

MetroAtlanta

EMS Academy Consortium



Education Guide and Student Handbook

www.maas911.com

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Welcome!

Congratulations on your acceptance into the **MetroAtlanta** EMS Academy Consortium!

We want to thank you for choosing our team to provide the education you need to start or advance your career. The profession you have chosen is not an easy one, and the education required to prepare you is intense. Long hours of classroom, lab, and study will be necessary. Sacrifices will be required of your time and of your families. You will, however leave the Academy prepared to take on the challenges you will see in everyday life as an EMS provider.

Whether you are starting a new career or trying to advance in your current career our team is here to help you achieve your goals. Our mission is to provide you the opportunity for educational development and growth by providing access to quality instruction, education and practical training courses required to pass the National Registry of EMT certification exam. We have a staff that combines “in the streets” and in the classroom experience to provide the high level education that you need to succeed in this field. All instructors are certified at the Paramedic level and are currently certified as EMS Instructors with the State of Georgia.

Here at the Academy you will also have the opportunity to experience EMS in the field and clinical settings. By performing classroom and lab learned tasks in a true operational setting you will start to reinforce the lessons learned and gain confidence in the skill set that you are learning. You also get the opportunity to see the EMS provider world from many different perspectives. As you may or may not know, not every EMS professional is answering 911 calls. The field and clinical experiences you will get here at the Academy will allow you to see the many facets of EMS life.

If there is anything that we can do to assist you in this journey please let us know!



Marty Billings
Academic Dean



Rob Bozicevich
EMS Academy Program Manager



Julio Lairer, D.O. FACEP
Medical Director



Richard Wheat
EMS Academy
Lead Paramedic Instructor

EMS IN GEORGIA

There are approximately 14,000 licensed EMS personnel in the State of Georgia. Georgia Office of EMS and Trauma, a division of Georgia Department of Community Health, oversees the certification and licensing of EMTs and Paramedics, as well as the licensing of EMS Services. For initial licensing in the State of Georgia you must be NREMT certified.

EMS personnel are being licensed at five different levels of certification:

1. EMT
2. EMT-Intermediate (EMT-I) ***New licenses for this certification are no longer given.***
3. Advanced EMT (AEMT)
4. Cardiac Technician (CT) ***New licenses for this certification are no longer given.***
5. Paramedic

The EMS industry in Georgia is made up of approximately 280 licensed services providing emergency services care and utilizing over 1800 ground and air ambulances. These services are a mix of private and public-based services including fire-based, hospital-based (both public and private), public-based third services that are funded by local governments, private-based services that provide emergency care to the public through contracts with local governments, and private-based services that do not provide emergency care.

In the Face of a State Labor Shortage

The EMS Industry is currently facing a crisis in recruiting and retaining skilled personnel. Recruitment strategies commonly involve encouraging young people to become interested in the profession, and finding and training the “right” people. Retention commonly involves finding ways to better equip managers to understand the human resources side of the EMS business and how the working environment can be modified to keep skilled people.

Georgia is currently facing a shortage of EMS personnel with the number of filled positions decreasing annually. Employment of EMT's and paramedics is expected to increase nationally over many years. Population increases will cause more communities to transition from volunteer ambulance corps to paid ambulance services. This will result in the need for more EMT's and paramedics.

The aging EMS population, coupled with the lack of younger personnel to replace them, is one source of the current shortage. The average age for EMS personnel is 41 years old. Both the Office of EMS and Trauma and Georgia Association of EMS have provided the following information:

- 100% Individual owners, Private Hospitals and Corporations indicate that shortage exists
- 56% of all survey respondents have 1 or more Paramedic job openings
- 8.2% have CT job openings
- 34% have EMT-I job openings
- 5.7% have EMT-B job openings
- 89.3% of respondents indicated state labor shortage. All EMS Regions, all types of providers are affected.

More information can be found at <http://dph.georgia.gov/EMS>

MetroAtlanta EMS Academy Consortium

Management and Faculty

Management

Marty Billings M. Ed., EMT-P
Julio Lairet, DO, FACEP
Rob Bozicevich BS, NRP
Rebecca Redmond LPN, EMT-P

Academic Dean
Medical Director
Academy Program Manager
Clinical Coordinator

Faculty

Richard Wheat MSA, NRP
Chuck Baird, MS, EFO, NRP
Lisa Birkinbine MBA, HCS, NRP
Sandy Scarbrough, AAS, NRP
Holly Desenberg
Randall Beasley

Lead Paramedic Instructor
Level III Instructor
Level III Instructor
Level II Instructor
Lab Assistant
Lab Assistant

While full-time faculty maintain regular office hours, students are strongly encouraged to arrange an appointment. Part-time instructors are available by appointment only.

MetroAtlanta EMS Academy Consortium

Mission

To provide working EMS professionals the opportunity for educational development and growth by providing access to quality instruction, and practical training courses required to pass the National Registry of EMT certification exam.

Vision

To be recognized as a prominent and respected EMS training academy providing excellence in education, student engagement and results.

Accreditation

The ***MetroAtlanta*** EMS Academy Consortium is currently operating under a CAAHEP Letter of Review. Any questions regarding accreditation status should be directed to:

The Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
Phone: 727-210-2350 Fax: 727-210-2354
www.caahep.org

Kennesaw State University (Consortium Member) is currently accredited by SACS-COC. Any questions regarding accreditation status should be directed to:

The Southern Association of Colleges and Schools – Commission on Colleges
1866 Southern Lane
Decatur, GA 30033
Phone: 404-679-4500 Fax: 404-679-4558
www.sacscoc.org

MetroAtlanta EMS Academy Consortium

History

The **MetroAtlanta** EMS Academy Consortium (Academy) is a division of **MetroAtlanta** Ambulance service, developed in December 2013 to fill a void in educational instruction and practical training of working EMS professionals. As the National Registry of EMT's began requiring accreditation for Paramedics to be eligible to take their exam, course offerings began to dwindle in all parts of Georgia and a shortage of Paramedics followed. Our community had no Paramedic courses with schedules that would accommodate a working licensed EMS professional to attend school. This lack of flexibility created a scheduling crisis for public safety agencies that wanted to further their personnel's education, but could not remove them from a full time schedule to attend. In late 2012, the President/CEO of **MetroAtlanta** Ambulance Service, Pete Quinones, set out to find a solution to the dilemma that was creating a shortage of quality Paramedics in our area. He put together a task force of **MetroAtlanta** employees and local public safety officials to determine what worked. Local Fire Officials stated they needed a cost effective program that was flexible, shift friendly and one that would produce high quality and clinically competent paramedics. **MetroAtlanta** Ambulance required a schedule that would accommodate a 12 hour rotating schedule as well.

MetroAtlanta contacted Kennesaw State University – WellStar School of Nursing to form a consortium and create a program named the **MetroAtlanta** EMS Academy Consortium to fill the void and begin the process of accreditation.

