

Monroe County EMT Program

Student Handbook



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Monroe County EMT Program
Student Handbook

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Also included within this handbook is a copy of the Pennsylvania Department of Health Functional Position Description for the Emergency Medical Technician and an information page that contains the following:

- The accreditation status for the Monroe County Public Safety Center
- Contact Information for:
 - Monroe County Public Safety Center
 - Eastern PA EMS Council
 - PA Department of Health
 - PA DOH Bureau of EMS
- Monroe County EMT Program fee information

Introduction

Welcome to the Emergency Medical Technician Program at Monroe County.

The following information outlines the expectations and responsibilities for each student as well as your rights as a student. Please read the information carefully. Students will be expected to adhere to all policies, rules and regulations. These policies, rules and regulations encourage safe participation for all students and instructors that creates an environment that is conducive to learning.

Each student of the Monroe County EMT Program will receive a copy of this handbook. The class instructors will review the handbook with the class and explain each policy to the students. Each student will sign that they have received this handbook and understand the policies.

Students will also sign release of information form. This form indicates if materials can be released to other agencies, employers and educational institutions.

These forms will be kept in the student's permanent file.

General Information

- Students will park in large main parking lot (lot on the left as you enter though main gate)
- Students will enter the building through the main front doors. In case of an emergency, the students will exit through one of the marked exit doors. Instructors will advise students of a meeting point.
- Fire extinguishers and AED are located in hallways. They are marked with signs on the wall.
- Professional behavior is expected at all times.
- Class cancellations due to weather, emergency, etc. will be announced via these means
 - Radio (WVPO)
 - Television (Blue ridge cable channel 13 and WNEP, channel 16)
 - Phone chain (voice or text)
 - Monroe County Office of Emergency Management Facebook page

Confidentiality/Disclosure of Information

- All patient and student information is confidential
- No patient information may be disclosed to any third party without the knowledge and written consent of the patient
- Students will be asked to sign a release of information allowing the Monroe County Office of Emergency Management to release information to potential funding bodies concerning grades, scores, attendance, narrative evaluation, performance and conduct

Achievement Level

The Student:

- Must complete the approved hours, which includes 76 hours of lecture and 110 hours of labs totaling 186 hours in order to be eligible to take the EMT certification test.
- Must demonstrate the ability to perform the basic emergency skills checklist.
- Students must adhere to attendance policy. See Attendance Policy for full details.
- Students must maintain a 70% average in the program to complete the course.

Attendance Policy

- Students are expected to attend all class sessions of courses in which they are enrolled.
- Students are responsible for all material presented in class sessions.
- Students are required to attend classroom, laboratory and demonstration sessions.
- Students may miss a maximum of 9 hours of class before they will be dismissed from the program.
- Students who cannot meet course objectives because of excessive absences or poor performance, upon recommendation of the Course Coordinator will be dismissed from the program.

Methods of Instruction

The program will utilize the methods listed below during the length of the program.

1. Lecture
2. Class discussions
3. Case studies
4. Group activities
5. Role play
6. Hands on demonstration of basic skills
7. Required textbook readings**
8. Laboratory practice
9. Ride-along experience
10. Audiovisual means (computer software, CD/DVD, etc.)

This list provides examples of the methods of instruction. Other methods may be used as available.

** Textbooks are supplied by Monroe County Office of Emergency Management for the students.

Grading and Evaluation Methods

- Students will be graded on written exams as well as skills evaluations.
- Students must have an average of 70% on the module tests and the final examination in order to complete the program.
- Students make retake an exam with a grade less than 70%. If a student fails a retest they will be dismissed from the program.
- All retests will be scheduled by the Course Coordinator.
- Students may retake a total of two separate failed exams. Failure of a third exam will result in dismissal from the program.
- Any student that is caught taking a test or answer sheet out of the testing area will be dismissed from the program.
- Any student that is caught texting** during a test will be dismissed from the program.
- Students must have a passing grade on practical competencies to complete the program.
- Practical competencies are tracked using skills sign off sheets. Students will be provided with these sheets on the first night of class.
- Students are required to complete all skills sign off sheets at a satisfactory level.
- Students can miss no more than 2 non-critical steps and must have 100% accuracy on all critical elements in order to have a satisfactory score on skills sheets.
- Skills sign off sheets must be completed by the specific date given by the Course Coordinator. Failure to hand in the sheets by the specific date will result in a failing grade.
- Students must have a passing grade for the practical exam (sign off sheets) in order to be eligible to take the final written exam.
- Students must have a passing grade on the final written exam to be eligible to sit for the state certification exam.
- Upon completion of program, a copy of the skills signs off sheets will be provided to the student and a copy will be placed in student's file. Sheets must be signed by the instructors for each skill.

