Cuyahoga Community College
2900 Community College Avenue
Cleveland, Ohio  44115

(216) 987-4449

The Ohio Department of Public Safety
EMS Division
Accreditation # 312

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Attention

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# Emergency Medical Technology Program Manual

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1 Welcome!

Welcome to Cuyahoga Community College and the Emergency Medical Technology Program. The Health Careers and Natural Sciences Division and Emergency Medical Technology Program administration, faculty, and staff members are here to support you during this learning process. It is our hope that you will find the program both educational and enjoyable.

During this program you will learn skills, gain knowledge, and develop professional behaviors that will enable you to enter into a challenging career. As health care professionals and educators we are here to assist you in attaining success. Cuyahoga Community College has numerous resources available to assist you.

This manual is designed to give students enrolled into the program complete, accurate, and current information about the program, as well as inform students about the policies and procedures for successful completion of the program. Any information contained herein is subject to modification, deletion or change. Approved modifications, deletions or significant changes will be published and provided to the student as they occur. Please refer to the Tri-C Student handbook and college catalogue for additional information.

The administration, faculty, and staff of the EMT department wish you success!
2 Introduction

This Emergency Medical Technology Program Handbook has been prepared to provide accurate information for the faculty and staff of the Cuyahoga Community College's Emergency Medical Technology Program. The Emergency Medical Technology Department offers classes on all campuses and at off campus locations. The administrative office is located at the Metropolitan Campus of Cuyahoga Community College. Faculty and staff are responsible for knowledge of all information contained in the Handbook.

3 Accreditation

Cuyahoga Community College is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools.

The Emergency Medical Technology Program is accredited by:

The State of Ohio Emergency Medical Services Division accreditation number 312.

4 Profession Descriptions

4.1 Emergency Medical Responder

The Emergency Medical Responder (EMR) may function in the context of a broader role, i.e., law enforcement, or industrial response. With a limited amount of equipment, the EMR answers emergency calls to provide efficient and immediate care to ill and injured patients. After receiving notification of an emergency, the EMR safely responds to the address or location given.

- Functions in uncommon situations;
- Has a basic understanding of stress response and methods to ensure personal well-being;
- Has an understanding of body substance isolation;
- Understands basic medical-legal principles;
- Functions within the scope of care as defined by state, regional and local regulatory agencies;
- Complies with regulations on the handling of the deceased, protection of property and evidence at scene, while awaiting additional EMS resources;

Before initiating patient care, the EMR will "size-up" the scene to determine that the scene is safe, to identify the mechanism of injury or nature of illness, and the total number of patients, and to request additional help if necessary. In the absence of law enforcement, creates a safe traffic environment. Using a limited amount of equipment, renders emergency
medical care to adults, children, and infants based on assessment findings. Duties include but are not limited to:

- Opening and maintaining an airway;
- Ventilating patients;
- Administering cardiopulmonary resuscitation;
- Providing emergency medical care of simple and multiple system trauma such as:
  - Controlling hemorrhage,
  - Bandaging wounds,
  - Manually stabilizing injured extremities.
- Providing emergency medical care to:
  - Assist in childbirth
  - Manage general medical complaints, altered mental status, seizures, environmental emergencies, behavioral emergencies and psychological crises.
- Searching for medical identification emblems as a guide to appropriate emergency medical care.
- Reassuring patients and bystanders by working in a confident, efficient manner.
- Avoiding mishandling and undue haste while working expeditiously to accomplish the task.

Where a patient must be extricated from entrapment, assesses the extent of injury and assists other EMS providers rendering emergency medical care and protection to the entrapped patient. Performs emergency moves and assists other EMS providers in the use of the prescribed techniques and appliances for safely removing the patient. Under the direction and supervision of other EMS providers, assists in lifting the stretcher, placing the stretcher in the ambulance, and seeing that the patient and stretcher are secured. If needed, radios the dispatcher for additional help or special rescue and/or utility services. In cases of multiple patients, performs basic triage.

Reports directly to the responding EMS unit or communications center the nature and extent of injuries, the number of patients, and the condition of each patient. Identifies assessment findings that may require communicating with medical oversight for advice.

Constantly assesses patient while awaiting additional EMS resources. Administers additional care as indicated.
Orally reports their observations and emergency medical care of the patient to the transporting EMS unit. Upon request, provides assistance to the transporting unit staff.

After each call, restocks and replaces used supplies, cleans all equipment following appropriate disinfecting procedures, and carefully checks all equipment to ensure availability for next response.

Attends continuing education and refresher education programs as required by employers, medical oversight, and licensing or certifying agencies.

Meets qualifications within the functional job analysis. See Appendix A.

### 4.2 Emergency Medical Technician

The Emergency Medical Technician (EMT) responds to emergency calls to provide efficient and immediate care to the critically ill and injured, and transports the patient to a medical facility.

After receiving the call from the dispatcher, drives the ambulance to address or location given, using the most expeditious route, depending on traffic and weather conditions. Observes traffic ordinances and regulations concerning emergency vehicle operation.

Upon arrival at the scene of crash or illness, parks the ambulance in a safe location to avoid additional injury. Prior to initiating patient care, the EMT will also "size-up" the scene to determine that the scene is safe, the mechanism of injury or nature of illness, total number of patients and to request additional help if necessary. In the absence of law enforcement, creates a safe traffic environment, such as the placement of road flares, removal of debris, and re-direction of traffic for the protection of the injured and those assisting in the care of injured patients.

Determines the nature and extent of illness or injury and establishes priority for required emergency care. Based on assessment findings, renders emergency medical care to adult, infant and child, medical and trauma patients. Duties include but are not limited to, opening and maintaining an airway, ventilating patients, and cardiopulmonary resuscitation, including use of automated external defibrillators. Provide prehospital emergency medical care of simple and multiple system trauma such as controlling hemorrhage, treatment of shock (hypoperfusion), bandaging wounds, and immobilization of painful, swollen, deformed extremities. Medical patients include: Assisting in childbirth, management of respiratory, cardiac, diabetic, allergic, behavioral, and environmental emergencies, and suspected poisonings. Searches for medical identification emblem as a clue in providing emergency care. Additional care is provided based upon assessment of the patient and obtaining historical information. These interventions include assisting patients with prescribed medications, including sublingual nitroglycerin, epinephrine auto-injectors and hand-held aerosol inhalers. The EMT will also be responsible for administration of oxygen, oral glucose and activated charcoal.

Reassures patients and bystanders by working in a confident, efficient manner. Avoids mishandling and undue haste while working expeditiously to accomplish the task.
Where a patient must be extricated from entrapment, assesses the extent of injury and gives all possible emergency care and protection to the entrapped patient and uses the prescribed techniques and appliances for safely removing the patient. If needed, radios the dispatcher for additional help or special rescue and/or utility services. Provides simple rescue service if the ambulance has not been accompanied by a specialized unit. After extrication, provides additional care in triaging the injured in accordance with standard emergency procedures.

Complies with regulations on the handling of the deceased, notifies authorities, and arranges for protection of property and evidence at scene.

