



REMSA Center for Integrated Health and Community Education
EMS Education Program
Student Handbook

Student Handbook – Section A

I certify this catalog to be true and correct in content and policy

A handwritten signature in blue ink, appearing to read "J. P. Walter", is positioned below the certification text.

Effective: February 21, 2024

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EFFECTIVE DATE

This handbook has been reviewed and revised to reflect the most current policies and procedures of the REMSA Center for Prehospital Education. This handbook and its contents are effective as of March 1, 2023.

HANDBOOK DISCLAIMER

This handbook has been created to provide important information to students of the REMSA Center for Integrated Health and Community Education. All students will be held to the standards outlined in this handbook.

Although every effort will be made to keep this handbook current and up-to-date, policy changes or course changes may occur prior to the content of this handbook being updated. Changes will be announced to current students prior to them taking effect and an updated handbook will be provided once approved if necessary. Students should contact their course coordinator if they believe their handbook has incorrect or inconsistent information.

Every student will be provided a course specific syllabus in addition to this handbook. The syllabus will outline the specific requirements of the course they are attending. If any information in the handbook is contradicted by the syllabus, the information in the syllabus will supersede the information in the handbook. General information regarding attendance and grading are included in the handbook; however, specific grading and attendance policies will be included in the syllabus.

PROFESSIONALISM

EMS is a profession made up of people that work in a variety of settings and situations that require compassion, quick thinking, and proficient care. Cognitive, Affective, and Psychomotor domains address the knowledge, behaviors, and skills that students will need to be a competent, entry-level EMS provider. All EMS courses taught at REMSA Center for Integrated Health and Community Education will be taught and evaluated in all three learning domains.

In addition to evaluations of a student's knowledge and skills, our programs will place an equal amount of emphasis on their behavior and attitude. EMS professionals must exhibit the qualities of a leader in a professional manner at all times and represent a community of medical professionals before, during and after class. As a student in the REMSA Center for Integrated Health and Community Education EMS program, students are representing REMSA Health in all they do, say and model.

SAFETY

Although safety is addressed throughout this handbook, its importance should be noted from the beginning. Students in all EMS classes will engage in activities that are considered dangerous. Skills labs, clinical internships, and field internships are all areas that potentially increase a student's chance of being exposed or injured.

It is every student, staff and faculty member's responsibility to ensure safety in all environments and locations. Although faculty and staff will develop and present skills and learning opportunities in the safest manner possible, students are responsible to adhere to the guidelines in this handbook as well as the verbal and written directions provided by proctors, instructors and faculty. If at any time a student feels something is unsafe, they are obligated to verbalize their concern, stop whatever is going on and discuss their concerns with the faculty and staff before proceeding.

THE REMSA HEALTH DIFFERENCE

Introduction	<p>The REMSA Center for Integrated Health and Community Education provides the highest quality educational opportunities that help prepare competent EMS professionals at all levels. Full time faculty and staff are available to assist students throughout the process and all educators have extensive backgrounds in prehospital and clinical medicine.</p> <p>The REMSA Center for Integrated Health and Community Education is located at 400 Edison Way Suite B, Reno, NV 89502.</p>														
Governance	<p>REMSA Center for Integrated Health and Community Education is owned and operated by REMSA Health, a private, not for profit, Nevada Company. Executive Leadership includes:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 40px;">Barry Duplantis CEO</td> <td>Adam Heinz COO</td> </tr> </table>	Barry Duplantis CEO	Adam Heinz COO												
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Vision	<p>The mission outlines patients, students, and families are the core of our values. Everything REMSA Center for Integrated Health and Community Education does is driven by the intense passion to educate future EMS providers to be strong clinicians, patient advocates, outstanding professionals, and dedicated caregivers. By putting patients first, we are able to support the students with high quality, research driven education. Understanding that our students and staff have families that support them and may rely on medical care by EMS in the future also drives us to provide a program that educates EMS practitioners to the highest clinical standards.</p>														
Staff/Faculty	<p>Administration and Staff:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 40px;">Jennifer Walters, BS, NRP Education Director/Program Director jwalters@remsa-cf.com</td> <td>Jennifer Wilson, MD Medical Director jwilson@remsa-cf.com</td> </tr> <tr> <td style="padding-right: 40px;">Scott Norman, BS, NRP Clinical Director</td> <td>Ben Battenfield, NRP Clinical Coordinator</td> </tr> <tr> <td style="padding-right: 40px;">Lizeth Alvarez Education Support Specialist</td> <td>Stacie DeVore Education Support Specialist</td> </tr> <tr> <td style="padding-right: 40px;">Alma Marin, BS Public Education Coordinator</td> <td>Katie Timmons, AS, NRP Public Education Coordinator</td> </tr> </table> <p>Faculty:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 40px;">Travis Duffin, MA, NRP Lead Education Coordinator II tduffin@remsa-cf.com</td> <td>Carolyn Schumacher, MS, NRP Education Coordinator II cschumacher@remsa-cf.com</td> </tr> <tr> <td style="padding-right: 40px;">Heather Spencer, NRP Education Coordinator II hspencer@remsa-cf.com</td> <td>Alex Ross, NRP Education Coordinator II aross@remsa-cf.com</td> </tr> <tr> <td style="padding-right: 40px;">Mark DeSimone, NRP Education Coordinator II mdesimone@remsa-cf.com</td> <td></td> </tr> </table>	Jennifer Walters, BS, NRP Education Director/Program Director jwalters@remsa-cf.com	Jennifer Wilson, MD Medical Director jwilson@remsa-cf.com	Scott Norman, BS, NRP Clinical Director	Ben Battenfield, NRP Clinical Coordinator	Lizeth Alvarez Education Support Specialist	Stacie DeVore Education Support Specialist	Alma Marin, BS Public Education Coordinator	Katie Timmons, AS, NRP Public Education Coordinator	Travis Duffin, MA, NRP Lead Education Coordinator II tduffin@remsa-cf.com	Carolyn Schumacher, MS, NRP Education Coordinator II cschumacher@remsa-cf.com	Heather Spencer, NRP Education Coordinator II hspencer@remsa-cf.com	Alex Ross, NRP Education Coordinator II aross@remsa-cf.com	Mark DeSimone, NRP Education Coordinator II mdesimone@remsa-cf.com	
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Programs	<p>Paramedic Advanced Emergency Medical Technician Emergency Medical Technician Emergency Medical Responder</p>														

