of these ten (10) patient contacts, a minimum of five (5) must be obtained in an EMS environment. The observation internship provides for a variety of situations for the

student to mentally apply the information, skills, and knowledge they have learned to the patient care setting. This is the student's opportunity to learn from experienced physicians, nurses, paramedics, and other healthcare professionals.

These patient contacts must be recorded on the clinical experience form provided by the instructor. Students are not to collect or record personally identifiable demographic information on any patient on these forms or any other media. The audio or video (still or motion) recording of ANY activities in any clinical area is **STRICTLY** prohibited, with violators subject to dismissal from the course. The clinical experience sign-up form will be available to the students in the final half of the course.

Course Evaluation – At the conclusion of each course, students who have successfully passed the course will be provided an evaluation of the course. This confidential evaluation of the course is intended to seek feedback on opportunities for improvement as well as expand upon best practices.

Education Program Record Retention

All education program records (hard copy and electronic) will be kept for a minimum of 5 years following the end of each course in accordance with the ND EMS Unit requirements.

Retention of Student Records

1. Completed course application for each student that includes their necessary contact information;
2. Most current EMS Registration form, that includes the criminal history attestation;
3. Student grades, that includes: attendance, online coursework, all cognitive and psychomotor exams, required certificate courses (i.e. Hazmat, FEMA), and the final examination;
4. Copy of the student BLS Provider CPR certification;
5. Clinical experience documentation that includes the student narrative report and completed evaluation forms from each patient contact. The evaluation form includes the preceptor's printed name, contact information, completion date, and signature.

Retention of Instructor Records

1. Names and qualifications of the primary instructors;
2. Names and qualifications of the guest instructors, along with the materials instructed;
3. Instructor and course evaluation records completed by students and training institution personnel;
4. Names and qualifications of the psychomotor examination personnel.

Quality Assurance Program Records

1. Policies and procedures for periodic evaluation of all instructors, clinical evaluation sites, equipment, and other training resources;
2. Completed evaluation forms of new instructors who have been assigned a mentor;
3. Completed student evaluations by the instructor;
4. Remediation plans and evaluations for instructors;
5. Remediation plans and evaluations for students.

National Registry of EMT's Application Requirements

Candidates are required to have an NREMT application ID number and must meet the following requirements to be eligible for the national registration as an EMT.

1. Applicant must be 16 years of age or older. The NREMT does not certify applicants under the age of 16. For students who are not 16, upon successful course completion and passing the NREMT exams they will become North Dakota certified as an EMT. As they near their 16th birthday the applicant can contact the NREMT for certification, provided they completed the EMT course in the past two (2) years.
2. Successfully complete, within the last two (2) years, a state-approved National EMS Standard EMT education program, as developed and promulgated by the U.S. Department of Transportation.
 - Candidates who are not state certified and fail to become registered within two (2) years following EMT course completion must retake the entire EMT education program.
 - If the candidate's initial training is beyond two (2) years and the candidate has maintained state certification, the candidate must complete a current state approved EMT refresher training program.
 - If the candidate's initial training is beyond two (2) years and state certification has not been maintained, the candidate must complete the entire EMT education program.
3. Applicants are required to successfully complete, within the past two (2) years a psychomotor examination that equals or exceeds the established criteria of the National Registry.
4. Truthfully complete the Licensing Action and Felony statements on the application and submit the requested documentation if necessary.
5. Submission of current approved CPR credential for the professional rescuer. Verification may be in the form of an instructor signature or copies of both sides of a current card which attests to competency over the following skills: adult, 1 and 2 person CPR, child and infant CPR; adult/child/infant obstructed airway maneuvers.
6. Submission of an acceptable application attesting to the satisfaction of the above requirements.
7. A non-refundable/non-transferable application fee (money order or credit card only) is paid to the National Registry of Emergency Medical Technicians and submitted with the application to cover processing of the application.
8. Successfully complete the above requirements and the National Registry EMT cognitive examination.

National Registry of EMT's Examination Process

Cognitive Exam (CAT)

The NREMT cognitive exams are a computer adaptive test (CAT) administered at Pearson VUE testing centers. CAT is a method by which the computer selects items based on the ability of the test taker. The computer will select test questions for an individual based on how he/she answered previous questions. If the test taker answers a question correctly, his/her next test question will be incrementally more difficult. If the test taker answers a question incorrectly, his/her next question will be incrementally less difficult. In this manner, the difficulty of the questions an individual sees during the computer adaptive testing experience will be relatively close to his/her ability level, thus eliminating the mental and time burdens associated with answering very easy or very hard questions. This enables a more accurate, precise and fair evaluation of an individual with fewer questions.