** Texting includes text messages, instant/direct messages on social media platforms (facebook, snapchat, etc.) or any other form of digital messaging.

Classroom Etiquette

- Class begins promptly at the scheduled time for that date.
- If a student is going to be late they will contact the Course Coordinator. Failure to advise the Class Coordinator will result in the student being considered absent for half of the class that date.
- Students will be allowed to be late 3 times. After third tardy, disciplinary action may be taken up to and including dismissal from the program.
- All cellular phones, pager, tablets, etc. must be turned off or placed on vibrate during class hours. Students may not take calls or text messages during class.
- Students will ask permission to leave the classroom during instruction. Leaving the classroom without approval could result in disciplinary action.
- Students will be respectful and not disruptive.
- The Monroe County Public Safety Center is a tobacco free facility. Smoking, vaping and smokeless tobacco use is not permitted on the grounds or in the building.
- Tobacco use must be done off property (outside front entrance gate area).

Dress Code/Uniform Policy

- Students will wear Monroe County EMT Program shirt and long black BDU style pants.
- Students must wear closed toe shoes, boots or sneakers. No sandals or flip-flops.
- Students must wear a watch with a second hand.
- Students hair must be kept off collar or pulled back.
- Jewelry must be kept to a minimum.
 - No dangling earrings
 - No long necklaces
 - No dangling bracelets
 - No facial piercings visible during class
- Students will not wear revealing/distracting clothing. Pants should be pulled up so undergarments are not visible.
- Tattoos that are visible and deemed to be offensive/inappropriate must be covered in class, during ride-along time and during testing.
- Failure to comply with the uniform policy will result in the student being asked to go home from class and will be counted as a missed class.

Ride-Along

- All ride-along time must be approved by the class coordinator
- There will be a sign up sheet at the beginning of class. Ride along time will be from 06:00 (6am) to 22:00 (10pm)
- If a student does a ride along the day of a class the student must be on time for class to get credit for that class
- A student is not permitted to schedule ride along time on their own.
- If a student is a volunteer with an EMS agency they may still volunteer time with coordinator permission
- Students must complete at least 10 patient contacts by the date given on class schedule

Other Classes/Certifications included in EMT Program

- Students will need provide proof of completion of NIMS 100 and 700 by date given on class schedule. This class can be completed online or in person.
 - www.training.fema.gov
- Students will complete an Emergency Vehicle Operators Course
- Students will complete a Test Taking 101 course (date will be announced the first night of class)
- Students will complete a Hazardous Materials Awareness course
- Other classes may be offered if available

Withdrawal from course

- Students may withdraw from the EMT Program at any point.
- Students who choose to withdraw will advise the class coordinator and the administrative director of the program in writing via email.
- Students will not be reimbursed for the program if they withdraw from the program.

Discipline Procedures

The following list may be regarded as cause for disciplinary action when committed on Monroe County Public Safety Center property or while acting as a member of the Monroe County EMT Program (ride-along time, etc.).

- Academic Dishonesty (cheating)
- Forgery or falsification
- Use of alcoholic beverages
- Use, possession or sale of illegal narcotics
- Assault and battery
- Theft, destruction, abuse or unauthorized use of safety center equipment or individually owned property
- Tampering with fire alarms or firefighting equipment
- Illegal possession or use of firearms, switchblades, long blade knives or any other dangerous weapons
- Use of fireworks
- Lewd, indecent or disorderly conduct
- Willful obstruction of passageway, entrance, exits or any portion of the building in which classes are held. Students are not permitted in the employee parking lot in the rear of the building
- Persistent infraction of Monroe County Public Safety Center and/or Monroe County EMT Program regulations, policies or procedures intended to ensure the safety of the students, instructors and employees at the safety center
- Persistent and deliberate interruptions of instruction
- Any criminal act committed against the laws of the United States or the Commonwealth of Pennsylvania, which places students, staff and visitors to the Monroe County Public Safety Center and surrounding property in jeopardy.

The students, instructors and staff that work in the Monroe County Public Safety Center may notify law enforcement when they believe that a violation of the law has taken place. Monroe County Office of Emergency Management director should be notified if law enforcement has been requested.

