PROGRAM HANDBOOK

EMS Education
(ODPS Accreditation # 322)
(CoAEMSP LoR: 600786)

In conjunction with
Toledo Fire and Rescue Department

2018/19
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Introduction/Administrative

Welcome/The University of Toledo Accreditation
Welcome to the EMS Program at The University of Toledo. This program is accredited to conduct EMS training classes through the Ohio Division of EMS (ODPS Accreditation #322) and through the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP LoR 600786). Accreditation ensures that all training programs are in compliance with state and national regulations. The Program reserves the right to modify this manual as well as any syllabus and schedule as necessary and at any time. If modifications are made, the students will be provided with written documentation.

The University of Toledo EMS Education Program has a strong commitment to the principle of diversity and seeks a broad spectrum of candidates. The University of Toledo does not discriminate against current or prospective students based upon race, color, sex, religion, age, disability or national origin. For more specific information, students may read the University’s Policy: 3364-50-03 (Statement on Nondiscrimination on the Basis of Disability/Americans with Disability Compliance).

The University of Toledo and Toledo Fire & Rescue Department Agreement
The University of Toledo and Toledo Fire & Rescue Department (TFRD) have partnered to provide this training for TFRD personnel. The sponsorship and administration of the paramedic training is the responsibility of the University of Toledo and its EMS accreditation. Instruction for this education will be provided predominately by using TFRD personnel who will work with UT Program Administration to ensure quality learning and educational opportunities exist for the students, in addition to ensuring all necessary educational and accreditation requirements are met.

The agreement consists of the Human Systems prerequisite course, followed by 3 semesters of Paramedic curriculum and capstone requirement.

Program Structure/Academic Credits
The primary location of classes will be the Collier Building EMS classrooms. Portions of the education include skill labs, clinical hours, and field internship. Labs are designed to promote the learning and application of clinical skills. Clinical rotations will be at various hospitals with the intent of exposing students to real patients for development of skills under the guidance of a preceptor. Field Internships will be performed with local EMS agencies, and are designed to be a capstone of the educational process.

At the beginning of each course, students will be provided with a course syllabus. The syllabus includes a schedule of classes, assignments, grading criteria, and completion requirements. Since a tremendous amount of information is presented in all courses, students must come to class prepared to discuss and expand upon assigned reading material.

Classroom and laboratory sessions will include instruction in material that expands and enhances the information presented in the textbook. Course exams will include content from the textbook, handouts, lectures, Blackboard activity, skill lab procedures and documents, as well as any other sources that are used or referenced in the program.

The goals of this Paramedic Program are to provide each student with the opportunity to:
- Obtain a broadened level of EMS education consistent with national education trends and the national standard curricula
- Provide opportunities for enhanced education through simulation, cadavers, and other forms of advanced technology that is available through The University of Toledo’s resources
- Attain National Registry certification as a paramedic
- Attain Ohio EMS certification upon successful completion of the program and Ohio Division of EMS certification requirements

The program helps to prepare students to take the National Registry Certification Exam to become paramedics. Students who pass the National Registry Exam are eligible to apply to the Ohio Division of EMS for Ohio certification. In order to work in Ohio, one must be certified by the Ohio Division of EMS. However, it must be clear that successful completion of the course does not guarantee passing results or certification.

For the educational courses within the current UT/TFRD agreement, no credit will be awarded for the Human System prerequisite course. The three courses that make up the Paramedic training (EMS1310 – Paramedic I, EMS1320 – Paramedic II, and EMS1330 – Paramedic III) combine to form the EMS-Paramedic Certificate Program, which will be valid for 24 college credit hours. The credit hours from this certificate program can be applied toward an Associate’s Degree under the University College. Any TFRD student wishing to pursue this additional degree on their own will need to meet with an academic advisor from CALL to discuss the remaining academic requirements.

Office Hours/Faculty/Administration
The location of all classroom activity, unless otherwise instructed, will be in the Collier Building. Students essentially will address questions to their primary instructors/faculty. Faculty are always available on class days to meet with students. In addition, TFRD students are assigned to a specific instructor who will serve as an advisor. Office hours and days will vary on non-class days, so students are encouraged to make advance arrangements if it is necessary to meet on a non-class day. The following are key personnel for the administration and delivery of your education:

The University of Toledo Program Administration:
- Doug Brunner, Program Director
  Office: (419) 383-1705
douglas.brunner@utoledo.edu
- Kristopher Brickman, MD, Medical Director
  Office: (419) 383-6383
  kris.brickman@utoledo.edu
- Daniel Kemple, MD, Associate Medical Director
  Office: (419) 383-1705
dankemple@gmail.com

TFRD Personnel:
- Faculty:
  Office: (419) 383-3323
- Nicole Knight Zmijewski
  Nicole.Knight@toledo.oh.gov
- Mark Wietrzykowski
  Mark.Wietrzykowski@toledo.oh.gov
- CH. Sally Glombowski, Battalion Chief, TFRD Training Bureau
  Office: (419) 392-4303
  Sally.Glombowski@toledo.oh.gov
Classroom and Conduct Policies

Acknowledgement of Program Policies
Each student is required to sign a student contract acknowledging that he/she has read, understood, and agreed to abide by all program and university policies, procedures, academic and behavioral guidelines. If a student has any questions or concerns regarding the course or its policies, he/she should first discuss the questions or concerns with faculty. If clarification is not obtained satisfactorily, then the student may directly contact program administration.

Requests for exemptions from or substantive changes in course policies should be presented in writing by first submitting it to faculty. Requests will be forwarded to the program administration for review.

Professional Behavior
Being a part of the EMS field demands professionalism. The following guidelines are expected to be followed. The student will not be permitted to remain in the program if adherence to these expectations is not maintained.