CAT also provides numerous benefits to candidates, educators, and others in the EMS community as well as the public, including:

- More accurate, precise and fair evaluation of candidates' competency,
- Increased EMS professionalism,
- Next business day exam results (in most cases),
- Increased scheduling flexibility,
- Fortified examination security

More information on the NREMT CAT examination can be found online at www.nremt.org.

The number of items a candidate can expect on the EMT exam will range from 70 to 120. The maximum amount of time given to complete the exam is two (2) hours. The exam will cover the entire spectrum of EMS care including: Airway, Ventilation, Oxygenation; Trauma; Cardiology; Medical; and EMS Operations. Items related to patient care are focused on adult patients (85%) and pediatric patients (15%). In order to pass the exam, you must meet a standard level of competency. The passing standard is defined by the ability to provide safe and effective entry level emergency medical care.

Candidates can retrieve their results under the NREMT account online typically within 1 business day following their examination.

Authorization to Test Information (ATT)

Once a candidate is approved for testing and all fees have been paid, they will receive a NREMT ATT number. The candidate can then schedule their CAT exam through Pearson VUE. The ATT number will only be valid for up to 90 days from the date of issuance.

Cognitive Exam Retest Information

The results are reported as a “pass or fail.” In the event you are unsuccessful passing the cognitive exam; the NREMT will provide feedback on how to schedule another exam. You may apply to retest 15 days after your last examination.

Candidates are given six (6) opportunities to pass the cognitive examination provided all other requirements for National EMS Certification are met. After three (3) attempts, candidates must submit official documentation verifying completion of 24 hours of remedial training. The candidate is given another three (3) additional attempts to pass. Candidates who fail to pass after a total of six (6) attempts are required to repeat the entire EMT course.

North Dakota Emergency Medical Systems Unit (EMS Unit)

Portfolio-Based Education

The mission of the portfolio-based education is to prepare competent, entry-level, EMT's in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. The goal is to provide a valid, uniform process to assess the knowledge and skills required for competent practice by EMS professionals throughout their careers. Students may practice all the skills defined in the core scope of practice for emergency medical technician while under direct supervision of an instructor or the field internship preceptor and if registered with the ND EMS Unit as an emergency medical technician student. At the completion of this course, students must show a completed portfolio, and a terminal competency document that outlines their skills, classroom performance, and passing grades on final exams for the knowledge and psychomotor portions of the program. After the course, the student must pass the national registry cognitive knowledge examination in order to be eligible for North Dakota EMT licensure.

Portfolio Contents

EMT Portfolio contents must include documentation for the completion of:

- Valid BLS Provider CPR certification
- 10 live patient contacts (in areas with limited clinical availability, or during crisis situations, this requirement may be met by additional simulation exercises with live simulated patients upon approval of the ND EMS Unit)
- Vital Signs assessment (BP, Pulse, Respiratory Rate, GCS, Blood Glucose, Lung Sounds)
 - Documentation of at least 10 of each
- Certificates of completion for ICS-100, ICS-200, IS-700, IS-800, and a Hazardous Materials Awareness-Level training program that meets the requirements established in Occupational Safety and Health Administration (OSHA) 29 Code of Federal Regulations (CFR) 1910.120 (q) (6) (i) (a-f) "First Responder Awareness Level" competencies.
- NREMT Skills including, but not limited to:

BVM ventilation	IV maintenance
Bleeding control/Shock management	Nebulized medication
Cardiac Arrest/AED	Limited advanced airway
Joint immobilization	Naloxone administration
Long bone immobilization	Epinephrine administration
Medical assessment	CPAP
Oxygen administration	12-lead ECG
Trauma assessment	LUCAS and Zoll Auto Pulse
Spinal motion restriction (seated or supine)	

- Successful performance at least 6 times per skill, with 5 peer evaluations and then one conducted by an instructor
- Scenario evaluations – medical and trauma
 - 2 by peers
 - 1 by instructor – does not count as psychomotor final exam
- Successful summative written exam
- Successful summative psychomotor exam
- Signed student acknowledgement of ND licensing process and NREMT recertification rules

- Terminal competency form signed by the course coordinator/lead instructor and the course medical director to affirm all the above has occurred, that the student is entry level competent, and is ready for NREMT testing/certification.
- Student acknowledges that after successfully attaining EMT, recertification at the national level and re-licensure at the state level is an individual requirement every 2 years to maintain EMT status.
- Portfolios and student documents are to be stored electronically for a minimum of 5 years.

