

“We’re Into Life”

Oakland Community College



Dear Student:

Thank you for joining the Emergency Medical Services program here at Oakland Community College. Please review the attached information and return the signed form at the end of this packet to the EMS Program Secretary or Coordinator.

Thank you,

The OCC EMS Program

For more information:

www.oaklandcc.edu/ems

OAKLAND COMMUNITY COLLEGE

EMS Program

STUDENT HANDBOOK

This handbook outlines the policies and procedures of the OCC Emergency Medical Services Program. In addition to the guidelines contained in this handbook, students are also expected to abide by all regular OCC student policies as outlined in the current OCC College Catalog and Schedule of Classes.

"Oakland Community College does not discriminate against applicants, employees or students on the basis of race, religion, creed, color, national origin or ancestry, sex, age, height, weight, marital status, sexual orientation, Vietnam era veteran status, disability or handicap, nor will sexual harassment be tolerated, in its employment practices and/or educational programs or activities"

PROGRAM ACCREDITATION:

The OCC Emergency Medical Services Program is accredited at all levels by the Michigan Department of Community Health. Graduates from each level of the program who successfully complete course objectives will be certified and eligible to take National Registry exams. Upon National Registry Certification, students may apply to the State of Michigan to receive the appropriate license.

PLEASE NOTE: Under Michigan law, Public Act 179 of 1990, M.D.P.H. may deny a license to anyone who has obtained, possessed, used, or distributed drugs; is physically or mentally incapable of performing his or her prescribed duties; has been convicted of a criminal offense; has been convicted of a misdemeanor or felony reasonably related to and adversely affecting the ability to practice in a safe and competent manner. Please contact the EMS Program Staff if you require a more detailed explanation of PA 179 in this regard.

** No part of this Handbook may be reproduced outside of OCC without written permission from Oakland Community College Emergency Medical Services Program. A special thanks goes to all those who have contributed to the making of this Handbook.

We would like to welcome you to the OCC Emergency Medical Services Program. You are entering a challenging, but rewarding, educational program in which you can be proud to participate. We will be working closely together with you during the next year(s), and our instructors and staff will invest much time and effort in your education by the time you graduate.

For this time to be most productive, it is important that you understand what to expect from the program, as well as what is expected of you. This handbook is intended to provide you with information about the purposes, structure, and operation of the program. You are encouraged to ask questions at any time for clarification.

You should consider our relationship for the next year(s) to be a contract of sorts, effective for as long as you continue in the program. Contracts are mutual agreements between two parties. They spell out the expectations of the parties involved, in an attempt to prevent misunderstandings. Our "educational contract" serves this purpose by outlining the expectations each of us is likely to have about Emergency Medical Services education.

SHARED EXPECTATIONS:

Some of our expectations are shared: All of us should expect this type of treatment and care. These joint expectations include:

- Focus on excellence of EMS training
- Enthusiasm and interest in learning
- Honesty, sincerity, and mutual respect in communications
- Fair and equitable treatment
- Right to expect punctual, reliable attendance in class, labs, and clinicals
- Adequate preparation for classes and clinicals
- Timely and constructive feedback about performance

YOUR EXPECTATIONS OF INSTRUCTORS AND STAFF

You, of course, are likely to have some specific expectations of the instructors in your Program. We believe that you should expect that we would:

- Act in a professional manner, providing good role models
- Make assignments that are appropriate
- Be effective and understandable communicators
- Present material in a logical, well-organized fashion
- Be highly skilled in Emergency Medical Services education
- Have knowledge of current trends in Emergency Medical Services

- Demonstrate a genuine, receptive attitude toward students including being open minded, patient, and respectful
- Be approachable and willing to freely answer questions and address concerns
- Maintain strict confidentiality regarding your personal status and concerns

YOUR INSTRUCTOR'S EXPECTATIONS OF YOU

Your instructors also have some specific expectations of you in your role as an Emergency Medical Services student. We expect that you will:

- Be attentive in classes and demonstrate a desire to learn and grow
- Come to class prepared to participate, showing self-direction
- Be open-minded and respectful when dealing with different people and with variations of procedural techniques and policies in clinical settings
- Establish and work toward appropriate goals
- Work as a team member with other students in your class, your instructors, and the staff at each clinical site
- Be supportive of the educational pursuits of your classmates
- Be highly motivated to develop excellent skills in verbal and written communication, critical thinking, decision making, theory and practice of Emergency Medical Services, interpersonal relations, empathy and other essential traits of a professional EMT or paramedic
- Work to your maximum level of potential in all pursuits
- Deal in a mature and respectful manner with others
- Be punctual and attend all on-campus classes and off-campus clinical experiences
- Be responsible for arranging your own transportation to and from class, all clinical assignments, and field trips.
- Be prepared to accept a variety of clinical assignments in several different locations
- Acquire uniforms/and necessary required accessories (black belt, black shoes, watch with a second hand, black pen, and stethoscope)
- Purchase all required textbooks and course materials
- Upon discovery, immediately report to instructors, coordinators, and the Program Director any illness, communicable disease or other condition which might affect the health of students, patients, or staff
- Present medical evidence of ability to continue clinical responsibilities in health agencies following changes in health status due to surgery, pregnancy, injury, infectious diseases, etc.

DRESS CODE

All students who are involved in the EMS program at Oakland Community College are **required** to wear the uniform to all EMS classes and clinical sites unless otherwise specified by the staff. Students not in complete uniform are subject to disciplinary action up to and including dismissal from the program. No heavy perfumes or colognes are allowed. Jewelry must be kept to a minimum with necklaces tucked inside shirts.

Shirt:

- Oakland Community College EMS Program polo (golf) shirt.
- Oakland Community College EMS Program work shirt (optional)

Pants:

- *Navy blue* uniform work slacks or uniform cargo pants, worn with a black belt.

No jeans, bell-bottoms, hip huggers, excessively tight fitting pants, hoodies, sweatshirts, etc. will be allowed. If the classroom temperature is too cold, you may wear *approved* cover as specified above or wear *approved* attire under your polo.

Shirts will be tucked in at all times; pants will not be tucked into boots. Only the top shirt button may be unbuttoned.

Shoes:

- Completely **black**, *plain* shoes/boots, *no heels* for safety reasons. Must be able to be shined (and *need* to be before every class or clinical shift!). **Black** or **navy** blue socks only (no patterns, designs, or other colors).

Hair:

- Hair must be off the collar, clean, well groomed, and tied up if hair is long
- Facial hair must be well trimmed
- Goatees and mustaches are allowed as long as they are well trimmed and do not interfere with your respirator mask. *No beards* under any circumstances.

Earrings:

- If you have earrings in, they must be post type (*non-dangling*), no more than 5 mm and only **1** per ear.
- Any visible body piercing must also be removed (*including tongue rings*)

Identifications:

- All students must have a photo ID on their outermost garment, attached to the appropriate designated location and visible at all times while in uniform. Lost or damaged IDs cost \$5 to replace.

HEALTH SCREENING AND MEDICAL HISTORY RECORDS

All students participating in this program must provide evidence of good physical and mental health, and physician's approval to participate in this program. Medical history and physical exam forms will be provided and are required to be completed by your personal physician and returned to the EMS Program staff. In addition, you must provide proof of Hepatitis B vaccination (you must have completed the first shot in the series no less than two weeks prior to your first clinical rotation) and proof of either negative tuberculin skin test or chest x-ray results (no older than 6 months and renewed as necessary during clinicals). Additionally, all students are required to comply with the Respiratory Protection Standard of 1998 that will involve fit testing with a particulate mask and a respiratory questionnaire. All expenses involved with meeting these requirements are your responsibility. Medical records are confidential and will only be released with your written permission. Students must also meet all EMS Program and College requirements as outlined in the OCC Catalog. No family member (whether physician or not) is allowed to sign your physical or drug screen.

POLICIES:

PREGNANCY

A student in any Health Technology Program who becomes pregnant *must* inform the lab or clinical instructor immediately upon becoming knowledgeable of such fact.

The student must then submit a statement from her physician verifying pregnancy and expected due date. The statement **MUST** include the physician's recommendation as to which of the following options would be advisable to the student:

- Continuation in didactic, practical, and clinical rotations until a date specified by the physician
- Immediate leave of absence
- Continued participation in didactic instruction with any specified limitations of performance of practical skills (lifting), and withdrawal from clinical rotations.

