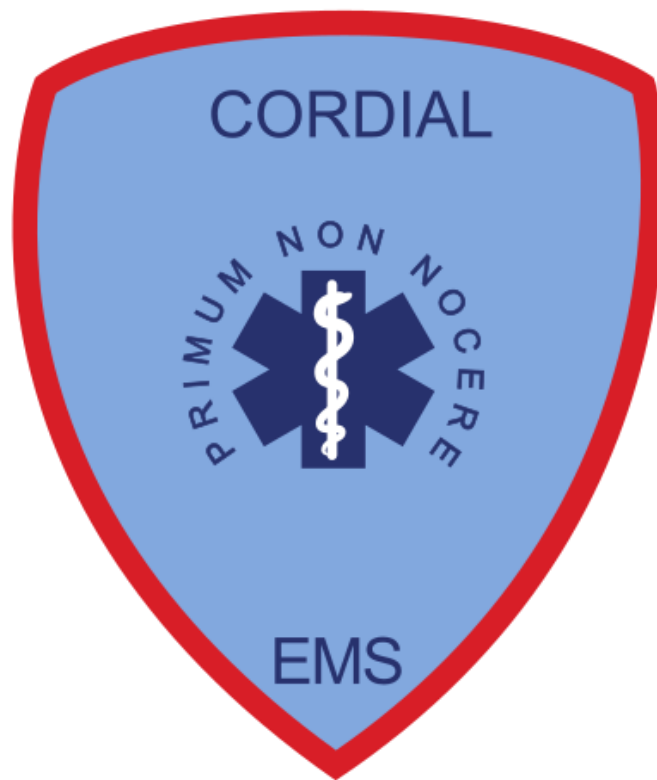


Cordial EMS Education



Student Policies & Procedures Handbook

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STUDENT HANDBOOK & POLICIES

INTRODUCTION

Welcome to Cordial EMS Education EMS Program. The goal of this program is to provide the highest quality emergency medical service courses in order to prepare the student to become qualified to practice as entry level EMS professionals.

ELIGIBILITY

Cordial EMS Education EMS Program is an open enrollment course with a first come, first serve basis and students must meet DSHS requirements. In order to meet DSHS requirements for EMS registry, all students must possess a high school diploma or G.E.D. and be at least 18 years of age before sitting for the National Registry exam. Students working toward a high school diploma or G.E.D. and/or students who have not reached age 18 at the time of course enrollment, may take the course, with the understanding that these eligibility requirements must be satisfied in order to be eligible for the National Registry exam and DSHS certification.

In addition to the paragraph above, both the National Registry and Texas Department of State Health Services have certain requirements related to past criminal convictions. Any potential student who has been convicted of any offense other than class C traffic offenses should contact BOTH the National Registry and DSHS to determine if their conviction will prevent them from becoming certified as an EMS professional.

Criminal History Evaluation

[https://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=25&pt=1&ch=157&rl=37](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=25&pt=1&ch=157&rl=37)

Emergency Medical Services Rule 157.37 was designed to establish guidelines and criteria on the eligibility of persons with criminal backgrounds to be certified as emergency medical services personnel. Texas Civil Statutes, Article 6252-13c. Section 4 (a)(b)(c) states, "a certifying authority may disqualify a person from receiving a certification or to deny a person the opportunity to be examined for a certification because of a person's conviction of a felony or misdemeanor, if the crime directly relates to the duties and responsibilities of the licensed occupation".

Every EMS candidate/certificate that completes an EMS Personnel Application is asked to answer the following question:

Have you ever been convicted of a felony or misdemeanor? Yes or No

Candidates who answer "YES" may be prompted to complete additional information and/or documentation about past felony and/or misdemeanor convictions. An admission to a felony or misdemeanor conviction is not an automatic denial of EMS certification. To accurately determine eligibility, a more thorough explanation, and additional documentation concerning a conviction(s) is required.

What is a Class C Misdemeanor?

"An individual adjudged guilty of a class C misdemeanor shall be punished by a fine not to exceed \$500", Texas Penal Code- 10th edition, Section 12.23 (amended 9/1991). A class C misdemeanor is punishable by fine only, no jail sentence or court-ordered probation is imposed. A speeding ticket, public intoxication or theft of less than \$20 are examples of class C misdemeanors.

Am I eligible for EMS certification?

A determination of certification eligibility based on a criminal background history CAN NOT be made by telephone conversation. Only after gathering all pertinent information is the file evaluated by the Quality Improvement Review Panel and a final determination is made by the Bureau Chief.

Falsification of Criminal History

Random and prompted audits for falsification of criminal history on EMS applications are also conducted through the Department of Public Safety- Crime Records Service.

The Bureau has already reviewed my criminal history!

EMS personnel who have their criminal history background reviewed by the Bureau of Emergency Management and commit another offense, may be subjected to another review of those previous convictions as allowed by [Texas Civil Statute, Article 6252-13c, Section 4](#).

Out-of-state or military convictions

Out-of-state or military convictions are subjected to FBI finger printing through the FBI in Washington, DC. Candidates/certificants should be aware that there may be a 90-day delay in receiving a response from the FBI.