MetroAtlanta Ambulance, Vice President of Administration Devan Seabaugh appointed Sr. Manager of Clinical Education and Training, Marty Billings to lead the effort in developing the EMS Academy. Mr. Billings, having a Master in Education degree from the University of Georgia and the experience from formerly serving as the Director for the State of Georgia, Office of EMS and Trauma, had the experience and knowledge to lead the **MetroAtlanta** EMS Academy Consortium as Dean of Education. The Academy mission is: 'To provide working EMS professionals the opportunity for educational development and growth by providing access to quality instruction, education and practical training courses required to pass the National Registry of EMT certification exam.



By doing this we minimize the shortage of Paramedics in our local public service areas, enhance personal development of working EMS professionals, enhance EMS coverage in our local area and ultimately enhance patient outcomes.

In late 2013, Anne Austin Ellerbee, was hired as the Academy's full time lead Level III EMS Paramedic instructor. Mrs. Ellerbee brings a great deal of experience in teaching private sector courses, technical college paramedic courses, fire based paramedic courses as well as courses of continuing EMS education for the military. Additionally, advisory group meetings were held with the local public safety agencies to confirm the program would meet their agency's needs, a suitable educational course location was found and leased, a course calendar was developed, and the accreditation process was initiated. Utilizing past educational experiences, and in consult with other accredited paramedic programs in Georgia, we determined the best course resources, book lists, and other student materials, conducted applicant testing and selected 26 students to attend our first class in 2014.

In 2016, with the retirement of Anne Ellerbee, the Academy welcomed Rob Bozicevich as Academy Program Manager. Mr. Bozicevich brings experience in accreditation, as well as, experience in teaching private sector courses, technical college paramedic courses. Mr. Bozicevich was also brought in to develop a structure for the training of EMT Recruits and AEMT students. Richard Wheat was brought in to take over the Lead Instructor role for the Paramedic program.

We continue to strive to achieve our Mission and Vision. We graduated our second Paramedic cohort in February of 2016 and are welcoming our third. The Academy also initiated its initial EMT-Recruit class in January of 2016.



MetroAtlanta EMS Academy Consortium

Philosophy

The basic beliefs, attitudes, and concepts that are the foundation of the Academy programs are expressed in the following statements.

Pre-hospital Emergency Medical Technology is a program of study, which is compatible with the policies of the Georgia Department of Public Health- Office of EMS and Trauma, which encourages each EMS program student to benefit and contribute as a partner in the economic development and stability of Georgia. Our philosophy is founded on the value attributed to individual students, the pre-hospital emergency medical services profession, and the Academy.

All Academy programs of study are consistent with the philosophy and purpose of the **MetroAtlanta** Ambulance Service. The programs provide academic foundations in communications, mathematics, and human relations, as well as technical fundamentals. Program graduates are well grounded in the fundamentals of pre-hospital emergency medicine practicum theory and application and are prepared for upward mobility in the Emergency Medical field.

The Academy programs are theoretically and technically advanced programs that provide the student with necessary knowledge and skills to adapt to the rapidly changing pre-hospital emergency medicine field. Important attributes for success of program graduates are critical thinking, problem solving, human relations skills, and the ability to apply technology to work requirements.

The Academy structure acknowledges individual differences and provides opportunities for students to seek fulfillment of their educational goals. The program does not discriminate on the basis of race, color, national origin, sex, handicapping condition, academic disadvantage, or economic disadvantage.

To assist each student to attain his or her respective potential within the programs, both the instructor and the student incur an obligation in the learning process. The instructor is a manager of instructional resources and organizes instruction in a manner, which promotes learning. The student assumes responsibility for learning by actively participating in the learning process.

This is a dynamic field, which requires attention to current curriculum and up-to-date instructional equipment. The Academy must promote the concept of change as the technology evolves. The need for nurturing the spirit of involvement and lifelong learning is paramount in the pre-hospital emergency medical field.

MetroAtlanta EMS Academy Consortium

Disclosures

- This Student Manual has been carefully developed to help guide you through the program and to establish rules, policies, procedures and guidelines that will be applicable throughout the program.
- The course offerings and requirements of the Academy programs are continually under examination and revision. This manual presents the offerings and requirements in effect at the time, but is no guarantee that they will not be changed or revoked.
- Students enrolled in the program will receive notice of any changes or additions to this manual both orally and in writing.
- This manual is not worded in contractual terms and does not constitute a contract between the student and the program.
- We will maintain your signed receipt of this manual in your educational training file. The manual has been approved by the **MetroAtlanta** EMS Academy Consortium leadership team.

HIPAA

The Academy shall use and disclose patient Personal Health Information (HPI) in accordance with the HIPAA Privacy Rule and other applicable law. Refer to <http://www.hhs.gov/ocr/privacy/index.html>.

FERPA

The Family Education Rights and Privacy Act (FERPA) of 1974, provides protection for student education records. FERPA rights however are not limited to education records relating to the students educational performance. Additionally, Academy students have a right to privacy when outside sources inquire about them while they are on campus or engaged in Classroom instruction. The Academy program officials may disclose that a student is enrolled; however, the officials should not disclose a student's specific whereabouts or class schedule unless the student gives permission to Academy officials. Exceptions will be made for public officials who have a subpoena or court order. Refer to <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

Non-Discrimination Notice

The **MetroAtlanta** EMS Academy Consortium does not discriminate on the basis of race, color, gender, age, religion, national origin, disability, marital status, veteran's status, sexual orientation or other protected classification in employment, admissions, or its programs or activities.

AMERICANS WITH DISABILITIES ACT - ALLOWABLE ACCOMMODATIONS

The Americans with Disabilities Act (ADA) of 1990 has implications that pertain to licensure or certification.

The law permits testing that requires the use of sensory, manual or speaking skills where the tests are intended to measure essential functions of the profession. For example, an applicant with reading difficulties is required to take a written exam since the ability to read is an essential function of EMS. Exams are designed at least in part to measure the student's ability to read.

A second example is one where skills proficiency verifications must be performed within established time frames. Performing a skill within established time frames is required because speed of performance is an integral part of patient care.

Both the ability to read and the ability to perform skills within time frames are essential functions for an EMS provider. Therefore, in EMS, a person with a disability may not be denied the opportunity to take an examination; but this person shall be required to take a written exam and pass the skills proficiency verifications within established criteria.

The Functional Job Description available at <http://www.bls.gov/ooh/healthcare/emts-and-paramedics.htm> describes the required skills and job requirements essential to EMS personnel. This description will guide all accommodations permitted for EMT, AEMT, and Paramedic students.

The following specific points pertain to those involved in EMS training and education programs:

- Students *cannot* be discriminated against on the basis of a disability in the offering of educational programs or services.
- There can be *no* accommodation during screening, evaluation or course examinations that will compromise or fundamentally alter the evaluation of skills that are required to function safely and efficiently in the profession.
- Students who have received an accommodation during the course need to fully understand that there is a separate process for requesting an accommodation for the written certification exam and eligibility for an accommodation is determined on a case-by-case basis. In other words, just because a student was allowed an accommodation during the course does not guarantee an accommodation for the National Registry exam. Documentation confirming and describing the disability should be submitted according to policy for consideration. There are accommodations that are not allowed in the EMS Program because they are not in compliance with the essential job functions of an EMT, AEMT, or Paramedic as outlined in the Functional Job Description.