Recognition	<p>The REMSA Center for Integrated Health and Community Education Center is a licensed Postsecondary Institution by the Nevada Commission on Postsecondary Education.</p> <p>The REMSA Center for Integrated Health and Community Education is a recognized training facility by the Nevada State EMS division of the Department of Health.</p> <p>The REMSA Center for Integrated Health and Community Education is an authorized CE provider for State of Nevada Emergency Medical Services, and State of Nevada Board of Nursing.</p> <p>The REMSA Center for Integrated Health and Community Education is an approved Training Center by the American Heart Association for Basic Cardiac Life Support, First Aid, Pediatric Advanced Life Support, and Advanced Cardiac Life Support training.</p> <p>The REMSA Center for Integrated Health and Community Education is Training Center is an approved Training Center by the International Trauma Life Support committee, and Nevada State ICLS Board of Directors, as well as the National Association of EMT's to provide PHTLS and TCCC courses.</p> <p>The REMSA Center for Integrated Health and Community Education is approved by the American Academy of Pediatrics to conduct Pediatric Education for Pre-hospital Professionals-Advanced and Basic courses.</p> <p>The REMSA Paramedic Program is accredited by the Commission on Accreditation of Allied Health Education Programs.</p>
Academic Calendar	<p>Emergency Medical Responder Call REMSA Health at (775) 858-5700. These classes are offered as needed.</p> <p>Emergency Medical Technician Log on to www.remsahealth.com/education for current class offerings and deadlines.</p> <p>Advanced Emergency Medical Technician Log on to www.remsahealth.com/education for current class offerings and deadlines.</p> <p>Paramedic Program Log on to www.remsahealth.com/education for current class offerings and deadlines.</p>
Hours of Operation	REMSA Center for Integrated Health and Community Education is open Monday through Thursday, 0800-1700 and Friday 0800-1400.
Observed Holidays	<p>REMSA Health recognizes nine holidays throughout the year. Although classrooms and didactic education will not be provided on these days, internships may still be operating on holidays. Students will be required to request time off if their preceptor is scheduled to work on a holiday and they wish to have the day off. Students may have to attend internships on an observed holiday.</p> <ul style="list-style-type: none"> - President's, Memorial, Veteran's, Labor Day - Independence Day - Thanksgiving/Family Day - Christmas Day & New Year's Day

REMSA & UNIVERSITY OF NEVADA, RENO

Paramedic Program REMSA Center for Integrated Health and Community Education and the University of Nevada, Reno have a partnership to provide a paramedic program taught by healthcare professionals, and provides a certificate of completion from the University at the conclusion of the program.

Through this partnership, the students gain access to the medical school's cadaver lab, allowing students to practice critical skills on cadavers.

Both REMSA Center for Integrated Health and Community Education staff as well as the University's Extended Studies office staff support students enrolled in the REMSA Paramedic Program.

Extended Studies University staff handle all paramedic student payments and financial transactions.

University staff and REMSA Center for Integrated Health and Community Education staff meet as needed to discuss student progress, financial status, university faculty schedules, as well as general topics regarding the course.

UNR Information University of Nevada, Reno
Office of Extended Studies, Mail Stop 0048
18600 Wedge Parkway
Reno, Nevada 89511
Dawna Snyder
dsnyder@unr.edu
(775) 682-7554

The Northwest Commission on Colleges and Universities, recognized by the Council for Higher Education Accreditation and the U.S. Department of Education, accredits the University of Nevada, Reno. More information on this accreditation can be found at:

www.nwccu.org

The REMSA Paramedic program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP).