Conduct
- Come to classes prepared for the scheduled subject or activities. Students are given reading assignments for the class and skill sheets for the labs. Students are expected to read these materials before coming to class so they are prepared. Quizzes over material may be given at the start of the class.
- Behave in a manner that does not interrupt or disrupt classroom or laboratory activities. Examples of disruptive behavior include tardiness, leaving early, private conversations during class, sleeping in class, inappropriate or offensive behavior, defiance of or disrespect toward the instructor, ignoring the instructor’s instructions, or attempting to redirect or disrupt the orderly flow of instruction. Disruptive behavior may result in disciplinary action, which could include removal of the student from the program.
- Interact with and address all faculty, administrators, staff, and guests with appropriate respect for their position and authority. Common courtesy during communication is expected.
- All cellular phones/pagers must be turned off and stored out of site during lecture, lab, and while participating in a clinical site. In the event a student may be expecting an emergency call, prior notice must be given to the instructor and allowances may be made.
- Any student, who creates an interruption of the normal function of the university, either in or out of the classroom, may be asked to leave the area. He or she may be subject to disciplinary action.

Appearance
- Students are expected to use good judgment in their appearance, reflecting professionalism. In addition to this section, see the UTMC dress code.
- Hygiene. Personal cleanliness, including the absence of controllable body odors are expected. Perfumes and fragrances are to be kept at a minimum. Perfumes and/or cologne are prohibited in patient care environments.
- Clothing must be neat and clean with no derogatory or potentially offensive pictures or verbiage. Pants may not have holes, and no undergarments are to be exposed. Tops shall not reveal cleavage or armpits.
Shoes must be clean and in good repair. Sandals, flip flops, or thongs are not to be worn. In the classroom, skill lab, and clinical setting the student will be exposed to needles and body fluids. Any open shoe can result in an exposure or needle stick.

- Hair must be kept clean and well-groomed. Beards/moustaches must be trimmed and neat in appearance.
- Hats/caps may not be worn during educational activities, or in any patient care environment.
- Fingernails must be clean, well-manicured, and the length appropriate for the EMS workplace and for being in patient care environments. Artificial nails are not allowed in the clinical setting since they harbor bacteria, posing a risk to patients.
- Tattoos are to be covered during educational activities and in patient care environments.
- Jewelry. Piercings during all educational activities will be limited to the ear, with a maximum of two studs per ear. All other piercings are not to be visible, and must be covered or removed during educational activities. Necklaces and dangling jewelry of any type are prohibited in patient care environments.
- Name tags, when issued, shall be worn above the waist and the student’s name markings identifying the person as a student must be clearly visible.
- Program Shirts. Students will be issued a program shirt. Program shirts must be worn in all patient care environments. Program shirts are also to be worn in situations where sessions will be conducted outside of the Glendale Classroom, including the Hillebrand Center, the IISC (Interprofessional Immersive Simulation Center), Lucas County EMS, and anywhere else the students attend during class time. For more specific information about dress and attire requirements for clinicals, refer to the Clinical Policies Section.

### Dishonesty

The following are examples (but not an all-inclusive list) of unacceptable behavior in terms of cheating, falsification, and academic dishonesty.

- Communication or copying in any manner with another student during the exams
- Communication in any manner with another student regarding an exam for the intent of providing assistance to that person or others
- Documenting, or in any other fashion, duplicating exam questions; this includes, but is not limited to cell phone pictures of exam questions/info
- Unauthorized use of any materials and devices not approved for class or exams by the faculty
- Plagiarism in any form
- Falsification or invention of information or data on any documents submitted for grading

### Alcohol / Substance Abuse

The University of Toledo has policies in place regarding alcohol and substance abuse (see below). However, it does not clearly address presence and participation in program-related activities while under the influence. For clarification, no student involved in any program-related activity shall be under the influence of alcohol or any other substances (legal or not) that could potentially impair the student’s mental, emotional, or physical abilities.

VIOLATIONS OF THE DISHONESTY AND ALCOHOL/SUBSTANCE ABUSE POLICIES ARE SERIOUS OFFENSES THAT COULD LEAD TO IMMEDIATE DISMISSAL FROM THE PROGRAM!
University Policies
The University of Toledo maintains a uniform set of general policies and procedures for its campuses. Students are responsible for knowing where to locate policies and for being aware of expected behaviors. Violations could result in fines, and if serious enough could result in removal as a university student.

Policies can be found at the following website: http://www.utoledo.edu/policies/. These are just a few of the policies that pertain to students in this program:

- Confidentiality of Student Records 3364-71-15
- Student Code of Conduct 3364-30-04
- Academic Dishonesty 3364-71-04
- Adding/Dropping a Class 3364-71-08
- Harassment (sexual and otherwise) 3364-50-01
- Workplace Violence 3364-60-07
- Smoke Free & Tobacco Free Policy 3364-60-01
- Alcohol & Substance Abuse Policy 3364-30-09
- UTMC Dress Code Policy 3364-25-06
- UTMC Control Policy on Hand Hygiene 3364-109-GEN-102

Parking regulations can be found at: http://www.utoledo.edu/parking/parkingenforcement/.

Attendance
Attendance and active participation in class are essential components of the educational experience. All classes/labs will begin at the scheduled (or otherwise announced) time and attendance is mandatory. Students are expected to arrive in advance of the class/lab time. Students arriving after class/labs have started are considered “late”. Late arrivals may not be permitted to participate in the class for that day. Faculty is responsible for monitoring and documenting attendance.

Absences will be determined excused or unexcused. Excused absences will be determined by the program administration or designate. Unexcused absences will result in disciplinary action.