These include, but are not limited to:

1. ***Students are not allowed additional time for skills with specific time frames.***

- Obviously patients would suffer due to life threatening conditions in emergency situations if treatment were delayed.

2. ***Students are not allowed unlimited time to complete a written exam.***

- This request is not considered reasonable because a candidate should be able to complete a test within a finite amount of time.
- Students will be allowed a maximum of time and one-half to complete written exams.

3. ***Students are not allowed to have written exams given by an oral reader.***

- The ability to read and understand small English print is an essential function of the profession, and written exams are designed, at least in part, to measure that ability.

4. ***Students are not provided a written exam with a reading level of less than grade eight.***

- The EMS profession requires a reading level of at least grade eight to work safely and efficiently.

5. ***Students must take all exams during the scheduled time, as a member of the enrolled class.***

- The ability to utilize knowledge on the spur of the moment is an essential task for EMTs and paramedics.
- Exams are given to elicit immediate recall and understanding of emergency situations.
- Students will be permitted a private space to take the exam.
- Refer to the written examination policy of missed exams due to excused absences.

6. ***Students must answer all written test questions as written. No explanation of the question can be provided by the test proctor or any other individual.***

- Additional descriptions of test questions would not be a reasonable accommodation because reading and understanding written English is an essential part of EMS communication.
- Student must be able to understand and converse in medical terms appropriate to the profession.

Because of the critical nature of the tasks needed in emergency situations, accommodation requests are considered very carefully, on a case by case basis. The safety and welfare of the community must be insured while providing full protection of the certification applicant's rights. The main question to be considered is: with the accommodation being requested, can this individual perform the essential functions of the job safely and efficiently?

For more information on the *Americans with Disabilities Act*, www.gov.ada.

Students that are employees of *MetroAtlanta Ambulance*

If you are a student and an employee of MAAS, student status is the same. There is only one version of the Student Handbook, Clinical Guide, or any other academic documents regardless of employment status. A student may continue in an EMS program after they have resigned their employment with MAAS. Incidents that occur during the EMS program will not automatically impact an employee's employment status with MAAS.

The student who terminates employment with MAAS will not be eligible for tuition assistance and may be required to repay tuition pursuant to the contract executed between the student and MAAS.

Course Credit

Credits earned are for determining progress toward program completion only and are not necessarily transferable to another private career school or to a collegiate institution.

The Academy does not allow for course credit to be obtained in any manner other than successful completion of the course at Academy.

Transfer of Academic Credit

The Academy does not allow for the Transfer of credit from any institution.

Advanced Placement

The Academy does not provide advanced placement based on other healthcare provider licensures.

Experiential Learning Credit

The Academy does not allow for credit to be obtained through credit given for past work experience.

Articulation Agreements

An articulation agreement allows students from the Academy to apply transfer credit to a participating institution for an Associate or Bachelor degree. The Academy currently does not have a formal articulation agreement with any specific college or university. It is up to the education institution whether they will accept Academy courses as college credit. However, some colleges will award exemption credit or block credit for courses and licensure but the student must meet all of the college's requirements including residency. The program director or registrar can provide a list of current college's accepting our Academy courses as college credit.

Student Counseling

The Academy faculty will be responsible for counseling of students. The lead instructor provides each student an academic counseling session at least two times during the Paramedic program and at least once during the EMT or AEMT course. These sessions will be used for academic review of performance and career coaching and mentoring. The primary instructor, secondary instructor, or preceptors will notify the Clinical Coordinator of any student who may be in need of counseling or remediation in the clinical setting.

Students are encouraged to contact any member of the program staff to seek assistance with any educational difficulties, skill performance, or personality conflicts. The Academy administration shall notify and counsel students exhibiting problems with attendance, skill, or knowledge deficiencies, conduct, or other related program matters. Counseling shall include, but not limited to, the above. A counseling record will be kept for each counseling session and kept in the student's file.

Rights & Responsibilities

Students have a right to become informed and to express their opinions in a suitable manner without jeopardizing their relations with their instructor. Faculty and students have a responsibility to not discriminate against any other person because of race, age, sex, creed, national origin, or handicap.

Students have a right to discuss grievances informally with persons involved before invoking formal grievance action, and a right to a standard procedure for resolution of grievances.

Students have a right to publish and post information that does not disrupt the orderly operation of the academy.

Students are expected to respect all persons and the property of others. Students have a responsibility to know and adhere to the Code of Conduct of the institution.

Licensure and Certifications

Students will maintain either their Georgia EMT/AEMT licensure or NREMT/NRAEMT certification and AHA CPR for The Healthcare Provider certification throughout the program as required by the AEMT and Paramedic programs. The student must immediately notify the Program of the expiration and the student will be suspended from ALL clinical or field internship activity and may be removed from the program. Students without the aforementioned will not be eligible to take the National Registry exam.

MetroAtlanta EMS Academy Consortium

Programs Overview

The Academy is an EMS training center providing industry leading pre-hospital emergency medical education. All programs meet or exceed the requirements as set by the USDOT National Standards Curriculum, the National Registry of EMT's, and the Georgia Office of EMS and Trauma. Academy programs are designed to provide quality education to EMS recruits and professionals within the **MetroAtlanta** service area.

The Academy offers the following course certificates:

- Paramedic
- Advanced Emergency Medical Technician (First offering Summer 2016)
- Emergency Medical Technician (First Offering January 2016)

All educators approach EMS education with a focus on student centered learning that emphasizes developing critical thinking skills, patient focused care, and patient advocacy.

The students are expected to act as professionals. The Academy offers courses of study that reflect a commitment to excellent patient centered care, ethical practice, research, and a desire to continually develop life-long critical thinking skills. The students are given both a rigorous course of academic study and a solid foundation in clinical experiences.

All Academy programs are built to meet the growing need for pre-hospital emergency medical providers, and Graduates of the Academy represent the future providers and leaders of the EMS profession.

Course Completion Credits

The Course Description Catalog outlines each course description and the associated credit issued for each course. These are the total credits per course and include the Didactic, Lab, and Clinical credits.

EMT-296 contact hours

AEMT-250 contact hours

Paramedic -1,008 contact hours

MetroAtlanta EMS Academy Consortium

Goals

In keeping with our Mission and Vision, the **MetroAtlanta** EMS Academy Consortium Has developed six goals and the objectives that need to be met in order to meet those goals. These goals are deemed to be important to the development of Academy students into productive members of the work force.