Issues or concerns about the Paramedic Program can be directed to:
Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
(727) 210-2350
www.caahep.org

LAW & ORDER

Equal Opportunity	The REMSA Center for Integrated Health and Community Education is an Equal Opportunity institution. REMSA Health and RASI are committed to assuring that all courses are readily accessible to all eligible persons without regard to their race, color, religion, sex, age, national origin, marital status, sexual orientation or other protected class.
Discrimination	REMSA Center for Integrated Health and Community Education does not discriminate based on sex, sexual orientation, race, religion, handicaps and/or national origin in the programs and activities it operates. In addition, REMSA Center for Integrated Health and Community Education does not tolerate discrimination against students by fellow students. Actions considered discrimination against students will be handled swiftly and according to the discipline guidelines in this handbook.
American's with Disabilities Act	Qualified students with physical or documented learning disabilities have the right to accommodations to ensure equal access to educational opportunities at REMSA Health per the Americans with Disabilities Act of 1990. Students must have acceptable documentation that an ADA situation exists. The student must bring this information to the course coordinators attention before the conclusion of the first class session.

Students seeking accommodations must understand that although every effort is made to accommodate their needs, the nature of this course and EMS in general requires the practitioner to be able to react quickly and respond to various types of situations. Classroom, laboratory, clinical and field internships all have physical as well as mental demands that many not be able to be accommodated based on the requirements of the functional job description provided in this handbook. Students with documented disabilities will not be denied the opportunity to take an exam or participate in a skills testing session, however this student will be required to take the written exam and pass the skills proficiency verifications within the established criteria including time limits.

There are accommodations that are not allowed in any of the EMS programs because they are not in compliance with the essential job functions of an EMT or Paramedic as outlined in the Functional Job Description in this handbook. These include, but are not limited to:

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.

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 exam.
- 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.
- Students are not provided a written exam with a less than eighth grade reading level.

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

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

- The ability to utilize knowledge on the spur of the moment is an essential task.
- Exams are given to elicit immediate recall and understanding of emergency situations
- Students will be permitted a private space to take the exam. 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 English is an essential part of EMS communication.
- Students must be able to understand and converse in medical terms appropriate to the profession.

All EMS students in EMT, AEMT, and Paramedic programs will be required to complete National Registry practical and written exams at the end of the course. The NREMT exam has an extensive policy and procedure for accepting accommodations during exams that is separate from any requests made in class. Students are encouraged to visit their website at www.nremt.org early and review the process required prior to testing to ensure accommodation requests can be reviewed and granted.

Patient Confidentiality

Throughout the program students will interact with patients, medical professionals and others. Information discussed, reviewed, and gathered about patients throughout the program is to be considered confidential. Use of this information as a learning opportunity with instructors and/or a preceptor is considered acceptable if it is done in an appropriate setting. Sharing confidential information in any other way is considered unacceptable and may be grounds for discipline up to and including dismissal from the program. Protected health information (PHI) includes any piece of information that can identify a person including pictures. Specific examples include patients name, address, phone number, social security number or any other identification number that is specifically assigned to that patient. Students should exercise discretion and when in doubt; do not discuss or share information in any form by any means that may be considered confidential.

Sexual Harassment

Sexual Harassment is held as a serious offense. Unwanted sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature may be considered sexual harassment when submission to such conduct is made explicitly or implicitly a term or condition for an individual's academic success.

Such conduct has the purpose or effect of interfering with an individual's class performance or creating an intimidating, hostile or offensive class environment. Students who experience sexual harassment have a responsibility to bring it to the attention of the Program Coordinator, Manager or Director. All complaints of sexual harassment will be investigated. There will be no intimidation or retaliation against anyone claiming to be a victim of sexual harassment when done so in good faith.

Background Checks

EMS students in REMSA Center for Integrated Health and Community Education programs will be required to submit to a full background check including criminal, driving history and drug screenings. Students with criminal records may be removed from the program as they will be unable to complete clinical internships and will not be able to apply for state certifications. A full list of offenses that preclude a student from entering a clinical setting can be found by searching NRS 449.174.

Release of Information

REMSA Health reserves the right to, when necessary, release student information to clinical and field internship sites as well as the Veteran's Administration if the student is receiving benefits from the VA.

Certifications

As a student in an EMS course any current certifications that were used as a prerequisite to the course must be maintained. For example, students in the Paramedic class must maintain a current AEMT certification throughout the class. Students in all EMT and above classes must maintain current Healthcare CPR certification throughout the program. Failure to maintain these certifications may result in disciplinary action up to and including immediate removal from the program.