Lifts stretcher, placing in ambulance and seeing that the patient and stretcher are secured, continues emergency medical care.

From the knowledge of the condition of the patient and the extent of injuries and the relative locations and staffing of emergency hospital facilities, determines the most appropriate facility to which the patient will be transported, unless otherwise directed by medical direction. Reports directly to the emergency department or communications center the nature and extent of injuries, the number being transported, and the destination to assure prompt medical care on arrival. Identifies assessment findings which may require communications with medical direction for advice and for notification that special professional services and assistance be immediately available upon arrival at the medical facility.

Constantly assesses patient en route to emergency facility, administers additional care as indicated or directed by medical direction.

Assists in lifting and carrying the patient out of the ambulance and into the receiving facility.

Reports verbally and in writing their observation and emergency medical care of the patient at the emergency scene and in transit to the receiving facility staff for purposes of records and diagnostics. Upon request, provides assistance to the receiving facility staff.

After each call, restocks and replaces used linens, blankets and other supplies, cleans all equipment following appropriate disinfecting procedures, makes careful check of all equipment so that the ambulance is ready for the next run. Maintains ambulance in efficient operating condition. Ensures that the ambulance is clean and washed and kept in a neat orderly condition. In accordance with local, state or federal regulations, decontaminates the interior of the vehicle after transport of patient with contagious infection or hazardous materials exposure.

Determines that vehicle is in proper mechanical condition by checking items required by service management. Maintains familiarity with specialized equipment used by the service.

Attends continuing education and refresher training programs as required by employers, medical direction, licensing or certifying agencies.

Meets qualifications within the functional job analysis.
4.3 **Advanced Emergency Medical Technician**

Advanced Emergency Medical Technicians (AEMT) have fulfilled prescribed requirements by a credentialing agency to practice the art and science of out-of-hospital medicine in conjunction with medical direction. Through performance of assessments and providing medical care, their goal is to prevent and reduce mortality and morbidity due to illness and injury for emergency patients in the out-of-hospital setting.

AEMTs possess the knowledge, skills and attitudes consistent with the expectations of the public and the profession. AEMTs recognize that they are an essential component of the continuum of care and serve as a link for emergency patients to acute care resources.

The primary roles and responsibilities of AEMTs are to maintain high quality, out-of-hospital emergency care. Ancillary roles of the AEMT may include public education and health promotion programs as deemed appropriate by the community.

AEMTs are responsible and accountable medical direction, the public, and their peers. AEMTs recognize the importance of research. AEMTs seek to take part in life-long professional development, peer evaluation, and assume an active role in professional and community organizations.

4.4 **Paramedic**

Paramedics have fulfilled prescribed requirements by a credentialing agency to practice the art and science of out-of-hospital medicine in conjunction with medical direction. Through performance of assessments and providing medical care, their goal is to prevent and reduce mortality and morbidity due to illness and injury. Paramedics primarily provide care to emergency patients in an out-of-hospital setting.

Paramedics possess the knowledge, skills and attitudes consistent with the expectations of the public and the profession. Paramedics recognize that they are an essential component of the continuum of care and serve as linkages among health resources.

Paramedics strive to maintain high quality, reasonable cost health care by delivering patients directly to appropriate facilities. As an advocate for patients, paramedics seek to be proactive in affecting long term health care by working in conjunction with other provider agencies, networks, and organizations. The emerging roles and responsibilities of the Paramedic include public education, health promotion, and participation in injury and illness prevention programs. As the scope of service continues to expand, the Paramedic will function as a facilitator of access to care, as well as an initial treatment provider.

Paramedics are responsible and accountable to medical direction, the public, and their peers. Paramedics recognize the importance of research and actively participate in the design, development, evaluation and publication of research. Paramedics seek to take part in life-long professional development, peer evaluation, and assume an active role in professional and community organizations.
5 Course Offerings

The Emergency Medical Technology Program offers courses leading to eligibility for state certification in EMR, EMT, AEMT, and Paramedic. EMT and Paramedic are scheduled on a regular basis. EMR and AEMT are scheduled for groups that are interested in these programs.

The program offers an Associate in Applied Science in Emergency Medical Technology, which includes the EMT and Paramedic certification courses. It also offers the certification courses in an EMT Short Term Certificate, and a Paramedic Short Term Certificate. The EMT Short Term Certificate serves as the prerequisite to the Paramedic Short Term Certificate.

Continuing education courses are offered through the colleges Workforce and Economic Development Division (WEDD) through EMS Advanced Training.

6 Program Description and Course of Study

6.1 Emergency Medical Responder
EMT 1250 Emergency Medical Responder (Proposed)

6.2 EMT-Basic
EMT 1302 EMT-Basic; 6 sem/hour
EMT 130L EMT-Basic Special Lab; 1 sem/hour

6.3 Advanced Emergency Medical Technician
EMT 2300 EMT-Intermediate

6.4 Paramedic
BIO 2330 Anatomy and Physiology I
BIO 2340 Anatomy and Physiology II
or EMT 1400 Paramedic Success 4 sem/hours

EMT 2330 Paramedic Theory 1; 6 sem/hours
EMT 2340 Paramedic Theory 2; 6 sem/hours
EMT 2350 Paramedic Theory 3; 6 sem/hours
EMT 2360 Paramedic Theory 4; 6 sem/hours
EMT 2370 Paramedic Theory 5; 5 sem/hours

6.4.1 Healthcare Professional to Paramedic course
Certain licensed healthcare professionals are eligible for credit for previous training. The Healthcare Professional to Paramedic course is designed for Physician Assistants and Registered Nurses. Other healthcare professionals will be accepted on a case by case basis with approval of the medical director and program manager. Students must be State of Ohio EMT certified.

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The Healthcare Professional to Paramedic program offering is being transitioned to WEDD EMS Advanced training. Requirements will be published once finalized.

### 6.5 Short Term Certificates

The college offers short term certificates that provide an academic certificate for coursework leading to career opportunities. The EMT program offers two certificates, EMT-Basic and Paramedic. The EMT ST certificate is the prerequisite to the Paramedic ST certificate.

Students who seek Paramedic Certification that achieved EMT certification through another program need to complete the EMT 1400 Paramedic Success course as a prerequisite to begin EMT 2330 Paramedic Theory I.

#### 6.5.1 EMT-Basic ST Certificate

- EMT 1400 Paramedic Success 4 sem/hours
- EMT 1302 EMT-Basic; 6 sem/hours
- EMT 130L EMT Basic Special Lab; 1 sem/hour

#### 6.5.2 Paramedic ST Certificate

- EMT 2330 Paramedic Theory 1; 6 sem/hours
- EMT 2340 Paramedic Theory 2; 6 sem/hours
- EMT 2350 Paramedic Theory 3; 6 sem/hours
- EMT 2360 Paramedic Theory 4; 6 sem/hours
- EMT 2370 Paramedic Theory 5; 5 sem/hours

### 6.6 AAS in EMT

Emergency Medical Technology is a two-year program leading to an associate degree. The Associate of Applied Science degree will be awarded to students who complete the required number of credit hours in general education and in Emergency Medical Technology. The curriculum includes natural science such as anatomy and physiology. It also includes courses that provide theory and skills for the EMT. Planned clinical experience will be provided in a variety of health care facilities to implement classroom theory into practical application.