Goals of the *MetroAtlanta* EMS Academy Consortium

Goal 1: Communications

- 1.1 Speak effectively in individual & group situations
- 1.2 Express Ideas clearly and effectively in writing
- 1.3 Complete reports (including class assignments) that are neat, legible and which contain proper grammar and spelling
- 1.4 Perform and report patient assessments, completely and proficiently
- 1.5 Interact with patients and other healthcare professionals appropriately

Goal 2: Work Standards

- 2.1 Work independently, without instruction and complete tasks effectively in a timely fashion
- 2.2 Has acceptable attendance record
- 2.3 Perform effectively under time pressure, conflict, group pressures and task difficulty
- 2.4 Display actions and appearance that present a positive image to our citizens
- 2.5 Seek to improve capabilities through self-study and research of topics which may be difficult to understand
- 2.6 Maintain appropriate academic standing within the program
- 2.7 Skill in the use of equipment
- 2.8 Ability to identify problems

Goal 3: Interpersonal

- 3.1 Effectively works with others towards accomplishing a goal
- 3.2 Accept and gives constructive criticism
- 3.3 Displays empathy, compassion and tact when dealing with citizens and patients

Goal 4: Safety

- 4.1 Has thorough knowledge of all safety procedures and acceptable use of patient protocols
- 4.2 Consistently uses proper personal protective equipment
- 4.3 Knowledgeable regarding proper techniques for lifting and carrying patients and stretchers

Goal 5: Leadership Capabilities

- 5.1 Complete comprehensive interviews. Demonstrate active listening
- 5.2 Completes appropriate head-to-toe and/or focused physical examination
- 5.3 Interventions performed were complete; satisfactory and timely
- 5.4 Set priorities, directed team and adapted to evolving information

Goal 6: Program Outcomes

- 6.1 Prepare competent entry-level EMT, AEMT, and Paramedic professionals in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
- 6.2 Graduates will pass the National Registry of EMTs certification on the first attempt-program will consistently reach a pass rate that exceeds the National NREMT Pass rate for EMT, AEMT, and Paramedic candidates
- 6.3 Graduates will be satisfied with the program overall
- 6.4 Employers will be satisfied with the program overall

MetroAtlanta EMS Academy Consortium

Expectations, Competencies, and General Policies

Student Expectations

Minimal Expectations of the Paramedic Program:

“To prepare competent entry-level Paramedics in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains, without exit points at the Advanced Emergency Medical Technician or Emergency Medical Technician level.”

Minimal Expectations of the Advanced EMT Program:

“To prepare competent entry-level Advanced Emergency Medical Technician in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains, without an exit point at the Emergency Medical Technician level.”

Minimal Expectations of the EMT Program:

“To prepare competent entry-level Emergency Medical Technician in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

Upon completion of the program all students shall be competent in the general areas of communications, math, professional relations, and in the all course program modules as outlined in the NHSTA National Educational Standards curriculum.

Program Competencies

Core competencies are outlined in each course syllabus. The accumulation of all courses represents program competencies.

Competency-Based Courses

Course syllabi identify those competencies that must be demonstrated by students in order to successfully complete a course. Course syllabi can also identify certain competencies as critical, and may be further described in supplemental course policies.

Assessments of a student’s competence may be achieved by the following methods: written, oral or practical quizzes, tests and examinations; assigned written or oral projects and classroom, laboratory, and/or clinical observations of student learning activities.

Incident Reports

If a student encounters any of the following events, the student and preceptor will immediately notify the Clinical Coordinator, Instructor, or Program Director. If they are unable to contact program staff, contact the on duty field supervisor. The student and/or preceptor may be required to complete the **MetroAtlanta** Ambulance Incident Report following any unusual event or circumstance. The **MetroAtlanta** Ambulance incident report is to be used for this purpose.

Examples:

- Performance of an unusual procedure
- A potential medical or legal situation
- Vehicle accident with or without injuries involving the student
- Crime scene
- Involvement in news-worthy event
- Medication or procedural error
- Response to complaint investigation
- Patient or family conduct
- Deviation from State Scope of Practice (SSP)
- Exposure (TB or Meningitis)
- Needle stick
- Assault or Battery upon student, preceptor, patient or others involved in patient care or the incident
- Incidents of physical, sexual, emotional abuse or neglect
- Media contact or requests from anyone representing the legal profession. All Incident Reports must be submitted at the conclusion of clinical or field internship shift and contain;
- Run number, Date of incident, Names of personnel involved and explanation of incident.

Affective Domain / Academic Honesty

Students will conduct themselves at all times in accordance with The Academy Academic Honesty policy. Violation of the Academic Honesty Policy may result in dismissal from the program.

Academically dishonest acts include (but are not limited to); tampering with grades, obtaining or distributing any test, quiz, paper, assessment tool, research, or project. Academically dishonest acts can be either commission, or omission.

Academically dishonest acts in the clinical setting may include (but not limited to); fabricating, modifying or diverting attendance records, preceptor evaluations, or patient care reports.

Digital Courtesy

All electronic devices should be placed on silent during class. This includes cell phones, radios, pagers, laptops, and similar devices. Students will not answer calls, texts, or email during class, lecture or skills. Electronic devices listed above may only be used during breaks. The instructor may grant exceptions to this policy in certain cases such as topic research during class.

Students are required to utilize their registered email account and check their email prior to each class or clinical day and at least once per week. The Program faculty and staff will use this email account as their primary mode of communicating. Course hour changes, cancellations and specific instances of curriculum changes will be communicated via email.

Classroom Participation

Teamwork is essential to successful patient care; thus, class participation is required. Students are expected to successfully perform various team roles in a variety of patient care scenarios.

Students are evaluated on both their leadership ability and their participation as a team member, success in both areas is vital to success in pre-hospital medicine. Students will be formed into teams by the instructor.

Participant Safety

Good mental and physical health is necessary for an individual to maintain the pace and physical demands of this course.

All course activities are supervised by the faculty. Any student concerns or problems regarding their safety should immediately be reported to the faculty. Lab and practical work can result in injury if performed incorrectly, therefore, directions given by faculty should be followed and questions asked by the student to clarify any misunderstandings. All students will perform with regard for personal, student, or patient safety. At no time will anyone perform any act that is deemed unsafe or inappropriate.

Any student who has a potential communicable or infectious disease should not participate in lab, clinical, or any contact activities.

Any student with a health problem, injury, or condition that may be exacerbated by participation in class/lab/clinical activities may be required to have their treating physician complete a clear Fitness for Duty Form.

All students will exercise prudent physical exertion during all phases of the program. Any time a student suffers an injury, illness, accident, or medical emergency they will immediately report the occurrence to the faculty or preceptor. A written incident report will be filed with the program within 24 hours.

The Academy is not responsible and will not pay for doctor, hospital, or ambulance bills incurred as a result of accidents or medical emergencies of students. It is required students maintain health insurance during the program. If you have questions about acquiring health insurance, visit www.healthcare.gov.

Sharps containers are available in each classroom during activities involving potential exposure. Sharps containers will not be filled past $\frac{3}{4}$ capacities, and will be sealed and disposed of in accordance with **MetroAtlanta's** Hazardous Materials Disposal Policy.

Inappropriate Behavior

We come from a variety of backgrounds and experiences. We are all individuals and have our own views and perspectives on issues. If you are uncomfortable with a topic or comment made, let the instructor know. Name-calling, innuendoes, rude/disrespectful comments, swearing, inappropriate touching, and physical violence are not tolerated.

Program Evaluation

Constructive criticism concerning Programs at the **MetroAtlanta** EMS Academy Consortium is welcomed and integral to the continued success and improvement of the programs. Student feedback is an important and necessary part.