Quality Improvement Review Panel for Criminal Background Evaluation

A quality improvement panel consisting of the Bureau Chief, Assistant Bureau Chief of System Operations, Office of General Council Attorney, Public Health Region or Central office Paramedic, will make a recommendation for disciplinary action or for closure of cases with no action. The Bureau Chief will determine the proposed disciplinary action for EMS personnel with a criminal history background. EMS personnel will have an opportunity to request an administrative hearing. The final decisions for disciplinary actions are signed by the Texas Department of Health Commissioner.

Attendance, Tardiness, and Participation

Experience has shown that students who are chronically late or absent from classes do not perform well on classroom or state exams and can be presumed to be ill-prepared for the workplace upon course completion. For this reason, students are required to attend and be on time for ALL classes. A student who accumulates 8 hours of absences (including lab absences), or three marks as tardy whether excused or unexcused, will be dropped from the course and forfeits all fees. Documented extenuating circumstances may be considered, if the student is maintaining satisfactory grades; however, the course coordinator or program director decision will be final.

Classes will begin and end at the appointed time. Students are considered tardy if they are not present within 15 minutes of the time class is scheduled to begin. Chronic tardiness will not be tolerated. The accumulation of three late arrivals will constitute one unexcused class absence. As mentioned above, two absences constitute grounds for being dropped from the course.

MAKING UP CLASSES

At the discretion of the lead instructor and coordinator the student may be allowed to make up the time missed if extenuating circumstances present. This will be done at an agreed upon time by the instructor, coordinator, and student. The cost of this will be 85 dollars per hour and is required to be paid at the time of the agreement.

STUDENT PARTICIPATION

Students are required to participate in all class activities and skills. Students are also required to be active in hospital clinical and assist in truck checks during EMS clinicals.

PROFESSIONAL MANNER

Classes and clinical internship will be conducted in an orderly, organized and professional manner. Offensive, belligerent, disrespectful or disruptive behavior by a student constitutes grounds for immediate dismissal, with **no tuition refund**. Students with repeated incidents of disruptive, disrespectful or offensive behavior will be referred for appropriate written and verbal counseling or other disciplinary measures. The decision of the Coordinator or Program Director in all cases of absences, tardiness or inappropriate behavior is final.

The student should wear the required uniform to class already dressed and ready to go on arrival. Eating, drinking and smoking in the classroom are generally prohibited. Tobacco use, eating and drinking are permitted only in designated areas.

The student is responsible for assisting in keeping the classroom clean by picking up after himself/herself at the end of each class.

The student **should not be “On Call”** during class. Any student leaving class for “Call” situations will be considered absent. Pagers, radios and portable phones with audible alert tones disrupt class and are not allowed. Pagers carried on a student’s person must be kept on silent or vibrate mode. Students in class sometimes may be needed in an emergency and will be dismissed from class by the instructor. All classes missed will have to be made-up. (See above policy on making up classes.)

From time to time, students will be **required** to attend class at other than normal class hours. Required hospital orientation and end of class skills exams are examples of events that may be scheduled outside the normal classroom time. These classes will either be noted on the course schedule or notice will be given well in advance. Students **MUST** attend these classes, as most cannot be made up. Skills examinations will be given only on the days/hours scheduled. Students failing to complete the skills at the times scheduled will receive a grade of “F” for the course.

Cheating

SCHOLASTIC DISHONESTY/CHEATING

“Scholastic dishonesty” shall constitute a violation of these rules and regulations and is punishable by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism, and collusion. “Cheating on a test” shall include:

- i) Copying from another student’s test paper.
- ii) Using test materials not authorized by the person administering the test.

- iii) Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- iv) Knowingly using, buying, selling, stealing, soliciting, in whole or in part, the contents of a test which has not been administered.
- v) The unauthorized transporting or removal, in whole or in part, a test which has not been administered.
- vi) Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- vii) Bribing another person to obtain a test which has not been administered or information about a test which has not been administered.

“Plagiarism” shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means, another's work and the unacknowledged submission or incorporation of it in one's own written and/or computerized work.

“Collusion” shall be defined as the unauthorized collaboration with another person in preparing written or computerized work for fulfillment of course requirements.”

- falsifying hospital clinical or ambulance internship documents
- any other required course-related activity that the student falsely represents as his/her own work.

Students as well as Instructors and Preceptors will be held to the same standards regarding cheating. Any person found guilty of cheating will be removed immediately from class and clinical rotations as well as reported to Texas Department of State Health Services.

CONFIDENTIALITY

Students must keep all patient and institutional information confidential. Students may only discuss patient information with persons who are caring for the patient or the student's preceptors or instructors. In discussing information with instructors in the classroom setting, students may not reveal any information that could identify the patient. Discussion of patient information outside the confines of the classroom or clinical setting will not be tolerated and constitutes grounds for immediate dismissal from the course.

Clinical and Field. Internship

Students enrolled in EMT courses are required to complete all hospital clinical and ambulance internships in accordance with course schedules and regulations for each class as a component of earning a Course Completion Certificate. Course completion components can be found in the Clinical Handbook.