Grievances

- Grievances involving another student will be taken to the class coordinator to be handled. If the problem is not addressed or handled to satisfy the student, the student will contact the program administrative director.
- Grievances involving an instructor will be directed to the administrative director of the program.
- Grievances will be handled in a timely manner

Social Media Policy

- Students will not post pictures from classroom activities, skills practice or ride along time while acting as a student of the Monroe County EMT Program.
- This includes but not limited to the following sites:
 - Facebook
 - Twitter
 - Snapchat
 - Instagram

Sexual Harassment Policy

- The Monroe County EMT Program sexual harassment policy aims to safeguard student and instructors of all sexes and gender identities in our program from unwanted sexual advances, and provide them with guidelines to report incidents. It also explains how we handle complaints, take action against offenders, and help survivors to recover.
- Sexual harassment definition:
 - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature are defined as sexual harassment when:
 - The offensive behavior creates an intimidating, abusive, or hostile environment, or interferes with performance.
 - A decision regarding a student/instructor is made because of their response to the offensive behavior (quid pro quo harassment).
- Anybody can be a victim of sexual harassment, regardless of their sex or gender identity and that of the offending party.
- Sexual harassment can involve one or more incidents that may be physical, verbal, or non-verbal, and includes:
 - Commenting on somebody's appearance, sexual orientation, or gender in a derogatory or objectifying way, or in a way that makes them uncomfortable.
 - Creating or posting sexually offensive materials in the workplace.
 - Flirting at an inappropriate time, for instance in a team meeting, even if these advances would have been welcome in a different setting. These actions can damage a person's professional reputation, and expose them to further sexual harassment.
 - Flirting with somebody or pursuing them persistently against their will.
 - Using obscene comments, gestures, pranks, and jokes that degrade or offend somebody.
 - Sending or displaying sexually explicit objects or messages.
 - Invading somebody's personal space, for example by touching them inappropriately.
 - Threatening, coercing, stalking, or intimidating somebody to pressure them to engage in sexual acts.
 - Proposing, demanding, or insinuating sexual favors.
 - Sexual assault

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- Reporting Process:
 - If you believe that you are the target of sexual harassment, inform the offending party (except in cases of sexual assault) verbally or in writing that their conduct is offensive and needs to stop.
 - If you do not want to communicate with the offending party, or if your communication is ineffective, you need to report them.
 - Complaints can be lodged in writing to the administrative director via email. The administrative director contact information will be provided to each student on the first night of class. This information will also be posted in the display case in the front lobby area of the public safety center. Your complaint will be documented and resolved in a timely manner. Complaints will be treated as confidential.
 - Both Monroe County and federal law prohibit any form of retaliation against somebody claiming sexual harassment.

- Investigation Process:
 - Monroe County EMT Program administrative director will:
 - Record the dates, times, and circumstances of the incident.
 - Ensure that the complainant understands the procedures for dealing with the complaint.
 - Determine what outcome the complainant wants.
 - Investigate the matter.

- Based on the above, the administrative director will further:
 - Contact the offending party and set up a meeting to explain the complaint and to ask them to stop this behavior.
 - If the complainant agrees, arrange for mediation sessions with the complainant and the alleged perpetrator to resolve the issue.

- Penalties for Sexual Harassment:
 - Individuals who are found guilty of sexual harassment (excluding sexual assault, for which they will be dismissed) the first time may:
 - Receive a written warning
 - Be suspended from class or suspended from teaching if guilty party is an instructor
 - We will dismiss repeat offenders after a second offense.
 - Law enforcement will be notified if deemed necessary. Local EMS council will also be notified if deemed necessary if an instructor is involved in the harassment.

Code of Ethics for EMS Practitioners

Professional status as an Emergency Medical Services (EMS) Practitioner is maintained and enriched by the willingness of the individual practitioner to accept and fulfill obligations to society, other medical professionals, and the EMS profession. As an EMS practitioner, I solemnly pledge myself to the following code of professional ethics:

- To conserve life, alleviate suffering, promote health, do no harm, and encourage the quality and equal availability of emergency medical care.
- To provide services based on human need, with compassion and respect for human dignity, unrestricted by consideration of nationality, race, creed, color, or status; to not judge the merits of the patient's request for service, nor allow the patient's socioeconomic status to influence our demeanor or the care that we provide.
- To not use professional knowledge and skills in any enterprise detrimental to the public well being.
- To respect and hold in confidence all information of a confidential nature obtained in the course of professional service unless required by law to divulge such information.
- To use social media in a responsible and professional manner that does not discredit, dishonor, or embarrass an EMS organization, co-workers, other health care practitioners, patients, individuals or the community at large.
- To maintain professional competence, striving always for clinical excellence in the delivery of patient care.
- To assume responsibility in upholding standards of professional practice and education.
- To assume responsibility for individual professional actions and judgment, both in dependent and independent emergency functions, and to know and uphold the laws which affect the practice of EMS.
- To be aware of and participate in matters of legislation and regulation affecting EMS.
- To work cooperatively with EMS associates and other allied healthcare professionals in the best interest of our patients.
- To refuse participation in unethical procedures, and assume the responsibility to expose incompetence or unethical conduct of others to the appropriate authority in a proper and professional manner.