Students who are absent, late, or leave early (whether excused or unexcused) must:
- Provide written explanation to the faculty that will become a part of the student file, and
- Submit a written document covering the missed topics.
  - The document must be 1 page in length for each hour or fraction of an hour that was missed
  - The document must contain a review of material that is satisfactory to the Medical Director or designate

A student who arrives after an in-class exam or quiz has started, or who is absent for that quiz/exam, shall be given a grade of “0”. The student may request a meeting with faculty and Program Administration if he/she feels an exception should be granted. The program reserves the right to deny or grant exceptions on a case-by-case basis.

Communicating With Instructors/Addressing Concerns
Students having questions or concerns about course material should address them first to the faculty member(s) responsible for that information. If the concern is a curriculum issue, and
more clarification is needed, then the faculty/student will get clarity from the Medical Director. If the concern is policy-related and cannot be addressed satisfactorily, then the student may request clarity from program administration.

Any concerns that would require entry into the program’s grievance process must be in writing (see Grievance/Appeal Process). Documentation must be truthful and accurate statements of the circumstances that gave rise to the concerns. Falsification, misstatements, or exaggeration of facts will be cause for disciplinary action up to and including dismissal.

**Student Conferences/Assistance**

Faculty will schedule and document at least 1 conference per semester. The primary objectives of the conference are:

- Allow the instructor to:
  - Provide an overall evaluation of the student’s classroom and clinical performance
  - Provide the student with specific performance improvement recommendations
  - Address student concerns
- Allow the student to:
  - Discuss the overall evaluation of classroom and clinical performance
  - Discuss methods of performance improvement and develop a plan for improvement (if necessary)
  - Communicate course performance concerns to the instructor.

Faculty is available, simply upon request by the student, to provide additional instruction and tutoring with skills and curriculum content. If at any time a student feels overwhelmed, unsure, or in need of additional instruction during the course, he/she may approach faculty for assistance.

**Disciplinary Procedures**

Disciplinary policies are designed to direct student activity in a more positive manner, and to deter negative behavior. Most students do not face any type of discipline, but those who disregard policy and/or course expectations generally will encounter some type of discipline. Examples of cause for discipline include (but are not restricted to) breaches of the professional behavior section described earlier in this handbook.

Discipline may include any of the following: a written warning, suspension, probation, or dismissal. The Program is not obligated to follow a specific progression of discipline, and has the right to issue the form of discipline it feels is warranted in relationship to the following:

- the seriousness of the offense
- whether or not offenses are repeated
- the impact on the reputation of The University of Toledo and its affiliations
- the impact on the reputation of any of the program's clinical affiliations
- the impact on the relationship between the program and its affiliations

**An infraction that is serious enough could result in immediate dismissal.**

For any action that might warrant discipline, faculty will document the action and submit it to the program administration, who will then determine if disciplinary action is warranted, and will provide documentation for the student file. Students must also be aware that some actions resulting in disciplinary action may adversely affect the status of the student’s affective domain grade.
Dismissal
The program reserves the right to dismiss a student whose academic standing, clinical performance, or conduct does not meet program expectations. Once dismissed, the student forfeits all fees and rights to continued class/clinical participation. If the student enters the appeal/grievance process, continued classroom and clinical participation may or may not be suspended (depending upon the cause of dismissal), until the issue is resolved. If the appeal is at the end of the course, the National Registry exam may not be taken until the appeal is resolved.

Appeal/Grievance Procedure
If a student believes that he/she has received disciplinary action or dismissal inappropriately, the following steps may be taken. The student must adhere to the following process and timelines described in this policy.

Step 1
The student shall place in writing all pertinent information that the student wishes to be considered in the appeal process. The documentation must include rationale and evidence to support reversal of the original decision or action by the program. The request for appeal and related documentation must be received in the EMS Education Office within 5 business days from the time the student was made aware of the action or discipline that is being appealed.

- The documentation will be evaluated by the program administration and selected representatives of faculty.
- A written response will be placed in the mail or will be hand-delivered to the student within 7 full business days of when the written appeal request was first received. In the response, the student will be given specific instructions to follow regarding either the acceptance or rejection of the appeal decision.

Step 2
If the student decides to reject the findings of the decision in Step 1, the student shall respond in writing according to the directives and timeframes outlined in the Step 1 response.

- Within 7 business days of receiving the second appeal request, the student and program administration shall meet with a panel of individuals who are selected specifically to hear this case. Each panel member will be provided with documentation pertinent to prior decisions to this point, including all information provided by the student.
- The panel may meet with the student and the program administration either separately or together according to their discretion. The function of the panel is to determine whether or not the decision made in Step 1 of the appeal was appropriate. If it is decided that an inappropriate decision was made, the panel shall also determine a course of action.
- Within 3 business days of the hearing, a representative of the panel shall provide the Program Director with a written document with the decision and any subsequent course of action, if any. This response shall be sent to the student via certified mail. The panel’s decision is final and binding.
Admissions Requirements
Acceptance into The University of Toledo’s Paramedic Certificate Program requires that the student has completed the following tasks:

- All students must first and foremost be a current student of The University of Toledo. Acceptance through the University Admissions Office is a requirement before a student can be accepted into the Paramedic Certificate Program. Some students who are considered new students to The University of Toledo must also complete an online orientation program prior to registration for Paramedic I.