The student is expected to maintain high standards of personal appearance, behavior and hygiene at all times. Additionally, students will use appropriate personal protective equipment at all times. At a minimum, exam gloves will be worn any time patient contact is made as well as an

N95 or KN95 mask.

Complaint Resolution

All complaints are required to be emailed to the Coordinator at wwhitney@cordialems.com if the complaint is against the coordinator you may email the medical director Dr. David Gray. Email will be given upon request. Once a complaint is received the advisory committee will discuss it and send a response to the student of what the resolution may be. At which point the student will have the right to ask questions.

See Grievance and Appeals section for Advisory committee.

Conduct, Safety, and Health

WEAPONS

Students, while at Cordial EMS Education or clinical (hospital) property and/or EMS rotations, may not carry, utilize or store a handgun, boot knife, switchblade knife, double edge knife or any other device considered a weapon. Folding knives in a pocket or holster used for necessary cutting associated with everyday EMS work are acceptable. This policy applies to all students, including those holding a current and valid Texas Concealed Weapon license or current and/or certified/commissioned peace officers. **NO EXCEPTIONS TO THIS POLICY WILL BE MADE.** Failure to comply with this policy will result in immediate removal of program and you will be ineligible to re-apply.

HEALTH/SAFETY

Students must be in a state of health sufficient to meet the didactic and clinical requirements of the course. See the “Functional Job Description” contained in this manual for additional information regarding the competencies required for course completion.

Students must also submit a record of their immunizations, physical, and drug screening. See section XI Immunizations for more information.

CHANGE IN HEALTH

A student who experiences a significant health status change that may affect or be affected by course work must report that change to faculty immediately. The student may be asked to secure written physician authorization, at his/her own expense, to continue course work in instances deemed necessary by the course coordinator/program director.

INCIDENTS/INJURIES

The student must report any injury and/or unusual incident, to include exposure to blood borne pathogens and needle-sticks, occurring during school activities to the preceptor, instructor, clinical coordinator or course coordinator immediately after the occurrence. Cordial EMS Education accepts **NO** liability for any accident, injury, illness or other untoward occurrence experienced by a student during any activity associated with program activities. Students must have and maintain medical insurance on themselves throughout the length of the course.

Counseling and Coaching of Students

Student conferences may be conducted when deemed necessary by faculty to counsel individual students who have performance deficits. Information will be provided to plan and assist the student in remediation of specific deficits. Conferences may also be conducted at a student's request to convey information and/or concerns to faculty, or to request assistance with course work. Conferences will be scheduled during normal office hours of instructors and coordinators.

All Counseling and/or Coaching sessions will be documented, and a plan of action will be provided and signed by all parties present at minimum the Student and Coordinator.

Dress and Hygiene Requirements

All students are expected to have good hygiene during all class and clinical sessions. This includes but is not limited to no body odor, hair neat, hair secured back in a ponytail, men clean shaven or a neatly trimmed. (Acceptable styles of facial hair include, mustache, horseshoe mustache, goatee, if there is another style it must be approved prior to the start date of course in writing by the Coordinator). All facial hair must not get in the way of the seal of a N95 or KN95 mask; this is for your safety and to comply with OSHA guidelines.

All students will be expected to wear their uniform every day to class and to clinicals. This uniform includes:

- Black EMS pants, hemmed and not baggy
- Black Belt
- Black Boots
- Black or white socks
- EMS School's Shirt
- White undershirt is allowed but not required
- Plain black or blue cap is allowed
- Stethoscope
- Watch
- Driver's license and CPR Card on person (once CPR class is done).
- Face mask

During Clinicals the student also must have with them:

- A change of clothes
- N95/KN95 x 2 (must be worn on all patient contacts)
- Gown
- Goggles/Glasses

All visible tattoo's must be covered during clinicals. Stud earrings by the female students are the only ones allowed. No other Jewelry (minus watch) will be allowed in class or during clinical for safety reasons. The only exception to this will be made for religious reasons.

All students are **Required** to come to class and clinicals already dressed and ready to go.

Grading

At the end of any certification course, students must be included on a **course completion roster** submitted by the program to the Texas Department of State Health Services in order to be allowed to take the National Registry exam for certification. The student must maintain an overall ongoing average of **80%** in order to be included on a course completion roster. In addition, the student must make a **75%** on the final exam. The clinical grading will be issued as a pass/fail grade.

All major exams are subject to be comprehensive, with greatest weight given to chapters not previously tested. If a grade of 70% is not achieved on a major exam, students are allowed one retake of the exam if taken **within one week** of receiving the exam grade unless other arrangements are made. The grade given after the retest will be the highest grade of the two. Students may retake one of their exams and one quiz given during the class. The final exam may not be retaken. Make up exams/quizzes and exam/quiz retakes are subject to have different questions than the original exams. It is the **student's responsibility** to make arrangements for an exam retake within **one week** of receiving the exam grade.