### 6.7 Program Sequence

**EMERGENCY MEDICAL TECHNOLOGY**  
**ASSOCIATE OF APPLIED SCIENCE DEGREE**  
**SEMESTER SEQUENCE**  
Effective Fall 2012

\[\text{Credit Hrs}\]

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<td>EMT 1302 Emergency Medical Technician - Basic</td>
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<tr>
<td>EMT 130L EMT Basic Practical Lab</td>
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<tr>
<td>BIO 2331 Anatomy and Physiology I *(1)</td>
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<tr>
<td>ENG 1010 College Composition I</td>
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<td>EMT 1320 Heavy Rescue *(2)</td>
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<td>or EMT xxxx EMT elective course *(3)</td>
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<td>UST 1010 Introduction to Urban Studies</td>
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<td>MATH 1xxx 1000-level MATH course or higher *(4)</td>
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<td>MA 1020 Medical Terminology I</td>
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<td>BIO 2341 Anatomy and Physiology II</td>
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<td>ENG 1020 College Composition II</td>
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<td>or ENG 102H Honors College Composition II</td>
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<td>EMT 2340 Paramedic Theory II (7)</td>
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<td>PSY 1010 General Psychology</td>
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<td>or PSY 101H Honors General Psychology</td>
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<td>EMT 2350 Paramedic Theory III (8)</td>
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<td>EMT 2360 Paramedic Theory IV (9)</td>
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<tr>
<td>PSY 2020 Life Span Development</td>
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<td>or PSY 202H Honors Life Span Development</td>
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**Summer**

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<td>EMT 2370 Paramedic Theory V C</td>
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**PROGRAM TOTAL** 69

(7) Requires passing Science Assessment Test or prerequisite BIO 1100.
(8) Students who successfully complete Tri-C’s Fire Academy will receive credit for this course.
Students not planning to pursue Firefighter certification may use other approved courses to meet this requirement.
(9) Elective course may be selected with written approval from the EMT department; EMT Basic ST certificate students may use EMT 1400 Paramedic Success to meet this requirement.
(10) Nursing Transfer consider MATH 1200 or higher; CSU BA in Public Health.
Safety Management (PSM) Transfer consider MATH 1250 or MATH 1410

(6) Consecutive eight week course.
(7) Consecutive eight week course.
(8) Consecutive eight week course.
(9) Consecutive eight week course.

7 The Mission of the Emergency Medical Technology Program

The program is committed to educating students who believe in the dignity of the individual and specifically in the right of the individual to receive skilled comprehensive health care in times of illness or injury and who will participate in delivering such skilled health care as an EMR, EMT, AEMT, or Paramedic under the direction of a physician. The program is dedicated to providing students with the knowledge, skills and attitudes necessary to become confident, innovative and contributing health care professionals.

The program strives to develop students to assume a responsible role in society and a concern for all persons that is best met by combining technical education with the basic liberal arts education that is provided within the community college framework. This educational process must foster leadership abilities and collaborative relationships within a changing health care environment that includes a dedication to lifelong learning, ethical values consistent with the profession, and service to a multicultural community.

8 Emergency Medical Technology Program Outcomes

8.1 Communication
Utilize various non-verbal, verbal, written and electronic communication methods to interact with a diverse group of populations.

8.2 Professionalism/Working with Others
Exhibit professional, ethical and compassionate behavior when interacting with diverse groups of patients and their families, healthcare professionals, and community members.

8.3 Advanced Patient Assessment
Use patient assessment skills to identify mechanism of injury or nature of illness to determine therapeutic modalities for the medical and trauma patient and establish the priority of interventions needed to improve the patient’ outcome within a Paramedic’s scope of practice.

8.4 Advanced Emergency Medical Treatment
Demonstrate skill proficiency in pre-hospital and inter-facility assessments and treatments using advanced medical techniques and equipment available within a Paramedic’s scope of practice. Ethics/Professionalism
8.5 Safety
Identify current and potential hazards and perform duties maintaining a safe work environment for themselves, co-workers, patients and bystanders.

8.6 Management
Use strategic management and ethical decision making skills to lead, schedule, and staff Emergency Medical Services (EMS) Systems.

8.7 Organizational and Interpersonal Skills
Effectively resolve conflict and solve problems, and utilize personal organizational skills to excel in a fast-paced, dynamic work setting.

8.8 Adapt to change/Critical Thinking
Apply critical thinking skills to identify and adapt to potential changes within the dynamic field of Emergency Medical Services.

8.9 Wellness
Values wellness and participates in activities to promote sound physical, psychological, and spiritual health in themselves, patients and their families, healthcare professionals and community members.

8.10 Certification Preparation
Sit for the National Registry of Emergency Medical Technician Basic Exam, National Registry of EMT's Paramedic Certification Exam.

9 Withdrawal from Courses or from the Program
Withdrawal from a course for academic reasons must be initiated by a student prior to the withdrawal deadlines published in the Academic Calendar each semester. Withdrawal must be in writing on specific forms available in the Office of Admissions and Records at each campus. Students who officially withdraw from a course prior to the last day of week twelve of the semester will have no notation made on their permanent records; withdrawal thereafter will be noted on permanent records.

An instructor may withdraw a student for never attending a course, according to college policy. This is done through the college’s never attended reporting system.

Students should not expect any instructor to drop them officially from class. It is the student’s responsibility to withdraw from class officially by completing a withdrawal form in the office of admissions and records by the deadline date. Failure to do so could result in an "F" grade.

A student unable to complete an academic semester for reasons beyond his/her control, such as an emergency medical condition, may petition in writing the designated campus administrative authority for permission to withdraw from class beyond the twelfth week of the semester.
10 Readmission to the Program

If a student leaves the program for any reason other than disciplinary action (academic dismissal, health or personal challenges), they must do the following to be readmitted to the program:

1. A written request to return to the program must be submitted to the Program Manager.

2. Written documentation from a physician that student is able to return if they left for health reasons.

3. The student must have a plan for educational success that must be approved by the program manager and will become a mutually agreed upon contract. Failure to abide by this contract will result in dismissal from the program.

A student may return once within two years with the above on a space available basis.

Students requesting to return to the program more than a second time or after more than 2 years must enter the applicant pool for the next available class.

Due to the rapid changes in health technology, students may be required to repeat courses they have already successfully completed, or demonstrate proficiency through a written and/or practical examination. Students may be required to repeat clinical experiences.

11 Change of Name, Address, Contact Information

It is mandatory that the Program be informed in writing of any updates to name, address or contact information. Any change in name, permanent address, telephone number, local address (if different from permanent address) or e-mail address should be given to the program manager for prompt student folder update. If not notified, the program assumes no responsibility for failure of information that is sent by U.S. Mail, telephone, or e-mail to reach the student. The Office of Admissions and Records must also be promptly informed of any change in name and/or address by the student. Failure to do so can result in future problems for the student.