The student must be physically able to meet the clinical objectives to continue in the program as determined by Program Director and/or Medical Director. The student must also submit documentation from her physician after each regularly scheduled office visit verifying her ability to continue to participate in the program.

If a withdrawal from the program is necessary due to pregnancy, the student may be readmitted after delivery, contingent upon a statement from her physician that the student has the physical ability to re-enter the program. In order to receive an "Incomplete" grade, the student must be eligible according to the course syllabus.

GRADING

- Grades for courses will be granted according to the grading scale established by the individual instructor, consistent with Department and College policy.
- A minimum passing grade of 80% (B-) is required for **all** EMS courses (C- for required biology courses).
- Students are expected to show progress in both theory and clinical courses at each stage of the program. Therefore **students will NOT be allowed to complete or progress to the next level of certification with a grade less than 80%; an incomplete grade in any required course, pre- or co-requisite; or a withdrawal in any required course; nor will students move on to the clinical portion of the program (except EMS 1100 if grade is 75% or above).**
- A student who is having difficulty maintaining a minimum of 80% in EMS courses is encouraged to contact their instructor as soon as possible to obtain information on appropriate assistance.
- Materials included in assigned readings/lectures are "fair game" for quizzes and examinations, as well as *previous* lecture material and state objectives. Much of the material covered in your lectures/labs will not be revisited again during class. Generally, only prior key points that pertain to new content or areas requiring additional clarification or review will be covered during subsequent classes. It is *your* responsibility to know all current content *and* retain prior information.

To be a successful in this field, it is essential that you obtain the skills to become an independent, life-long learner. You are encouraged to take the initiative in completing assignments and answering objectives, and in requesting clarification and assistance.

MAKE-UPS

- Make-ups and policies regarding missed exams, classroom assignments, labs, and clinical rotations are established by the individual instructor. Check course syllabus or speak to the instructor for specific policies.

CLASSROOM RULES

ABSENTEEISM AND TARDINESS

Notification is required. Prior notification is done on a "Green Slip"; notification after the absence or upon arrival when tardy is done on a "Blue Slip". Students are *expected* to notify OCC EMS staff by phone or email if they are going to be late, and prior to return to the next class, with an explanation, if absent. On the first offense of tardiness with prior notification, the student may fill out a "Green Slip"; any subsequent tardiness, regardless of reason or notification, requires a Blue Slip.

The student is **expected** to know to fill out a Blue Slip and do so **immediately**, without prompting by the instructor or other staff. The student is responsible for all material missed, including exams, upon return to class. Check with the instructor or course syllabus for missed exam policy. Students late for or absent from a clinical shift are also *required* to notify the site *prior* to their scheduled time unless an emergency prevents them from doing so. The site supervisor has the right to send a tardy student home resulting in a missed shift. Notification after your shift starts may result in disciplinary action depending on the reason for failure to notify. Tardiness will be handled on an individual basis. Excessive tardiness will subject the student to corrective or disciplinary action and/or jeopardize the student's standing in the program. OCC and the individual clinical affiliates will apply their standards, as appropriate, for students with excessive tardiness.

Classes begin **promptly** at scheduled times, and will not be delayed for missing students. You will be dismissed from a class if you are disrupting others, falling asleep, or interfering with the effectiveness of the instructor's work in the classroom.

BREAKS, FOOD/DRINKS, CONDUCT

Breaks will be given periodically during lecture and laboratory classes. Students wandering in and out of the classroom are very disruptive to others. Please try to avoid leaving the classroom at times other than these breaks. Class will resume promptly at the time indicated by the instructor. He/she will not wait for those of you who are returning late. Just as in arriving late to the beginning of class, you will be expected to fill out a Blue Slip if you are late returning to the classroom after a break/lunch. If you come in to the classroom while instruction is occurring, you must enter through the rear door and be as quiet and respectful as possible.

You may have a drink at your desk during lectures *only*; drinks must be capped or sealed and kept on the floor by your desk during labs. Eating/snacking is only allowed during breaks and lunch period. **NO** gum chewing or tobacco of any kind in the classroom. No food or drink is allowed near lab equipment or manikins.

Behavior while in uniform must be professional *at all times* whether in or outside of the classroom. Uniforms are worn in an "*all or none*" fashion (ie: No jeans with your uniform shirt). Physical contact with other students must be appropriate (ie: taking vital signs or doing a hands-on assessment during labs or free time).