In order to remain in the course, students must maintain a **80%** average on all homework, quizzes, major exams and participation. The final examination is a comprehensive exam and is weighted to represent 20% of the total score at the end of the course. A final examination score of **80%** or higher is required to receive a course completion certificate. Decisions regarding dropping students for poor grades are made by the course coordinator, program director and instructors jointly. Decisions regarding course completion certificates are made solely by the course coordinator, after receiving input from instructors, preceptors and personnel from clinical and ambulance affiliation agencies. Course completion certificates may be withheld for any of the following reasons:

- Failure to maintain appropriate grades as described above
- Failure to complete any component of the appropriate level of curriculum
- Repeated complaints of unprofessional or incompetent behavior by instructors, preceptors or liaisons from affiliated agencies

- Behaviors exhibited during classroom instruction, clinical rotations or ambulance internships that are deemed to be illegal, unethical or potentially detrimental to patient care and/or in violation of confidentiality rules.

THIS COURSE DEALS WITH MEDICAL TECHNIQUES WHICH CAN NOT ONLY BE RAPIDLY LIFE-SAVING, BUT IF IMPROPERLY APPLIED, CAN BE LIFE-THREATENING. IT IS IMPERATIVE THAT INDIVIDUALS CERTIFIED IN THESE TECHNIQUES DEMONSTRATE SOUND, MATURE, STABLE JUDGEMENT.

THEREFORE, STUDENTS WILL NOT BE ALLOWED TO SIT FOR NATIONAL CERTIFICATION EXAMS WITHOUT THE APPROVAL OF COURSE INSTRUCTORS, COORDINATOR, AND CERTIFYING PHYSICIAN EVEN THOUGH CLASSROOM, CLINICAL AND AMBULANCE REQUIREMENTS ARE COMPLETED.

Make-up tests are strongly discouraged and will be administered only if the student has a valid and compelling reason for missing a scheduled exam. If the student cannot be present for a scheduled test, arrangements must be made in advance with the instructor or coordinator, if at all possible. Make up exams must be taken within one week of returning to class. There will be no exceptions. It is the responsibility of the student to make arrangements for the makeup exam.

Grading Scale

The course average is computed using the following weighted percentages:

Quizzes 20%

Major Exams 30%

Final Exam 25%

Participation 10%

Homework 15%

Total 100%

Skills Proficiency Exams: Pass (**one retest is allowed per failed skill**)

Clinical Rotations – Completed with appropriate documentation.

Grievance and Appeals

GRIEVANCE PROCEDURE

Should the need arise for a problem or complaint to be resolved; proper channels are to be followed in order to obtain satisfactory resolution to the issue. If a student has a problem or complaint, it should be put in writing and submitted to the following persons in the order listed until resolved.

1. Program Director/Class Instructor/Course Coordinator
William Whitney, LP 1-888-236-7911
WWhitney@CordialEMS.com

2. CFO/Co-Founder
Peter Whitney, PhD. 781-454-6495
PWhitney@CordialEMS.com

3. Medical Director
Dr. David Gray, M.D 361-816-8422
Dgcctx@comcast.net

4. Texas Department of State Health Services
EMS Complaints 512-834-6765
EMSEducation@dshs.texas.gov

All complaints/grievances/appeals will be brought to the advisory committee a detailed response will be made and sent back to the student within five business days.

ADVISORY COMMITTEE

An Advisory Committee consist of at a minimum the Coordinator, Medical Director, and EMS Specialist. Other individuals that may be included in the advisory committee are nursing staff from affiliated nursing staff and/or fulltime Paramedics, faculty, subject matter experts, and the CFO/Co-founder. The advisory committee will also constantly review the Cordial EMS Education Training Program.

The committee will use Student Evaluations, Instructor Evaluations, student's written tests, and Preceptor Evaluations to review all courses after the final exam has been administered. This is to ensure that the students are being taught appropriately and comprehending what is being taught.

Immunizations, Drugs/Alcohol, Medical Screening

Immunizations

Due to the nature of health care Immunizations are extremely important to help keep yourself and the patients safe; because of this as well as for many clinical requirements we require certain Immunizations to participate in this course. Furthermore, the Texas Department of State Health Services recommend these immunizations.

Required Immunizations:

- A negative Tuberculosis (TB) skin test or a negative chest X-ray within three months before the course beginning date. Students who must take the test after beginning the course must have a negative TB test result or X-Ray completed and submitted within the first three weeks after beginning the course (and before beginning ambulance and clinical

internship.) Students failing to produce proof of a negative Tuberculosis skin test or negative chest X-ray, as stated above, and within the first three weeks after the first-class date, **WILL BE DROPPED FROM THE CLINICALS AND THE ASSOCIATED COURSES**. Since some students will have **POSITIVE** test results that may require further testing and treatment, it is strongly advised that all students complete the TB tests prior to or within the first week of class to avoid being dropped from the course.

- 3-shot series Hepatitis B vaccination or the waiver must be filled out.
- Measles, Mumps, and Rubella
- Tetanus
- Influenza during flu season
- Varicella

Students must provide a copy of immunizations to the Program Director/Course Coordinator prior to the first week of class.