- The following prerequisites must be completed and documentation submitted prior to acceptance:
  - Documentation of successful completion of Human Structure & Function course or similar that has been approved by the university
  - Successful completion of the program’s entrance examination which consists of an EMT knowledge assessment
  - Submission of a completed program application and the following required documents:
    1. Current Ohio EMS certification as an EMT or Advanced EMT
    2. Current AHA Healthcare Provider CPR card or ARC equivalent
    3. Documentation of NIMS 100 & 700 courses

- Prior to entering into any patient care area, the student must submit:
  - The program’s medical history and immunization/vaccination forms
  - Evidence of a satisfactory physical examination completed within the past 12 months of the start date of Paramedic I
  - Verification by a physician of the student’s physical ability to perform job-related tasks (list provided to students in medical documents packet)

Program Costs/Refunds
Tuition and fees for this specific class are established through a contract between The University of Toledo and TFRD. Any eligible refunds would go to TFRD. Fees paid by TFRD include:

- Lab supplies
- Scheduled use of the IISC/Hillebrand Center/Gross Anatomy Lab
- Required textbooks
- One clinical shirt

Costs incurred by the student as a result of the following, are not covered under the agreement, and would be at the expense of the student:

- Travel to and from clinical sites, as well as to and from any program-related session
- Any retest of the NR written exam, or costs associated with travel and/or remediation for any NR skills exam not conducted at UT
- Parking tickets obtained by students for violations of university parking regulations.
- Replacement of ID badges (UT or Toledo Hospital)
- Replacement of textbooks
- Additional program shirt(s) if desired
GENERAL PROGRAM POLICIES

Academic Accommodations
The University of Toledo is committed to providing equal access to education for all students. If you have a documented disability or you believe you have a disability and would like information regarding academic accommodations/adjustments in this course, please contact the Student Disability Services Office. The website for this is: http://www.utoledo.edu/offices/student-disability-services/index.html

Voluntary Withdrawal
A student may elect to withdraw from the course at any time. To properly withdraw, the student must provide written documentation to the program administration explaining that he/she is voluntarily withdrawing from the class.

Any person who fails to attend class for three (3) consecutive sessions without contacting the faculty or program administration either prior to the absence or during the absence is considered to have voluntarily withdrawn.

When a student is enrolled in one of the 3 “for-credit” paramedic classes, and wishes to withdraw, the student must follow university procedures regarding adding/dropping a class (see page 8). Failure to follow certain university withdrawal procedures can affect the student’s university transcript and grades.

Leave of Absence
When a student has conditions or situations arise that adversely affect his/her health, attendance, or ability to complete required coursework, the student should arrange a meeting with faculty and program administration to discuss the circumstances and possible alternatives. One such possibility is a Leave of Absence (LOA). The details of a LOA will be discussed individually with the student, and are based on a case-by-case analysis.

Being granted a leave of absence allows the student to remain within the program. It does NOT grant the student any exceptions or waivers to the requirements necessary to complete the program, nor does it modify the current academic standing of the student.

If a student has to miss any course-related activities as a result of an illness or injury, a physician must provide a documented release prior to the student being allowed to engage in course-related activities. The document must indicate if the release is without restrictions, or whether there are restrictions. If restrictions exist, the document must be very specific as to the activities that may not be performed. If any restrictions are deemed to be permanent, and would not allow the student to meet certain performance criteria, a meeting shall be conducted involving the student, faculty, and program administration to determine a course of action.
**Incomplete Status**
The paramedic program will allow a student who reaches the end of the certificate program, but has not met all clinical/field internship requirements, to continue past the end of the scheduled course dates under the following conditions:

- The student must have successfully completed all academic and psychomotor (skill) requirements within the scheduled timelines of the program, including the final comprehensive skills exam and the final comprehensive written exam.
- The student must have affective domain criteria that would be graded as “Pass” up to the point of the scheduled end of the program.
- The only deficiencies are clinical/field internship hours and/or skills, and the related documents/documentation.

If the above criteria are met, the student must submit a formal request detailing the reasons why requirements will not be completed within the scheduled timelines of the certificate program. The request should contain as much detail as possible, and it must include a request for a one-semester extension.

The request will be reviewed by faculty, the Medical Director, and the Program Director before a decision to grant an extension is determined.

- If it is determined that an extension is not warranted, the student has been unsuccessful in completing the certificate program.
- If an extension is granted, the student will be given a grade of “Incomplete” for Paramedic III. The student will be provided with a detailed document outlining the specific requirements and the timeline that must be met. All requirements must be met within the scheduled timeline, which will be the most immediate semester following Paramedic III (i.e., if Paramedic III ends with Summer 2019, then the requirements of the incomplete status must be met by the end of Fall 2019 semester). The student will NOT be given a successful completion status unless all requirements are met, and within the designated timeline. If granted an extension, the student may participate in the National Registry Psychomotor Examination, but is not eligible for the National Registry Cognitive Exam until all program requirements have been met.

**Certifications Status**
Each student is responsible for monitoring and maintaining current EMS certification and current CPR certification throughout the entire Paramedic Certificate Program (Paramedic I, II, and III). The student is responsible for ensuring that the most current certification of both EMS and CPR is contained within his/her student file.

A student will be removed from all class activities immediately upon discovery of an expired card in either of these certifications, and will not be allowed to return until the file has been updated. The student is responsible for any missed course work and grades.

**Social Media**
In today’s world, social media and communication exists in a variety of sources. Posting and communication through any form of social media serves a variety of purposes ranging from entertainment to provision of public service announcements. Social media, for the purposes of this policy, includes (but is not limited to) actual conversations, texting, transmission of
images/pictures through phones or other electronic devices, as well as social networks (such as, but not limited to) Twitter, Instagram, Snapchat, and Facebook.

Students within this program are strictly prohibited from using any form of social media to communicate any program-related activities or events without written permission from the UT program administration. This includes postings that reflect any degree of negativity toward The University of Toledo, its programs, representatives, employees, students, and affiliates.

Violation of this policy, if it results in any negative perception by recipients of such social media, will result in dismissal from the program, in addition to any legal action that The University of Toledo may wish to pursue.