Graduation Requirements

Upon successful completion of all requirements of their chosen program of study, students will be awarded the diploma or degree that they have earned.

To be eligible for graduation, students must have

- Successfully completed all required course work, field/clinical hours and skills, and field internship.
- Achieved a Grade Point Average (CGPA) of at least 80.
- Verified satisfactory completion of all program criteria for graduation with the Program Director and the Dean.
- Returned any school property, including books and equipment.

MetroAtlanta EMS Academy Consortium

Admission, Continuation, & Readmission Requirements

Applicants to the Academy shall fulfill unique requirements as listed below:

A. Admission to the Program – EMT Recruit Program

1. Completion of an Application File

Requirement for all Students:

- a) Filing an employment application for admissions to the Academy EMT-Recruit program
- b) Providing proof of high school graduation or attainment of GED
- c) Complete the Wonderlic SLE entrance examination and obtain a score of 14 or higher

Placement in the program is based, in part, on the date of completion of the application file.

2. Requirements for Students enrolling from outside of **MetroAtlanta** Ambulance Service:

- a) Copy of a doctor's certificate of fitness (specific documentation required)
- b) Certain immunizations as required of the program at the time of admission
- c) Seven year MVR
- d) Drug screen
- e) Criminal background check
- f) Applicants must be 21 years of age

B. Admission to the Program – AEMT & Paramedic

1. Completion of an Application File

Procedures for admission include:

- a) Filing an application for admissions to the Academy AEMT or Paramedic program
- b) Providing proof of high school graduation or attainment of GED
- c) Complete an entrance examination with a passing grade of 75% or higher
- d) Be sponsored by a participating public health/safety agency

Placement in the program is based, in part, on the date of completion of the application file.

2. Requirements for Students enrolling from outside of **MetroAtlanta** Ambulance Service:

- e) Copy of a doctor's certificate of fitness (specific documentation required).
- f) Copy of Current EMT level certification card.
- g) Certain immunizations as required of the program at the time of admission
- h) Drug screen
- i) Criminal background check
- j) Applicants must be 21 years of age.

C. Requirements of Enrolled Students

The student will be held responsible for all subject matter covered.

1. Attendance

- a) All students shall be punctual when reporting for class duty or clinicals.
- b) A student more than 30 minutes late for the scheduled class or clinical, and is unexcused, said student will be considered absent. It shall be the student's responsibility to report to the instructor for make-up assignments.
- c) In the event a circumstance beyond the student's control causes the tardiness, the student shall make every effort to notify the Lead Instructor of the delay not less than 30 minutes prior to class to be considered for an excused tardy or absence.
- d) If a student cannot report to work due to illness, they must call the Program Director or Lead Instructor at least 30 minutes before the beginning of class.

2. Students will be expected to perform 'hands-on' physical examinations of each

other.

3. Due to the close contact between students and the use of much of the same equipment, the best of hygiene shall always be considered.
4. Paramedic Students will be required to attend a PHTLS, EPC/PALS, ACLS, AMLS and one other specialty course during the program. Students already possessing certification in these areas may be exempted from attending. Certification in the "LS" courses are **mandatory** in order to complete the entire program and graduate. A student who is unable to attend the courses offered within the program will be required to attend a course at their own expense and not necessarily at a time convenient for them.
5. All students offered admission into the program are encouraged to self-assess their physical and mental capability to perform the essential functions of the program (as outlined in the technical standards below) with reasonable accommodations.
6. Technical Standards

According to the nature of the work required by the student in the EMS programs a student must be able to:

- a) Reach, manipulate, and operate equipment necessary for the particular health profession;
- b) Move, manipulate, and observe a patient as necessary for proper assessment;
- c) Visually assess medical diagnostic tools for proper recognition of health and safety problems clearly communicate, both verbally and in writing, with the patient, EMS and other allied health personnel;
- d) Make appropriate judgment decisions in an emergency or where a situation is not clearly governed by specific guidelines;
- e) Demonstrate emotional stability and psychological health in day to day interactions with patients/family, staff, and others in routine and non-routine decision making processes as well as in the daily execution of didactic and clinical assignments;
- f) Maintain patient and family confidentiality and be exposed to various hazardous situations to include: hazardous materials, fire, cold/heat extremes, bio-hazard wastes, rescue operations and violent/criminal behavior.

D. Continuation in the Academy EMS Programs – EMT

In order to continue in the program, the student must meet the following academic requirements:

1. Maintain a minimum academic grade of “C” (75%) or better at all times.
2. Pass all weekly exams with a score of 75% or better. (See Section E)
3. Pass the course final exam with a 75% or better. (See Section E)
4. Maintain professional conduct (see Section 12).
5. Enroll in all required courses as set forth by the Academy.
6. Successfully complete all general studies course work.
7. Attend all state mandated lecture and/or clinical rotations.
8. Miss no more than 10% of the required attendance. (Exceptions may be made at the discretion of the instructor for extenuating circumstances.)

E. Continuation in the Academy EMS Programs - AEMT & Paramedic

In order to continue in the program, the student must meet the following academic requirements:

1. Earn a minimum academic grade of “B” (80%) or better per module.
2. Pass all module exams with a score of 80% or better. (See Section E)
3. Pass all module final exams with an 80% or better. (See Section E)
4. Maintain professional conduct (see Section 12).
5. Enroll in all required courses as set forth by the Academy.
6. Successfully complete all general studies course work.
7. Attend all state mandated lecture and/or clinical rotations.
8. Miss no more than 20% of the required attendance. (Exceptions may be made at the discretion of the instructor for extenuating circumstances.)

F. Continuation in the Academy EMS Programs – Special Considerations EMT

1. A student is allowed to re-take one failed weekly exam.
2. A student is allowed to re-take one failed exam. The student will receive the minimum passing score of 75% for a successful attempt.
3. A student failing to complete clinical requirements prior to the completion of the course will be dismissed from the program.

AEMT & Paramedic

4. A student may fail one module final and have the opportunity to re-take the module final. Failure of the re-take will result in administrative withdrawal from the program. Passing of the re-take will result in the student being allowed to continue. The student will receive the grade earned as an average of the two attempts.
5. A student failing the re-take, or a second module final exam will be administratively withdrawn from the program.
6. A student failing to complete a clinical module as described in the Academy's student clinical handbook will be allowed to complete the module, in its entirety, after all other course requirements have been met. The SOEMS will be notified and the student will either be placed in the next cohort, or if the SOEMS deems appropriate, will be granted an extension to complete the required clinical course work.
7. A student failing to complete a second clinical module as described in the Academy's student clinical handbook will be administratively withdrawn from the program.

G. Readmission into Academy Programs

A student who does not meet the program requirements as listed above, may be dismissed from the program. Readmission to the program is not guaranteed (regardless of the reason for dismissal). The Program faculty and/or Administrators will make a readmission decision after reviewing all student records and interviewing the student. Should the student be dismissed from the program a second time, the student will not be readmitted. Readmission will be considered only if there are positions available.