Admission	<p>Students attempting to enter the REMSA Center for Integrated Health and Community Education EMT or AEMT programs must complete an entrance test prior to acceptance into the program. Entrance exams are scheduled prior to the start of the program and are conducted in-person at REMSA Center for Integrated Health and Community Education. See www.remsahealth.com/education for a current schedule. Students will be ranked based on scores. Classes will be filled from highest to lowest score.</p> <p>Students attempting to enter the REMSA Paramedic program must pass the pharmacology exam and complete the entrance exam and admission process successfully before being scored and ranked based on the following criteria:</p>									
Entrance Exam	<p>REMSA Emergency Medical Services courses may elect to select students for programs based on the results of an entrance test provided prior to the scheduled start date of the class. These exams will cover entry-level material for the program the student is attempting to enter. There is no entrance test for EMR.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Weight Assigned:</td> <td style="padding-right: 20px;">Paramedic</td> <td>35%</td> </tr> <tr> <td></td> <td>Advanced EMT</td> <td>100%</td> </tr> <tr> <td></td> <td>EMT</td> <td>100%</td> </tr> </table>	Weight Assigned:	Paramedic	35%		Advanced EMT	100%		EMT	100%
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	Advanced EMT	100%								
	EMT	100%								
Application	<p>The REMSA Paramedic program requires candidates to complete a program application including work history and educational background. Staff will review and grade the application based on content, answers to questions and completeness.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Weight Assigned:</td> <td style="padding-right: 20px;">Paramedic</td> <td>15%</td> </tr> </table>	Weight Assigned:	Paramedic	15%						
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Oral Interviews	<p>The REMSA Paramedic program requires program candidates to participate in an oral interview. This process is scored by a panel of interviewers and the scores are factored into the final overall score.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Weight Assigned:</td> <td style="padding-right: 20px;">Paramedic</td> <td>30%</td> </tr> </table>	Weight Assigned:	Paramedic	30%						
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Recommendation	<p>Students seeking enrollment into the REMSA Paramedic program must supply letters of recommendation as outlined in the original application. These letters will be scored by education staff based on content, message, and information provided.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Weight Assigned:</td> <td style="padding-right: 20px;">Paramedic</td> <td>15%</td> </tr> </table>	Weight Assigned:	Paramedic	15%						
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Experience	<p>The REMSA Paramedic program also considers past EMS experience and AEMT education of each candidate. Prior experience/education in EMS has been proven to be a major factor in a candidate’s success and as such is a weighted factor in the entrance score.</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Weight Assigned:</td> <td style="padding-right: 20px;">Paramedic</td> <td>5%</td> </tr> </table>	Weight Assigned:	Paramedic	5%						
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Service Work	<p>While REMSA Health cannot prevent the student from working while in school, they are encouraged to understand the demands of school and adjust their life as necessary to be</p>									

successful in the chosen program. Paramedic school in particular is very time consuming and is the equivalent of a full-time job. Students should take this into consideration prior to entering the program and develop a plan to deal with the stress of school.

At no time will a REMSA Center for Integrated Health and Community Education student be substituted for a REMSA Health employee. We recognize that some employees are also students, however, at no time will a student act as an employee while in the process of completing requirements for their currently enrolled program.

REMSA Center for Integrated Health and Community Education programs are developed to ensure all educational goals and objectives are met in each program. For that reason, we do not substitute our clinical sites or field internship sites for other agencies. We have agreements and relationships with certain sites and are confident that the education we expect is obtained at these sites.

Employed	<p>If students are currently employed and utilizing skills within the EMS profession they are only certified to practice at the level for which they are currently employed and certified by the State of Nevada. At no time may the student practice as a provider under the level in which they are being educated without current certification.</p> <p>The only time students may practice assessments or skills being taught in their current class is when they are practicing with an approved preceptor at an approved clinical or field internship site that has been scheduled by a REMSA Education Coordinator as an education shift.</p>
Placement	<p>REMSA Center for Integrated Health and Community Education does not offer official placement services, however, students are encouraged to meet with REMSA Health Human Resources representatives to discuss options and careers available at REMSA Health. Human Resource staff members are available Monday through Friday from 9:00 a.m. to 5:00 p.m., excluding holidays.</p>
Entrance	<p>Students attempting to enter REMSA Center for Integrated Health and Community Education programs are required to complete the entrance process for each program. Scores will not be held for future programs without expressed written consent of the Program Coordinator. Students are eligible to take entrance tests prior to prerequisite submission upon the understanding that all documents are required by the specified date prior to class.</p>
Reentry Students	<p>Students who have been academically dismissed from the same program twice are not eligible for reapplication, unless granted by the Program Coordinator. The student will be required to meet with the Program Coordinator to evaluate previous gaps in knowledge and how deficiencies have been addressed. Students failing to show progress or attempts to improve will not be allowed to retest for a program.</p>
Retest	<p>Students must meet published academic standards. Students failing to meet testing standards outlined in the academics section of this handbook will be academically dropped from the program. One retest per exam will be allowed if the student is within 10% of the published passing grade listed in the Grading section of the handbook. Students must pass all retests with a score at or higher than the published passing score for the program they are attending.</p>
Records	<p>All student records including grade books, attendance, progress reports, transcripts, conduct, and all associated student documentation are maintained in the Student Information System. This system is backed up daily and records are maintained for all students past and present. Records can be accessed by students by request.</p>