Code of Ethics adopted from National Association of EMT's

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FUNCTIONAL POSITION DESCRIPTION FOR THE EMERGENCY MEDICAL TECHNICIAN

INTRODUCTION

The following is a position description for the Emergency Medical Technician (EMT). This document identifies the minimum qualifications, expectations, competencies and tasks expected of the EMT.

QUALIFICATIONS FOR CERTIFICATION

To qualify for state certification, the applicant shall at a minimum:

1. Meet minimum state entry requirements and completion of all required documentation.
2. Meet requirements, such as attendance, grades , and all clinical and field patient contacts.
3. Successfully complete all certification examinations.
4. Have a valid skills verification form signed (Appendix ____).

COMPETENCIES

The EMT must demonstrate competency in handling emergencies utilizing basic life support equipment in accordance with the objectives in the National Highway Traffic Safety Administration EMS Education Standards for EMT and other objectives identified by the Department, to include having the ability to:

- Verbally communicate in person, via telephone, telecommunications and other electronic devices using the English language.
- Hear and interpret spoken information from co-workers, patients, physicians and dispatchers and sounds common to the emergency scene.
- Lift, carry and balance a minimum of 125 pounds equally distributed (250 pounds with assistance), a height of 33 inches, a distance of 10 feet.
- Read and comprehend written materials under stressful conditions.
- Verbally interview patient, family members, bystanders and hears and interprets their responses.
- Document physically in writing all relevant information in prescribed format.
- Demonstrate manual dexterity and fine motor skills, with ability to perform all tasks related to quality patient care.
- Bend, stoop, crawl and walk on uneven surfaces.
- Meet minimum vision requirements to operate a motor vehicle within the state.
- Function in varied environmental conditions such as lite or darkened work areas, extreme heat, cold and moisture.



DESCRIPTION OF TASKS

May function alone or as a member of a multi-member team.

Receives calls from dispatchers, verbally acknowledges the call, reads road maps or electronic mapping systems, identifies of the most expeditious route to the scene, and observes traffic ordinances and regulations.

Upon arrival at the scene, ensures that the vehicle is parked in a safe location; performs size-up to determine scene safety and situational awareness including the presence of hazardous materials, mechanism of injury or illness, determines total number of patients. Performs triage and requests additional help if necessary.

Maintains knowledge and ability to recognize and multiple casualty incidents, acts accordingly to triage and communicate the need for the appropriate type and number of resources.

Communicates verbally for additional help as needed.

In the absence of public safety personnel, takes safety precautions to protect the injured and those assisting in the care of the patient(s).

Will be expected to make critical decisions, perform in a professional and ethical manner.

Using body substance isolation techniques protects the patient(s) and providers from possible contamination. Is educated on the most current infection control issues and precautions to include proper cleaning, sterilizing, and decontamination of equipment and vehicles.

Inspects for medical identification, emblems, bracelets or cards that provide emergency care information.

Communicates to patient(s), family members, bystanders, guardians and others to obtain history taking information in regard to medical history, suspected illness or injury and conditions prior to activating the EMS system.

Determines nature and extent of illness or injury, checks respiration, auscultates breath sounds, takes pulses, blood pressure by auscultation and palpation (including proper placement of the cuff), visually observes changes in skin color, obtains a pulse oximetry value, establishes priority for emergency care. Based on assessment findings, renders emergency care to adults, infants and children.

Skills performed include but are not limited to: establishing and maintaining an airway, ventilating patients manually or with the use of an automatic transport



ventilator, cardiac resuscitation, use of automated external defibrillators and mechanical CPR devices with additional training where applicable. In addition, provides prehospital emergency care of single and multiple system trauma such as controlling hemorrhage, treatment of shock (hypoperfusion), bandaging wounds, spinal immobilization and splinting of painful swollen or deformed extremities.

Manages medical patients to include but are not limited to: assisting in childbirth, management of respiratory, cardiovascular, endocrine, allergic, neurologic, behavioral, and environmental emergencies and suspected poisonings.

