



Central Huron Ambulance Service, Inc

Policies and Procedures Handbook

Mission Statement

The Mission of Central Huron Ambulance Service, Inc., is to advance EMS services in the county. As outlined in the Central Huron Ambulance, Inc., bylaws, the scope of activities includes the establishment of written protocols, analyzing EMS challenges, implementing high quality training and education, coordinating prehospital services, and expanding research to improve patient outcomes and prehospital care.

Values Statement

We value **PROFESSIONALISM, CONDUCT, EMPATHY, INTEGRITY, HONESTY and LIFE**

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Welcome

Central Huron Ambulance Service, Inc., would like to welcome you! We feel this is a very extraordinary time in your life. Whether you are furthering your education in emergency medicine or are just beginning your training, CHAS, Inc., is the right place for your professional pre-hospital EMS Education.

CHAS EMS, Inc., is state approved through the Michigan Department of Health and Human Services-Bureau of EMS, Trauma and Preparedness (MDHHS-BETP) for the Emergency Medical Technician program. We are excited to bring you this opportunity and look forward to a collaborative educational and learning relationship with you.

Placement

Those students completing any courses offered are in no way guaranteed employment with CHAS EMS, Inc., before, during or after completion of any course, unless a specific written agreement between the student and CHAS EMS, Inc.

Pre-Admissions Policy

The program requires that students entering an EMT program must be assessed for reading and math competencies.

Completion of the pre-admissions testing suffices entry requirements to the EMT program. Pre-admissions testing is waived if one of the following conditions below is met:

1. Successful placement by passing a reading and math placement exam administered by an accredited post-secondary educational institution which assesses a 10th grade reading and math competency level.
2. College transcripts which show a passing grade in English 1-1 or higher College Mathematics or higher.

3. College transcripts which show a passing grade in remedial English and/or mathematics with a recommendation of college level competency and placement.
4. ACT or SAT scores which indicate a competency in English or Math. These scores will be evaluated by the Primary EMS Instructor for competency.
5. An associate degree or higher from an accredited post-secondary institution is preferred

Students that do not show proof of competency in Reading (English) or Mathematics, must take the appropriate pre-admission exams to establish competency in those areas. It is the financial responsibility of the student to establish competencies in these areas.

Any student who does not present the proper documentation will not be allowed to enter the program.

Evaluated Areas:

- Written Entrance Exam
Pass/Fail – Mandatory Minimum Score 75% to move on to oral panel interview
- Oral Panel Interview
Written Exam score will be averaged into the total points available in the oral panel interview process. Applicants will be averaged and ranked according to lowest to highest cumulative score.

Application Policy

Enrollment for all EMS programs are available online www.centralhuronambulanceservice.com . Once the application has been filled out, it must be returned with the appropriate deposit or registration fee and any required documentation to:

Central Huron Ambulance Service, Inc.
Attn: EMS Education Business Office
291 E. Soper Rd
Bad Axe, MI 48413

All deposits will be applied toward program tuition.

Selection Process

Once all pre-requisites are completed, such as, pre-interview with instructor, preadmission testing, and successful background check reflects negative Felony convictions, students will be selected based on available space.

CHAS EMS, Inc., conducts its curriculum to the guidelines set forth by the National Registry of Emergency Medical Technicians. For example, students must be able to read, write and take written and practical examinations in the same manner as required by the National Registry of Emergency Medical Technicians.

CHAS EMS Inc passionately believes that smaller classes foster a better educational experience for the student. As such, each EMS program will only accept twenty students maximum per class; however, the program does reserve the right to determine class size in case the need arises. CHAS EMS, Inc., does not discriminate due to gender, race, age, handicap, or religious affiliation.

Course Goals and Objectives

It is the mission of CHAS EMS, Inc, to maintain educational programs that are “state of the art.” Evaluation and improvements are constant processes to make certain that all courses are the very latest in training and education. We strive for continuing quality in programming and reputation of first-rate education.

The EMS programs are designed for individuals interested in providing care to patients in the pre-hospital setting. It will provide the participant with opportunities to gain information, skills and understanding necessary for licensure and to practice as an EMS Provider in the State of Michigan. The program will contain cognitive information and a psychomotor skill practice opportunity, which will enable a properly motivated and capable participant to attain a course completion certificate.

Tuition/Refund Policy

The current cost, exclusions and inclusions are listed below for each of the programs offered at CHAS EMS, Inc.

EMT Program cost is \$1,500.00 per student. This includes tuition, EMT course book, clinical shirt, and clinical badge. If the student is taking a course using grant funding provided by Huron County, the student must notify the Program Director of intent. If no grant tuition is available, payments for tuition can be arranged with CHAS, Inc., if necessary.

Payments will be due the first-class day of the month for all EMS programs unless otherwise noted. All payments should be made to your instructor for proper accounting of payments. Students should keep records of receipts of all payments made.

Due to the inability to accurately track payments, cash and personal checks are NOT accepted! This policy is strictly enforced to protect both the instructor and the student from payments being inaccurately posted in the accounts receivable department.

Each student has only one open account balance at any given time. Tuition, fees, and other charges, or any credits are posted to the student's account monthly. Invoices are issued to each student monthly, and it is the responsibility of the student to check their invoices for accuracy.

Students will be charged a late fee of \$30.00 for each overdue payment. All payments are due on the date stated in the agreement. Payments returned for any reason will be assessed as a \$30.00 returned item charge.

Tuition must be paid in full prior to any final examinations.

Students who fail to make payments as scheduled may be dismissed from the class, and held responsible for fees as stated above, and referred for collection.

EMT COURSE CURRICULUM

This is an in-depth course for the pre-hospital healthcare provider at the EMT level. The program is designed to teach the skills of the National Curriculum for EMT. The course is based on criteria set forth in the National Highway Traffic Safety Administration and MDHHS-BETP Curricula. Upon successful completion of the EMT course, the applicant will be required to successfully pass the National Registry Exam.

Course Length:

The estimated course length is approximately 194 hours. This includes class time and 48 hours of clinical time. This is the recommended course length based on the 1991 NHTSA Paramedic Curriculum.

Physical Classrooms

Lecture (didactic) and practical (lab) sessions are conducted at the CHAS EMS, Inc., main campus at 291 E. Soper Rd, Bad Axe, MI 48413. Lavatory facilities for the students are located on the main floor of the campus. Exits are clearly marked in educational facilities as required by MIOSHA and Fire Safety codes. The classroom will have enough writing space and chairs, adequate lighting, and power sources. There will be sufficient lab space to carry out psychomotor skills, including testing. The classroom will have adequate heating/cooling for a comfortable learning environment for each of the students

Additionally, assignments may be done with the requirement that students provide their own portable drive to save their work on. Under no circumstances are any CD-ROMS or programs in any way to be removed or copied from these computers. Students are not allowed to access the computer operating systems, or in any way edit or change any system settings on CHAS education computers. Intentional “hacking,” stealing of software, or altering of the computer system settings or operating systems will result in immediate dismissal from the program without refund of tuition paid.

Parking

Parking is available on the east side of the campus and in the south end of the Bad Axe Fire Department parking lot. There is no charge for the use of any parking facilities at CHAS EMS. Students are not allowed to park in the main CHAS employee parking lot. This is reserved for employees only. If a student parks in the main CHAS parking lot, they will be verbally warned to move their vehicle, or it could potentially be towed.