Final Psychomotor (practical) Exam

Oakes Ambulance is a licensed state training institution (ND 1023). The final psychomotor exam will be administered locally using licensed EMT's and other medical professionals who are proficient in the psychomotor exam process. Once a student successfully passes the final psychomotor exam and the Terminal Competency Form (TCF) is complete, all paperwork will be sent to the ND EMS unit for final approval so the appropriate sections on the NREMT website can be approved.

If a student fails the final psychomotor exam they will be given a second attempt at a date and time determined by the Program Director. Eligibility of a third and final attempt of the final psychomotor exam will be determined by the Course Instructor and Program Director.

Certification and Licensure Requirements

EMR – Certification (as of April 1, 2024) is done with the NREMT and licensure is done at the state level with the ND EMS Unit. Psychomotor testing is performed locally by an evaluation team and the NREMT EMR cognitive exam is taken at a Pearson-Vue center.

EMT – Certification is done by a national certification body (National Registry of EMT's). Once certified the EMT must submit necessary forms to become licensed as an EMT in the state of North Dakota.

Other Requirements – These other requirements must also be met

1. Successfully complete a state authorized EMR or EMT course. This includes completing the clinical experience (EMT) and completing all academic requirements (attendance policy included).
2. Submit a completed and signed current ND EMS Unit EMS Registration form.
3. Not currently subject to any disciplinary action.
4. Hold current certification in CPR at the BLS Provider level.
5. Must have completed all certification requirements and all NREMT testing within 2 years of the course completion date.
6. Meet any other requirements as may be promulgated by the ND EMS Unit for EMT certification.
7. Met all financial obligations related to this program.

Re-Certification and Re-Licensure Requirements

EMR – Re-certification for all classes conducted after April 1, 2024 is done with the NREMT and re-licensure at the EMR level is done with the ND EMS Unit after obtaining the specified 16 hours of educational content. The licensure period is for two (2) years.

EMT – A total of 40 hours of educational content must be obtained before March 31st of the NREMT re-certification cycle. Once an EMT has become re-certified, the EMT must complete a North Dakota EMS Registration form to obtain a North Dakota EMT license for another 2-year cycle.

Recertification by Examination: Within six (6) months of their expiration date a Nationally Registered EMR or EMT may choose to forego the continuing education requirements and take the cognitive examination offered by the NREMT. This option is available for one attempt per certification period. If the candidate fails the attempt, he or she will be required to complete all continuing education requirements for recertification before the March 31 deadline of their expiration year. This process is detailed in the “My Certification” portal on the NREMT website.

Functional Position Description for the EMT

INTRODUCTION

The following is a position description for the Emergency Medical Technician (EMT). This document identifies the minimum qualifications, expectations, competencies and tasks expected of the EMT.

COMPETENCIES

The EMT must demonstrate competency in handling emergencies utilizing basic life support equipment in accordance with the objectives in the U.S. Department of Transportation National Standard Curriculum for EMT and other objectives identified by the Department, to include having the ability to:

- Verbally communicate in person and via telephone and telecommunications using the English language.
- Hear spoken information from co-workers, patients, physicians and dispatchers and sounds common to the emergency scene.
- Lift, carry and balance a minimum of 125 pounds equally distributed (250 pounds with assistance), a height of 33 inches, a distance of 10 feet.
- Read and comprehend written materials under stressful conditions.
- Verbally interview patient, family members, and bystanders and hear their responses.
- Document physically in writing all relevant information in prescribed format.
- Demonstrate manual dexterity and fine motor skills, with ability to perform all tasks related to quality patient care.
- Bend, stoop, crawl and walk on uneven surfaces.
- Meet minimum vision requirements to operate a motor vehicle within the state.
- Function in varied environmental conditions such as lighted or darkened work areas, extreme heat, cold and moisture.

DESCRIPTION OF TASKS

May function alone or as a member of a multi-member team.

Receives calls from dispatcher, verbally acknowledges the call, reads road maps, identifies of the most expeditious route to the scene, and observes traffic ordinances and regulations.

Upon arrival at the scene, ensures that the vehicle is parked in a safe location; performs size-up to determine scene safety including the presence of hazardous materials, mechanism of injury or illness, determines total number of patients. Performs triage and requests additional help if necessary.

In the absence of public safety personnel, takes safety precautions to protect the injured and those assisting in the care of the patient(s).

Using body substance isolation techniques protects the patient(s) and providers from possible contamination.

Inspects for medical identification, emblems, bracelets or cards that provide emergency care information.

Determines nature and extent of illness or injury, checks respiration, auscultates breath sounds, takes pulses, blood pressure by auscultation and palpation, (including proper placement of the cuff), visually observes changes in skin color, and establishes priority for emergency care. Based on assessment findings, renders emergency care to adults, infants and children.