12 Dismissal from the EMT Program

A student may be dismissed from the Emergency Medical Technology Program for the following reasons:

1. Engaging in dishonest behavior: cheating, plagiarism, and/or theft. Failure to adhere to the Student Conduct Code.

2. Being under the influence of alcohol or illegal drugs on campus, at a clinical site, or any other program related activities.

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3. Any form of unprofessional behavior such as the use of profane or vulgar language on campus or at an off campus assignment, hostility, insubordination, demonstration of uncooperative or negative attitude toward College faculty, clinical instructor, patients, or fellow students.

4. Failure to maintain confidentiality of patient records or violation of HIPAA regulations.

5. Failure to maintain appropriate patient records at the health care facility to which assigned.

6. Accepting gratuities from patients.

7. Violation of College or Program policies.

8. Engaging in unethical or unsafe behavior at a clinical site, in the classroom, laboratory, or any other program related activities.

If a student is dismissed from the program for any of the above reasons, they will not be given the privilege of applying for re-admittance into a Health Career Program.

A student may also be withdrawn from the program for the following reasons:

1. Excessive absenteeism: Never attended policy.

2. Failure of a program course or a prerequisite course.

3. Failure to demonstrate professional behaviors.

A student may apply for re-admittance into a Health Career Program if they are withdrawn for the above reasons. They must follow the Re-admittance Policy of the program into which they are seeking re-admittance.

* Dismissal means the involuntary and total separation of a student from the college.

13 Student Conduct Code

The student will abide by the Student Conduct Code. The student agrees not to receive or give aid during examinations. The student agrees to conduct him/her self honestly in all clinical and laboratory procedures. The student agrees to work alone on assignments unless otherwise indicated by the instructor. This includes giving aid to student partner during laboratory practical examinations. Failure to abide by this Code will result in dismissal from the program.
14 Financial Aid

Financial aid in the form of loans, grants, scholarships and combinations thereof are available. Contact the Financial Aid Office for specific information. Apply early.

15 Academic Advising

It is the student's responsibility to seek academic advising. It is recommended that you see counseling, faculty, program manager, and/or program staff each semester.

The faculty advisor/program manager will confer with students for review of academic progress in the classroom and clinical, and for program advising and career counseling.

16 Course Waivers and Substitutions

Course waivers and substitutions should be discussed with the Program Manager. Delay in processing may affect graduation.

17 Special Problems

Any problems or unforeseen circumstances relative to successful completion of the program should be brought to the attention of the Program Manager/Faculty as soon as possible.

18 Attendance

Attendance is required in all Emergency Medical Technology lectures, labs, and clinical assignments. Call the instructor when you are unable to report to class. Missed class work must be made up at the discretion of the instructor. Absences may result in point deductions, grade penalty, and/or failing grade in the course. Absent or tardy students are held responsible for all handouts, lecture and laboratory materials, including announcements and assignments that are presented during an absence. Excessive tardiness demonstrates unprofessional behavior and may result in point deductions, grade penalty, and/or failing grade in the course. Refer to course syllabus for specific details. An instructor is not required to contact an absent student regarding missed work, or share lecture material from the missed class. It is the student's responsibility to initiate make-up work by contacting the instructor following an absence. Instructor assistance is available upon request.

Program students are also expected to attend and participate in any off-campus course or program activities. This may include field trips to various health care facilities, professional presentations, or promotional programs. Students will be advised of these activities in advance by course instructor or program manager.

19 Laboratory Practice

All students of the Emergency Medical Technology Program are required to practice and experience all procedures in lab unless it is medically contraindicated for the student. The student is required to provide documentation from a physician to verify this medical contraindication. Students who suspect they may be pregnant should notify their instructor.
and clinical preceptor immediately. There are some procedures performed that are potentially harmful to a developing fetus. Students who are unable to perform essential skills in the lecture, lab, and/or clinical experience may be required to seek a medical withdrawal, as performance of skills is required for successful completion of most courses.

20 Evaluation Procedures

20.1 Grading Policy
The final letter grade for the course is determined by the instructor as indicated in the course syllabus and is earned by the student by the following methods of evaluation:

1. Lecture: quizzes, tests, research papers, case studies, interviews, oral reports and any additional projects as outlined by the course instructor.

2. Laboratory: quizzes, skill sheets, practical exams, student participation, and professional conduct.

3. Other assigned work such as clinical journal, review of professional articles, progress notes, laboratory reports, group presentations, field trips, etc.

4. In those courses that have a lecture, laboratory, and/or clinical component, the student must pass all components independently in order to receive a passing grade of C or better for the final course grade.

20.2 Grade Scale
The grading scale for courses that lead to eligibility for National Registry of EMTs testing is different than the standard grading scale. The final letter grade for the course is determined by the instructor as based on the following scale:

- 94%+ A
- 87% - 93.99% B
- 80% - 86.99% C
- 74% - 79.99% D
- UNDER 74% F

Any grade below a C is considered unsuccessful. The D grade is intended for students who have made significant strides towards success in the program, but have not attained the competency levels necessary for initial practice.

S/U (satisfactory/unsatisfactory) grades may be given for labs and clinicals. The U or unsatisfactory is considered a failing grade.
20.3 Examinations
All students are expected to be present for examinations at the scheduled date. In the event that students are absent, they must discuss their absence with the instructor and arrange for an alternate date. Make-up exams may be different from the original. All missed examinations and/or quizzes must be made up upon the student’s return to class. Students who do not meet this requirement should expect a zero for the missed exam or quiz.

Practical exams are given in laboratory courses. The practical is based on procedures learned in the course. The format will be as designated by course and/or laboratory instructor.

The points assigned for examinations and assignments are left to the discretion of the instructor. Refer to the syllabus for each course for the explanation of the point distribution for any individual course.

A final examination and/or evaluation is required in each course and is given at a regularly scheduled time. Except under emergency circumstances, students may not be excused from these examinations. If students are unable to appear, it is their responsibility to inform the instructor prior to the scheduled examination. It is up to the instructor’s discretion if permission for a make-up will be granted. A student may REQUEST AN INCOMPLETE (I) GRADE. Again, it is up to the instructor’s discretion if an (I) grade will be awarded.

20.4 Incomplete (I) Grades
An (I) incomplete grade means that a student has not completed course requirements due to circumstances JUDGED BY THE INSTRUCTOR to be beyond the student’s control. The student must personally REQUEST AN INCOMPLETE (I) GRADE. It is not granted automatically.

Incomplete grades must be removed no later than the end of the sixth week of the next academic Semester in which the incomplete grade was received. Failure to complete such requirements will result "F" (FAILURE) GRADE FOR THE COURSE. Check class schedule booklet each semester for specific dates.

21 Promotion Policies
In order to continue in the Emergency Medical Technology Program, the student must meet the following requirements:

21.1 Clinical requirements
The student must have an annual physical examination and any laboratory tests, inoculations or x-rays as directed by the College Health requirements. The requirements are based on current facility and OSHA regulations for students in the clinical area. The student must demonstrate proof of medical insurance for field experience assignments (see section 24).