**Student Records**

For the time that a student remains in the course, the following records (at a minimum) will be maintained:

- All application and entrance requirement forms and documents, including required medical documents
- Any waivers required for application or course activities
- All results of any graded activities, quizzes, and exams
- All skill evaluation forms or summaries
- All clinical documents or summaries
- Documentation of any disciplinary action
- Any accident or injury reports involving that student
- Any and all documentation of any appeal and related decisions

Upon completion of the course, The University of Toledo will create summary forms of academic scores, skills, and clinical/field-internship related hours and skills completed. In addition it will maintain:

- A photocopy of the certificate of completion
- Any additional documentation that the program feels may be relevant to the student’s file

If a transcript of course work is desired, the student shall follow university procedures for requesting transcripts. In the event an appeal process is initiated by the student, the Medical Director (or his designate), Program Administration, and members of any appeal panel are provided with any information from the student’s file that is pertinent to the appeal.

All student records, including those with personal information, are kept in a room and file cabinet that has a locking mechanism. Access to the files is restricted only to the faculty and program administration. The program follows University regulations with regards to security and privacy of a students’ personal and financial information (refer back to Confidentiality of Student Records Policy 3364-71-15).
Name and Address Changes
Each student must keep faculty informed of the most current contact information. Faculty will update the student file to reflect changes. The student must update any of the following:

- Name changes
- Residential/mailing address
- Email address
- Phone contact number

If a student does not receive notification or information from the university due to failure to communicate changes, this will NOT excuse the student from the consequences of failing to receive the notification or information.

Cancellation of Classes
Occasionally, poor weather conditions have forced cancellation or delays of classes. The Paramedic Program is considered a part of the Health Science Campus of The University of Toledo. In situations where it is announced by local media outlets that all of The University of Toledo has cancelled classes for a specific day, then the paramedic class will also be cancelled. If only the Main campus is closed, and classes are still in session on the Health Science Campus, then the paramedic class will be in session. If the announcement does not specify a specific campus, then consider that the entire university is affected. Announcements indicating that UTMC remains open are in reference to the hospital and hospital employees, not students. Students should subscribe to the university’s alerting system, which would notify students of a variety of situations/emergencies. Local media outlets as well would provide this information.

Students are to use their judgment regarding the appropriateness of travel. If a student determines it is not safe to travel, and decides not to attend class, that student will need to notify faculty.

General Safety & Health/Illness & Injury Reporting
In the majority of cases, students have no injury or significant exposure while completing the academic and patient exposure requirements of this course. However, occasionally there is an injury or exposure, and therefore a need for the following policies.

- Because of the nature of the EMS profession, during their education students may be exposed to fatal or potentially fatal disease processes of a contagious nature to high-risk toxic substances, or to other situations involving personal danger and the risk of serious injury or death. As a condition of enrollment in The University of Toledo program, students agree to abide by the terms of all university policies, and those of various clinical and field internship sites, pertaining to safety. **Students shall wear appropriate personal protective equipment including, but not limited to, gloves and safety glasses during any patient contact or hot zone.**

- Faculty, staff, and preceptors are responsible for the health and safety of their students. They will ensure that students comply with prescribed protocols, safety regulations, and work practices. Students will abide by all instructions provided by faculty, staff, preceptors, and clinical/field internship site personnel. Students will report unsafe or unhealthy conditions to their instructors or preceptors.
Repeated or flagrant disregard of safety policies, rules, or precautions will result in dismissal from the program.

Students are expected to ensure good physical and mental health sufficient to perform the duties of paramedic student. This was verified by the submission of medical information for acceptance into the program. Neither The University of Toledo nor any of its affiliates are liable for accidents or illnesses that occur to students during scheduled school hours or activities.

The University of Toledo requires all students to be covered under a health care insurance policy and the student must provide evidence thereof.

In the event a student becomes ill or is injured while in a program-related activity, the first priority is to ensure the appropriate level of emergency care for the student based upon the seriousness of the condition. All costs associated with the management of an illness or injury, even while during class-related activities, is the responsibility of the student.

Program administration must be notified within 24 hours of any injury, illness, or significant exposure. TFRD students are to follow their specific policy (see next section). TFRD faculty shall notify UT program administration.

- All students will follow the Work-Related Illness/Injury Policy (S-08-018)
- If in a clinical or field internship setting, the student must also follow any requirements of that site
- Students who are covered under an employer’s insurance program may also be expected to comply with their employer’s documentation requirements

TFRD-Specific Policy for Injury or Exposure

Students under the educational contract between The University of Toledo and the City of Toledo (Toledo Fire and Rescue Department), are covered under their employment/workers compensation coverage. Additionally, because students are under City of Toledo coverage, the Toledo Fire & Rescue Department expects TFRD students to adhere to the following:

- In the event of injury or exposure during classroom activities or in the clinical/field internship setting, students shall follow the City of Toledo guidelines for medical treatment
- Upon injury, the student shall immediately inform his/her advisor, the TFRD paramedic training manager, and/or clinical preceptor. The on-duty safety officer will need to be notified. Medical treatment will need to ensue as follows:
  - If possible, report to Mercy Health/St. Vincent Medical Center Occupational Health for all medical treatment. If Occupational Health is closed, Mercy Health/St. Vincent Medical Center Emergency Department is the preferred hospital for treatment. In the event the injury is too severe and requires immediate treatment, the injured student should proceed to the closest hospital.
  - If the employee is seen in the hospital emergency department, a follow up visit to the City of Toledo physician should be scheduled at the resumption of normal business hours. The administrative officer in charge of injury time should be contacted to facilitate the process.
  - Supervisors shall ensure that an Employee Injury Report is completed. If the injury is such that the student is unable to complete the form, the supervisor or on-duty safety officer will ensure the completion of the form. Supervisors are
responsible for the completion of Section II of the injury report. The supervisor should elaborate on the cause of injury. In the event the supervisor is unable to sign Section II of the Employee Injury Report, the shift safety officer can fill out this section, but the paramedic instructor or paramedic training officer must follow up with a completed communication form explaining his/her knowledge of the incident. The on-duty safety officer and the Training Bureau Chief must be notified of all on-duty injuries and, if the injury is such that the student is unable to return to the classroom or clinical setting, the Training Bureau Office must also be notified. A notation shall be made in the Training Bureau Journal (regarding time, place, incident, etc.) and an Employee Injury Report completed. All on-duty injuries require an investigation by the Safety Bureau.