Advisory Committee Members

All EMS programs fall under the auspices of the Advisory Committee. The following personnel participate in administering the EMS programs at CHAS EMS, Inc., and constitute the EMS Programs Committee: (see Advisory Committee Chart)

The advisory committee shall, but is not limited to the following:

- Meet quarterly to review the academic programs and markers for success
- Review and recommend changes and improvements in all pre-hospital educational programs sponsored by CHAS EMS, Inc.
- Monitor the progress of EMS students by periodic review and evaluation and to make decisions regarding the students' continuing status in the course.
- Review and investigate complaints received regarding the performance of the EMS student and/or the teaching program.
- Act as appeal mechanism for the EMS student
- Provide academic guidance and direction to students
- Provide guidance to the EMS Program Director and instructional staff
- Provide meeting minutes for review on site visits by the state.

Regulations Policies as well as all applicable Township, City, County, State, and Federal laws, statutes, ordinances, and regulations shall apply on all CHAS, Inc. property and at all CHAS, Inc. sponsored events. All crimes, accidents, and civil infractions occurring on CHAS, Inc. property must be promptly reported.

I. ALCOHOLIC BEVERAGES

- A. No person shall be under the influence of, or in possession of alcoholic beverages while on CHAS, Inc. grounds or grounds approved for courses of CHAS, Inc.
- B. Possession shall consist of having an open or unopened container of alcoholic beverage on the person or in their vehicle of occupancy, immediately before challenge by an enforcing official.

II. BUILDINGS, PHYSICAL FACILITIES, EQUIPMENT AND SUPPLIES

- A. The use of CHAS, Inc. buildings, physical facilities, equipment and supplies is limited to the purposes designated by CHAS, Inc. and must be approved by the appropriate CHAS, Inc. authority. Specific regulations governing the use of the CHAS, Inc. buildings and physical facilities may be obtained from the Executive Director.
- B. It is unlawful for any person to misuse, mutilate or destroy any building, physical facility or equipment.
- C. It is unlawful for any person to dislocate or remove equipment or property owned by CHAS, Inc. unless properly authorized.
- D. It is unlawful for any person to mutilate any tree, shrub, or herbaceous plant or remove there from any identification sign or tag.
- E. No person shall deposit, dump or otherwise dispose of refuse of any kind on CHAS, Inc. property.
- F. No person owning or having under his control a dog, cat or any other animal shall permit such animal to be upon the property of CHAS, Inc. without a leash suitably attached to said animal so as to restrain its movements. Such animals, except those owned by CHAS, Inc. for the purpose of instruction or those used by the visually impaired, are not permitted in CHAS, Inc. buildings without the prior authorization of the Executive Director.
- G. No person shall picnic on CHAS, Inc. property in areas not authorized, designated and/or posted as picnic areas.
- H. It shall be unlawful for any person to trespass on CHAS, Inc. property that is posted.

III. DISTURBANCE IN PUBLIC PLACE

- A. Any actions which disrupt the purposes of the CHAS, Inc. are prohibited.
- B. The right of the student body, individually or collectively, (1) to attend and participate in classes or another CHAS, Inc. sponsored activities (2) to pass from class to class and building to building without undue obstruction (3) to eat and/or study within an atmosphere of appropriate calm within designated areas, shall not be infringed upon by individual students, student organizations, the faculty, the administration or any outside individual, group or agency.

- C. Any approved CHAS, Inc. function held off campus where there is a public or private complaint regarding nuisance, destruction of private or public property, disruption of public safety, or any other type of complaint will be just cause for disciplinary action against the individual or individuals, sponsoring group or groups, who are found responsible for the disruption.

IV. DRESS AND APPEARANCE

Classroom, Clinical and Intern Setting:

Each student must maintain good hygiene practices for you, your fellow students, the instructors, and your patient's safety and comfort. **Student Dress code described below.** If you have any questions regarding this issue, please ask your instructor.

Each Student ***MUST*** wear an instructor approved uniform for classes and clinical time, which consists of the following:

- 1.) Class Clinical Shirt (one provided; additional shirts can be purchased)
- 2.) Blue or Black work type or ems pants (i.e., Dickies) Black belt (no belt buckles allowed)
- 3.) Black work shoes or boots (no other shoes accepted)
- 4.) Approved outerwear during foul weather free of other department or service logos. (**NO** advertisement and/or logos besides CHAS, Inc. permitted)
- 5.) CHAS, Inc. Student photo ID

Clinical site staff and preceptors are instructed to dismiss the student from the clinical experience if they are dressed inappropriate or behave in a manner inconsistent with the principles of CHAS, Inc. student policies and/or to the clinical site expectation.

V. STUDENT CONDUCT

A student's behavior at the CHAS, Inc. must conform with educational processes and should not disrupt teaching, learning, or the orderly conduct of business. Any misconduct that interferes with the educational mission of the CHAS, Inc. is a serious offense for which the student will be subject to disciplinary action by his/her instructor and/or other CHAS, Inc., personnel.

- A. No person shall conduct themselves in such a way as to deprive others of an orderly atmosphere for study.
- B. Each student is expected to comply with the classroom regulations of an individual teacher as established by the teacher in writing at the beginning of the course.
- C. Student conduct while on clinical / Intern rotation will conform to the requirements of the host service provider. Students must be active participants in the clinical / internship and follow the directions given to them by staff.

VI. DRUGS

No person shall use, possess, distribute, or sell drugs. Any student/person found to disobey will be turned over to the proper authorities.

VII. INTEGRITY OF ACADEMIC WORK

Any violation of academic integrity is a serious offense for which the student will be subject to grading sanctions up to and including failure in the class involved. Grading sanctions will be administered by his/her instructor. In addition, the student may be subject to additional disciplinary action by CHAS, Inc.

- A. No student shall cheat on an examination or other academic assignment.
- B. No person or persons shall procure or furnish in any unauthorized manner any piece or pieces of writing, which can be shown by competent authority to contain the questions and/or answers to an examination scheduled for some subsequent date to any individual or group enrolled in any course of study offered by CHAS, Inc.
- C. The unauthorized possession of any of the aforesaid writings shall be considered prima facie evidence of an attempt to violate the provisions of Section A.
- D. No person shall allow another to take an examination or complete any other academic work on his/her behalf.
- E. A person is guilty of plagiarism who fails to give credit for any ideas or material taken from another for either written or oral presentation. The offering of materials assembled or collected by others in the form of projects or collections without acknowledgment also is considered plagiarism.
- F. No person shall gain entry to any records or information stored in CHAS, Inc. computer system(s) other than those records specifically registered to that person's user identification code. This includes, but is not limited to, official CHAS, Inc. records as well as information stored by another student. Tampering shall be defined as unauthorized access to records as well as the altering of information.

VIII. FIRES AND FIRE ALARMS

No person shall willfully sound or cause to be communicated any false alarm or other emergency signal.

IX. FINANCIAL RESPONSIBILITY

- A. No persons shall owe money to the CHAS, Inc. such as tuition, fees, loans, library fines, bookstore accounts, or facility fees or charges for food or refreshments unless satisfactory arrangements have been made for repayment.
- B. Restitution for services rendered, or for property misused, destroyed, or damaged, may be required by CHAS, Inc.

X. FIREWORKS, FIRECRACKERS, ETC.

No person shall have in his or her possession, offer for sale, explode or cause to explode, any fireworks, firecrackers, or other explosive devices.

XI. GAMBLING

Illegal gambling in any form is prohibited.

XII. IDENTIFICATION

When applicable, and/or upon request by an appropriate member of CHAS, Inc. staff, persons requested to do so shall present acceptable identification (e.g., driver's license, CHAS, Inc. student identification card).

XIII. THEFT OR DAMAGE OF PROPERTY

No person or persons shall steal or damage property belonging to another person, organization, or institution. This includes tampering with coin operated machines. Violators may be handled by the local police, CHAS, Inc. disciplinary process, or both.