21.2 Prerequisites
The student must successfully complete with grade of "C" or better all course prerequisites as stated in the Emergency Medical Technology course descriptions in the College Catalog. If the student drops or has not taken a course prerequisite to an EMT course, he/she may
not register for Emergency Medical Technology classes. Students registered for EMT courses that have not completed the required prerequisite courses will not be permitted to continue in the course. Students who inadvertently complete an EMT course without completing the required prerequisites are required to complete the prerequisites prior to being permitted to complete certification examinations. The student must complete all courses required by the program with a grade of "C" or better for graduation.

21.3 **EMT grades**
The student must earn a grade of “C” or better in each of the EMT courses. The C grade is interpreted as "student meets the minimum standards for competency." A student who does not meet minimum standards has obviously failed to do so. A student who makes significant strides toward competency, has not attained it may receive a grade of “D”. Students who need significant improvement receive a grade of F. In clinical education courses if the grade of S/U is given, a student must earn a grade of S (satisfactory) in order to attain a “C” grade.

21.4 **Lecture/Lab course grades**
In a course that has both a laboratory and a lecture component, the student must earn a grade of “C” or better in both the lecture and the laboratory component in order to receive a passing grade in the course.

21.5 **Withdrawal/Absence**
A student may be withdrawn from the program if the student has had excessive absences. (See Attendance, Section 18)

21.6 **Withdrawal/Behavior**
A student may be withdrawn from the program if the faculty identifies a behavior problem, which in the opinion of the faculty will interfere with the student's successful, ethical or legal performance of the duties of an Emergency Medical Technician. Serious behavioral problems may lead to dismissal through the Student Conduct Code.

21.7 **Grade point average**
The student must maintain an overall 2.00 grade point average.

21.8 **CPR certification**
The student must maintain current AHA BLS for Healthcare Provider CPR certification or approved equivalent for attendance to all clinical and field experience assignments.

21.9 **Student conduct code**
The student must adhere to the Student conduct code, college procedure 3354:1-30-03.5

21.10 **Liability insurance**
The student must maintain current Tri-C Health Careers Liability Insurance while participating in clinical or field experiences (see section 24.2).
21.11 Student success
To foster retention, student support services and tutoring services are available. Notify your instructor or Program Manager if you feel that you are in need of a tutor. Please do not wait until you are overwhelmed and have fallen behind in a course. Seek help early.

22 Lab Attire
Many of the Emergency Medical Technology courses have a laboratory component. Unless otherwise instructed, proper lab dress means trousers, shorts, sweat pants, long-sleeved, short-sleeved, or sleeveless shirt, and supportive, flat-heeled shoes, preferably with rubber soles. EMT lab requires kneeling, crouching, bending, heavy lifting, etc. Lab instructor will notify students of special lab attire. Required lab activities may also occur in other locations than the program laboratory. On these occasions, the student will be required to wear their identification tag. This includes the times when students are in the Allied Health and Nursing Center.

23 Assignment to the Clinical Area
The program at Tri-C is affiliated with an outstanding group of health care agencies that participate in clinical education of students. The program manager/clinical preceptor screens all clinical education sites, prior to negotiating an agreement, to ensure that the Emergency Medical Technology student will receive a quality learning experience in a variety of settings. A written, legal affiliation agreement exists between the academic program at Tri-C and the clinical education facilities which have been selected and agreed to provide clinical education experiences for the Emergency Medical Technology students. All arrangements and decisions regarding student clinical placement will be made by the Program Manager or clinical preceptor. Decisions regarding assignments are based on the educational needs of the individual student and the type of experience provided by the clinical site. In all cases, the decision of the Program Manager/clinical preceptor is final. The students may not change clinical assignments without their permission. Prior to clinical placement, the student will provide information about the need for public transportation or of potential conflicts with any clinical site. These factors are also taken into consideration when clinical placements are made. The student is not paid for clinical experience time but does receive College credit. The student is responsible for all personal expenses including meals and transportation. The student who expects to complete the program must be able to meet these financial obligations.

24 Qualifications for Clinical Education Placement
The following qualifications must be completed prior to the start of the clinical assignment or the student will not be given an assignment. Failure to complete the requirements therefore could result in the student having to delay completion of the clinical course, and therefore the program. Student will need to complete site specific requirements prior to the first clinical experience.
24.1 Grade Point Average
In order to qualify for placement in a health care agency, the student must maintain a 75% in the current certification course. A student who does not maintain a 75% class average may be put on program probation and clinical experiences put on hold until the student can demonstrate an appropriate level of performance.

If a student has requested and received an incomplete grade for an Emergency Medical Technology course, the course work required to remove the incomplete grade must be finished and the grade changed to a “C” or better in order for the student to continue in the clinical experience.

24.2 Liability Insurance
In order to provide protection against any possible act of negligence or any other incident, the student must purchase the liability insurance policy required by the college. The fee for this policy is automatically charged to the student when registering in the first clinical course of the program. In certain circumstances, students who take more than a year to complete the program may need to pay the fee again. It is available through the enrollment center at Cuyahoga Community College. The cost currently is $12.50 per year and may be subject to change.

Any student who has not purchased a liability policy will not be placed in a clinical area.

The program is notified of those charged the fee. The student who takes more than a year to complete must present his/her policy to the clinical instructor on the first day of assignment to the clinical for each assignment as proof of compliance with the written agreement between the clinical facility and the College.

24.3 Cardiopulmonary Resuscitation Certification (CPR)
Students must have a valid certification in AHA BLS for the Healthcare Provider or equivalent cardiopulmonary resuscitation course to be eligible for clinical assignment. The Program Manager must approve equivalent courses. This may be obtained from the College by taking the EMT 1310 course or through the WEDD EMS advanced training program. Alternatively, contact the American Heart Association or American Red Cross. A copy of the certification card must be turned in to the program manager/clinical course instructor and will be kept in the student’s folder. The student should be prepared to show the certification card to the clinical instructor on the first day of the clinical assignment.

It is the students’ responsibility to maintain current certification.

24.4 Background Check
Background checks are required for all health careers students attending clinical experience. The background check must be performed through the college’s approved vendor. Cost varies based on residency. Results shall be kept confidential. If it is determined that something in the check makes the student ineligible to attend that facility, the program manager will notify the student in writing. Keep in mind that a felony background, by state rule, impacts your ability to enter and remain in the program.
24.5 **Drug Testing**

At this time the program does not require mandatory drug testing of all students prior to assignment to a clinical site. Some clinical facilities may require drug testing of a student. In most cases, if this is required by the facility, they have a designated site for the student to have the testing. This is at the student’s expense.

24.6 **Health Requirements**

Each student is required to have a physical examination that is current within one year of the first day of clinical experience. The completed health forms should be returned to the program to be kept in the student’s folder. The student should make copies of all forms prior to returning them to the program. The student should be prepared to show copies of all health requirements to the clinical instructor at each clinical assignment. Plan well and early. As noted below the timing of some of these requirements is crucial.

**Health Exam**

A health exam by an physician (M.D. or D.O.) is required prior to clinical placement.