DRUG POLICY

It is the policy of this program to promote an alcohol/drug free environment. Any student found to be in possession or under the influence of alcohol or drugs (other than a prescription medication prescribed for and appropriately used by that student) will be dropped from the course. Students dropped from the course for this reason will not be eligible for any fee refunds. **DRUG OR ALCOHOL USE WILL NOT BE TOLERATED IN ANY FORM OR FOR ANY REASON.**

Students who take prescription or over the counter medications that may cause physical or mental impairment must report that information and bring a copy of the prescription to the Course Coordinator immediately upon enrollment (or beginning the medication). Any information regarding illnesses or medications reported to Cordial EMS Education will be kept confidential. In some cases, the nature of an illness or medication may affect the student's ability to successfully complete the course.

Due to our strong belief against drug use students must also have a 10-panel drug urinalysis done and show proof of negative results. Furthermore, our program is a tobacco free environment the use of any kind of tobacco to include but not limit to cigarettes, e-cigarettes, or chewing tobacco is strictly prohibited.

MEDICAL SCREENING

EMS is a tough and demanding job that not every person can accomplish. There for we require all students to pass a simple medical screening prior to the course start. This screening includes: Vital signs, Blood Glucose Level, EKG, functional job lifting, health history and allergies.

****OFFERED IN HOUSE****

Cordial EMS Education can offer some vaccines, drug tests, and Medical Screenings in house. We are able to provide at cost a TB test and the Flu Vaccine in house. We are also able to provide the medical screening to include EKG for a fee of \$25. (Cordial EMS cannot guarantee a female will be available for EKG's).

Cordial EMS Education will also provide the drug screen in house on the first day of class or for online classes on the first skill day at no charge. If the student wants to use an outside agency, they must use the approved location by Cordial EMS Education at the students. If the urine drug analysis done in house comes back positive, it will be sent out for lab verification at the student's expense. If the results come back negative the student will be reimbursed the lab fee. If the test comes back positive the student must enter a treatment program and have a successful letter of completion prior to starting a class. If the student takes any prescription medications that may show up they are required to submit at the time of the test a doctors letter, a copy of the prescription, or the pill bottle with all writing and marks legible and unaltered.

Policies for the Prevention of Sexual Harassment

The program will not tolerate sexual harassment of any form to be committed by students, preceptors, examiners, instructors, coordinators or any other person associated with the program. Acts of harassment should be reported immediately to the Instructor, Clinical Coordinator, Course Coordinator, or Medical Director. If a solution or recourse cannot be identified, the complaint may then be submitted to the Texas Department of State Health Services or other appropriate agency.

Sexual harassment is defined as any act made by a person toward another that is of a sexual nature or causes the victim to feel uncomfortable in his/her surrounding or inhibits learning. Any student committing any act of sexual harassment will be dealt with swiftly and appropriately. Any documented act of sexual harassment may constitute grounds for immediate dismissal from the course.

Acts of sexual harassment committed by persons not associated with the program that occur during program activities should be reported immediately to the preceptor, instructor or coordinator.

Policies for the Prevention of Discrimination Based on Race, Sex, Creed, National Origin, Sexual Preference, Age, Handicap or Medical Problems

FAIR/NON-DISCRIMINATORY STATEMENT

Cordial EMS Education does not discriminate against other employment / volunteer opportunities for all employees/members/students. All Cordial EMS Education employees and

volunteers are allowed and encouraged to seek employment / volunteer status with other Fire and / or EMS departments and are encouraged to continue their education.

Cordial EMS Education does not discriminate against any person due to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

DISABILITY POLICY

Students with a disability that may affect learning, testing or the performance of skills must notify the instructor or coordinator immediately on enrollment in the course in order to determine if accommodation is applicable under the Americans with Disabilities Act. The functional job description included in this handbook describes the competencies and tasks required to successfully complete this course and engage in EMS work.

Because of the critical nature of the EMS profession, requests for accommodation are considered carefully, on a case-by-case basis. The health, safety and welfare of the patient must be ensured and kept foremost among the goals of the program. Consequently, the ultimate question that must be answered in the affirmative before approving a request for accommodation is: Can the individual requesting an accommodation perform the essential job functions safely and efficiently?

The following accommodations will not be allowed:

- Additional time to perform psychomotor skills that have specific time frames for completion. Patient care could be adversely affected by delays in performing these skills in a real-life environment.
- Unlimited time to complete a written exam.
- Students with medically documented reading problems may be given one- and one-half times the normal test time.
- Written exams to be given by an oral reader. The ability to read and understand the English language is an essential function of the EMS profession and written exams are designed, in part, to measure that ability.

Additional information regarding the Americans with Disabilities Act may be secured from the Bureau of Emergency Management at (512) 834-6740 and the Governor's Committee for Persons with Disabilities at (512) 463-5739.

Psychomotor Competency Evaluation

The psychomotor skills will be done by one of the skills instructors or lecturers (if EMT or above certified.) They will provide the exam in a safe manor in private. If someone needs to retest, they will retest with a different examiner. Skills used will be the NREMT skills sheets.