XIV. RECORDS

No person shall give false or incomplete replies to questions, verbal or written, on applications, forms or other documents required by properly authorized representatives of CHAS, Inc.

XV. PARKING AND TRAFFIC

- A. All posted traffic and parking regulations must be followed.
- B. Parking is restricted and/or prohibited in areas posted as such.
- C. Illegally parked and/or abandoned vehicles may be ticketed, towed, and/or impounded.
- D. It is unlawful for any person without a validated state handicap permit to park a vehicle in a parking location designated for the handicapped.
- E. Bicycles, skateboards, go-carts, motorized vehicles, or any conveyance considered to be dangerous to either the rider or pedestrians, shall not be operated on SMS, Inc. walkways, ramps, or stairways. Exceptions to this section may be made by the Executive Director. In all cases, prevailing state and local motor vehicle codes and fire regulations shall apply.

XVI. SELLING, SOLICITING, AND ADVERTISING

- A. Selling, soliciting, and advertising is prohibited unless properly authorized by the Executive Director.
- B. All materials to be posted or distributed or sold on CHAS, Inc. property must be approved by the Executive Director.
- C. Distribution of hand bills on vehicles on CHAS, Inc. property is prohibited.

XVII. SMOKING

Smoking is prohibited inside CHAS, Inc. buildings and on county property in which CHAS, Inc. building is located.

XVIII. WEAPONS

No person, other than law enforcement personnel shall possess a weapon on property owned, leased or otherwise in the possession of the CHAS, Inc..

As used in this policy, the term "weapon" shall mean: (1) firearms; (2) explosives or explosive devices including, but not limited to, fireworks, firecrackers or firearm ammunition; (3) knife, stabbing instrument, brass knuckles, blackjack, club, or other object specifically designed or customarily possessed for use as a weapon; or (4) an object or substance, not normally considered a weapon, that is used in a threatening or harmful manner likely to cause bodily injury or death.

XIX. WHEN POLICIES OF OTHER ORGANIZATIONS APPLY

When students are involved in cooperative education, internships, clinical or other related academic experience(s), their conduct is governed by the policies, rules and regulations of the host organization and those of the CHAS, Inc. Violations of the host organization's policies, rules or regulations may subject a student to immediate course or program dismissal or other appropriate CHAS, Inc. discipline.

XX. ENFORCEMENT OF RULES AND REGULATIONS

- A. Except with respect to student discipline, the appropriate police department shall be charged with the responsibility and authority to enforce these rules and regulations as well as applicable federal, state, and local laws, statutes, and ordinances.
- B. Persons accused of violating these rules may be reported to the law enforcement agency having jurisdiction. Students and CHAS, Inc. employees may be subject to discipline.
- C. In accordance with Public Act No. 26, effective August 1, 1970, an act to provide penalties for certain conduct at public institutions of higher education, a person is guilty of a misdemeanor, punishable by a fine or by incarceration or both, when such person is in violation of the properly promulgated rules of the institution when an authorized officer of the institution directs the person to vacate the premises, building or other structure of the institution and when the person thereafter willfully remains in or on such premises, building or other structure; or when in so remaining therein the person constitutes a clear and substantial risk of physical harm or injury to other persons or property, or an unreasonable prevention or disruption of the customary and lawful functions of the institution, by occupying space necessary therefore or by use of force or threat of force. (MCL 752.581 and MCL 752.582)

XXI. CRIMINAL HISTORY

The National Registry of EMT and/or the Michigan Department of Community Health and Human Services may deny an applicant the right to participate in testing, certification and/or licensure based on criminal history. If you have a criminal history, before enrolling in any EMS education program, you should contact both the NREMT and MDHHS for specific information on their policies and to review your specific situation to ensure you would be eligible for certification and licensure.

Criminal Background Checks

In accordance with the Public Health Code, it has become mandatory for students entering the EMT and Advanced Programs to undergo a criminal background check because of clinical hours they are required to perform and licensure requirements.

Registrants entering these programs will be given all the necessary information to complete this process upon registering and submitting payment for the course. These background checks are conducted through the Michigan State Police.

Once payment is made, students will be provided with a live scan request form which they will need to complete and take to their fingerprinting appointment. Students will also be provided with an informational letter that will guide them through the options and steps for registering for the background check.

Students are encouraged to complete this background check PRIOR to the start date of the program as the results may take up to one month to process and are required to do so no later than 10 days into the start of the program. If a student is not able to complete the check prior to the start of the program or their results are not received prior to the start of the program, he/she will be asked to sign a waiver that explains that if erroneous information is found on the check that they may not be eligible to complete clinicals and therefore would not meet the course requirements making successful course completion impossible.

If a student has a criminal background, they should speak with the Education Coordinator PRIOR to the start of the program. If a student has not disclosed this information and it appears on the background check, and those results are received after the drop period outlines in the student agreement, the student will forfeit any and all tuitions paid into the program and will be responsible for any outstanding balance.

All students who are entering into a core program will be provided with the NREMT Felony conviction policy at the start of the program.

XXII. Class schedules, terms, and school holidays

Central, Inc. does close for the following holidays. New Years Day, Christmas Day/ Christmas Eve, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving, and any other days that may be identified in the course syllabus.

Students will be made aware of the course schedule when enrolling and will be made aware of any changes at <http://www.centralhuronambulance.com>

XXIII. Inclement weather

When it is deemed to be in the best interest of the employees and/or students of , Inc. to close CHAS, Inc. offices or curtail certain services because of severe weather, such as snowstorms, tornadoes, etc., such determination shall be made by the Executive Director. In addition, the instructor of any CHAS, Inc. education course is authorized and responsible to make a reasonable decision to cancel/postpone class session(s) due to the above-mentioned circumstances and should do so without the prior approval of, or notice to, the Executive Director.

XXIV. Course approval

Students will be provided a copy of course sponsor and course approval by MDHHS at first classroom session.

XXV. Social Security Numbers

Pursuant to the Privacy Act of 1974, students are hereby notified that disclosure of their social security numbers is mandatory for registration at CHAS, Inc. Social security numbers are used: (1) to verify the identity of students, (2) to keep, maintain and access the records of students, and (3) for purposes of student financial aid and other benefits available under law.

XXVI. Vaccination Policy

It is the policy of Central Huron Ambulance Service, Inc. to only allow a student into the student body who has received the State required vaccinations and provide proof of vaccinations. These records are kept at Sanilac Medical Services, Inc.

The Central Huron Ambulance Service, Inc. education program also requires:

- a. A negative 2 Step TB test before the EMS student is eligible for clinical rotations. This test is the Mantoux TB test. The student will receive TB testing or chest xray from an approved Public Health source and provide proof of testing every year they are enrolled in the EMS program.
- b. The student to complete the Hepatitis B Vaccine series prior to admission into the clinical setting at their own expense.
- c. Any other vaccinations required by the clinical site.

EDUCATIONAL POLICIES

Central Huron Ambulance Service, Inc. is required by MDHHS-BETP to maintain certain policies and procedures. Copies of the detailed specific policies are available upon request. CHAS, Inc. reserves the right to change or amend policies as necessary; students will be notified immediately of any changes.

I. Course Completion

Successful course completion is dependent upon the student completing all clinical hours outlined in the course schedule, attending the hours of class required by Central Huron Ambulance and the State of Michigan, and by passing all module tests, all practical tests including the final practical exam and the course written final. The student must achieve an 80% final grade for successful course completion. The final grade is determined by using an average of module grades and the final exam. Module testing and academic goals are outlined in the course syllabus. Each passing student will receive a course completion certificate sign by the course coordinator and course representative.

Program Evaluation A process for evaluation of the course by the students at the completion.