Curriculum Policies & Course Completion

Paramedic Certificate Program

Structure and Evaluation
The Paramedic Certificate Program consists of 3 semesters (24 credit hours) of education. The Program has four (4) defined areas of evaluation. Each carries its own criteria for evaluation and successful completion. Successful completion of all areas is required for course completion. The areas are: 1) academic; 2) skills; 3) clinical/field internship; and 4) affective domain.

The student who successfully completes semesters I, II and III will be eligible to continue into the final segment of the certificate program. The final segment of the program consists of a final comprehensive skills exam and a final comprehensive written exam. Regardless of performance in the program at this point, each of these must be successfully completed in order to pass the certificate program and be eligible to take the State Certification Examination.

Academic Grading
Each semester consists of lecture presentations with open discussion. Each semester will also contain quizzes, Blackboard assignments, and various exams that comprise the overall semester grade. In order to pass each semester in the academic component, the student must obtain BOTH of the following: 1) a minimum of 80% for the overall semester grade, and 2) a minimum of 80% on the final comprehensive semester exam.

There are no retests permitted for quizzes, section exams, or mid-term exams. However, the following will apply only to the final comprehensive semester exam:

- If the student did not achieve the minimum 80% grade on the exam, the student is allowed one opportunity to retest to obtain the required 80%
  - The student must attend a minimum of one remediation session prior to retesting this exam
  - If an 80% is not achieved on the retest, the student is not eligible to progress to the next segment of the course, and is removed from the program

- If a student has passed the final semester exam, but the overall semester grade is less than an 80%, the student must retest the final semester exam in order to bring the overall course grade to the required 80%
  - Since the student initially passed the exam, the student in this case is not required to attend remediation prior to retesting, but may request remediation
• If an overall semester grade of 80% is not achieved following the retest, the student is not eligible to progress to the next segment of the course and is removed from the program

**Academic/Semester Letter Grade**

The following scale will be used for this class when determining grades for all 3 semesters:

- 100 – 93% = A
- 92 – 87% = B
- 86 – 80% = C
- 70 – 79% = D
- Below 70% = F

Theoretically, a student could obtain a letter grade of “D” in any of the 3 semesters, but it would be for purposes of a letter grade on the UT transcript. The student would not be able to proceed to the next step of the certificate program. The UT Paramedic Program requires a minimum of 80% (“C”) in order to progress.

Academic grading for each of the semesters will consist of the following:

**Paramedic I**

The program has established 80% (C) as the minimum acceptable passing grade in which a person may progress to Paramedic II. The grade for Paramedic I will be determined using the following formula:

- Quizzes/Assignments/Projects 15% of final grade
- Section Exams & Midterm 50% of final grade
- Final Comprehensive Semester Exam 35% of final grade

**Paramedic II**

The program has established 80% (C) as the minimum acceptable passing grade in which a person may progress to Paramedic III. The grade for Paramedic II will be determined using the following formula:

- Quizzes/Assignments/Projects 15% of final grade
- Section Exams & Midterm 50% of final grade
- Final Comprehensive Semester Exam 35% of final grade

**Paramedic III**

The program has established 80% (C) as the minimum acceptable passing grade in which a person may be eligible for the paramedic course final skills evaluation and the paramedic course final comprehensive written examination. The grade for Paramedic III will be determined using the following formula:

- Quizzes/Assignments/Projects 15% of final grade
- Section Exams 50% of final grade
- Final Comprehensive Semester Exam 35% of final grade

The final score for all exams, quizzes, and the semester grade is rounded either up or down to the nearest whole number, using standard rounding procedures (0.49 or less is rounded down,
and 0.5 or higher is rounded up). For example, 79.45% will be rounded down to 79% and 79.65% will be rounded up to 80%.

When calculating the overall score for the final comprehensive semester exam, if any retest is required, both the initial and the retest scores will be averaged together.

**Skills Performance**

In conjunction with lectures and specific didactic material being presented in class, students must attend skill labs. Skills proficiency is developed during these hands-on laboratory sessions that include periodic simulation sessions at the Interprofessional Immersive Simulation Center. Following demonstration of proficiency, students may begin to perform skills in the clinical and EMS environments.

Skills will be introduced and evaluated using the following progressive steps:

- Skills are introduced and practiced in a controlled lab setting
- Skills are evaluated for proficiency before entering into the clinical setting
- Selected skills are evaluated for ongoing proficiency at the end of semesters I and II
- Selected skills are evaluated near the end of the Paramedic Certificate Program in the final comprehensive skills exam

Skills performance is given a “Pass/Fail” grade. Using standardized skill sheets with a point system, students must obtain a specific minimum score. Each skill sheet also has a list of “critical criteria” that must be satisfactorily met. The combination of obtaining the minimum score along with meeting critical criteria requirements results in a “Pass” for that specific skill.

At the end of semesters I and II, selected skills are evaluated using the same criteria. The student must obtain a “passing” score on each skill in order to progress to the next segment of the program. If a student does not obtain a passing score on all of the designated skills, the student has one opportunity to retest any necessary skills. The student must attend a remediation session prior to any retesting of skills.