H. Voluntary Withdrawal from Academy Programs

A student who withdraws from the program due to personal reasons will be re-admitted by the following procedures:

1. Any student withdrawing from the program during the first month will have to reapply for program admission.
2. A student who withdraws from the program and desires to return more than one year later will have to restart the program from the beginning and retake all course sections previously taken.

I. Administrative Withdrawal from Academy Programs

It is the intention of the academy to graduate every student. Those in authority will determine, through comprehensive evaluation and observation, if a student is unable to perform satisfactory work before excluding him/her indefinitely from the program. The student will be excluded when the quality of his/her work is such that he/she cannot continue to uphold the standards set forth by the program. The Program Instructor will, upon recommending that a student be dismissed from the program or recommending that a student be placed on probation, review the specific reason(s) for such action with the student, and will advise the student of due process of review or grievance in the event of unfavorable evaluations, disciplinary actions, suspensions, and dismissals. In all cases, due process shall be consistent with that provided by the **MetroAtlanta** EMS Academy Consortium.

MetroAtlanta EMS Academy Consortium

Tuition, Fees and Refunds

A. Tuition

1. Tuition cost shall be established and announced annually prior to the application process.
2. Tuition costs are based on a variety of factors including program fees, texts, uniforms, supplies, specialty courses and other variable program cost.
3. Tuition rates will be reviewed by the Advisory Committee and may be revised by the Consortium Board annually.
4. The current EMT-Recruit program is a zero tuition course. Students are hired by Metro Atlanta Ambulance Service and are paid as they attend the EMT course. Successful graduates are then placed in to areas of need in the Non-Emergency markets serviced by Metro Atlanta Ambulance Service.
5. The current tuition for the AEMT program has not been established as of the publishing of this catalog.
6. The current tuition for the Paramedic Program is \$3,799 and covers cost associated with the program with the exception of transportation cost and meals. See the academy website <https://www.maas911.com/education/metroatlanta-ems-academy/paramedic-training-course/> for the most current information.
7. If accepted into the class, all non-sponsored students will be required to pay the full tuition. The current Financial Aid Policy can be found at <https://www.maas911.com/education/metroatlanta-ems-academy/paramedic-training-course/>

B. Refunds

1. 100 percent of tuition less a 10 percent administrative charge shall be granted when requested in writing no less than 7 consecutive days prior to the first day of class.
2. There is no refund after the first day of class.

MetroAtlanta EMS Academy Consortium

Policy Governing Pregnancy

Due to the physical requirements of the course, and the dangerous environment and exposures to infectious disease and hazardous materials, the following policy shall apply:

1. If a student is pregnant at the time of initial registration into the program, they will receive council as to the hazards and hardships associated with entering the program. If the student still requests to complete the registration process, a physician's letter of clearance will be required before the student is allowed to attend any classes. The letter must identify that the physician is aware of the physical risks and the student will not be under any restrictions for lab work.
2. Prior to beginning clinical rotations, the student must again receive clearance from her physician before entering any clinical sites.
3. If a student is unable to continue in the program, they will follow the procedures for voluntary withdrawal as stated in this catalog.
4. A student who becomes pregnant during the course, the following policy will apply:
 - a. As soon as a confirmation of pregnancy is known, the student will inform the program director of the pregnancy.
 - b. After notification, the student must submit a statement from her physician to verify the pregnancy and expected due date. The physician must also clear the student for all lab and clinical work, if she elects to remain in the program.
 - c. If the student elects to withdraw from the program, they will follow the procedures for voluntary withdrawal as stated in this catalog.

MetroAtlanta EMS Academy Consortium

Policy Regarding Infection Control

This policy relates to Universal Blood and Body Fluid Precautions as defined by the Centers for Disease Control (including AIDS, Hepatitis B, and TB). Some hospital personnel and students are in direct contact with patients' body fluids, blood, and blood products. To prevent possible exposure to the AIDS virus, Hepatitis B, and other blood borne pathogens, the following policy applies to **all students** in regard to **all routine patient care** while in clinical rotations, or in classroom labs.

1. When the possibility of exposure to blood or other body fluids exists (e.g. when placing an IV catheter, medication injections, or handling items soiled with blood or body fluids), the student shall wear disposable gloves, which shall be changed after every patient contact.
2. Gowns, masks, and eye coverings are indicated when performing procedures involving more extensive contact with blood or potentially infective body fluids, as in surgeries and invasive procedures in which bleeding may occur (e.g. OB deliveries, endotracheal intubations, suctioning, etc.).
3. Hands or other body parts must be washed thoroughly and immediately if accidentally contaminated with blood, or other body fluids.
4. To minimize the need for emergency mouth-to-mouth resuscitation, airway adjuncts, and PPV devices will be strategically located and available for use in areas where the need for resuscitation is predictable.
5. Sharp items (IV catheters, needles and other sharp instruments) shall be considered potentially infective and be handled with care to prevent accidental injury. All sharps must be placed in a puncture proof, biohazard container at time of use.
6. All needle stick injuries, mucosal splashes, or contamination of non-intact skin with blood or body fluids shall be reported immediately to the clinical preceptor using an incident report and following proper procedure. The Lead Instructor or Clinical Coordinator must be notified as soon as possible after the event.
7. Blood spills shall be cleaned promptly with a disinfectant solution, which complies with the Centers for Disease Control (CDC) recommendations and/or Departmental guidelines.

8. All patients' blood specimens shall be considered biohazards.
9. To ensure adherence to the recommended procedures for Universal Blood and Body Fluid precautions, the following educational measures will be required:
 - a) All new students will be instructed in the appropriate precautions during the Introduction to Emergency Medicine section.
 - b) Precautions will be monitored. When monitoring reveals a failure to follow precautions, counseling, education, or retraining shall be provided and appropriate disciplinary action shall be considered.
 - c) No student participating in clinical rotations will be required to handle patients with infectious diseases as outlined above unless that student is provided with the appropriate personal protective equipment designed to reduce the transmission of diseases.
 - d) As part of the student's health assessment prior to entering the program, he/she will be required to complete all of the necessary tests or immunizations for the program prior to actual patient contact.

MetroAtlanta EMS Academy Consortium

Standards of Conduct

The important mission of the MetroAtlanta EMS academy (The Academy) requires all team members to adhere to high professional standards of conduct.

All Academy students are herein given reasonable notification of the rules and standards of behavior by which they shall be governed.

The Academy expects all personnel to conduct themselves at all times in a manner that is compliant with all laws related to confidentiality and other areas.

Appointing authorities will ensure all students have read these Standards of Conduct.

Each student shall signify his or her acknowledgement by completing an Acknowledgement Form.

A signed copy of the student's acknowledgement will be placed in each student's personnel file.

Violation of any of these Standards of Conduct constitutes student misconduct which may result in disciplinary action, up to and including immediate dismissal from the program. In cases involving violation of the Standards of Conduct, the Academy, at its sole and absolute discretion, may take into consideration the student's overall record when determining appropriate disciplinary action.