II. MDHHS Education Program requirements and technology in the Classroom

A copy of MDHHS program requirements will be available in the classroom and at the student's request.

III. Technology in the Classroom

All of CHAS, Inc. EMS courses rely heavily on the use of computers. It is recommended that student possess basic computer skills and internet access at home. It is recommended that if a student does not possess basic computer skills that they complete an introduction to computers course prior to enrollment.

IV. Electronic Devices

The use of Electronic Devices such as cell phones, pagers, and portable music devices are not permitted in the classroom. Personal computers or other electronic devices are allowed on a limited basis and only at the instructor's discretion so long as they do not interfere with classroom instruction. If the instructor hears it or sees a student using one of these devices, the device will be confiscated from the student until the end of class period. If the problem persists the student will face disciplinary action.

V. Psychomotor Stations and Skills Labs

There will be enough equipment to hold a group size of 1 instructor to 6 students during psychomotor stations. The equipment will be present for the entire class.

VI. Utilization of Information

It is the intention of Central Huron Ambulance Service, Inc. education program to take the information provided by the NREMT to continually improve Central Huron Ambulance Services, Inc. education program.

The data utilized to improve CHAS; Inc education program is the NREMT candidate competency ratings obtained from CBT. The results from each category will identify any need for improvement in individual areas.

Additional data will also be obtained from the class evaluation procedures.

Action will be brought by disclosing all the above data to the advisory committee and obtaining the recommendations of the committee on program improvement.

The advisory committee will meet with each active instructor (I/C) at least once, preferably twice, during and after the course, to review instructor performance. CHAS, Inc. reserves the right to meet with the instructor (I/C) at additional times as deemed necessary for the purpose program improvement and quality assurance.

VII *Assurance of Didactic and Psychomotor Training*

It is the intention of the Central Huron Ambulance Service, Inc. to produce the best candidates for clinical rotations as possible. The intention to send only the best students is outlined in the course syllabus. It is the course intention to send only student who achieve and maintain a grade point average of 80% or better to clinical rotations. If the student drops below the mandated 80% they will be removed from the rotation schedule for the remaining part of the month. Upon returning above 80% the student will be allowed to return to the clinical rotation matrix.

After each section of the state objectives a test will be given to the students of the class. It is the results of these tests that will determine the student eligibility to attend the clinical rotations.

The students must pass a proficiency test with regards to the psychomotor skills before being allowed to perform the skills on any patient in the clinical setting. Those practical standards are as set by the state of Michigan for the Practical Examination Procedure.

There are also some subject materials that the students must pass prior to going to the clinical sites. Those items are:

- a. Communicable diseases and protection from
- b. The use of Personal protection equipment
- c. Scene Safety

These items will be separately tested, and the students must pass with a minimal score of 80% or better. If the student does not achieve a passing grade the student will be remediated and retested.

VIII. Clinical and Field Internship

An important part of EMS education is the clinical experience. During the hours of clinical observation and experience, the CHAS, Inc. students are guest of the clinical institution (Hospital, Ambulance Service, or other setting) and must follow certain guidelines. The emergency Department and Pre-hospital setting are areas where intense medical care is provided to patients who may be in fragile psychological and physiological conditions. Because of this, student must strictly adhere to the following policies:

- A. The student shall be courteous, considerate, and respectful to all staff, patients, patient's family members and guests. Any deviation from this policy will result in immediate dismissal from clinical site.
- B. Student must always inform the preceptor of his/her whereabouts during the scheduled clinical experience. Students are to go with the unit they are assigned to on all dispatched calls or assignments made otherwise it is the student's responsibility to seek out appropriate educational experiences and use clinical time for educational purposes pertain to the program. Students are to engage in patient care and assist staff when able.
- C. The student will not participate in any invasive or non-invasive procedure not specifically outlined in the clinical objectives for that area.
- D. Under no circumstances in any clinical area will the student offer advice to any patient, family member or visitor regarding medication, diagnosis, nurse, physician, physician's orders and/or treatment
- E. Patient care experiences during the clinical session are strictly confidential.
- F. Students are expected to always conduct themselves as good citizens and shall adhere to all rules, regulations and policies formulated by CHAS, Inc. staff and education committee.
- G. Profane language or language that is sexually explicit will not be tolerated.
- H. Sexual harassment is illegal and will not be tolerated.
- I. Students are only allowed to attend clinical at approved clinical sites during approved times. All student clinical hours must be pre-approved by CHAS, Inc. Additional clinical site will be considered if they are a benefit to the entire program and at the discretion of CHAS, Inc staff.
- J. While in the clinical setting student will only perform skills, which are in the realm of the scope of practice for the level at which they are receiving training as described by your program's instructor and as directed and supervised by RN, LPN, EMT, Paramedic or Physician in charge
- K. Identification badges must be worn during all clinical times. Students must identify themselves as student to all patients they have contact with.
- L. Students will schedule all clinical time through an approved CHAS, Inc method. Students are not allowed to schedule clinical directly through the clinical site, nor are students allowed to attend clinical not scheduled through CHAS, Inc staff. This is a serious offence and will result in immediate dismissal from the program/course. If a student is unable to attend a scheduled clinical session, he/she is to contact CHAS, Inc staff at

least on hour prior to the start. Failure to follow this procedure will result in suspension or dismissal.

- M. Clinical documentation is required for all clinical time student participate in. Approved documentation must be submitted to CHAS, Inc staff or approved locations. All clinical paperwork must be submitted within 24 hours of the completion of the clinical experience.
- N. Student must complete the required number of clinical hours and clinical skills within the time frame allowed for the course to receive completion certificate and be eligible to take the NREMT exam.
- O. A physician's statement is required for participation in clinical practicums for any students that are pregnant. This is due to the required heavy lifting and/or another potential patient situation.
- P. While responding to EMS calls, students will be seated with seat belts on. It is at the discretion of the lead paramedic whether the student will be belted in while the patient is being treated and transported.
- Q. **No student can drive EMS vehicles at any time.** Failure to comply with this rule will result in automatic dismissal of the student from the course.

IX. Attendance

ATTENDANCE AND PUNCTUALITY

Attendance and punctuality are important factors for your success in our courses.

If you are going to be late for class or absent you must notify the Lead Instructor as soon as possible but no later than the start of class. If you are unable to reach the instructor, you can call 989-269-7572 and they will notify the instructor.

The following guidelines for tardiness and absenteeism will be followed:

If a student is absent for 2 consecutive class sessions without notifying (unexcused) the Education Department, it is assumed that you have voluntarily abandoned the class and you will be removed from the course roster.

EXCESSIVE TARDINESS:

MFR: Students will be allowed no more than 15 minutes late a total of 1 time.

Basic EMT & Advanced: Students will be allowed no more than 15 minutes late a total of 2 times.

Any student who reaches their maximum allowable hours or tardiness will be notified in writing by the course Instructor.

Any student who exceeds the maximum hours or tardiness allowed may be subject to disciplinary action up to and including discharge from the course.

Progressive Attendance Notification

<u>Steps</u>	<u>EMT</u>
Instructor Written Notice	2
Instructor/Manager Sit Down	4
Final Notice	6
Dismissal from Program	Any time above max number allotted.

X. Quizzes/Test/Exam and Practical Testing.

Students are expected to complete all online quizzes, tests and exams during the scheduled times. If a student does not or is unable to complete these during the scheduled time the student must inform CHAS, Inc staff. Any quiz, test or exam that is not completed within the scheduled time will be graded as a 0% (Fail) CHAS, Inc staff may review the situation on a case by case basis to allow retesting.