**Clinical and Field Internship**

During each of the three paramedic courses (Paramedic I, II, and III), students will attend designated hospital areas and will ride on designated EMS squads for the purpose of integrating the knowledge and skills learned in the classroom and lab settings into situations with real patients under the direct supervision of a preceptor. This component is graded on a “Pass/Fail” basis. Provided the student has met all clinical and field internship requirements, and has no uncorrected issues addressed through evaluations or preceptor feedback, the students shall be given a grade of “Pass”. More specific detail regarding the areas, hours, specific skill, and documentation requirements are outlined in the clinical and field internship segments of the Program Handbook.
Affective Domain
The affective domain is evaluated in all aspects of the program in various ways. This component is ongoing and is not restricted to a specific semester grade. It is graded on a “Pass/Fail” basis. The following methods are used to evaluate the affective domain:

Classroom Environment:
Affective domain areas that are evaluated in the classroom environment include, but may not be limited to: integrity, self-motivation, appearance, attendance, time management, Blackboard interaction, and respect. This is based upon the following point system. A student begins with a total of 100 points. When the score falls below 80 points at any time throughout the certificate program, the student will be required to meet with his/her advisor and the Medical Director to develop a corrective action plan.

- Unexcused Absent Entire Day: 5.0 pts
- Unexcused Absent Half-day: 2.5 pts
- Unexcused Late: 0 – 15 minutes: 1.0 pt
- Unexcused Late: 15 – 30 minutes: 1.5 pts
- Lack of Class Participation: 2.5 pts
- Missed Assignments: 5.0 pts
- Late Assignments: 2.5 pts
- Violations of Dress Code: 2.5 pts
- Violations of any other Classroom Behavioral Items: 5.0 pts
- Lack of Professionalism in dealing with patients, simulated patients, faculty, or UT staff in the classroom, field/clinical experience or lab: 5.0 pts

Skills Development/Performance:
Each skill form has line items addressing affective domain. Affective domain areas that are evaluated in skills development/performance include: teamwork, respect, and professionalism in performance of skills and interaction with evaluators, team members and simulated patients. Instructors will evaluate affective domain criteria as either satisfactory or unsatisfactory. A student receiving any unsatisfactory rating will be required to meet with his/her advisor and the Medical Director to develop a corrective action plan.

Advisor Reviews
Each semester, students will meet with their respective advisor to review progress (see related policy). During this review, the advisor will discuss additional affective domain criteria that has been observed. Affective areas that are discussed in these reviews include, but are not limited to: integrity/honesty, self-motivation, communication (written and verbal), and judgment/decision-making development. Instructors will evaluate affective domain criteria as either satisfactory or unsatisfactory. For a student receiving any unsatisfactory rating during these reviews, the Medical Director will have input regarding a corrective plan of action that will be conveyed to the student.

Clinical/Field Internship Performance:
Each evaluation form that is filled out by a preceptor has line items addressing affective domain. Affective areas that are evaluated in the Clinical/Field Internship areas include, but are not limited to: teamwork, respect, empathy, patient advocacy, time management, professionalism in communication, and delivery of service. Additionally, student advisors will monitor and use the following point system. As with the classroom environment, the student will begin with a total of 100 points. When a score drops below 80 points at any time in the
certificate program, the student will be required to meet with his/her advisor and the Medical Director to develop a corrective action plan.

- Unexcused Absence for any portion of shift 5.0 pts
- Unacceptable Failure to Call Off Properly 5.0 pts
- Late submission of clinical / field paperwork 2.5 pts
- Late FISDAP submissions 2.5 pts
- Violations of Clinical/Field Behavioral Items 5.0 pts
- Violations of Clinical/Field Dress Code: 2.5 pts
- Violations of any other Classroom Behavioral Items 5.0 pts
- Any substantiated “Unsatisfactory” affective rating from preceptors 5.0 pts

Following any meeting with the advisor and Medical Director, any further drop in affective scoring will result in dismissal from the program. A student who has at least 80% on both the classroom and clinical/field components, and has no unsatisfactory ratings, or does not continue to acquire unsatisfactory ratings in any affective domain area following an advisor/Medical Director meeting, shall be given a grade of “Pass” at the end of the Certificate Program.

**Grades Below 80%**

As described in previous areas in the Program Handbook, the certificate program requires successful completion of each semester’s requirements in order to continue in the progressive schedule. A student who falls below the 80% grade during a semester will remain in the program (unless dismissed for other reasons) to allow the student every opportunity to bring his/her grade up to the required minimum by the end of the semester. The one exception to this is in Paramedic III: Failure to obtain the required 80% by the end of the semester III final exam will result in the student being dismissed, as he/she would not be eligible to test on the program’s comprehensive skills and written exams.

When a student’s GPA falls below 80%, the student is encouraged to seek assistance from his/her advisor. The advisor may tutor the student, and may assign tasks or projects intended to assist the student in learning the course material. Any additional tasks or projects established during the tutorial process will not be factored into the student’s grade, and therefore will not affect the student’s GPA. The only opportunity students have to return the GPA to an 80% is through any remaining quizzes, assignments/projects that all class members are required to complete, or exams. Failure to return the GPA to an 80% by the completion of the semester final exam will result in dismissal from the certificate program.

**Final Comprehensive Evaluations**

In the final segment of the certificate program, following the completion of Paramedic III, the student will be required to successfully complete both a comprehensive skills evaluation, and a comprehensive written examination.

The comprehensive skills exam will be an examination of selected “end-of-the-curriculum” skills. To be eligible for the skills exam, a student must have successfully completed all required skills performance expectations to that point. The format of this final comprehensive skills exam will be the same as with the previous semester skills exams. Students are given a total of two attempts to successfully perform each skill. Following the initial test, if a skill needs to be tested a second time, the student must complete a remediation session prior to any retest attempt. To
complete the Paramedic Certificate Program and to be eligible for the National Registry Practical Examination, the student must successfully complete this final comprehensive skills exam.