Also note that the TB Double Mantoux has to be completed within six months of first day at clinical assignment. Documentation of the following is required as part of the physical examination requirements for clinical education:

24.6.1 **Tuberculosis Testing**

Plan carefully: The TB test must be given before the measles and rubella vaccines as they will interfere with the PPD results.

24.6.1.1 **Double Mantoux TB Test**

The written documentation of a negative, double Mantoux (PPD) is required. If the reaction to the first TB test is negative, a second TB test is given no earlier than seven (7) days and no later than fourteen (14) days. The second test is read between 48 and 72 hours after it is given. Self-reading is not acceptable. **The test must be given and read not more than three (3) months prior to the first day of clinical experience.**

The IGRA blood test for TB (e.g. QuantiFERON) may be obtained in place of the double Mantoux test.”

A single Mantoux TB test is required annually. If this is not completed within the one year period, the student must repeat the double Mantoux.

24.6.1.2 **Chest X-ray (only for positive skin test)**

Any student with a history of a positive TB test will need written documentation of a negative chest x-ray taken within one year prior to the first day of clinical experience and confirmation from a physician that attendance in clinical is safe.
24.6.2 Vaccinations

24.6.2.1 Tetanus
Written documentation of one dose of Tdap – regardless of interval from recent Td vaccination.

24.6.2.2 Measles, Mumps, Rubella (MMR)
Written documentation of vaccination with 2 doses of MMR vaccine administered at least 28 days apart or laboratory evidence of immunity (Measles, Mumps and Rubella IgG in serum; equivocal results should be considered negative) or laboratory confirmation of disease or birth before 1957.

24.6.2.3 Hepatitis B
Written documentation of vaccination with three (3) doses of Hepatitis B Vaccine. It is recommended that the vaccination series is complete before contact with blood. Minimum intervals between dosing include; 28 days between dose 1 and dose 2, 56 days (2 months) between doses 2 and 3, 112 days (4 months) between dose 1 and 3. All minimum dose rules must be met for dose to be valid.

24.6.2.4 Varicella (Chicken pox, shingles, herpes zoster)
Written documentation of vaccination of 2 doses of vaccine or laboratory evidence of immunity or laboratory confirmation of disease or diagnosis of history of Varicella disease by healthcare provider, or diagnosis of history of Herpes Zoster by healthcare provider.

24.6.2.5 Influenza Vaccine
Documentation of annual influenza vaccination

24.6.3 Change in Health Status
In the event the student experiences a change in health status (pregnancy, illness, injury) documentation from a physician will be required to verify the student’s ability to continue to participate in the clinical assignment.

24.7 Health Insurance
As required by the clinical affiliation agreement between the College and the Clinical Facilities, students are required to show proof of personal health insurance before being accepted at a clinical experience. A student health insurance plan is available through the College for all students who are enrolled in six (6) or more credit hours. Information about the plan may be obtained from the Student Activities Office. Being rated by a hospital for free or discount care is not health insurance.

24.8 Financial Responsibilities
The student assumes responsibility for all costs to qualify and participate in clinical education. This includes transportation costs, parking, uniforms, identification tags, and making copies of all required written documentation. In the event a student does not have a required copy to show the clinical instructor at the assigned facility, the program and College will not provide additional copies or fax documents to the student or the clinical site.

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The student will be required to obtain the original from the program office or a classmate to make the necessary copies.

24.9 Attendance

Regular attendance is required for all clinical experiences. It is recommended that you take absences in emergency situations only. It is understood that some absences are unavoidable. In the event of illness or emergency the student may be excused from attendance. If the student is not able to report to the clinical assignment, the following guidelines should be followed.

24.9.1 Excused Absence

A student who is absent from the clinical area because of illness or personal emergency must contact clinical preceptor or Clinical Instructor (CI) by telephone before or at the required time of arrival at the clinical facility. The student must also contact the clinical preceptor or course instructor to report his/her absence. All absences are made up at the discretion of the clinical instructor.

Any absence or tardiness must be reported on the Absence/Tardiness Notification Form and returned to course instructor or program manager. Failure to do so will result in the absence being unexcused. The Clinical Instructor will determine the scheduling of make-up time after collaboration with the student. If there is any question as to an absence or scheduling of make-up time, the clinical preceptor or course instructor should be consulted.

24.9.2 Unexcused Absence:

Failure to notify the clinical facility or program of an absence or tardy results in an unexcused absence. This is considered a serious breach of professional behavior and an unexcused absence and may result in failure from clinical course. Excessive tardiness (more than three incidences during clinical assignment) demonstrates lack of professionalism and also qualifies as an unexcused absence, that may result in the student being removed from the clinical assignment and receiving an unsatisfactory grade for the clinical course.

24.10 Students used as normal staffing prohibited

Students may not be used as part of normal staffing or in place of normal staff while in the clinical or field experience. Students must be monitored by a site preceptor at all times.

24.10.1 Students being paid to attend clinical or field experience.

Students who are being paid to attend clinical or field experience at their place of employment must receive prior authorization of the Program Manager. A fully executed Tri-C Clinical Experience Agreement must be in force. The amount of time students are permitted to do this may be limited.

In extreme circumstances, if operational needs dictate that the student who is an employee of a clinical or field experience site become part of the normal staffing of the clinical or field experience site, they shall no longer consider themselves functioning as a student, and should resume functioning at the scope of practice that they are certified to practice at. They
should notify the Clinical Preceptor at the earliest possible time. Only the hours and procedures performed while a student will be counted. The balance of the time will be considered an excused absence.

If, in the opinion of the Program Manager, this becomes a routine experience, the program reserves the right to reassign the student to other clinical sites or field experiences.

**24.11 Personal Business**

The Clinical Preceptor and Clinical Instructor will determine if time off for personal business qualifies as an excused absence. The program at CCC does not support using clinical education time for personal business.

**24.12 Holidays**

The student is to observe all holidays in which the academic institution is officially closed. The student will also take holidays as designated by the Clinical Instructor, when the clinical facility closes for the day.

**24.13 Snow Days**

The student will be allowed an excused absence if the academic institution or the clinical facility closes for the day. The student is still expected to attend the clinical assignment if the College only cancels classes, but remains open.

**25 Regulations for Clinical Experience**

Please review the current clinical manual for full clinical experience information

**25.1 Dress Code**

Students should wear black or navy blue slacks with the Tri-C program uniform shirt. Blue jeans or similarly styled pants are not permitted.

Shoes for students should be low heeled, toes and heels enclosed, comfortable, supportive, and black in color. Oxford style is preferred. Athletic shoes are permissible at some clinical sites, but must be a black in color, and without conspicuous logos and designs. Socks or hosiery should be black, navy blue, or white and must be worn with shoes.

If the student is assigned to a clinical facility that requires a dress code different from that of the College, the student is to adhere to the dress code of that facility.

**Jewelry:** Only modest pierced earrings may be worn. Wedding bands are permitted, but any other jewelry or body piercing that may be a safety risk to the patient or the student is not permitted. A water-resistant watch with a second hand is also recommended.