CHEATING

Cheating will lead to automatic dismissal from the course and program with **NO** option to reenter the program at a later date. The following policy (taken from the OCC Student Rights and Responsibilities) applies to all EMS courses:

"Any student behavior which, in the judgment of the instructor of the class, may be construed as cheating, is forbidden and subject to disciplinary action without warning. The student may appeal such disciplinary action according to the student academic appeals procedure established at the campus that has offered the class."

SNOW DAYS

- If severe weather threatens, classes are held according to OCC rulings--check local radio broadcasts by 7:00 am of the day in question or by 5:00 pm for evening classes. Clinical shifts are based on the weather in the area of the site and the student's judgment of ability to safely commute.
- If, on a bad weather clinical day, you decide **NOT** to go in, you *must* notify the health facility and your clinical instructor prior to your scheduled time. The missed clinical time must be rescheduled with your clinical instructor.

CLINICALS

No EMS 1100 student will be afforded the opportunity to participate in clinical rotations if they have a grade of less than a 75% (C) with the rationale being that a student with a minimum of 75% may still be able to obtain an 80% average by the end of the semester. It is also considered a poor ethical choice to put students in a clinical setting with *real* patients, who have not demonstrated at least this level of competency. Students who are receiving a grade of less than 75% (C-) are advised to go to the campus registration office for official withdrawal from the course.

- Only a brief overview of clinical course contents is provided in this manual. You will receive much more detailed information about clinical courses by your clinical instructor and in your clinical handouts which you are required to purchase at the bookstore.

Clinical courses are designed to:

- Provide supervised "hands on" experiences relevant to the skills already discussed in lecture classes and practiced in the college EMS laboratory.
- Teach patient care skills necessary to develop competencies in the clinical practical experience.

- Provide opportunities to practice and master skills in a closely supervised setting.
- Encourage professional and personal growth.
- Develop interpersonal and communication skills.
- Develop judgment, problem-solving, and critical thinking skills.

At the beginning of each clinical course you are required to purchase a detailed packet of materials which will include performance objectives, goals, copies of necessary work sheets and forms for the semester, blank copies of clinical experience log sheets, information about performance evaluation standards and expectations, time-tables for completion of assignments and assessments, and special instructions pertaining to events for that semester. **You** are responsible for maintaining these materials. **You** must replace them, at your own expense, if they are misplaced, lost or destroyed. Some of these records are virtually **irreplaceable**. Their loss may require repeating clinical shifts or may prevent you from completing the clinical portion.

NOTE: Students are considered tardy if they do not report *on time* to clinical assignment areas in correct uniform and acceptable condition to begin their assignment immediately. All missed clinical shifts **must** be made up by the student.

- If a student will not be able to meet his/her clinical obligation, he or she must directly contact an instructor by voicemail or email at least one hour prior to the student's assigned starting time. Extenuating circumstances will be considered on an individual basis.
- Contact with the clinical instructor must be made within 24 hrs regarding scheduling of make-up days. Failure to do so will affect the final clinical grade, and/or the continuation in the class based on the amount of absences, and may affect program completion.
- Excused absences (proper notification was provided by the student) will be made up on a 1:1 basis (8 hours missed = 8 hours make-up required).
- Remember that you are an EMT/Paramedic student. There are many other students that you will encounter during your clinical rotations. Some may be nursing, respiratory or medical students. You may have to share clinical skill opportunities. Though some of these students may be able to perform more advanced procedures, this does not mean you are. If you are requested by pre-hospital or hospital staff to execute a procedure outside of your scope of practice, it is your duty to decline. Failure to do so will result in immediate removal from the program and possible legal recourse.

STUDENT STATUS AND BEHAVIOR AT CLINICAL SITES

You must be sensitive to the fact that you are permitted to engage in clinical training activities at each clinical site as a courtesy of those agencies or facilities. Clinical training sites' supervising personnel and staff are generally not paid to train, mentor, or supervise you. They provide this service for a variety of reasons including the potential to recruit excellent students for positions at their agency or institution, publicity provided for and about the department and institution, the positive benefits of student contact with staff members, gratification in being a student mentor, etc.