EMR Skills include:

- BVM Ventilation of an apneic adult patient
- Cardiac Arrest Management / AED
- Oxygen Administration by Non-Rebreather Mask
- Patient Assessment / Management – Medical
- Patient Assessment / Management – Trauma

EMT Skills Include:

- Bleeding Control / Shock Management
- BVM Ventilation of an apneic adult patient
- Cardiac Arrest Management / AED
- Joint Immobilization
- Long Bone Immobilization
- Oxygen Administration by Non-Rebreather Mask
- Patient Assessment / Management – Medical
- Patient Assessment / Management – Trauma

AEMT Skills Include:

- Patient Assessment – Trauma
- Patient Assessment – Medical
- Supraglottic Airway Device
- Pediatric Respiratory Compromise
- Cardiac Arrest Management
- Intravenous Therapy – Bolus
- Intravenous Bolus Medications
- Pediatric Intraosseous Infusion
- Random EMT Skills
 - Long Bone Immobilization
 - Joint Immobilization
 - Bleeding Control/Shock Management

All skill sheets can be found at <http://www.nremt.org>

Student Faculty Relationships

Student Faculty relationships must be made known prior to the start of the course by the parties involved. During the course no faculty member is allowed to start dating or start seeing students outside of the classroom. Faculty must also not add any student to their social media during the class. If the relationship started before the class that will be permissible so long as they are not the one doing the final skills evaluation, and do not show unfair treatment towards that student.

After the course is over the faculty member is not allowed to initiate contact with a student the student must be the first one to initiate with the faculty member.

Student Screening and Enrollment

Students will be screened during their initial Application for appropriateness of this course. Furthermore, students will be subjected to a background check, drug screen, and immunization verification. If students pass all these then they will be allowed in on a first come first serve basis.

Infection Control Officer responsibilities and procedure for an event

The Designated Infection Control Officer (ICO) is William Whitney. The ICO will be responsible for any possible or confirmed exposure to students, faculty, or preceptors. The ICO will be required to take the CE Solutions Designated Infection Control Officer course at <https://www.ems-ce.com/designated-infection-control-officer/> .

Test Review and Makeup

Exams will be both administered electronically and by paper. The final exam and major exams will require proctoring either via a proctoring service, in person, or via zoom while sharing their screen. All exams are closed book and closed resources. Once the student completes the exams, they will be allowed time to review their exam.

Tuition and/or Fee. Reimbursement

Tuition and fees for courses are charged in the same manner as other EMS level courses.

The Texas Department of State Health Services requires a non-refundable Personnel Certification Application fee that varies based on the level of certification being applied for. The fee is payable to “Texas Department of State Health Services” and is submitted to DSHS with the EMS Personnel Certification Application. There is also a fee to be paid to the National Registry at the time the student takes the EMS exam. Instructions for the certification process will be given in class. Volunteer EMS personnel associated exclusively with Volunteer EMS Providers and registered First Responders are exempt from payment of the registration fee, but must complete and submit the DSHS Personnel Application and National Registry application.

Tuition Reimbursement:

30 Days prior to course full refund if textbook or code used that will be deducted from refund.

5 Days prior to course 85%

Day 2 of course 50%

Day 3 of course 25%

Day 4 of course no refunds will be given.

In extreme circumstances course date can be changed on a case-by-case basis.

QUESTIONS/CONCERNS

Students should bring any questions or concerns regarding the program, its personnel or its clinical affiliates to the course coordinator (William Whitney), program director (William Whitney) or to the CFO – Co-Founder (Peter Whitney). The student will refrain from public criticism of individuals, agencies or organizations both associated with and not associated with this program. It is a goal of this program to maintain good working relationships with all area hospitals, clinics, nursing homes and EMS providers, whether or not we maintain clinical affiliation agreements with the entities.

A FINAL STATEMENT

This course deals with medical training which, if properly applied, can be lifesaving. If improperly used, the results may be fatal. It is, therefore, imperative that individuals who become certified as EMS personnel demonstrate sound, mature judgment and appropriate management of patients and situations under pressure. The student will not be eligible for inclusion on a Course Completion roster without the favorable evaluation and recommendation of the staff and approval of the Course Coordinator and Medical Director, whose decision is absolute and final.

Functional Position Description

Introduction

We are providing the following position description for ECA/EMT/AEMT. This should guide you when giving advice to anyone who is interested in understanding what qualifications, competencies and tasks are required of the ECA/EMT/AEMT

Qualifications

Successfully complete a department approved course. Verification of skills proficiency and achievement of a passing score on the written certification examination.

Must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. Ability to communicate verbally; via telephone and radio equipment; ability to lift, carry, and balance up to 125 pounds (250 with assistance); ability to interpret written, oral and diagnostic form instructions; ability to use good judgment and remain calm in high-stress situations; ability to be unaffected by loud noises and flashing lights; ability to function efficiently throughout an entire work shift without interruption; ability to calculate weight and volume ratios and read small print, both under life threatening time constraints; ability to read English language manuals and road maps; accurately discern street signs and address numbers; ability to interview patient, family members, and bystanders; ability to document, in writing, all relevant information in prescribed format in light of legal ramifications of such; ability to converse in English with coworkers and hospital staff as to status of patient. Good manual dexterity, with ability to perform all tasks related to highest quality patient care. Ability to bend, stoop, and crawl on uneven terrain; and the ability to withstand varied environmental conditions such as extreme heat, cold, and moisture. Ability to work in low light and confined spaces.