If a student is going to be absent for a practical skills exam the student must inform CHAS, Inc Staff immediately. The student must contact their instructor and set up a time to make-up will have 72 hours to make up any practical skills testing. If a student fails to do so, the practical skills test will be graded a 0% (Fail). Students who fail practical skills station will be ineligible to do clinical rotations until receiving a passing grade on all required skills stations.

XI. GRADING SCALE

Grading will be done on an individual class basis. The grading scale will be outlined in the course syllabus, which the instructor will provide for each student at the beginning of the course.

90-100%= A 80-89% = B 70-79% = C 60-69% = D
Less than 60% = F

XII. ACADEMIC FRAUD

Academic fraud is viewed as unprofessional behavior and is unacceptable in any EMS programs. Any student caught cheating will be expelled from class and will not be recommended to the National Registry of EMT's examination.

Evidence of dishonesty on the part of a EMS student (e.g. tests, quizzes, field externship hours attended, homework, etc.) will result in an investigation and may be grounds for immediate dismissal. Evidence of theft from any person(s) facility or institution associated with CHAS EMS, Inc., EMS programs will result in an investigation and may be grounds for immediate dismissal and criminal prosecution. In addition, students

caught cheating will forfeit any tuition paid, and will be required to pay the balance of the tuition still owed. If their course has been covered by any grant funding, the total grant applied for the student will be required to be paid back in full to the funding agency.

XIII. STUDENT EVALUATIONS

Each student will receive a full evaluation report, which includes didactic/cognitive, psychomotor, affective and cumulative grade average each semester. These progress reports may be emailed to the student or uploaded to student profile for view.

The Program Director/Instructor may require the student to schedule a Student Progress Conference. This conference will be used to review/evaluate the students overall progress in the program and to review, set and evaluate goals and objective to enhance student retention and learning.

Student evaluations are shared with the Advisory Committee to enhance student progress and learning.

PROGRAM EVALAUTION POLICY

In an effort to ensure the quality of instruction and program continuity, CHAS, Inc will utilize this policy for all programs:

- 1) Student records regarding application, admission, examination, discipline, clinical rotation, vaccination and other pertinent records shall be kept on site for 7 years. Records will also be maintained for the same period for all students denied admission into the program with complete application information and reasons for denial.
- 2) Student shall be evaluated during their course on a continual basis and at the minimum each semester by the Program Director and instructor staff. They will be evaluated on cognitive, psychomotor and affective domains throughout the program with final evaluations. Any student that shows a deficiency in an area shall immediately be notified of the deficiency and be given ample time to correct the deficiency. The student must also meet with an instructor who must give adequate time to assist the student in the area that is deficient.
- 3) All instructors must undergo an evaluation process no less than once per course to verify the instructor's competency and to update CHAS, INC, with any new certifications.
- 4) Every EMS Program must have an approved evaluation. The students must be allowed to anonymously evaluate all aspects of the class. Also, the Course Coordinator will evaluate the program in a final evaluation report of the program, including the results of the student's first-time pass rates and scores on the NREMT National Registry examinations. The final report will be placed in the individual course file, with copies sent to the CHAS EMS Administrator or Manager and Program Director. This is in place to ensure the quality and effectiveness of the program with changing competencies.

5). The Advisory Committee is in place to oversee these policies. The Advisory Committee shall consist of each member as identified in the course syllabus. The Advisory Committee will meet at least quarterly.

CONFIDENTIALITY OF STUDENT RECORDS POLICY

I. INTRODUCTION

CHAS, Inc. recognizes the importance of maintaining records for each individual student, which present authentic evidence of the events and actions, which both contribute to and confirm the student's educational progress; and to facilitate the intelligent and purposeful direction necessary to the achievement of the educational goals of the student.

State and federal laws govern the release and disclosure of student records maintained by the CHAS, Inc. It is the purpose of these guidelines to provide reasonable interpretations of the laws as presently stated and to protect the student's right of privacy. These guidelines have a two-fold purpose.

- A. To protect a student's right to the privacy of information and CHAS, Inc. has concerning the student, and
- B. To provide guidelines for release or disclosure of such information within the meaning of federal and state law and as may be necessary for the effective functioning of CHAS, Inc.

PRIVACY ACT NOTICE

Pursuant to the Privacy Act of 1974, students are hereby notified that disclosure of their social security numbers is mandatory for registration at CHAS, Inc. Social security numbers are used: (1) to verify the identity of students, (2) to keep, maintain and access the records of students, and (3) for purposes of student financial aid and other benefits available under law.

II. NOTIFICATION TO STUDENTS OF RIGHTS UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) afford students certain rights related to their educational records. They are:

- A. The right to inspect and review the education records within 45 days of the day CHAS, Inc. receives a request for access. The student must submit to the Executive Director a written request that identifies the record (s) to be inspected. SMS, Inc. will make arrangements for access and notify the student of the time and place where the record (s) may be inspected. If the CHAS, Inc. Executive Director to whom the request was submitted does not maintain the record (s), that official shall advise the student of the correct official to whom the request should be addressed.
- B. The right to request an amendment to the student's education record (s) the student believes is inaccurate or misleading. The student may ask CHAS, Inc. to

amend a record believed to be inaccurate or misleading. The student should write the CHAS, Inc. Executive Director responsible for the record, clearly identifying the part of the record to be changed and specify why it is inaccurate or misleading. If CHAS, Inc. decides not to amend the record as requested by the student, CHAS, Inc. will notify the student of the decision and advise the student of the right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures is outlined below under Section VII, Requests to Amend an Educational Record - Hearing Procedures, will be provided to the student when notified of the right to a hearing.

- C. The right to consent to disclosures of personally identifiable information contained in the student's education record, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the CHAS, Inc. in an administrative, supervisory, academic, or support staff position, a person or company with whom CHAS, Inc. has contracted (such as an attorney, auditor, or collection agency); a person serving on the Board of Trustees; or a student serving on an official committee, such as disciplinary or grievance committee, or assisting another school official in performing his/her tasks. A school official has a legitimate educational interest if the official needs to review an education record to fulfill her/his professional responsibility.

***FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT REGULATIONS
GOVERNING DISCLOSURE OF CONFIDENTIAL RECORDS***

A. DISCLOSURE OF CONFIDENTIAL INFORMATION TO THE STUDENT:

A student may inspect, review, or obtain a photocopy of his or her educational record by submitting a written request, signed by the student, to the Executive Director. The Executive Director will arrange a time and date for the student to view the record or provide the student with a photocopy of the record requested within 45 days after receiving the request. The Executive Director may permit a student to inspect, review, or obtain a photocopy of his or her educational record upon receipt of that student's in-person, oral request. However, a student must, if requested, provide photo identification, which may be photocopied and kept in the student's file, before reviewing or receiving a copy of his or her educational record.

Students may request photocopies of their records at a cost of \$3.00 for transcripts and 25 cents a page for other documents.

B. DISCLOSURE OF CONFIDENTIAL INFORMATION TO THIRD PARTIES

Except to the extent FERPA authorizes disclosure without consent, personally identifiable information contained in a student's educational record will be disclosed to third parties only with prior written consent of the student. The

consent must (1) identify the individual, agency, or classes of individuals or agencies to whom the information is to be made available; and (2) specify the records to be released.

