

# OAKLAND COMMUNITY COLLEGE EMS PROGRAM

“We’re Into Life”



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 Staff

For more information:  
[www.oaklandcc.edu/ems](http://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.**

## EMS 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 eligible to take National Registry exams for certification. 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.C.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.

## INTRODUCTION

We would like to welcome you to the OCC Emergency Medical Technology Program. You are starting 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 strongly encouraged to ask questions at any time about things that are unclear to you.

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 Technology education.

## **EXPECTATIONS**

### **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 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 Technology
- Have knowledge of current trends in Emergency Medical Services
- Demonstrate a genuine, receptive attitude toward students including being open-minded, patient, 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 Technology 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 when dealing with different people and variations in all 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 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 Emergency Medical Technician 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 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
- Purchase all required textbooks
- Upon discovery, immediately report to instructors and/or 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, infectious diseases, etc.

## DRESS CODE

### General Appearance:

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 specified by the instructor. 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. Female students are to have their hair pulled up. Jewelry must be kept to a minimum.

### Shirt:

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

### Pants:

- Navy blue uniform work slacks or cargo pants, worn with a black belt.  
**No jeans, bell-bottoms, hip huggers, or 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.**

### Footwear:

- Completely black, plain toe shoes/boots, no heels for safety reasons. Shoes must be able to be shined (and need to be prior 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 it 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 wear earrings, they must be post type (non-dangling), no more than 0.5mm and only 1 per ear.
- Any visible body piercing shall 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 ID's cost \$5 to replace.

### Equipment:

- The following is a list of items are required or necessary:
  - Mandatory:  
Black Pen / Watch with a second hand (or capable of obtaining vitals over 15-30 seconds)
  - Recommended:  
Personal Stethoscope / EMS Shears / Penlight
  - Optional:  
Multi-tool (i.e. Leatherman) / Flashlight***Under no circumstances are weapons of any kind allowed (guns, stand-alone knives, night sticks, etc.)***

## HEALTH SCREENING AND MEDICAL HISTORY RECORDS

All students participating in this program must provide evidence of good physical and mental health, as well as a physician's approval. 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 six months and renewed as necessary during clinical rotations). 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 the responsibility of the student. 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 & PROCEDURES

### 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 the student must withdraw from the program because of pregnancy, the student may be readmitted to the program 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 meet the eligibility requirements set forth in the course syllabus and college policy.

### 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).** Students who are having difficulty maintaining a minimum of "B-" grade are encouraged to contact their instructor as soon as possible, to arrange for 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 for specific policies.

### Absenteeism:

- If you must be absent for a scheduled class, laboratory, or clinical rotation, the following policies apply:
  - **Didactic Courses:** *Notification is required.* Prior notification is done on a “Green Slip”; notification after the absence is done on a “Blue Slip”. The student is responsible for all material missed, including exams upon return to class. Check with instructor or course syllabus for missed exam policy.
  - **Laboratory:** *Notification is required.* Prior notification is done on a “Green Slip”; notification after the absence is done on a “Blue Slip”. The student, however, is responsible for all lecture/practical material missed. Check with instructors or course syllabus for missed lab policy.

### Tardiness:

All students are expected to be on time for scheduled classes and clinical rotations. Classes will not be delayed for late students, nor will missing students be contacted.

- If you must be late, the following policies apply:
  - **Didactic Courses:** *Notification is required.* Prior notification is done on a “Green Slip”; notification after the absence is done on a “Blue Slip”. The student, however, is responsible for securing all material missed. Check course syllabus for specific policy.
  - **Laboratory:** Same as for Didactic Courses, above.

### Snow Days:

- If severe weather threatens, classes and clinicals are held according to OCC rulings--check local radio broadcasts by 7:00 AM of the day in question.
- If, on a bad weather clinical day, you decide **NOT** to come in, you must notify the health facility. If OCC does **NOT** cancel classes on that day, the missed clinical time must be made up.
- If you do come in to a clinical on a bad weather day and OCC cancels classes, the clinical will be counted toward your total hours.

### Office Policy:

- Students are to make all office contacts through the following methods:
  - Interoffice memo (blue or green slip) given to the department secretary or placed in the collection file in the classroom
  - E-mail contact via web site (also listed on course syllabi)
  - Voicemail

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.

### Liability 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.

### **Health Insurance:**

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

- 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 disability.
- 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. Treatments will be covered by the student's medical coverage, *not* the college.

### **Employment During the Clinical Year of Training:**

While we strongly advise that full-time (traditional) students not work during the 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 12-16 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.

### **Employment Following Graduation from the Program:**

Acceptance into, and graduation from, the Emergency Medical Technology Program **does not guarantee** a clinical site will hire you upon graduation. Graduates are responsible for investigating and seeking their own employment possibilities following graduation. Assistance is available from the Program Director, faculty, coordinators, and the OCC Job Placement services upon request.