You are, of course, expected to behave appropriately in consideration of your "guest" status at these sites. You should not enter a clinical site feeling that you have the right to criticize the policies, procedures, organization, or personnel of the site, nor are you to refuse to perform skills within your scope of practice. Be aware, also, that there are many "right" ways in which to perform various medical procedures. Do not question a skill request in the presence of the patient or family; if done, it must be done privately. Your clinical site rotations will intentionally expose you to a variety of duties, methods, equipment, and policies. A student's willingness to do other tasks (cleaning stations or agency/department vehicles, emptying bedpans, etc.), often gives staff a positive view of the student and they will be more likely to involve them in more interesting patient care experiences.

Student behavior that is disruptive to a clinical site **will not be tolerated!** If you are guilty of this type of disruption, the clinical site may request that you be removed from their site. Should this occur, there is no guarantee that you will be able to be placed in another site and your status in the program will be seriously jeopardized. *If* you are relocated, you are on probation related to your previous behavior. Further issues will likely result in removal from clinicals altogether, a failing grade, and suspension from or inability to continue in the EMS program.

Expressing legitimate concerns regarding clinical sites and rotations is encouraged. However, concerns are to be handled in the manner described in the section of this handbook dealing with **Student Complaints**. Additionally, at the end of each clinical rotation you will be given a questionnaire to complete which will be used to evaluate your experiences at that site. Honest feedback on these is strongly encouraged and will be anonymously shared with the clinical site to assist in improving the educational climate for future students.

SCHEDULES AND ROTATION

Clinical assignments are to be determined exclusively by the OCC EMS staff. Though every attempt is made to accommodate each student's schedule, it is impossible to honor all students' individual requests. Clinical assignments are made in accordance with student needs and College commitments and will be changed accordingly.

Clinical and classroom schedules will be posted for each semester and available to the students on the EMS web site. Scheduled starting times for all students will vary in accordance with health facility schedules and must be adhered to. Students are *not* to change or trade shifts without first consulting your clinical instructor.

OFFICE POLICY

Students are to make ***all*** office contacts through the following methods:

1. Interoffice memo (Blue or Green Slip) given to the department secretary or placed in the collection file in the classroom
2. E-mail contact via web site
3. Voice mail

There are to be *no* students in the administrative offices (including EMS, Fire, or Police) at any time without permission. Failure to adhere to this policy will result in disciplinary action to the student. If there is a "Do NOT Disturb" sign on the office door, do not knock or attempt to enter unless there is an emergency.

LIABILITY AND HEALTH INSURANCE

The college is required to carry extra malpractice insurance on all Health Career students; however, this is *not* personal protection or coverage for EMS students.

Since a student is not a paid hospital/agency employee, he/she is not eligible to receive Workman's Compensation for any injury or disability that occurs during a clinical shift.

- It is recommended that all students enrolled in the Oakland Community College Health Technology Programs be covered under some type of health care plan. If a student does not have health care coverage, the program *will not* assume responsibility of providing coverage in the event of injury, illness, or death.
- Any student who becomes ill or injured while on health facility or EMS Provider's premises must *immediately* report to the program coordinator/clinical instructor and fill-out appropriate accident report forms. Treatment will be the responsibility of the student and their personal medical coverage, *not* the college.

STUDENT VS EMPLOYEE STATUS DURING CLINICAL TRAINING

While participating as a student in clinical rotations you are **not** considered to be an employee of the clinical site, and you may not be entitled to the full range of rights and privileges that employees of the site receive. For example, some sites provide students the same discount on meals in hospital cafeterias that employees receive, while others do not. While acting in the capacity of *a student in supervised learning activities*, you will not be paid a stipend or compensation of any type. If scheduled for a shift at a fire department, you should *expect* and offer to pay for meals provided at their station.

EMPLOYMENT DURING THE CLINICAL YEAR OF TRAINING

While we strongly advise that full-time EMS students *not* work during the classes or clinical phase of training, we do understand that some of you must work in order to meet personal and family needs. For those of you in such situations we recommend that you try to limit your working hours to a maximum of 12-20 hours per week. There are several hospitals in our area including a number of affiliated clinical sites that may hire students as contingent or part-time employees while they are in the clinical phase of their training. Details and suggestions about this can be obtained from the Program Director, faculty, or EMS Program Coordinators. Students employed at a hospital, EMS agency, or fire/public safety department may **not** count paid shifts as clinical time. Skills performed during paid shifts may be applied to clinical log sheets at the OCC EMS clinical instructor's discretion.