COMPETENCY AREAS

STUDENT

Students will be required to perform all the competencies and tasks required to work as an ECR, EMT, AEMT, or Paramedic. Please see the following competency areas for each of the four certifications.

EMR Emergency Medical Responder

Must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the DOT/First Responder Training Course and the FEMA document entitled "Recognizing and Identifying Hazardous Materials", and to include curricula on aids to resuscitation, blood pressure by palpation and auscultation, oral suctioning, spinal immobilization, patient assessment, and adult, child, and infant

cardiopulmonary resuscitation. The automated external defibrillator curriculum will be taught during the American Heart Association Healthcare Provider CPR/AED course.

EMT Emergency Medical Technician

Must demonstrate competency handling emergencies utilizing all Basic Life Support equipment and skills in accordance with all behavioral objectives in the DOT/EMT Basic curriculum and the FEMA document entitled "Recognizing and Identifying Hazardous Materials". EMT 1994 curriculum includes objectives pertaining to the use of the pneumatic antishock garment, automated external defibrillator, epinephrine auto-injector and inhaler bronchodilators.

Advanced Emergency Medical Technician

The minimum curriculum shall include all content required by the portions of the current national paramedic education standards and competencies as defined by the DOT which address the following areas:

- roles and responsibilities of the paramedic;
- well being of the paramedic;
- illness and injury prevention;
- medical/legal issues;
- ethics;
- general principles of pathophysiology;
- pharmacology;
- venous access and medication administration;
- therapeutic communications;
- life span development;
- patient assessment;
- airway management and ventilation, including endotracheal intubation; and
- trauma

Description of Tasks

Receives call from dispatcher, responds verbally to emergency calls, reads maps, may drive ambulance to emergency site, uses most expeditious route, and observes traffic ordinances and regulations.

Determines nature and extent of illness or injury, takes pulse, blood pressure, visually observes changes in skin color, makes determination regarding patient status, establishes priority for emergency care, renders appropriate emergency care (based on competency level); may administer intravenous drugs or fluid replacement as directed by physician. May use equipment (based on competency level) such as but not limited to, defibrillator, open airways and ventilate patients with BVM, inflates pneumatic anti-shock garment to improve patient's blood circulation.

Assists in lifting, carrying, and transporting patient to ambulance and on to a medical facility. Reassures patients and bystanders, avoids mishandling patient and undue haste, searches for medical identification emblem to aid in care. Extricates patient from entrapment, assesses extent

of injury, uses prescribed techniques and appliances, radios dispatcher for additional assistance or services, provides light rescue service if required, provides additional emergency care following established protocols.

Complies with regulations in handling deceased, notifies authorities, arranges for protection of property and evidence at scene. Determines appropriate facility to which patient will be transported, reports nature and extent of injuries or illness to that facility, asks for direction from hospital physician or emergency department. Observes patient en-route and administers care as directed by physician or emergency department or according to published protocol. Identifies diagnostic signs that require communication with facility. Assists in removing patient from ambulance and into emergency facility. Reports verbally and in writing observations about and care of patient at the scene and in-route to facility, provides assistance to emergency staff as required.

Replaces supplies, sends used supplies for sterilization, checks all equipment for future readiness, maintains ambulance in operable condition, ensures ambulances cleanliness and orderliness of equipment and supplies, decontaminates vehicle interior, determines vehicle readiness by checking oil, gas, water in battery and radiator, and tire pressure, maintains familiarity with all specialized equipment.

DISABILITY POLICY

The Texas Department of State Health Services, Office of EMS/Trauma Systems Coordination offers the following recommendations regarding the EMT program application process:

It is recommended that all applicants to EMT programs complete an aptitude test battery (e.g. General Aptitude Test Battery (GATB), Differential Aptitude Test (DAT) and a standardized achievement measure (e.g. Woodstock Johnson-Revised Tests of Achievement; Wide Range Achievement Test-Revised). Such measures assess many of the capacities and abilities necessary to competently perform the responsibilities of the EMT such as: general learning ability; verbal, numerical and spatial ability; form and clerical perception; motor coordinator, finger and manual dexterity; eye-hand-foot coordination; color discrimination. In instances where test batteries are not administered prior to admission to EMT training programs, DSHS recommends that such tests be administered at appropriate times as determined by training program policies. It is also recommended that vocational counselors be available to applicants to interpret the results of the testing and provide guidance in terms of the advisability of proceeding with the EMT training program.

DSHS requires that a course coordinator review the following with each student upon program entry: a. functional job description b. certification application procedures c. disability policy

CHAPTER 773 Health and Safety Code

EMS RULE 25 T.A.C. 157.41

PERFORMING ESSENTIAL FUNCTIONS OF THE PROFESSION

Chapter 773 of the Health and Safety Code, Section 773.050(b)(2), mandates the Board of Health to establish minimum standards for rules for EMS personnel certification and performance. Candidates for certification must be able to perform the full range of job functions safely and efficiently. Provisions within EMS rules (25 T.A.C. 157.41) require a candidate to demonstrate proficiency in skills such as spinal immobilization, intravenous fluid therapy administration, cardiopulmonary resuscitation, etc., as well as achieve a passing grade on the department's written certification examination.