### **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 lunch/dinner discount prices 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.

### **Breaks:**

Breaks will be given periodically during lecture and laboratory classes. Please try to avoid leaving the classroom at times other than these breaks: students wandering in and out of classes are very disruptive to others! Class will resume promptly at the time indicated by the instructor. He/she will not wait for those of you who are returning late!

### **Cheating:**

Cheating will lead to automatic dismissal from the program and course 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 lecture, laboratory, and clinical 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.

### Goals and Performance Objectives:

You should review the learning objectives for each module of instruction prior to and following completion of each unit of study. We recommend that you utilize the following sequence of classroom preparation:

- Scan the goals and objectives assigned for a particular class **before** attending the class
- Scan related textbook reading assignments for a particular class **before** attending the class
- Take thorough notes during class presentations
- Make 3x5 flash cards of important terms and concepts for the text
- Review related textbook materials in depth, reading for comprehension and understanding
- Complete all workbook exercises
- Form study groups that meet regularly
- Work as a team.

## GUIDELINES FOR CLINICALS

### General Overview

No student will be afforded the opportunity to participate in the clinical process if they have a grade of less than a 75% (C) along with completion of at least 80% of the coursework. Students who are receiving a grade of less than 75% (C-) are advised to contact the registration office for the appropriate refund.

- Only a brief overview of clinical practice courses is provided in this manual. You will receive much more detailed information about clinical courses in your clinical handouts which you are required to purchase at the bookstore.
- Clinical courses are designed to:
- Provide "hands on" experiences relevant to the skills already discussed in lecture classes and practiced in the college laboratory
- Teach patient care skills necessary to develop competencies in the clinical practical experience.
- Provide opportunity 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 special 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 will prevent you from completing the clinical portion.

If a student will not be able to meet his/her clinical obligation, he or she must directly contact an instructor, at least one hour prior to the student's assigned starting time. (Failure to contact the health facility, or speak directly to an instructor or supervisor will result in the absence being recorded as "unexcused") Extenuating circumstances will be considered on an individual basis.

- All missed clinical practice days **MUST** be made up by the student (no "free" or "sick" days are provided). The following policies apply:
  - Days must be made up. 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.
  - 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. Because these students may be able to perform more advanced procedures, this does not mean you are. It is the responsibility of the student to inform the hospital and ambulance staff of what procedures he or she is not able to perform. If you are requested 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 in or 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 from Oakland Community College. Clinical training sites and supervising instructors and therapists at these sites are generally not paid to train you. They provide this service for a variety of reasons, including: the potential to recruit excellent students for staff positions in their institution, publicity provided for and about the department and institution, the positive benefits of student contact with department staff members, 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. Be aware, also that there are many "right" ways in which to perform various medical procedures. Your clinical site rotations will intentionally expose you to a variety of methods, equipment and policies.

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.

Expressing legitimate concerns regarding clinical sites and rotations is encouraged, but 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. Your anonymous and honest feedback on these is strongly encouraged, and will be shared with the clinical site to assist in improving the educational climate for future students.

### **Clinical Schedules and Rotation:**

Clinical assignments are to be determined exclusively by the College. 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 web site listed previously.

Scheduled starting times for all students will vary in accordance with health facility schedules.

### **Tardiness:**

The student should contact an instructor, or department supervisor, if they know they will arrive late. The clinical proctor may, at his/her option, send the student home if the student's arrival is more than 30 minutes after the scheduled starting time. (This clinical day must then be made up according to the policies identified earlier.)

Tardiness will be handled on an individual basis. Excessive tardiness will subject the student to corrective 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.

- Students are also considered tardy if they do not report on time to clinical assignment areas, in correct uniform and acceptable condition, to begin their assignment immediately. Check course syllabus for specific policy.

## **GUIDELINES FOR LECTURE AND CLASS PARTICIPATION**

### **Scheduled Lecture Hours:**

The number of hours listed in the OCC course registration booklet should be viewed as minimum guidelines only. Since the subjects we will be discussing in lecture classes are so technical (as well as exciting and entertaining) instructors may often continue classes beyond the formal time constraints noted in the published schedule. (We look at this as "getting more for your money"!)

It is sometimes necessary to change class schedules to provide for special 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 lecture notes, and is not likely to give you a private tutorial covering the entire lecture class. Additionally, **you** are responsible to inquire about, and meet, any assignments given during the missed lecture class.

### **Use of Tape Recorders/Laptop Computers:**

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 will be battery powered since electrical outlets are limited in classrooms
- They are not to be used as a substitute for note-taking and class participation.
- 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 in class or taking pictures is prohibited

### **Student Conduct:**

Classes begin **promptly** at scheduled times, and will not be held or 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.