FERPA authorizes the disclosure of personally identifiable information contained in a student educational record without the consent of the student under various circumstances. CHAS, Inc. may disclose such information: (1) to other CHAS, Inc. officials, including Instructors, whom the Executive Director has determined to have legitimate educational interests; (2) to officials of another school where a student seeks or intends to enroll; (3) to the Comptroller General of the United States, the Secretary of Education, or state and local educational authorities; (4) in connection with financial aid for which the student has applied or which the student has received; (5) to organizations conducting studies for, or on behalf of, educational agencies or institutions to develop, validate, or administer predictive tests; administer student aid programs; or improve instruction; (6) to accrediting organizations to carry out their accrediting functions; (7) to parents of a dependent student, as defined in Section 152 of the Internal Revenue Code of 1954; (8) to comply with a judicial order or lawfully issued subpoena; (9) to persons in connection with a health or safety emergency; (10) information designated "directory information;" (11) to an alleged victim of any crime of violence of any disciplinary proceeding conducted by an institution of post secondary education against the alleged perpetrator of that crime.

C. PARENTAL ACCESS TO STUDENT RECORDS

A parent does not automatically have access to their child's student records. The Guidelines for Post Secondary Institutions for Implementation of the Family Education Rights and Privacy Act of 1974 as amended - revised edition 1995, states: "At the post secondary level, parents have no inherent rights to inspect a student's education records." As a rule, a student must consent to the release of his or her education records. If a student is a legal dependent, as defined by the Internal Revenue Code, the parent may assert the right to review the education records, but only upon presentation of a copy of the appropriate IRS form (e.g., most recent tax return), documenting dependent status. CHAS may keep a photocopy of the IRS form in the student file.

D. RELEASE OF INFORMATION FORM

Any person requesting to review or copy student education records must submit a "Release of Information Form" signed by the student. The form may be obtained from the Executive Director. As with all requests to review records, any person requesting access to student records must provide photo identification that may be photocopied and kept in the student's file.

BLOODBORNE PATHOGENS CONTROL POLICY

The following Bloodborne Pathogens Control Policy has been prepared in accordance with the OSHA Bloodborne Pathogens standard, 28 CFR 1910.1030.

I. POLICY STATEMENT

It is the policy of this institution to safeguard, to the highest degree possible, CHAS, Inc. contracted instructors/students and the public who meet people who are known to have or suspected of having a communicable disease without sacrificing services to CHAS, Inc. or individual students.

It is also the intent of this policy to train, educate, and establish guidelines and procedures for employees/students to reduce the risk associated with exposure to blood and/or bodily fluids.

This policy applies to all CHAS, Inc. contracted personnel/students that may meet blood or other potentially infectious materials in the performance of clinical objectives.

This policy will be reviewed and updated on an annual basis. The review shall include changing technologies and consideration of appropriate commercially available and effective medical devices designed to reduce or eliminate exposure to bloodborne pathogens.

II. DISCUSSION

It is predictable that at some point in time a CHAS, Inc. contracted instructor/student will meet a person who has an infectious disease. CHAS, Inc. personnel/students, when dealing with blood, items stained with blood or other bodily fluids, and persons in high-risk groups, should exercise extreme caution. The procedures outlined in this policy shall be used to reduce the risk of exposure.

III. TRAINING AND EDUCATION

A trained professional will give the initial introductory training class. It is mandatory that all CHAS, Inc. contract instructor/students who could be exposed to blood or other bodily fluids attend. CHAS, Inc. has determined that the following groups of employees/student's have the potential to be exposed to blood or other bodily fluids:

1. Executive Director
2. Course Sponsor
3. Instructors
4. Proctors
5. Students

Each contracted instructor/student will receive a copy of the Bloodborne Pathogens Standard. It is expected that the instructor/students will review it and know its requirements.

Annual training will be provided. Additional training will be provided when changes in tasks or procedures affect the student's/personal's exposure.

The training program will address all the elements listed in the Standard. Records of the training will be kept as required by the Standard. Training procedures and content will be reviewed and updated annually.

IV. PROCEDURES

A. EXPOSURE

1. An exposure occurs when a person's blood or bodily fluid transfers to another person's blood stream. Exposure can occur through contaminated needle sticks, human bites or cuts, sores or abrasions on the skin, or splashes into the eyes, nose or mouth. Examples of bodily fluids include but not limited to blood, saliva, tears, vomit, semen, urine, or stool.
2. One of the above conditions must be met for an actual exposure.

B. REPORTING

A student who believes he/she has been exposed to an infectious disease:

1. Shall thoroughly wash the affected area with soap and hot water if direct contact was made.
2. Shall gather information about the person involved. The student should get the person's name, date of birth, any medical information legally available, and the location of the person. The student should provide information that led the employee to believe the person has an infectious disease. This information may not be disclosed under the Freedom of Information Act.
3. Shall immediately contact his/her instructor/course coordinator/director.
4. Shall file a timely written report with the CHAS Inc..
 - a. The director may contact the County Public Health Department, advise the staff of the exposure, and follow the Health Department instructions, or
 - b. The director may contact the closest hospital emergency room, if necessary, advise the doctor of the exposure, and follow the doctor's instructions.

C. BLOOD TEST

When the director has been advised that an instructor/student may have been exposed to a communicable disease, the executive director may ask the suspected carrier to voluntarily submit to a blood test. The blood test shall be administered by medical personnel.

V. ENGINEERING AND WORK PRACTICE CONTROLS

The following precautions should be observed:

UNIVERSAL PRECAUTIONS

Effective immediately, universal precautions will be practiced in all work areas to prevent contact with blood or other potentially infectious materials. If it is difficult or impossible to differentiate between bodily fluids, all materials contaminated with bodily fluids shall be considered potentially infectious. All employees/students will be trained in the concept and application of universal precautions.

N95 FIT TESTING

All students must be fit tested for N95 masks. Each student will be sized with the appropriate N95 mask prior to their clinical. Students must carry their N95 with them to each clinical assignment.

VI. Patient Confidentiality

All information with regard to patients is privileged and of a confidential nature. Cases may be discussed with peers but without the use of patient names. Any repetition of this information outside the proper channels of communication will lead to disciplinary action within the EMS programs up to and including dismissal from the program.

Voices should be kept in moderate tones. Patients invariably think you are talking about them. Avoid idle gossip. Be aware of your own facial expressions and body language. Patients are instinctively quiet adept at interpreting non-verbal cues.

When working with the critically ill, dying patient, or victim of cardiac or respiratory arrest, remember that hearing, even though the patient is unconscious, is the last sense to be lost.

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION POLICY

CHAS, Inc. declares and reaffirms its commitment to the principles of equal employment and educational opportunity and of non-discrimination in the provision of all services to the public.

CHAS, Inc. shall deal with all employees and students without reference to race, creed or religion, color, sex, national origin, age, marital status, disability, pregnancy, height,

weight or other factors, which cannot be lawfully used as the basis for an employment decision or student status.

CHAS, Inc. further reaffirms its policy of non-discrimination, on the basis of minority status, sex (including sexual harassment), disability, or other impermissible grounds, in the provision of all services provided to the public by all administrative and academic facilities of SMS, Inc.

CHAS, Inc. commits itself to a continuing program to assure that unlawful discrimination does not occur in the services it renders to the public, and that those sectors of the public most affected by this policy be kept informed of its content.

CHAS, Inc. shall provide equal educational opportunities to all students for the county, and, so long as availability of facilities, faculty, and services permit, to students from surrounding counties, the State of Michigan, other states, and other countries in accordance with CHAS, Inc. admission/tuition policies.

There shall be no discriminatory practices based upon race, creed or religion, color, sex (including sexual harassment), national origin, age, marital status, disability, pregnancy, height, weight, or other factors, which cannot be lawfully used as the basis for an employment decision or student status.

Through the programs set forth in its Affirmative Action Plan, together adopted with the board of trustees, directing the Administration to take certain specific affirmative action to effect full equal employment opportunity as outlined in the resolution, CHAS, Inc. undertakes to comply fully with all applicable federal, state, and local laws relating to equal employment opportunity, affirmative action, and non-discrimination in public services.