Is well informed on current Health Insurance Portability and Accountability Act (HIPAA) issues, patient confidentiality, living wills, surrogate decision makers, civil and criminal court cases.

Shall know the five rights of medication administration.

Performs interventions and assists patients with prescribed medications, including sublingual nitroglycerin, auto injectors, aspirin by mouth, oral glucose and patients prescribed nebulized/aerosolized inhalers.

Responsible for the administration of oxygen using a variety of oxygen delivery devices.

Application of mechanical patient restraint

Reassures patient(s) and bystanders by working in a confident, efficient manner.

Interacts with patients, family members, and public safety personnel in a professional manner. Communicates clearly during treatment, transport and patient hand-off.

Adjusts communication strategies for patients of varying age and developmental ranges, special needs and differing cultures.

Interacts with patients and families with special challenges and communicates in a clear, professional and appropriate fashion, to be morally and ethically sensitive to the needs and perceptions of the patients, families and bystanders.

Is able to recognize the signs and systems of a critically ill appearing patient and acts responsibly and accordingly.

Performs in situations that create stress and tension on a regular basis.

Where extrication is required, assesses extent of entrapment and provides all possible emergency care and protection to the patient. Uses recognized techniques and equipment for removing patients safely. Following extrication provides



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additional medical care and triaging the injured in accordance with standard emergency procedures.

Complies with regulations for the handling of crime scenes and prehospital deaths by notifying the appropriate authorities and arranging for the protection of property and evidence at the scene.

Carries and places patient in the ambulance and assures that the patient and stretcher are secured, and continues emergency medical care enroute in accordance with state and local protocols.

Determines most appropriate facility for patient transport. Reports to the receiving facility the nature and extent of injuries, the number of patients being transported.

Observes patient enroute and administers care as directed by medical control, local/state or national protocols. Able to maneuver to all points in the patient compartment while transporting with a stretchered patient. Assists in lifting and carrying patients, and appropriate equipment from ambulance and into receiving facility.

Reports verbally and in writing, observations and emergency care given to the patient at the scene and in transit to the receiving staff for record keeping and diagnostic purposes. Upon requests, provides assistance to the receiving facility staff.

Maintains ambulance in operable and safe condition, which includes cleanliness, orderliness and restocking of equipment and supplies. Determines vehicle readiness by checking general maintenance to include oil, fuel, breaking and steering systems and tire pressure. Will properly utilize all safety equipment available.

Checks all medical equipment for future readiness. Maintains familiarity with all specialized equipment.

Is informed and practices safe operations of vehicles, safety and operational concerns with air medical transport and all forms of rescue.

Maintains awareness of level of hazardous materials

Attends continuing education and refresher training programs as required by EMS agency, medical direction, and/or certifying agency.

Meets all qualifications within the functional position description of the EMT.

Monroe



County

Public Safety Center
100 Gypsum Road – Suite 101 – Stroudsburg, PA 18360

Office of Emergency Management (OEM) Local Emergency Planning Committee (LEPC)
Fire and Emergency Services Training Academy

EMS Educational Institute Accreditation Status

The Monroe County Public Safety Center is accredited through the Pennsylvania Department of Health to teach programs at the Basic Life Support level.

Accreditation Number is 0068111522

Certificate was issued on 04/02/2019

Certificate expires on 06/30/2022

Original Certificate of Accreditation is displayed in main hallway at the Monroe County Public Safety Center.

Contact information

Monroe County Public Safety Center: 570-992-4113

Eastern Pennsylvania EMS Council: 610-820-9212

Pennsylvania Department of Health: 1-877-72-432584 (1-877-PA-HEALTH)

PA DOH Bureau of EMS: 717-787-8740

EMT Program Information

Course cost as of 7/23/2020: \$750.00 (includes class uniform shirt and books)

Other fees: None

Office: (570) 992-4113

FAX: (570) 402-7358 or 7359

Emergency: (570) 992-9911

E-mail: mcoem@monroecountypa.gov

Monroe County EMT Program Student Agreement

By signing this agreement the student agrees to the following:

- Completion of the following paperwork
 - Student Application
 - Accommodation request
 - Criminal History Reporting Form Certification/Recognition
- Read the Functional Description of the EMT
- Read and understand the policies and procedures included in this handbook
- Have received a copy of the skills evaluation and syllabus on day one and understand my responsibilities as a student in order to successfully complete this program
- Agree to take the Pennsylvania state approved Emergency Medical Technician written and practical examination within one year of completing the program.

X

Student's name (printed) and Date

X

Student Signature