EMERGENCY MEDICAL SERVICE COURSES

Courses Offered	<p>EMS courses offered at REMSA Center for Integrated Health and Community Education include:</p> <table border="0" style="margin-left: 40px;"> <tr> <td>EMR</td> <td>Emergency Medical Responder</td> </tr> <tr> <td>EMT</td> <td>Emergency Medical Technician</td> </tr> <tr> <td>AEMT</td> <td>Advanced Emergency Medical Technician</td> </tr> <tr> <td>PM</td> <td>Paramedic</td> </tr> </table>	EMR	Emergency Medical Responder	EMT	Emergency Medical Technician	AEMT	Advanced Emergency Medical Technician	PM	Paramedic
EMR	Emergency Medical Responder								
EMT	Emergency Medical Technician								
AEMT	Advanced Emergency Medical Technician								
PM	Paramedic								
Course Sequence	<p>Most EMS courses build on education from the previous levels. For example, students must complete an EMT program before proceeding to an AEMT program.</p> <p>Students applying to the Paramedic program are given consideration for EMS experience and education level completed as well as other factors.</p>								
Course Description	<p>Emergency Medical Responder – 48 hours Emergency Medical Responder (EMR) training gives students the knowledge and skills necessary to provide immediate lifesaving interventions while awaiting for additional EMS resources to arrive. The curriculum is authorized by the National Highway Traffic Safety Administration (NHTSA of the United States DOT as a national standard for certification as an EMR pursuant to NAC 450B.355. Students are not required to complete an EMR course prior to proceeding to the EMT program.</p> <p>Emergency Medical Technician – 150 hours The Emergency Medical Technician (EMT) course is the entry-level course for the Emergency Medical Services profession. The curriculum is authorized by the NHTSA of the United States DOT as a national standard for certification as an EMT pursuant to NAC 450B.360. Students obtain the basic knowledge and skills necessary to stabilize and safely transport patients ranging from non-emergency and routine medical transports to life threatening emergencies.</p> <p>Advanced Emergency Medical Technician – 150 hours Advanced EMT students learn to provide basic and limited advanced emergency medical care and transportation for acutely ill or injured patients. Competencies include but are not limited to the recognition, assessment, and management of medical and trauma emergencies. The curriculum is authorized by the NHTSA of the United States DOT as a national standard for certification as an EMT pursuant to NAC 450B.191. This level does not conflict or compete with the Paramedic level; it is another level that exists as a result of different skills being emphasized.</p> <p>Paramedic – 1289 hours Paramedic students are trained to provide advanced emergency medical care for critical and emergent patients including advanced cardiac life support, neonatal resuscitation, pediatric advanced life support, and trauma life support. They obtain vast knowledge of medications, cardiac interpretations and anatomy. Students also learn advanced skill sets allowing them to perform lifesaving treatments out of hospital. The curriculum is authorized by the NHTSA of the United States DOT as a national standard for certification as an EMT pursuant to NAC 450B.195.</p>								

- Course Prerequisites
- Emergency Medical Responder
 - None
 - Emergency Medical Technician
 - Current AHA Healthcare Provider CPR Certification
 - Current health insurance
 - Current driver’s license or state issued identification
 - Current vaccinations including: MMR, Hep-B, Varicella, Tetanus, Diphtheria, Pertussis
 - Negative TB skin test within the past 6 months
 - Advanced Emergency Medical Technician
 - All EMT requirements (above)
 - Current EMT State of Nevada Certification
 - Paramedic
 - All EMT requirements (above)
 - High school diploma or High school Equivalent
 - Current EMT State of Nevada Certification

ENROLLMENT, TUITION & FEES

Enrollment Agreement Students in all EMS programs will be required to complete an enrollment agreement upon acceptance into the program. This agreement will outline the specific costs associated with the program as well as the refund and withdrawal policy for that program. Students must sign this agreement for admission to the program.

Tuition Each program charges a tuition and fees. These expenses vary by program and are outlined in the enrollment agreement provided to the student. Current Tuition by Program:

EMR \$450	EMT \$841.50	AEMT \$892.50	Paramedic \$10,500
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Failure to pay the posted tuition and fees may result in not being able to enroll in the program or face termination from the program if it has already started. The student is solely responsible to make all payments by the published deadlines.

Fees Each program has fees associated with it that are not included in the tuition. These fees include the following: Background Check, Drug Screen, Internship, Uniforms, Textbooks and Manuals. A lab fee of \$100 is required for the EMT and AEMT program.

A list and description of fees directly related to the program are listed in the enrollment agreement and will be reviewed with the course coordinator if needed.

REMSA Center for Integrated Health and Community Education does not charge a registration fee.

Indirect Expenses At times, the student may be required to purchase additional items to help them succeed in the course. These items may include additional study materials or textbooks, lab supplies including stethoscopes and penlights, or any item that a student finds useful. These items will be the responsibility of the student and REMSA Center for Integrated Health and Community Education will not be responsible for the item or the fees associated with it.