- The use of cell phones and pagers in class will not be tolerated. If a pre-existing condition exists, please contact the instructor prior to the class so arrangements can be made.
- Materials included in assigned readings are "fair game" for quizzes and examinations as well as lecture material and state objectives. Much of the material covered in your texts will not be covered again in the classroom. Generally only key points pertaining to such materials, or areas requiring additional clarification, will be covered during classes.
- 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 use initiative in completing assignments and answering objectives, in requesting clarification and assistance, and in independently performing library reading and research.

### **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 the actual determination of course letter 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.

**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 PASS office @ 248-232-4080**

### **Graduation Procedure:**

- Associate Degree
  - Students who anticipate completing their programs and graduating at the end of the Spring and/or Spring/Summer semesters 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.
  - Students in the health 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.
- Certificate
  - Students are encouraged to apply for an official certificate related to completion of a level of the EMS program. There are three levels of official certification. The certificates may be received by obtaining a form from counseling or the Dean's office and then making the appropriate payment at the Cashier's office. The certificate is displayed on transcripts as completion of a certificate program rather than a list of courses completed.

### **Student Conduct:**

Any student, whose actions are contrary to the best interest of the health facility, its patients, employees, or other students, will be subject to corrective action. The corrective actions to be taken will be determined by faculty decision, with input from the health facility supervisor.

The following acts of misconduct are cause for corrective actions and possible termination from the program:

- Falsifying hospital records/patient charts
- Revealing confidential information of any type to any unauthorized individual including other EMS students
- Unethical or insubordinate conduct to patients
- Engaging in physical violence on health facility or college property
- Theft
- Possession or evidence of use of illicit drugs, including marijuana
- Possession or use of alcoholic beverages
- Possession of firearms or other weapons
- Excessive absenteeism and/or tardiness
- Giving or receiving assistance during an exam by another student
- Failure to use safety devices
- Smoking in prohibited areas
- Negligence
- Carelessness
- Failure to report injuries immediately
- Gambling
- Violation of program dress code
- Suspected cheating on examinations
- Failure to maintain required grade point average/percentage in each required course
- Any behavior that may place patients, the student himself, or others in any kind of potential danger.

**Corrective Action:**

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

- If the incident is related to a lecture class or laboratory conducted at OCC, OCC policies 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

**Student Concerns and 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 a 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 will be scheduled with the Dean of Academic and Student Services will be set and will include representatives from the EMS Program along with all written documentation regarding the issue.

*Students taking complaints straight to the dean will be viewed as in violation of Program Policy and are subject to disciplinary action.*

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

## IMMUNIZATION & TESTING RESOURCE LIST

<i>RESOURCE/OCH</i>	<i>ADDRESS/PHONE</i>	<i>SERVICES/FEEES</i>	<i>HOURS</i>
Lapeer County Health Department	1575 Suncrest Drive Lapeer, MI 48446 810-667-0391	Hepatitis A-B/\$34 Per Shot TB Testing/\$15	2nd Thursday AM 4th Wed. Adults Evening by Appointment Thursday 1-3 Walk-In
Livingston County Health Department	2300 East Grand River Howell, MI 48843 517-546-9850	Hepatitis A-B/\$33 Per Shot TB testing/\$15	Hep M,T,Thr,-F:8:30am-4:30pm W 8:30am-7pm TB M-W 8:30am-4:30pm
Clarkston Medical Group – Dr. O’Neil	6770 Dixie Highway Clarkston, MI 48346 248-625-2621	Hepatitis A-B/\$55 Per Shot TB Testing/\$10 New Physical/\$130	Walk-In M-F 8am-6:45pm Sat. 8am-1pm.
Urgent Care	43141 Woodward Bloomfield, MI 48302 248-334-6850	Hepatitis A-B/\$170 All Shots	Walk-In M-F 9am-5pm Sat. 9am-1pm
Oakland County Health Department	1200 N. Telegraph Pontiac, MI 48341 248-858-1304	Hepatitis A-B/\$75 All Shots TB Testing/\$10	M Noon-7:30pm T 8:30am-4:30pm W 8:30am-4:30pm F 8:30am-4:30 pm
Oakland County Health Department	27725 Greenfield Rd Southfield, MI 48076 248-424-7075	Hepatitis A-B/\$75 All Shots TB Testing/\$10	M 12-7:30 T/W/Thur/F:8:30am-4:30pm No Skin Test on Thursdays
Star EMS OMHS	63 Oakland Avenue Pontiac, MI 48342 248-481-5020	Hepatitis A-B TB Testing HEPA Fit Testing Drug Screen Tetanus-Bundle Billing/\$140	By Appointment

Updated 07/08

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

**STUDENT NAME:** \_\_\_\_\_

**STUDENT SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_