Skills performed include but are not limited to: establishing and maintaining an airway, ventilating patients, cardiac resuscitation, and use of automated external defibrillators where applicable. In addition, provides prehospital emergency care of single and multiple system trauma such as controlling hemorrhage, treatment of shock (hypoperfusion), bandaging wounds, spinal immobilization and splinting of painful swollen or deformed extremities.

Manages medical patients to include but are not limited to: assisting in childbirth, management of respiratory, cardiac, diabetic, allergic, behavioral, and environmental emergencies and suspected poisonings.

Performs interventions and assists patients with prescribed medications, including sublingual nitroglycerin, epinephrine auto injectors, and metered dose aerosol inhalers.

Responsible for the administration of oxygen, oral glucose and activated charcoal.

Reassures patients and bystanders by working in a confident, efficient manner.

Functions in varied environmental conditions such as lighted or darkened work areas, extreme heat, cold and moisture.

Performs in situations that create stress and tension on a regular basis.

Where extrication is required, assesses extent of entrapment and provides all possible emergency care and protection to the patient. Uses recognized techniques and equipment for removing patients safely (to include proper strap placement).

Communicates verbally for additional help as needed. Following extrication provides additional medical care and triaging the injured in accordance with standard emergency procedures.

Complies with regulations for the handling of crime scenes and prehospital deaths by notifying the appropriate authorities and arranging for the protection of property and evidence at the scene.

Carries and places patient in the ambulance and assures that the patient and stretcher are secured, and continues emergency medical care enroute in accordance with local protocols.

Determines most appropriate facility for patient transport. Reports to the receiving facility the nature and extent of injuries, the number of patients being transported.

Observes patient enroute and administers care as directed by medical control or local protocol. Able to maneuver to all points in the patient compartment while transporting with a stretchered patient. Assists in lifting and carrying patients, and appropriate equipment from ambulance and into receiving facility.

Reports verbally and in writing, observations and emergency care given to the patient at the scene and in transit to the receiving staff for record keeping and diagnostic purposes. Upon requests, provides assistance to the receiving facility staff.

Disposes of contaminated supplies in accordance with established guidelines, decontaminates vehicle interior, sends used supplies for sterilization.

Maintains ambulance in operable condition, which includes cleanliness, orderliness and restocking of equipment and supplies. Determines vehicle readiness by checking oil, gas, and water in battery and radiator, and tire pressure.

Checks all medical equipment for future readiness. Maintains familiarity with all specialized equipment.

Attends continuing education and refresher training programs as required by EMS agency, medical direction, and/or certifying agency.

Meets qualifications within the functional position description of the EMT.



Oakes Ambulance EMS Education

Training Class – Student Application Agreement

As a student for an Oakes Ambulance EMS Education training, you must complete this agreement.

- ☐ I am at least 18 years of age (or at least 16 years of age with parental consent).
- ☐ I understand that I must have access to a computer with high-speed internet connection as well as a headset with microphone for class participation.
- ☐ I understand that the lecture portion of this class will be presented during live online lectures and that should my academics fall below standards I may be required to attend the class at the training facility.
- ☐ My felony disclosure on the ND EMS Unit Registration Form was truthful and accurate. Should at any time I be charged with or convicted of any violation of federal, military, state, or local laws (excluding non-criminal traffic violations) during the duration of the class that I will fully disclose the activity to the instructor.
- ☐ I understand that if my cumulative grade for the class is below 75% it will be considered failure of the class and I will not be allowed to continue.
- ☐ I understand that if my cumulative grade for the class is below 75% after the final examination it will be considered failure of the class and I will not be allowed to test for NREMT certification.
- ☐ I understand that if my final FISDAP score is below a 70% I will not be allowed to test for NREMT certification until a 70% or above score is attained.
- ☐ I understand that the attendance requirement is 90% of the cumulative on-line, in-person, and skill session meeting sessions. To remain in good standing this percentage must be maintained throughout the class. Any classes missed must be made up with the instructor. On a third consecutive absence I understand I will be removed from the class.
- ☐ I understand that if I fail or am dismissed from the class, I am ineligible for any tuition refund.
- ☐ I understand that I will be required to make and document 10 patient contacts on ambulance ride-alongs or Emergency Room clinicals. I further understand that Oakes Ambulance will assist me with the scheduling and the appropriate paperwork to acquire these 10 contacts.
- ☐ I acknowledge that I have read and understand the student handbook as it pertains to the class fees and refund policy.
- ☐ I acknowledge that I have read and understand the EMR and EMT Student Handbook.
- ☐ I understand that I am not registered for this class until I have submitted this signed agreement and completed the registration and payment process that follows.

Student Name: _____

Student Signature and Date: _____

EMS Program Director Signature: _____