VA Benefits	<p>REMSA Center for Integrated Health and Community Education is approved to accept Veterans Affairs benefits for students. Students are responsible to identify themselves as VA students that are eligible for benefits and meet with the VA School Certifying Official for REMSA Center for Integrated Health and Community Education.</p> <p>All course prerequisites, including education and military transcripts, are required to be received and reviewed by the REMSA Center for Integrated Health and Community Education staff prior to completing entry paperwork. REMSA Health does not penalize students using VA Education benefit programs under Chapters 33 and 30 while waiting for payment from the Department of Veterans Affairs providing they submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue to have access to classes, libraries, and other institutional facilities as outlined available in our catalog. No late fees will be assessed and the student's accounts considered on hold. Title 38 USC 3679 (e).</p>
Previous Training	Other than specific course prerequisites, credit may be applied for training received prior to admission upon review by the education department.
Previous Experience	Although previous work experience in the field of EMS is recommended, credit for work experience must be reviewed and approved by the education department.
Withdrawal	Students may withdraw from the program at any time. Students must provide a written statement to the Education Support Specialist or the program coordinator. The date of withdrawal for the student's refund will be the last day the student was in class. Students that withdraw must reapply as a new student for future programs.
Refund Policy	<p>In accordance with NRS 394.449 and NRS 394.441, the REMSA Center for Integrated Health and Community Education refund policy is as follows:</p> <p>If REMSA substantially fails to furnish the instruction or services agreed upon in the enrollment agreement, including institution of program curriculum changes not required of NVOEMS or NDOT. Students will have the option to accept the changes through a modified enrollment agreement or receive a refund of tuition. Students who opt for a refund will be discontinued from the program and will not be eligible for the NREMT exam. Students who elect to enter a modified enrollment agreement will not be charged additional cost for program changes.</p> <p>If a student cancels their enrollment agreement via emailing the education support specialist within 3 days of signing, the student shall receive a 100% refund.</p> <p>If a student cancels his enrollment via emailing the education support specialist before the start of the training program, after 3 days of signing the enrollment agreement, the institution shall refund to the student all the money they have paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.</p> <p style="padding-left: 40px;">Tuition refunds may take 15 days from request. There are no refunds for indirect expenses incurred by the student.</p> <p>If a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.</p> <p>If any student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student</p>

any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.

In accordance with the Department of Veterans Affairs 38 CFR 21.4255, Students whose tuition is paid for through the Department of Veterans Affairs and cancel their enrollment agreement before the start of class will be refunded fully.

If the student's tuition is being paid for through the Department of Veterans Affairs and the student withdraws or is expelled by the institution at any time after the start of the program, the institution shall refund a pro rata amount of the tuition agreed upon in the enrollment agreement.

If a refund is owed, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:

- Date of cancellation by a student of his enrollment;
- Date of termination by the institution of the enrollment of a student;
- Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
- Last day of attendance of a student, whichever is applicable.

For the purposes of this section:

- The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.
- The period for a training program is the period set forth in the enrollment agreement.
- Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies, uniforms, or equipment that is listed separately from the tuition and fees.

ACADEMICS

Grading

Grading standards at REMSA Center for Integrated Health and Community Education are rigorous and students are held to a high standard throughout all programs. All coordinators are available to provide support and guidance including test-taking skills, assisting with ideas and techniques for successful study habits, and reviewing class assignments.

In general, grading will adhere to the following policy. Refer to the current class syllabus for most current grading policies for the program. All records are maintained in the Student Information System including progress reports and transcripts.

Testing

- Quizzes will be given on a regular basis and may or may not be announced.
- Module tests will be conducted as defined on the Course Schedule.
- Skill testing will be conducted in conjunction with the current module, and skills reviews will be conducted frequently.
- National Registry psychomotor testing is included in the overall course. National Registry psychomotor testing must be completed within 6 months of the final date of the course in order to be included within the course pricing, otherwise the student will be responsible for signing up and paying for the exam separately.

Assignments

- Students are given periodic out-of-classroom assignments. The assignments will be graded and be part of the students overall grade.

Grading

- The minimum Module/Division average: 80% PM | 70% EMT/AEMT | 75% EMR
- The minimum Module/Division Test grade: 80% PM | 80% EMT/AEMT | 75% EMR
- The minimum average Course grade: 80% PM | 80% EMT/AEMT | 75% EMR
- Students must pass each Module Test in order to progress on to the next Module.

- Grading Scale

Paramedic	EMR / EMT / AEMT	
A = 94% to 100%	A = 90% to 100%	
B = 87% to 93%	B = 80% to 89%	
C = 80% to 86%	C = 70% to 79%	
W = <80% withdraw	W = <70% withdraw/drop	

- Grading Weights

PM:	10% Assignments	30% Quizzes	60% Exams
A/EMT:	20% Assignments	30% Quizzes	50% Exams
EMR:	100% Exams		

- Lab grades will be based on current grading rubrics. A copy of the rubric can be obtained from the course coordinator.

- Clinical internships will be graded based on daily preceptor evaluations and other assignments required to progress to the field internship.

- Field internships will be graded based on daily preceptor evaluations, professional behavior evaluations, a final field preceptor evaluation, a patient scenario mid-term exam, and a final patient scenario exam.