**Identification Tag:** The student must wear a Tri-C ID tag with EMT Program identified. Some facilities may also require students to wear identification badges provided by the facility.
General Appearance: Cleanliness and neatness are mandatory in the health care worker in order to present a professional appearance. Students must maintain good personal hygiene. Students should not wear any perfume or cologne. Students should be aware that the smell of cigarette smoke and spicy foods may be offensive or noxious to some patients and other health care professionals. Hair must be clean, neat, and controlled. Long hair must be worn up off the collar or tied back. Facial hair is acceptable if neat and trimmed. Fingernails are to be clean, cut short, and only clear polish is permitted. No artificial nails are permitted (this includes tips, fiberglass, acrylic and silk wrap).

25.2 Behavior during Clinical/Field Experience
You must be in the required clinical attire and ready to work at the designated starting time and remain on duty until the designated quitting time.

You are expected to be available in the department at all times except when given permission to leave by your supervisor. When you leave the clinical area, you should alert your supervisor at the time you leave and when you return.

Slack time, when there are no patients to see, should be used constructively. This time may be used to assist the staff in restocking supplies, preparing for the next patient, offering to assist in treatment, writing reports, or reading articles in professional journals or books.

25.3 Records and Reports
25.3.1 Clinical Evaluation Forms
Current clinical evaluation forms are included in the EMT program clinical manual. It is important for the forms to be completed thoroughly and signed by the student and clinical instructor as indicated. These forms also serve as attendance verification. Incomplete forms may be cause the student to lose credit for the clinical experience.

25.3.2 Student Evaluation of Clinical Experience and Clinical Instruction
The student will complete an evaluation of the clinical experience and also discuss that with the clinical supervisor at the midpoint and the end of affiliation. This evaluation form is to be turned in with your performance evaluation. You will receive an incomplete grade for the course until all signed original forms have been returned to the course instructor.

26 Grade for Clinical Experience

26.1 EMT 130L EMT-Basic Clinical/Field Experience
Students must complete a two hour hospital experience and twenty-four (24) contact hours on the ambulance. This is usually accomplished by attending two 12 hour shift or three 8 hour shifts with a private ambulance company. They must complete at least 10 patient assessments, including one pediatric.

Due to the nature of EMS operations, students must attend the entire scheduled clinical experience. The ambulances will not return early to drop off students.
Successful completion of this first clinical experience requires that the student return all completed and signed, original clinical education forms.

The grading scale for this field experience is Satisfactory/Unsatisfactory. Unsatisfactory grade in the field experience will lead to a failing grade in the course.

26.2 EMT 2300 EMT Intermediate

TBA

26.3 EMT 2340/50/60/70 Paramedic Theory 2-4 Clinical Experience/Field Experience

Each of these courses requires 112 hours of clinical experience.

Students must demonstrate a satisfactory performance in these assignments in order to receive a passing grade for the course. Successful completion of the course requires attending the minimum hours and successful completion of the designated number of skills as described in the clinical manual.

In order to receive a passing grade for all field experience courses, all original, signed clinical education forms must be returned to the CLINICAL PRECEPTOR or course instructor by the deadline. A student who fails to meet these criteria, without prior approval from CLINICAL PRECEPTOR or course instructor, will receive a failing grade for the course.

27 Instructor Responsibility to Students

1. The instructor is expected to be on time for all classes and hold classes for the required scheduled periods of time.

2. The instructor is expected to be prepared with significant lecture and/or discussion material and with well-organized lab procedures.

3. The instructor is expected to remain in the classroom or laboratory at all times during the scheduled lecture or laboratory session, except in the case of an obvious emergency.

4. The instructor is expected to prepare a syllabus for each class that complies with college policies.

5. The instructor is expected to be fair and impartial in his/her treatment of students.

6. The instructor is expected to be available during scheduled open lab and office hours.
7. The instructor is expected to be familiar with and adhere to all college policies and procedures.

8. The instructor is expected to be familiar with and adhere to all State of Ohio EMS laws and rules.

9. The instructor is expected to be familiar with and adhere to all EMT Program policies and procedures.

10. The instructor is expected to attend all departmental meetings and other college-sponsored meetings.

## 28 Computer Use

The College maintains computing systems to support internal operations as well as systems to support academic endeavors, access, and success. All students are required to adhere to the standards and regulations set forth in the College wide Computing Access Policy located in the College Student Handbook. Unauthorized use of software or copying of it is not permitted.

When accessing the Internet, it should be realized that the College does not condone the use of materials and information that is not of educational value or that may be defamatory, inaccurate, obscene, profane, sexually oriented, racially offensive, or illegal.

## 29 Program Files

The program will maintain files in order to document compliance with program policies and procedures, achievement of program requirements, and compliance with accreditation standards. The Program Manager, staff, and faculty will not reveal confidential information about a student unless the student has granted permission to do so, in compliance with college policy and FERPA. This includes requests for information from parents and spouses. Following are detailed descriptions of the program files.

### 29.1 Student Program File

The student program file will be maintained by the Health Careers Enrollment Center prior to program acceptance. The program manager and clinical preceptors will maintain the file after acceptance into a certification program. It includes:
29.1.1 Health Careers Application
29.1.2 Student Information Form
29.1.3 Self Evaluation Form
29.1.4 State EMT and BLS Certification cards - Intermediate, Paramedic
29.1.5 Unofficial Student Record
29.1.6 Summary of Clinical Requirements
29.1.7 Health Information Form
29.1.8 Health Careers Student Liability Insurance
29.1.9 Personal Health Insurance
29.1.10 Background check documentation

29.2 Course Summary File
The course summary file will be maintained by the primary instructor of the certification course during the course. Files will be forwarded to the program manager for review and final storage at the end of the course. It includes:

29.2.1 Summary Course Roster
29.2.2 Course Syllabus with schedule
29.2.3 Daily Attendance Sign In Sheets
29.2.4 Summary Attendance – Gradekeeper report preferred
29.2.5 Summary Quiz and Test Results – Gradekeeper report preferred
29.2.6 Summary Course Roster with Grades

29.3 Course Student File
The course student file will be maintained by the primary instructor of the certification course during the course. Files will be forwarded to the program manager for review and final storage.
29.3.1 Summary of program file information
29.3.2 Summary of attendance – Gradekeeper report preferred
29.3.3 Summary of quiz and test scores – Gradekeeper report preferred
29.3.4 Summary of initial practical skills completion
29.3.5 Summary of final practical skills test completion
29.3.6 Final practical skill test sheets
29.3.7 Summary of National Registry practical skill test completion – FR and Basic
29.3.8 National Registry practical skills test sheets - FR and Basic
29.3.9 Summary of clinical/field experience hours and procedures – Basic, Intermediate, and Paramedic
29.3.10 Program Coordinator/Medical Director approval of previous training credit – Health professional to paramedic course
29.3.11 Successful course completion checklist
29.3.12 AHA certificate copy
29.3.13 Program certificate of completion copy

30 Student Services

Please refer to the current college student handbook for location and contact information for these services.