- 1. Insubordination: Including, but not limited to, open defiance of instructions from an instructor, member of the Academy leadership, team or the use of abusive, profane or threatening language toward any personnel.**
- 2. Falsifying records, giving false information or withholding any pertinent information in applying for employment. "Giving false information" also covers lying in general in an attempt to cover up wrong doing or to "cover" for a fellow student.**
- 3. Possession or use of unauthorized or illegal drugs, controlled substances or other intoxicants during the program; Introducing, selling, purchasing or consuming any intoxicant on Academy property or in Academy vehicles or while in an Academy uniform; or reporting to class in an apparently impaired condition because of previous indulgence.**
- 4. Failure to follow instructions including refusal to remain overtime under unusual circumstances when requested by an instructor to do so.**
- 5. Fighting or attempting to inflict or threaten bodily injury to any person while on Academy or an Academy affiliate's property or on Academy time.**

6. **Stealing, including the misappropriation or unauthorized possession of Academy property, services or supplies or the property of others.**
7. **Sleeping during class, neglecting your work, flagrantly loafing or being either verbally or physically abusive towards instructors, fellow students or visitors.**
8. **Failing to report any communicable disease you have which may endanger any other person.**
9. **Deliberately restricting or attempting to interfere with the operations of the Academy.**
10. **Failure to maintain current certifications and/or driving privileges.**
11. **Possession of any firearms or “look-a-like firearms”, explosives or other weapons or devices while on Academy property or during Classroom hours.**
12. **Disclosing, failing to safeguard or improperly using proprietary, confidential information including, but not limited to client lists and client financial data of any kind or disclosing confidential patient or employee information.**
13. **Excessive absence and/or tardiness in reporting to class or clinicals.**
14. **Making terrorist-type threats towards any employee or member of the public, including but not limited to, threats of bodily harm from physical violence and/or poisoning.**
15. Performing work of substandard quality or quantity after proper orientation.
16. Failure to wear the designated uniform or appropriate office attire and ID badge or failure to comply with Academy standards regarding personal hygiene and grooming.
17. Failure to notify your Instructor or Clinical Coordinator or his/her designated representative in advance as required when you will be absent or unable to report to class at your regularly scheduled time.
18. Damaging, abusing, marking, defacing, neglecting or decommissioning motor vehicles, equipment or supplies; harming or wasting Academy property or the property of other persons.
19. Engaging in disorderly conduct or in conduct or conversation which would tend to reflect adversely on the Academy; including but not limited to, “road rage”, pages, e-mail, chat rooms, social network sites (i.e., FaceBook), verbal or non-verbal forms of communication.
20. Failure to comply with Academy fire and safety policies.

21. Failure to immediately report any injury sustained on Academy property or in connection with your work or any non-work related injury that may affect your performance or safety.
- 22.. Gambling of any kind on company property or anytime during scheduled working hours (including participation in poker, dice or other games of chance; the solicitation or acceptance of wagers, whether personally or on behalf of another person or chances of any kind).
23. Excessive use of company telephones for personal calls or any use for unauthorized, personal long distance calls.
24. Coercing or harassing fellow students, Academy employees or using insulting, profane or threatening language toward them.
25. Leaving your assigned area without authorization from the instructor/supervisor or leaving class before the end of your assigned shift without authorization.
26. Failure to exercise reasonable care, consideration, courtesy or use of appropriate language in dealing with staff, patients or visitors.
27. Violating the Policy against sexual harassment.
28. Violation of any Academy policies.
29. Unauthorized use of the Internet while in class or visiting any sites deemed inappropriate. Examples include, but are not limited to, any pornographic material, gambling sites and chat rooms.
30. Failing to submit to a physical, drug or medical exam when directed to do so by the Academy. Failing to provide a doctor's certificate/note substantiating the reason(s) for absence(s) and/or confirming ability to return to class, when directed to do so or falsifying a doctor's note.
31. Being charged with or convicted of criminal offense which impairs the student's ability or suitability to perform work. Students shall notify the Program Director of all arrests, convictions and all final dispositions of criminal cases including nolo-contendere by the next business day after its occurrence. The Program Director is responsible for transmitting this notification to the appropriate individuals in the chain of command, including Human Resources.

Within 72 hours of the event, the employee shall provide the appointing authority with a written explanation of the underlying facts. Additionally, employees shall provide written notification to their appointing authority of any civil action that has been filed against them or of any administrative action to which they are a party. This notice must be provided within 72 hours of being served or otherwise becoming a party to the action.

32. Students shall not engage in any conduct that results in a court imposing incarceration or probation of any type of any duration. Incarceration or probation may result in immediate termination from employment.
33. Deliberately contacting the media and/or releasing information regarding Academy business and/or information as it pertains to the student's current status with the Academy. "Media" shall include local talk-show hosts, radio stations, television stations and all printed forms of news. (Inquiries by the media for information regarding a call or other Academy business should be forwarded to the Office of the Vice President of Administration. Students are not authorized to give information or interviews to media representatives without prior authorization.
34. Introducing, selling, purchasing, using or possessing intoxicating liquors or beverages, look-alike intoxicating beverages, non-prescribed narcotics, hallucinogenic drugs, marijuana or any other controlled or scheduled substances or any mind- or behavior-altering drug is at all times prohibited on Academy and/or customer premises and property and/or during class time or violating of any of the provisions of the Substance Abuse Control and Management Policy.
35. Participating in any sexual act, whether alone or with another person while on Academy time and/or property.
36. Cheating in related or professional courses, including falsification of clinical documents.

The above standards are a representative and not an exhaustive list. Students who violate these standards will be subject to disciplinary action up to and including dismissal; even on the first offense. The level of discipline issued is at the sole direction of the issuing Academy representative.

MetroAtlanta EMS Academy Consortium

Disciplinary Action

The student is expected to adhere to **all** program, departmental, and affiliate policies/regulations. Failure to do so will result in disciplinary action, up to or including dismissal. The nature and severity of certain acts of misconduct justify immediate dismissal **without** progressive discipline. Any violation of the Standards of Conducts No. 1-14 are subject to immediate dismissal from the program.

In the event of alleged misconduct, the Lead Instructor will have a conference with the student to discuss the nature and extent of the problem. The steps for progressive discipline are as follows:

1. First offense- Lead Instructor will notify the student **verbally** and in **writing**, of the validity, nature, and extent of the alleged misconduct. Copies of the written notification will be given to the Program Director. One copy will be placed in the student's program file. Violations of the Standards of Conduct No. 1-14 are subject to immediate dismissal from the program.
2. Second offense- If a second offense of misconduct is suspected, the Lead Instructor will conduct a committee hearing to determine the validity, nature, and extent of the alleged misconduct. The committee will be made up of the program director, the lead instructor and at least one program advisory committee member, and a representative from the clinical site involved (if applicable). This committee will make decisions regarding appropriate disciplinary actions. If a student is placed on probation, the student will be notified of the length of the probationary period. His/her record will be reviewed at the end of the period and the probation lifted if **no further** violations have occurred. Depending on the nature of the misconduct, the program coordinator reserves the right to notify clinical affiliates of the probationary status and/or conditions of the probation. In all cases, a **second** letter will be written to the student with the above stated distribution and a copy will be placed in the student's program file. The second offense of misconduct may be unrelated to the first offense.
3. Third offense- Should a third offense of misconduct be suspected, the committee will reconvene for a **hearing** at which time the student will be allowed to speak on his/her behalf. If evidence supports a third offense of misconduct, the committee will have the option to recommend expulsion from clinical training and/or the program.