Extra Credit

- Extra credit is given at the discretion of the course coordinator and may not be available in all classes.

Academic Drop

- Module Average- students falling below the module average will not be allowed to progress to the module exam and will be academically dropped.
- Module Exams – students falling below the minimum passing module exam score will be allowed one retest if they scored within 10% of passing. Students falling greater than 10% below passing on their first attempt, or below passing on their second attempt will be academically dropped.
- Course Average – students failing to meet the minimum course grade will be academically dropped from the program.

Probation and Reentrance Following Academic Drop

- There are no probation periods or interruptions in REMSA programs for failing to meet academic standards. Students will be academically dropped and required to reenter from the beginning of a future program.
- Students academically dropped from a program are eligible to reenter the next program from the beginning and must go through the entrance process to be considered for placement into the new program.
- (See Reentry Students Guidelines)

Attendance

Being present throughout the program is critical to student success. Attendance will be taken daily, and students will be required to sign in each day to verify attendance in the class. The sign in binder is kept as part of the course record and used to verify adherence to the attendance standard outlined below. Because students must be present in the classroom, the clinical setting, and field internships, it is imperative that they adhere to

the attendance policy listed below. For specific requirements please see the current syllabus of the program.

Tardiness

- Arrival in the classroom, clinical site or field internship site after the posted start of class constitutes a tardy.
- Chronic tardiness is unacceptable and reflects unprofessional conduct that severely disrupts the classroom environment.
- Chronic tardiness warrants disciplinary action(s). (See Disciplinary Guidelines)

Absences

- Maximum Allowable Absences are based on the specific program's length. Students will be dropped from the program for missing more than 10% of the total program. Only 24 hours of the didactic portion of the paramedic program can be missed.
- Special circumstances exceeding the allowable absences will be considered by the Director or Coordinator on a case-by-case basis.
- Any clinical or field time missed must be made up.

Excused Absences

- An excused absence is defined as missing all or part of a class after notifying the Coordinator and preceptor prior to the beginning of class or internship.
- Special circumstances exceeding the hour limitations will be considered by the Director on a case-by-case basis.
- Exams, quizzes and assignments missed will receive a grade of zero unless detailed otherwise in the syllabus.
- The student is responsible to get the information and assignments he/she missed during their absence (i.e., notes, audiotapes, and handouts).

Unexcused Absences

- The Coordinator or lead instructor defines an unexcused absence as missing all or part of a class without notifying the Coordinator prior to the beginning of the posted class time, or prior to leaving class before dismissal.
- An unexcused clinical or field absence is defined as missing all or part of a shift without notifying the Coordinator and Preceptor prior to the beginning of the posted shift start time, or prior to leaving the shift before the posted end of shift.
- Students with unexcused absences may not make up missed tests and quizzes.
- Exams, quizzes and assignments missed will receive a grade of zero.
- The student will be responsible for getting the missed didactic information for future tests and quizzes.
- Unexcused Absences are grounds for disciplinary action up to and including termination from the program.
- Unexcused absences in the clinical or field setting must be made up in order to proceed to the next phase of the program.

Notification of Absence

- The student must personally notify the Coordinator and Preceptor of an absence prior to the beginning of class or clinical/field start time.
- In the event the Coordinator or Preceptor cannot be reached in person, messages may be left with the Coordinator and Preceptor.

Leave of Absences

- In cases of severe hardship, the Course Coordinator may, at his/her discretion, grant a brief leave of absence. This can only be done in the Paramedic class during the clinical and field phases of the program and must not exceed 14

calendar days. Up to 30 total calendar days may be missed with State EMS and Program Director approval. This is only granted in extreme cases.

Professionalism

Throughout a student’s EMS career they will be faced with situations that require them to act honestly, ethically, and with integrity. Understanding the need for consistent professionalism throughout a students’ career will assist them in making the right choices when it matters most.

All REMSA Center for Integrated Health and Community Education programs require students to understand what professionalism means as well as how to act honestly, ethically, and with integrity. Students will be held to a high standard in the classroom, clinical sites, and field internships. Reports of students acting in an unprofessional manner will be addressed by the course Coordinator and reviewed by the Manager and Director of the department. All unprofessional acts will be investigated and dealt with according to the current disciplinary guidelines.

At no time will academic dishonesty, cheating, plagiarism, or any other form of dishonest work be accepted. Work deemed to not be the student’s original will be graded as a zero and the student will be referred to a meeting with the Coordinator, Manager and Director for discipline up to and including termination from the program.

REMSA Center for Integrated Health and Community Education may at times utilize online resources to check work for originality. Students will cite references according to the most current APA formatting. If the student is unsure on how to properly cite resources, coordinators are available to assist. Work without citations will be considered plagiarism.

Students of REMSA Center for Integrated Health and Community Education represent REMSA Health in all environments. Failure to represent REMSA Health in a positive and professional manner at all times may result in disciplinary actions including dismissal from the program.