The comprehensive final written exam will follow the similar format as the comprehensive semester exams. To be eligible for the final comprehensive written exam, a student must have successfully completed all academic requirements to that point. The following are specific policies pertaining to this examination:

- All prior academic grades no longer are factored into the final outcome
- The final exam will be divided into subsections
- A minimum score of 80% on each subsection of this exam is required in order to successfully complete the Paramedic Certificate Program
- Remediation is mandatory if an 80% is not obtained in every section. Following remediation, the student is given one opportunity to retest any section in which an 80% is not obtained on the first attempt. Retest questions may or may not be the same. Failure to successfully obtain the required minimum of 80% in each section on the retest will result in failure of the Paramedic Certificate Program.

**Examination Question Challenges**

After reviewing an examination, a student may challenge a question. Challenges must be in writing and must include appropriate references from the class notes, textbook, or other relevant literature. The challenge must be presented in writing to faculty who will review it with program administration for a decision. The challenge must be received within three business days of the date the results of the examination are known. A response will be provided to the student within five business days after receipt of the challenge, and any modifications to grades will be reflected within that time and will be communicated to any students affected by the challenge.
Program Completion/Certification Information

Paramedic Certificate Program Completion
To successfully complete this program and establish eligibility for the certification examination, students must:

- Successfully complete all applicable classroom, academic, clinical, field internship and attendance requirements
- Complete and document all applicable clinical requirements
- Demonstrate skills competence as required in the laboratory, clinical, and field settings
- Demonstrate overall cognitive, psychomotor, and affective competence to the satisfaction of the faculty, clinical and field internship preceptors, Program Director, and Medical Director
- Not be under investigation or subject to disciplinary action for violation of The University of Toledo rules, regulations or policies, and not have any outstanding balance on his or her student account
- Return any books, equipment, and other materials borrowed from the Toledo Fire and Rescue Training Department or The University of Toledo

Eligibility for Certification
Successful completion of this educational program, or any other paramedic program, does not guarantee eligibility for national registration, state certification or licensure. A student with a criminal background may be excluded from the testing or certification process. Denial of testing or certification privileges is a National Registry and State of Ohio issue and it is the student’s responsibility to ensure eligibility. A student having questions or concerns about eligibility should contact the Ohio Department of Public Safety’s Division of EMS at (800) 233-0785, or the National Registry of EMT’s at (614) 888-4484.

National Registry Certification
Following completion of all course requirements and verification by the Program Director and Medical Director, and providing the student has no legal hindrance with regards to the National Registry’s examination criteria, the student will be eligible to take the appropriate National Registry written and skills (psychomotor) examinations.

The psychomotor exam will be arranged by The University of Toledo, and it will be conducted on the The University of Toledo campus. Specific details of the National Registry’s testing and retesting policies can be found on the National Registry website (www.nremt.org). The faculty will also discuss these policies with students as that time approaches. If a student is unable to attend the psychomotor testing on the scheduled days at The University of Toledo, or if the student needs to retest skills on another day and at another location, that student shall bear all costs associated with travel and testing fees.

The written (cognitive) exam may not be completed until all program requirements have been satisfied. The program and faculty will provide instructions for the students regarding how to set up a National Registry account and register for the cognitive exam. However, it will be the responsibility of the student to complete the appropriate steps to take the examination. The first attempt at the written exam is paid for through the contract between The University of Toledo
and TFRD. The student is responsible for costs associated with any subsequent attempts or for any required remediation/retraining.

Students are required to notify their advisor or instructors of the scheduled date for the written (cognitive) exam. Faculty must be notified of the passing results to facilitate state certification.

In the event the student does not pass the psychomotor and/or cognitive examinations, the student is responsible for notifying the faculty in a timely manner after receiving the results. The student, faculty, Medical Director, and Program Director will collaboratively establish a plan for remediation and retesting.

**National Registry Testing Accommodations**
The National Registry will make accommodations for the cognitive examination in certain circumstances. However, specific documentation is required. If a student feels that he/she needs special testing accommodations for the National Registry examination, that student must directly contact the National Registry of EMT’s to discuss the paperwork requirements at (614) 888-4484. We encourage any student to contact the National Registry several months in advance of the anticipated test date.

**State Certification**
After becoming nationally registered, the student must complete an application for the Ohio Division of EMS to obtain the appropriate State certification. The Program Director and faculty will provide the necessary instructions in how to complete these tasks. A person MUST be state-certified as a paramedic prior to representing himself or herself to an employer as a paramedic. National Registry certification is not sufficient to function as a paramedic. State certification is required.

**Reciprocity with Other States**
Requirements for EMS certification or licensure vary significantly from state to state. Students who anticipate wishing to practice in another state must contact the agency responsible for credentialing EMS personnel in that state to obtain information regarding requirements for reciprocity. In most cases, that state will not allow you to practice within their boundaries until reciprocity requirements have been met.

**EMS Education Program/Accreditation Status**
The University of Toledo Paramedic Program has been issued a Letter of Review by the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This letter is NOT a CAAHEP accreditation status; it is a status signifying that a program seeking initial accreditation has demonstrated sufficient compliance with the accreditation standards through the Letter of Review Self Study Report (LSSR) and other documentation. A Letter of Review is recognized by the National Registry of Emergency Medical Technicians (NREMT) for eligibility to take the NREMT's Paramedic credentialing examination(s). However, it is NOT a guarantee of eventual accreditation.

Contact Information:
CoAEMSP
8301 Lakeview Parkway, Suite 111-312
Rowlett, TX 75088
Phone: 214-703-8445
Fax: 214-703-8992
www.coaemsp.org