UNLAWFUL HARASSMENT POLICY

I. Policy Prohibiting Unlawful Harassment

A. Harassment Prohibited

It is the policy of CHAS, Inc. to maintain an academic and work environment free of harassment based on sex, race, color, national origin, religion, disability, age, marital status, pregnancy, height or weight (hereinafter "unlawful harassment"). Harassment based on these characteristics diminishes individual dignity, impedes equal employment and educational opportunity and is contrary to the standards and goals of the CHAS, Inc.. Harassment based on sex, race, color, national origin, religion, disability, age, marital status, pregnancy, height or weight will not be tolerated at CHAS, Inc..

A contracted instructor or student of CHAS, Inc. shall not harass another contracted instructor or student of CHAS, Inc. an applicant for employment or enrollment at SMS, Inc., a person employed on the premises of CHAS, Inc. under an independent contract for services or a

participant in a CHAS, Inc.-sponsored program on the basis of sex, race, color, national origin, religion, disability, age, marital status, pregnancy, height or weight. This Policy and the law prohibit harassment on the basis of these characteristics. This Policy and the law also prohibit retaliation for having brought a complaint of unlawful harassment, having opposed unlawful harassment and/or for having participated in the complaint or investigation procedure.

B. Unlawful Harassment Defined

1. Sexual Harassment

For purposes of this Policy, the term "sexual harassment" means:

(a) unwelcome sexual advances, requests for sexual favors, and other verbal or physical acts of a sexual nature when (i) it is explicitly or implicitly suggested that submission to or rejection of the acts will be a factor in academic or employment decisions, evaluations or status, including participation in CHAS, Inc.-sponsored activities, or (ii) they are used as a factor for employment or academic decisions; or

(b) unwelcome verbal or physical acts that are based on sex, have no professionally appropriate relationship to the subject matter of a course, and are so severe and pervasive that they objectively either (i) have the effect of unreasonably interfering with an individual's work or academic performance, or (ii) create an intimidating, hostile or offensive learning or working environment.

2. Racial and Other Types of Unlawful Harassment

CHAS, Inc. prohibits verbal or physical acts based on race, color, national origin, religion, disability, age, marital status, pregnancy, height or weight that have no professionally appropriate relationship to the subject matter of a course and are so severe and pervasive that they objectively either (i) unreasonably interfere with an individual's work or academic performance, or (ii) create an intimidating, hostile or offensive learning or working environment.

3. Examples

The Appendix to this Policy provides examples to illustrate types of conduct and communication that are prohibited under this Policy Prohibiting Unlawful Harassment. The examples are not designed to be, and should not be construed as being, exhaustive of the types of conduct that may violate this Policy or the law.

4. Totality of the Circumstances

Not every act that might be offensive to an individual will be considered harassment and/or a violation of this Policy Prohibiting Unlawful Harassment. In determining whether an act or series of acts constitutes harassment, the totality of the circumstances that pertain to a given incident, including the nature, frequency, intensity, location and duration, will be closely reviewed in context, with due consideration given to the protection of individual rights, including speech guaranteed by the First Amendment to the United States Constitution. Although repeated incidents generally create stronger evidence of prohibited harassment, a serious incident, even if isolated, can be sufficient.

5. Germane Classroom Speech

CHAS, Inc. recognizes that the academic setting is distinct from the typical workplace in that latitude is required in determining the appropriate content of academic material. Thus, speech in the classroom that is germane to course content is not subject to this Policy. However, regular use of profane, vulgar, or obscene language in the classroom that is not germane to course content (and thus educational purpose) as measured by professional standards is prohibited by CHAS, Inc. policy and may lead to the imposition of discipline. Reasonable care must be exercised in applying this Policy to avoid violation of First Amendment rights.

C. Persons and Settings Covered

Unlawful harassment by a contracted instructor or student of CHAS, Inc. of a contracted instructor or student of CHAS, Inc. an applicant for employment at CHAS, Inc. a person employed on the premises of CHAS, Inc. under an independent contract for services, or a person participating in or attending a CHAS, Inc.-sponsored program is unacceptable whether it takes place on or off a campus. This prohibition against acts of unlawful harassment by employees or students shall not be construed to be a condonation of harassment committed by vendors, independent contractors, or visitors to a campus.

D. Conformity with Collective Bargaining Agreements

To the extent of any conflict between this policy and an applicable collective bargaining agreement, the collective bargaining agreement shall govern.

II. Complaint Procedure

Any person who feels she or he has been subjected to unlawful harassment, is aware of conduct prohibited under the CHAS, Inc. Policy Prohibiting Unlawful Harassment or feels that she or he has been retaliated against for complaining about, opposing, or participating in the complaint or investigation procedure shall promptly bring the matter to the attention of the Executive Director.

III. Investigation Procedure

Reports of unlawful harassment are taken seriously by the CHAS, Inc. and will be investigated. The specific action taken in any particular case depends on the nature and gravity of the conduct reported, and may include investigation, intervention, mediation and disciplinary processes and/or dismissal from the SMS, Inc program.

If a complaint alleges facts sufficient to suggest a violation of the CHAS, Inc. Policy Prohibiting Unlawful Harassment, the Executive Director will investigate the complaint.

Procedural due process appropriate to the case shall be afforded to the alleged harasser. A thorough and impartial investigation will generally include:

1. Interviewing of the complainant, both at the time the complaint is initially presented and at the time the complaint is reduced to writing.
2. Interviewing the alleged harasser and reducing his or her statement to writing.
3. Interviewing all witnesses identified by the complainant or the alleged harasser or other potential witnesses who may have observed the conduct alleged or who may possess knowledge regarding the allegation under investigation and reducing their statements to writing, either by requesting that the witnesses do so or by reducing their statements to writing to be signed or otherwise acknowledged by the witnesses.
4. Reviewing any documentary or other evidence submitted by the complainant or the alleged harasser.
5. Making a written determination of the validity of the complaint.

GRIEVANCE

This procedure is designed to provide a fair, objective review of student questions or complaints concerning any instructor's actions or decisions. Because one of its main purposes is to encourage honest exchanges of opinion and communication, no student will be adversely affected by the good faith use of, or participation in, this procedure.

PROCEDURE

Step 1

Discuss the problem with your instructor.

Step 2

If your instructor does not satisfy your problem, you are to contact the Clinical Care Manager to discuss, mediate, arbitrate, or rectify the situation. If a satisfactory result is not achieved, the student can file a grievance to further seek resolution.

GRIEVANCE POLICY

A grievance may arise out of a decision or action reached or taken in the course of official duty by a member of the faculty, staff, or administration of Central Huron Ambulance Service. The purpose of the grievance procedures is to provide a process for an impartial review and to ensure that the rights of students are properly recognized and protected. Under no circumstances will the filing of a grievance result in retaliation by the party being grieved against or his/her department.

A grievable action is an action that is in violation of written education policies or procedures, or constitutes arbitrary, capricious, or unequal application of written policies or procedures. This policy provides a method for students to register complaints or problems concerning education, the interpretation or application of policies and procedures, disciplinary action students feel was not fair or any other matter related to education.

Any student who believes he/she has grounds for a grievance shall make an attempt in good faith to resolve the problem through early informal discussion of the matter with the academic, administrative, or staff member directly involved. If the student is not satisfied, the student shall attempt to resolve the grievance by following the procedure below:

A formal grievance is to be presented in writing to the Director within thirty (30) days of the initial complaint/concern. This written grievance must include the following:

Name, address and phone number of the person making the grievance.
Identification of the office or individual against whom the grievance is brought.
A description of the specific university action or individual behavior resulting in this grievance; The date or period of time in which the behavior occurred and the location of the incident; and A listing of all individuals who witnessed any part of the incident in dispute.