EMPLOYMENT FOLLOWING GRADUATION FROM THE PROGRAM

Acceptance into, and graduation from, an OCC Emergency Medical Services Program **does not guarantee** a clinical site will hire you upon graduation. Graduates are responsible for investigating and seeking out their own employment possibilities following graduation. Information is available from the EMS Coordinators, instructors, the Program Director, and the OCC Job Placement services upon request.

GOALS AND PERFORMANCE OBJECTIVES

It is recommended that you prepare for classes and skill sessions by:

- Scanning the goals and objectives and reading related textbook assignments for a particular class **before** attending the class.

- Taking thorough notes and/or highlighting the text during class presentations. Following the text, highlighting, and making additional notations is a good learning technique to provide the opportunity to listen and comprehend what the instructor is teaching rather than trying to write everything the instructor says or what is stated on each slide. It also provides more opportunity to ask related questions.
- Being alert and actively participate in classroom/lab sessions.
- Asking pertinent questions during classes and lab sessions, especially if clarification is needed. Limit personal stories/experiences.
- Making 3x5 flash cards of important terms and concepts for the text.
- Reviewing related textbook material in depth, reading for comprehension and understanding after the lectures, and reviewing prior to quizzes/tests.
- Completing all workbook/homework exercises.
- Reviewing previous and current text, notes, and skills regularly. Don't procrastinate and try to cram before quizzes, tests, and skill exams.
- Forming study groups, meet regularly, and work as a team.

GUIDELINES FOR LECTURE AND CLASS PARTICIPATION

SCHEDULED LECTURE/LAB HOURS

The number of hours listed in the OCC course schedule should be viewed as minimum guidelines only. Since the subjects we will be discussing in lecture classes are very technical (and sometimes exciting and entertaining) instructors may continue classes beyond the formal time constraints noted in the published schedule, provided there is not another class scheduled immediately after. While you are not *required* to stay, we look at this as "getting more for your money"! If you need to leave at the scheduled time, please do so quietly and be respectful to the instructor(s) and fellow students.

It is sometimes necessary to change class schedules to provide for special experiences, presentations or demonstrations. When this is necessary you will be notified in advance of the schedule change.

MISSED LECTURE CLASSES

If you miss (or are late for) a lecture class, it is **your** responsibility to obtain the missed lecture notes, handouts, and so on. Your instructor will not provide you with copies of her/his slides or lecture notes, and cannot give you a private tutorial covering the entire lecture class. Additionally, **you** are responsible to inquire about and complete any assignments given during the missed lecture class. You should get other students' contact information and inquire about getting copies of their notes, in advance of an unsuspected absence.

TAPE RECORDERS, LAPTOP COMPUTERS, AND CELL PHONES

Tape recordings of lectures and laptop computers are permitted during class. Any student using any recording device must notify the instructor. A few requirements about the use of recorders include:

- Their use *must not* disrupt the class or other students.
- They must be battery powered since electrical outlets are limited in classrooms. You may not change your assigned seat to sit near an electrical outlet.
- They are not to be used as a substitute for note-taking and class participation.
- **ONLY relevant** course material is to be on your laptop during lectures. Any surfing the web or game-playing during this time is subject to disciplinary action.
- You should not expect the instructor to start/stop your recorder for you or change your tapes or interrupt their lecture while you do so.
- Use of cell phones during class or taking pictures is prohibited. Cell phones must be off or set to "vibrate" during class. If set on "vibrate", it must not distract students or the instructor, or you will be asked to set it to "silent" or turn it off **and** fill out a Blue Slip.
- If you must answer your phone due to an emergency, you are required to notify the instructor *in advance* as to the necessity and the reason, and you are to leave the classroom if it is necessary to take a call.
- Cell phones are not to be handled during class *at any time*, with the exception of an emergency. A cell phone visible or used during quizzes or exams may be regarded as an attempt to cheat, and the student will be removed from class and the quiz or exam recorded as "0". This may also result in removal of the student from the EMS program.

TESTING AND GRADING POLICIES

- Testing schedules and grading policies are included in each course syllabus and are reviewed the first meeting of any class.
- Policies regarding grades are outlined in course syllabi and in this handbook.