In all cases and in each step of the process, the Lead Instructor will inform the student of the right of **due process** of appeal as provided by the *MetroAtlanta* EMS Academy Consortium.

All Students shall be accountable for their behavior. Disciplinary action is used to improve unacceptable behavior or performance. Repeated offenses demonstrate a student's **unwillingness** to comply with policies and may lead to permanent dismissal.

MetroAtlanta EMS Academy Consortium

Grievance Policy

PURPOSE

To establish a policy to provide all Academy candidates with a means of making formal complaints when they believe they have not been treated in accordance with existing policies.

POLICY

The Academy Problem Resolution Procedure is administered by the Program Administration. Advice and assistance in the processing of any problem may be obtained through the Administration Office.

The purpose of this Procedure is to adjust problems under existing policies, not to engage in discussions aimed at revising policy or formulating new policy. The general subjects of hours and attendance conditions so far as covered by existing policy shall not be considered within the meaning of this procedure, except when a candidate is concerned that the application of these subjects to him/her is in violation of policy.

Grievance Procedure

Problems of a candidate may be presented to the Program Director, in writing within seven days after the occurrence of the condition giving rise to the incident, or within five (5) working days of becoming aware of the event resulting in the incident. The problem must be signed by the candidate and must include the following:

1. Statement of the problem and the attendant facts;
2. The remedy requested; and
3. The violation, if any, of Academy policy which is claimed.

Problems that are not submitted on a timely basis shall not be considered under this procedure unless a reason satisfactory to the Academy Administration can explain the failure to submit.

If the candidate requires assistance in the preparation of the documentation, he/she may obtain it from the Program Director or Dean.

The answer of Program Director must be given in writing within five (5) working days after its written presentation. If the issue is not settled within five (5) working days from the date it was presented, the incident must promptly be documented in writing by the candidate and submitted to the next appropriate management level as defined by the organizational structure.

Procedure for Appeal

The candidate may, in writing, appeal the answer of the Program Director to the Dean within five (5) working days after receipt of the Program Director's written decision.

The Dean will have final decision and authority in all cases.

MetroAtlanta EMS Academy Consortium

Policy Governing Eligibility for Certification

The Georgia Office of Emergency Medical Services, Department of Public Health requires that candidates must have successfully completed a program of formal education in the Emergency Medical Technician disciplines, with the dissemination of designated objectives.

In addition to the mandatory instructional hours, a Paramedic candidate must also possess a current ACLS card prior to making application for board testing.

As of January 1, 1998, all EMT, AEMT, and Paramedic candidates will be tested by the National Registry of Emergency Medical Technicians. After successful completion of the exam, the candidate must then make application to the Department of Public Health-Office of EMS-Trauma for licensure.

In addition to the above guidelines, a Paramedic student will not be eligible for graduation until they have also completed a BTLIS (or PHTLS), EPC (or PALS), and one other specialty course. These courses will be offered to the student here at the Academy.

MetroAtlanta EMS Academy Consortium

Policy on Lab Management

The lab rules listed below must be followed. Failure to comply may result in disciplinary action.

1. Use of any equipment must be under the supervision of the Academy personnel.
2. Students will not perform any procedure without direct supervision. No students shall get on the stretchers, or exit them without spotters securing the device. No sitting or lying on the stretchers unless it is in relationship to scenario practice.
3. General safety rules (use of electrical equipment, hazardous materials, lifting of heavy materials, etc.) must be followed.
4. Care will be taken in the handling of all equipment and materials. NO HORSEPLAY will be tolerated when applying the equipment to another individual.
5. All items used must be placed back in their designated place after use.
6. The classroom must be kept clean and free of trash. Students are responsible for the cleaning of all areas and equipment after use.
7. Students must help with the general cleaning/maintenance of all equipment.
8. Male and female students will be expected to lift and carry patients of various sizes on a stretcher. Each person must carry their share of the load. If the student has a physical impairment that prevents them from doing any physical or practical tasks, this must be identified at the beginning of the class. Physical impairment occurring during the course period may result in an incomplete.
9. During practical exercises, students are expected to follow Academy policy in regards to appropriate dress.

MetroAtlanta EMS Academy Consortium

Clinical Instruction

The Academy provides for clinical instruction in the practical/ psychological application of didactic and laboratory experience in the real healthcare setting. This is provided through affiliation agreements with our contracted healthcare facilities.

Clinical instruction and supervision are provided by the clinical affiliates through designated instructors and preceptors. The clinical experience is obtained by a rotational assignment through the clinical affiliates for a specific time, as determined by the program faculty. The Program Instructor assigns all clinical rotations and your attendance is critical to your success in the program. Students must comply with these general rules:

1. No smoking is permitted on the campus of any of our clinical affiliate facilities.
2. Students must not eat, drink or chew gum while in patient care areas and only in designated areas.
3. Students should not disclose personal health information regarding their clinical experiences to their friends, family or others.
4. Students must not possess or distribute illegal drugs, controlled substances, or alcohol while on the clinical affiliate's property.
5. Students must never enter the clinical setting under the influence of any medication or substance, prescription or nonprescription, which might impair judgment or compromise the safety of students, staff or patients.
6. Students must assist in monitoring the function of all equipment in the clinical setting. In the event of suspected or confirmed malfunction, students must immediately report it to the clinical preceptor.
7. Students are not allowed to disclose addresses or telephone numbers of other students or departmental staff. Inquiries of this nature must be referred to the clinical coordinator.
8. Students must keep all patient information confidential and will not release or seek confidential information without proper authority. Requests of this nature must be referred to the clinical coordinator.

9. Students must refer all grievances related to the program affiliates to the appropriate program faculty.
10. Students must not initiate or participate in arguments/confrontations in the presence of patients or guests.
11. Cellular phones are prohibited at the clinical sites unless they are in the vibration mode only, and not in operation at all while in areas where digital or electronic patient equipment is in use.
12. Students must stay in assigned areas during clinical rotations. There will be no changes in the clinical rotations schedules except for extenuating circumstances, which will be handled individually by the program faculty.
13. Students must participate in any learning experience available when assigned areas are not busy.
14. Students must not read unrelated material during clinical assignments.
15. Students must behave in a manner consistent with standards of practice for professionals in the EMS field.
16. Students involved in the deceit of program officials or clinical staff will be subject to disciplinary action. This includes contributing to or concealing the deceitful actions of other students.
17. Students must follow all agreements between the clinical affiliate and the program.
18. Students must understand that if they report acts of misconduct, which involve other students or clinical staff, program faculty will act upon verifiable reports and cannot ensure student anonymity.

MetroAtlanta EMS Academy Consortium

Advisory Committee

There shall be an Advisory Committee for the Academy Programs. This committee shall provide consultation to the program and its administrators relative to program curriculum content, evaluation, revision, student selection, student retention, and student evaluation.

Reference the Advisory Committee Handbook located in the office of the Program Director.