Upon receipt of the formal grievance, a designee may be appointed by the Director to investigate the dispute. After an impartial review of the facts, a formal decision will be made by the Director and presented to the student and any involved parties within ten (10) Business days of the complaint.

If the student feels that the school/Company has not adequately addressed the concern or complaint, the student may consider contacting:

**Michigan Department of Health and Human Services, Bureau of EMS, Trauma and Preparedness
Division of EMS and Trauma
P.O. Box 30207**

**Lansing, MI 48906
(517) 335-8150
(517) 335-9434 fax**

A complaint form should be completed and mailed/faxed with your complaint. The form can be obtained by going to: <http://www.michiganps.net/complaint.as>

Disabled Student Policy
(Americans with Disabilities Act of 1990)

It is the policy of Central Huron Ambulance Service, Inc. Educational Program to comply with the ADA of 1990.

Application of the ADA to the Educational Process/Program

In 1990, President Bush signed into law the Americans with Disabilities Act of 1990 (ADA). The ADA provides broad protection to the disabled in areas of employment, public accommodations provided by private entities and telecommunications.

A. Applicability

Title III of the ADA includes in its definition of public accommodation an “undergraduate” or post-graduate private school, or other place of education”. In addition, it includes in the definition exams and courses.

B. General Prohibitions of Discrimination

As a general rule, individuals cannot be discriminated against on the basis of a disability in the “full and equal enjoyment of the goods, services, facilities, advantages or accommodations...”

Duty of Accommodation

A. Scope

1. Protection is provided to individuals:

- a. with physical or mental disability
- b. with a history of having such a disability
- c. who are regarded by the public as having a disability

A protected disability is a physical or mental impairment that substantially limits a person in some major life activity (i.e., ability to walk, talk, see, hear, study, read, learn)

“Substantially limited” is based on:

- a. nature and severity
- b. duration – or expected duration
- c. permanent or expected impact

Limits to protection:

Temporary disabilities: a disability of limited duration with no long-term affect (i.e., sprain, infection, pregnancy)

A disability which excludes a candidate from a specialized job or profession requiring extraordinary skill or talent. The individual can still perform various other positions within the scope of training.

Statutory exemptions:

- i. Current illegal drug use (previous use is protected)
- ii. Person with disorders caused by alcohol that impacts job performance.
- iii. Pedophiles
- iv. Compulsive gamblers
- v. Homosexuals, bisexuals, transsexuals, transvestites
- vi. Voyeurs
- vii. Pyromaniacs
- viii. Exhibitionists
- ix. Kleptomaniacs

Activities that are Prohibited:

Denial of participation

Participation of unequal benefit

Separate benefit

Opportunity to participate

Administrative methods

- It is discriminatory to impose or apply eligibility criteria that tend to screen out disabled individuals unless the criteria is shown to be necessary or essential function for the provision of the educational opportunity.
- It is discriminatory to fail to make reasonable modifications to policies, practices, or procedures, unless you can demonstrate that

making such accommodations would fundamentally alter the nature of the educational opportunity.

- Not obligated to waive, modify program requirements or lower academic requirements which are reasonable and nondiscriminatory.

Special Considerations for Examinations and Courses:

In general, examinations and courses must be offered in a place and manner accessible to persons with disabilities. The specific requirements include:

Modifications

Must make modifications to a course that ensure that the place and manner in which the course is given is accessible.

Suggested modifications

1. Change in length of time permitted to complete the course
2. Substitution of specific requirements
3. Change in the manner in which the course is conducted

Provision of auxiliary aids

1. Must provide appropriate adjunctive aids and services (specialized voice activated computers, readers, translators, videotaped lectures, prepared notes, large print materials)
2. Put the burden of proof back on the student to determine what needs to be provided.
 - Auxiliary aids not required if it would fundamentally alter the measurement of the skills or knowledge the exam is trying to measure.

Defenses to Accommodation

2. Necessity

1. If eligibility criteria is necessary to providing an educational opportunity

House Committee on Education and Labor states that: “A public accommodation may...impose rules and criteria that are necessary for the safe operation of its business...Safety criteria, however, must be based on actual risks and not on speculation, stereotypes, or generalizations about disability”

Fundamental alteration

1. Modification that is so significant that it alters the essential nature of the education.

Undue Burden

“Significant difficulty or expense”. Factors to be considered include:

The nature and cost of the action needed.
Overall financial resources of the institution, the number of students, the effect on expenses, resources, and legitimate safety requirements.

In establishing any eligibility criteria which would tend to screen out disabled persons, consider whether those requirements are necessary to providing the education. Are they essential requirements for completion of the program.

Direct threat defense

“Significant risk to health and safety of others that cannot be eliminated by a modification of policy, practice or procedure, or by the provision of auxiliary aids or services”.

Need to determine the:

Nature, duration and severity of the risk
Probability that the potential injury will actually occur
Whether reasonable modifications will decrease the risk

- When confronted with a disabled student who poses a direct threat to the health and safety of others, consider the following:
 - ❖ Is the risk so significant that a modification will not eliminate the risk?
 - ❖ That the determination of “risk” is based on an individualized assessment using reasonable judgement based on objective evidence of medical knowledge.

Summary

- A. Identify essential functions and standards of course program completion. Make these known prior to the student’s entry into the program.
- B. Identify what a disabled person can do, not what he/she cannot do.

- C. When making reasonable accommodations, an institution does not have to waive or modify program requirements or lower academic standards.
- D. Shift the burden of accommodation to the disabled individual. Have him/her identify what special aids will be needed.
- E. Establish a consistent, objective system for individual's assessment of disabled students who demonstrate an inability to effectively perform or succeed.

CONTACT NUMBERS

Each instructor will provide a contact number(s) for students

- 1) Tim Zurek, SCEMT-P
Director
Central Huron Ambulance Service, Inc
a) Office (989) 269-7572
b) E-Mail centralhuron@centralhuronambulance.com
- 2) Laura Schenk, BSN-RN, EMT-P, I/C
Education Manager
Central Huron Ambulance Service, Inc
a) Office (989) 600-8616
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- 3) Amanda Kinney, MS, EMT-P, EMS-IC, Initial EMS Education Coordinator
MDHHS-BETP

a) Office: (517) 582-5816
b) E-Mail: kinneya@michigan.gov
- 4) Sabrina Kerr, MPA, BA, EMS Section Manager
MDHHS-BETP

a) Office: (517) 243-9946
b) E-Mail: kerrs@michigan.gov

CENTRAL HURON AMBULANCE SERVICE, INC

The following form demonstrates the checklist of safety items that each student will be trained in prior to clinical instruction. It also includes required documentation that must be received by each student. Instructors will complete this form and insert a copy into the student file.

STUDENT NAME: _____

CENTRAL HURON AMBULANCE SERVICE, INC **SAFETY TRAINING**

	Instructors Initials	Date Received
Written Haz Com	_____	_____
Right to Know	_____	_____
Blood Borne Pathogens	_____	_____
Airborne Pathogens	_____	_____
Hazardous Materials Overview	_____	_____
TB Test (within past 6 months)	_____	_____
Heb B Vac Documentation	_____	_____
N95 Fit Testing	_____	_____
Annual Flu Immunization		

when applicable.

I/C Signature:

I hereby acknowledge receipt of the CHAS, Inc. Student Handbook version August 2022 and understand its contents.

STUDENT SIGNATURE: _____

DATE: ____ / ____ / ____

WITNESS: _____

DATE: ____ / ____ / ____