- Tests will include a variety of formats and types, ranging from multiple-choice to essay, fill-in, and true-false.
- Skill evaluations involve your ability to physically demonstrate each skill, verbal knowledge of skills and procedures, and ability to verbalize appropriate steps *while* actually performing each skill or set of skills (“saying while doing”).

If you are having difficulty in maintaining acceptable grades and classroom performance please talk to your instructor EARLY! Students with learning disabilities are encouraged to contact the AH ACCESS office @ 248-232-4080

GRADUATION PROCEDURE (For Associate Degree and Certificates)

Students who anticipate completing their programs and graduating at the end of the summer semester are responsible for filing their **Application for Graduation**. This form may be obtained from any campus Counseling Office at OCC, and must be completed and returned with the appropriate fee prior to the date indicated in the Student Bulletin. Make an appointment at counseling well before your intended date of program completion to allow adequate time for review and processing of this request. Students in the EMS degree programs may participate in the official OCC graduation ceremony held in June of each year (even though they may not officially complete their curriculum until August). Students are responsible for making arrangements to participate in the graduation. Information relative to graduation is noted in the bulletin distributed on each campus, and from the counseling offices.

Students are strongly encouraged to apply for an **official** OCC certificate related to completion of a level of the EMS program. There are three levels of official certification. Certificates may be received by obtaining the appropriate form from counseling and making payment at the Cashier’s office. The certificate is displayed on transcripts as actual completion of a *certificate program* rather than just a list of courses completed.

UNACCEPTABLE STUDENT CONDUCT

Any student, whose actions are contrary to the best interest of a health facility, its patients, employees, or other students, will be subject to corrective action. Due to the nature of the EMS program, the student, while attending the program courses and clinical assignments, may be held to a higher standard of conduct than that outlined in the Student Life Handbook.

OCC EMS STUDENT DISCIPLINARY PROCEDURES

If it is necessary to implement corrective action for improper conduct, the following procedures will apply:

- The seriousness of the offense will determine the appropriate corrective or disciplinary action related to the offense.
- If the incident occurs during a lecture class or skills lab conducted at OCC, college policies and procedures listed in this document will be followed.
- If the incident is related to patient care, clinical practice or lectures/labs scheduled at a clinical site, the policies/procedures of the health facility/OCC affiliation agreement will be followed in addition to actions in this document.
- Both EMS staff and clinical site supervisors have the right to request a urine drug screen or breath alcohol test based on suspicious behavior of a student. A student presenting with a positive result will be subject to disciplinary action including suspension or expulsion, and possible legal action if damages or injury resulted from the student's actions.

MAJOR OFFENSES

The following offenses may result in suspension or removal from the program. If immediate suspension is warranted, as in a situation that may harm or threaten to harm a student, patient, or College employee, the suspension will continue pending an investigation. If immediate suspension is not warranted, an investigation will be conducted as soon as possible. Based upon the findings of the investigation, discipline will be imposed. The appropriate discipline will be determined by the EMS Program Director, instructors, coordinators, and/or Dean of Student Services and can include suspension or removal from the program.

- Falsifying hospital records, patient charts/run forms, or clinical documentation
- Revealing confidential information of *any* type to any unauthorized individual, including other EMS students
- Unethical, inappropriate, or disrespectful conduct toward patients, their families, the public at large, or other students
- Unethical or inappropriate conduct toward OCC, hospital, EMS agency, police or fire department staff or personnel
- Sexual harassment or inappropriate contact with another person, or any form of harassment as outlined in the OCC Student Life Handbook
- Engaging in physical violence including assault and/or battery of another person, with the exception of self defense
- Possession of firearms or other weapons
- Possession or evidence of use of illicit drugs, including marijuana
- Being under the influence of controlled substances (including prescriptions), without notification of use of such substances to EMS staff

- Possession or use of alcoholic beverages
- Failure to use proper safety devices or procedures resulting in harm or potential harm to another or oneself
- Carelessness or negligence
- Theft or unauthorized use of another person's property
- Exceeding beyond your appropriate scope of practice resulting in harm or potential harm to another person
- Giving or receiving assistance during an exam, other than from the instructor or other activity that may be construed as cheating
- Disrespectful conduct toward a patient, family member, or bystander
- Disruptive behavior
- Any behavior that may place patients, the student him/herself, or others in any kind of potential danger
- Disrespectful or insubordinate conduct toward OCC, hospital, EMS agency, or fire department staff or personnel

MINOR OFFENSES

As outlined below, barring extenuating circumstances, minor offenses will result in suspension or removal from the program only if the student receives a 5th infraction.