30.1 Access/Disabled Student Services

The Access/Disabled Student Services provides support services and arranges accommodations for eligible students with disabilities to ensure their ability to attend and succeed in the College program and to empower disabled students so they may become effective self-advocates. The goal is to enhance academic skills, increase retention and graduation rates, and facilitate transfer to a four-year college while fostering a campus climate supportive of the success of students with disabilities. To receive services a student with a disability must be enrolled or accepted for enrollment at CCC, have an established need for academic assistance and provide documentation of his/her disability. It is the student’s responsibility to contact the Access office to receive reasonable accommodations. It is also the student’s responsibility to provide each instructor, including clinical instructors, with a letter describing all accommodations required for successful completion of the course or clinical assignment.

Services provided:

1. Counseling - academic, career, financial aid, personal

2. Monitoring of academic progress twice each semester

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3. Training in self advocacy skills

4. Support groups and activity groups

5. Assistance for faculty in alternative teaching strategies and appropriate coursework accommodations.

6. Classroom accommodations such as readers, writers, note takers, interpreters for deaf students, alternative test taking arrangements such as extended time, incremental testing, alternative test formats, and adaptive equipment such as wheelchairs, visual magnifiers, TDD’s, computer hardware and assistive listening devices.

30.2 Student Support Services

Student Support Services provides academic support services for eligible students who have financial needs, are first generation college students, or have limited English-speaking abilities. The program provides counseling, tutoring study skills workshops, basic non-credit ESL classes, and transfer assistance.

30.3 Women in Transition

Provides counseling, support groups, workshops, career planning and financial aid assistance for persons who are single parents or who have been homemakers and due to divorce, separation, death or disability of a spouse must become job ready and self-supporting.

30.4 Veterans Upward Bound

For veterans who need tutoring, counseling, career planning, financial aid assistance, and help with English, math, and study skills.

30.5 Book Center

The Book Center provides required texts, materials and supplies as well as other items including computer software, magazines, clothing, gifts, art supplies and greeting cards.

30.6 Student Health Insurance

A student health insurance plan is available to all students who are enrolled for six or more credit hours. Information about the plan may be obtained from the Student Activities Office.

31 My Tri-C Space

My Tri-C Space is a web-based electronic portal to access your personal student information and registration services. Some of the activities a student may perform from http://my.tri-c.edu include:
31.1 Registration
- View the semester schedule offerings
- Add/drop classes
- Check your registration status
- View student schedule for term

31.2 Student records
- View holds
- View academic progress reporting
- View final grades
- View account summary by term

31.3 Financial Aid
- View overall financial aid status
- View eligibility
- View CCC scholarship information
- Email financial aid office

Counseling appointments
- Request appointment
- View scheduled appointments

31.4 Book Centers
- On-line textbook ordering

31.5 Public Safety
- Register your vehicle

31.6 Personal Information
- Change your PIN
- View your address and phone number
- View and update your email address

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• View and update emergency contacts
• Enter name change information
• Enter social security number change information

32 Library Services and OhioLINK

Each campus library provides you with access to a variety of resources and information with the assistance of professional librarians. An automated college-wide catalog is available to gain access to CCC’s collections of over 120,000 books, periodicals, newspapers, and non-print materials; materials from other area libraries; and OhioLINK resources. OhioLINK is a consortium of all Ohio public (and most private) colleges and university libraries and over 60 on-line reference and research databases. The automated library system provides the following services:

• Search of CCC’ library catalog and the ability to export the search to OhioLINK’s catalog of over six million titles held in Ohio academic libraries;

• Request that any circulating material found in OhioLINK library be sent to your library

Visit the college library on the web at http://www.tri-c.edu/library/Pages/default.aspx.

The librarians, in cooperation with the EMT program staff and faculty, prepared a subject guide, available at http://libguides.tri-c.edu/EMT.

33 Technology Learning Centers (TLC)

The Technology Learning Center on each campus provides you with access to computers, network facilities and information services. Learning resources include state-of-the-art computers with standardized software and course-specific learning tools designed to assist you. Students must provide a current identification to use the technology learning centers and must obtain a user logon password.

Contact the TLC at Metro (216) 987-3679; East (216) 987-2256; West (216) 987-5241

34 Safety and Evacuation

The Department of Public Safety website http://www.tri-c.edu/publicsafety/default.htm is a very rich website that will give you the latest information on variety of safety issues that include: location of emergency phones, patrolman escort service, student parking, vehicle registration (you can register your car online to obtain parking permit); and crime prevention tips.

The College has also prepared an Emergency Procedure Guide to prepare the Tri-C community to deal with emergencies in the best possible manner. The brochure outlines procedures for building evacuation, dealing with medical emergencies, power failures, snow...
storms, fire, chemical spills, and severe weather conditions. It is important that you read through this brochure at least once a semester.

In addition, you should be familiar with the directions for evacuation signs posted prominently throughout the campus. Make sure to look for the sign in each of your classrooms and understand the recommended path for evacuation. Also, please remember two phone numbers - public safety ext.4325 of (216 987-4325 from a cell phone) and ext 4911 or (216 987-4911 from a cell phone) for MEDICAL emergencies. DO NOT CALL 911 from your cell phone – they will not know how to locate the emergency!!!

When calling for help, be prepared to give your name, the telephone extension you are calling from, the type of emergency, the location of emergency (campus building and room number) and your estimation of what is needed (i.e., ambulance, fire department, police, etc.). Unless you must leave, stay on the phone to allow further direct communication with Public Safety, as needed.

The college operates a system that notifies faculty, staff, and students of important issues, including closings. Be sure to update your notification information in My Tri-C Space.

35 Notice of Nondiscrimination

Cuyahoga Community College pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments Act of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, Title VII of the Civil Rights Act of 1964 and the Equal Pay Act of 1963 is committed to continuing affirmative action and equal opportunities for access to employment and education and thus does not discriminate against current or potential employees or students on the basis of race, color, religion, sex, sexual orientation, national origin or ancestry, age disability, or status as a disabled or Vietnam-era veteran. Inquiries concerning this policy should be directed to the Diversity and Community Outreach Office. Please see the Resolving Discrimination Complaints Procedure included in this Handbook.

36 Guidelines for Addressing Student Concerns*

Please review the current college student handbook and college policies and procedures for the most current policy https://kweb.tri-c.edu/president/policies/default.aspx. Students with concerns must take these steps outlined below:

36.1 GRIEVANCE PROCEDURE

It is the policy of Cuyahoga Community College that all students have at his/her disposal, during the period when they are students, specific and equitable procedures which afford due process for resolving grievances.

The full College policy (30 060 010) and a College procedure (30 060 012) are a part of the College-wide Policy/Procedure Manual available in the Student Activities and Student Government Offices, and in the library.
A grievance is a result of an alleged unfair, inequitable or discriminatory interpretation, application, or implementation of College policy, College procedure, or local, state and federal statutes or regulations applicable to the College. In addition, a grievance can result from issues which require institutional attention for which there is no policy or procedure.

NOTE: Student should report and receive grievance forms from the site grievance representative. (Dean of Students)