The word "written" was purposefully included by both the Texas EMS Advisory Council and Board of Health to insure that certified individuals could read. The written portion of the EMS certification examination is designed, in part, to measure an examinee's ability to read.

Being able to read is a skill that constitutes an essential function of the profession since there are many occasions where the ability to read becomes necessary in emergency situations. Being able to read prescriptions and physician's orders, for example, are but two of the anticipated occasions where the ability of EMS personnel to read in emergency situations is essential.

EMS CERTIFICATION TESTING POLICY

Skills Proficiency Verification

A candidate must demonstrate proficiency in all skills prior to course completion. Program approved skills sheets and grading criteria shall be used.

Written Examination

A candidate must achieve a passing grade on the National Registry certification examination.

Psychological Help

We understand at Cordial EMS Education that this job can be tough emotionally as well. If you are ever having a hard time, please reach out to one of the instructors, preceptors, and/or the course coordinator.

Other resources can include:

The Code Green Campaign:

Mission: Bring awareness to the high rates of mental health issues in first responders and reduce them. Eliminate the stigma that prevents people from admitting these issues and asking for help. Educate first responders on self and peer care and to advocate for systemic change in how mental health issues are addressed by first responder agencies.

EMS Peer Referral Program – 1-833-367-4689

The EMS Peer Referral Program is designed to be available to those in the EMS field that need assistance getting healthy again if they struggle with substance use. The number listed on the handbill goes to a person that will help schedule assessments. The program is completely anonymous, and the department will not be informed about who calls to receive help or treatment. UT Health offers this hotline in conjunction with their [Heroes First Responders Program](#). [Texas EMS Referral Handbill](#).

Safe Call Now – 1-206-459-3020

Staffed by first responders for first responders and their family members. They can assist with treatment options for responders who are suffering from mental health, substance abuse, and other personal issues.

Fire/EMS Helpline – 1-888-731-3473

Also known as Share the Load. A program run by the National Volunteer Fire Council. They have a help line, text-based help service, and have also collected a list of many good resources for people looking for help and support.

Crisis Text Line

A service that allows people in crisis to speak with a trained crisis counselor by texting “Start” or “Help” to 741-741

Cordial EMS Education Training Program

Photo Release Form

PLEASE PRINT

Name: _____

Address: _____

Date: _____

I hereby authorize Cordial EMS Education to use my photograph or video image in publications, ID cards, and any other promotional media they may so choose. I am aware that failure to allow photographs for ID cards (at minimum) could result in dismissal from the program.

Please choose Yes or No for items below:

- | Yes | No | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Photo ID card |
| <input type="checkbox"/> | <input type="checkbox"/> | Photo/video publications |
| <input type="checkbox"/> | <input type="checkbox"/> | Photo/video usage in other promotional media |

Student Signature

Date

William Whitney

Date

Coordinator Name

Date

Coordinator Signature

Cordial EMS Education Student Agreement

I, _____, have read

Student Handbook and Clinical Handbook
Functional Job Description
Photo Release Form

I understand clearly and agree without reservation to comply with the policies contained therein. I fully understand the consequences of my failure to do so. I understand failure to comply with these policies and procedures can result in disciplinary action up to and including termination from program, being reported to Texas Department of State Health Services, and possibly the authorities. I understand if I am terminated from this program due to non-compliance with the program that I will forfeit any monies paid and not be allowed to return to Cordial EMS Education's program in the future.

I understand that participation in EMS courses, clinical rotations and ambulance internships will expose me to certain risks, including, but not limited to the possibility of:

Physical and emotional trauma, potentially severe
Death
Exposure to blood borne and air borne diseases
Loss or damage to personal property
Musculoskeletal injuries due to heavy lifting and moving
Hazardous materials exposure

I agree to hold harmless Cordial EMS Education EMS Program, and any and all clinical or ambulance affiliation sites for any liability/damages for any injury, illness, emotional stress property damage or death sustained while participating in any learning activity, to include (but not limited to): classroom instruction, mandatory or voluntary travel to any location for classes, clinical or ambulance internships, skills practice, clinical rotations, ambulance internship and any other activities associated with these courses. I fully understand that neither Cordial EMS Education nor any clinical or ambulance internship affiliation site will assume financial responsibility for any medical treatment for injuries or illness received while participating in the aforementioned activities.

I understand that I am obligated to:

- Treat patients, families, bystanders and peers equally and with dignity and respect, without regard to sex, race, religion, sexual preference, national origin or any other personal prejudice.
- Conduct myself in a manner that is conducive to learning.
- Participate actively in all course related activities.
- Exhibit professionalism in attire, demeanor and conduct.
- Maintain patient information confidentiality.
- Accept responsibility for my actions and performance.

I understand that the course coordinator will make final decisions in all matters regarding compliance with policies and procedures in this course.

I agree to abide by all decisions made by the course coordinator. I understand that they will be made fairly and in the best interest of the program and its students.

I understand that in order to be included on a Course Completion Roster/Certificate all requirements outlined in these policies must be met, including grade and attendance requirements.

Printed Name

Date

Signature

William Whitney _____
Coordinator Name

Coordinator Signature