Minor offenses are as follows:

- Excessive absenteeism and/or tardiness
- Failure to report injuries immediately
- Smoking in prohibited areas
- Violation of EMS Program dress code

1st Offense: An EMS student who is involved in a *minor offense* will fill out a Blue Slip *immediately* and may be given a warning on the first offense; or they may be assigned an essay on the first offense if multiple offenses occurred in the same instance, or if the student is disrespectful to staff, or refused to comply immediately. Each offense must be documented on a Blue Slip (only one offense per slip). The essay procedure is documented as follows.

2nd Offense: 500 word essay, *typed*, on the subject indicated, and due to the coordinator on the specified due date/time printed on the EMS correspondence letter to the student.

3rd Offense: 1000 word essay, *typed*, on the subject indicated, and due to the coordinator on the specified due date/time printed on the EMS correspondence letter to the student.

4th Offense: 1500 words, *typed*, on the subject indicated, and due to the coordinator on the specified due date/time printed on the EMS correspondence letter to the student.

5th Offense: The student will be removed from the program, barring extenuating circumstances. The Dean will be consulted prior to removal. If a meeting with the student is necessary, the Dean, EMS staff, and possibly public safety may be involved.

In the absence of a coordinator, the student must turn the essay in to an instructor or the EMS secretary or parapro by the scheduled deadline. If the student is absent on the due date, the essay is due immediately upon return to classes *prior to* the beginning of class. All documentation including Green and Blue Slips, EMS staff correspondence, and original essays will be placed in the student's file. Student requests for copies of items in their file will be honored with the exception of confidential information involving another student or students.

Instructors reserve the right to immediately remove a student from class for any offense. A student may also be required to leave class to take care of an injury report or incident report, or may be sent home to correct inappropriate uniform attire.

Students committing more than two minor offenses will likely be required to meet with staff at a time/place specified by EMS staff. This meeting will be held to counsel the student and assure that they are aware of their inappropriate pattern of behavior. The meeting with the student will be done in private, provided the student cooperates, unless immediate correction is indicated. It shall be witnessed by another staff member, and appropriate documentation of the incident and the discussion will be processed by one of the involved staff members and placed in the student's EMS file. Under no circumstances will a disciplinary interaction occur without another staff member present.

An EMS student who is involved in a *major offense* will be *immediately* suspended from class and clinicals and may be removed from the program. The student will remain suspended pending an investigation of the incident and the appropriate authorities will be notified. Interventions up to and including law enforcement involvement and possible legal action will be determined from the investigation.

In addition to the above information, there are college procedures addressed in the OCC Student Handbook including the procedure to follow when requesting an appeal. For more information or to view the appeal process, reference the OCC Student Handbook.

STUDENT CONCERNS & COMPLAINTS: CHAIN OF COMMAND

If you feel you have been ill-treated, maltreated, harmed, wronged, injured, offended, harassed (either mentally or physically), or have a legitimate complaint about a lecture, laboratory, or clinical course you are to follow these steps in seeking assistance:

- Approach the involved classroom or clinical instructor first to confidentially discuss the problem and seek a mutual solution.

- If your concern/complaint is not resolved to your satisfaction, your next step is to meet with an EMS Program Coordinator and discuss the unresolved issue. At this meeting, you will be asked to place your concern in writing with the appropriate specifics noted.
- If the concern/complaint remains unresolved after meeting with the Program Coordinator, you may request a meeting with the Program Director.
- If your problem/complaint cannot be resolved within the EMS program, a meeting may be scheduled with the Dean of Academic and Student Services. This may also include representatives from the EMS Program along with all written documentation regarding the issue.

Students who take complaints straight to the Dean will be in violation of EMS Program Policy and are subject to disciplinary action.

All Policies /Procedures noted in this document are subject to change without notice.

I have read, I understand, and I agree to abide by the rules, policies, regulations and responsibilities described in the Student Handbook for the OCC Emergency Medical Services Program.

NAME (Please Print): _____

STUDENT SIGNATURE: _____

DATE: _____