CLINICAL AND FIELD INTERNSHIPS

Frequency

Internships in clinical and field settings are vital to the success of EMS students. REMSA Center for Integrated Health and Community Education has agreements with various local clinical facilities to allow students to interact with patients and other healthcare professionals. Clinical and Field sites are approved by REMSA Center for Integrated Health and Community Education, and agreements are in place that outline what students can do in these settings. Students are only allowed to participate in clinical and field internships at sites approved by REMSA Center for Integrated Health and Community Education that have a current agreement on file. Minimum requirements listed below.

EMR	None required, field internships may be requested		
EMT	Emergency Room rotations	1 Shift	12 Hours
	REMSA ALS ambulance rotations	1 Shift	10 Hours
AEMT	Emergency Room rotation	2 Shifts	24 Hours
	REMSA ALS ambulance rotation	2 Shifts	20 Hours
Paramedic	Clinical Departments	21 Shifts	228 Hours
	Optional Clinical Shifts*	1 Shifts	8* Hours
	REMSA ALS Ambulance	48 Shifts	480 Hours

Expectations

Students will arrive at least 15 minutes early to ensure they are at the right site and ready to work at the start of the shift. Students must be dressed in an approved uniform and have their current student ID badge on and visible to all staff and patients.

Students are expected to act in a professional manner and to work as part of the team at all times. It is the responsibility of the student to interact, ask questions, volunteer support and get involved. Failure to engage will reflect poorly on the student and may require them to repeat the internship.

Evaluations are required for each clinical and field internship site/day. These evaluations must be completed by the student’s preceptor, reviewed with the student, and turned into the course coordinator within one week of the internship unless otherwise agreed upon by the course coordinator. Evaluations may be paper or done online through the FSDAP program. The course coordinator will describe and review the tool that will be used for rotations with students.

It is imperative evaluations be complete, accurate and truthful. Falsification of information on an evaluation, written or online, will be considered academic dishonesty and will be handled according to the current disciplinary guidelines.

Locations

REMSA Center for Integrated Health and Community Education currently uses multiple clinical internship sites for their programs. Sites include but are not limited to:

Northern Nevada Medical Center
 2375 East Prater Way
 Sparks, Nevada 89434
 Emergency Department
 Operating Room

Northern Nevada Sierra
 Innovation Drive
 Reno, NV 89511
 Emergency Department
 Operating Room

Renown Regional Medical Center
 1155 Mill Street
 Reno, Nevada 89502
 Emergency Department
 Pediatric Emergency Department
 Trauma ICU
 Cardiac ICU
 Cath Lab
 Neonatal ICU
 Pediatric ICU
 Respiratory Therapy
 Labor and Delivery

Renown Medical Center – South Meadows
 10101 Double R Blvd
 Reno, Nevada 89511
 Emergency Department

Washoe County Medical Examiner
 990 E 9th St
 Reno, NV 89512

Saint Mary’s Regional Medical Center
 235 West 6th Street
 Reno, Nevada 89503
 Emergency Department
 Cardiac ICU
 Cath Lab

Northern Nevada Medical Freestanding ERs
 10290 N McCarran Blvd
 Reno, NV 89503
 1511 Oppio Ranch Parkway
 Sparks, NV 89436

REMSA Center for Integrated Health and Community Education utilizes the REMSA Health ALS ground ambulance service for field internships unless special arrangements and agreements have been made with Program Director approval.

Scheduling

All clinical site scheduling will be completed through the course coordinator. Specific directions and evaluations will be provided for each site during the program.

Uniforms

If at any time the student has any questions regarding their internship, they should direct their questions to the Clinical Course Coordinator or Program Coordinator.

Specific student uniform requirements will be outlined in the course syllabus. In general, students should be prepared to wear specific attire to all internship sites. EMR students are not required to do clinical or field internships.

Some courses may provide a uniform for students to wear. If a uniform has been provided the student must wear the complete uniform in every class, lab, clinical and field internship setting unless otherwise directed by the course coordinator or preceptor.

At no time is a student allowed to wear any clothing that has agency logos, titles or information on it unless approved by REMSA Center for Integrated Health and Community Education. Students are also forbidden from wearing clothing that has any brand names or logos on them and should generally wear attire that is plain and free from any writing.

EMT and AEMT internship attire is the responsibility of the student. Specific guidelines will be provided in the syllabus and reviewed by the course coordinator

Paramedic Program uniforms shirts will be provided by REMSA Center for Integrated Health and Community Education. Students are required to supply navy blue EMS style pants, a black belt and boots. Specific requirements will be outlined in the paramedic syllabus and reviewed by the clinical coordinator.

GRADUATION REQUIREMENTS

Specific Requirements

Each EMS course offered by the REMSA Center for Integrated Health and Community Education has specific requirements for graduation or successful completion of the program. Students should refer to the course syllabus for specific guidelines and requirements. Overall requirements are listed below by program.

EMR:	Complete 40 hours of classroom education Complete state required skills Pass module exams and final exam with a 75% or better
EMT:	Complete didactic classroom education Successfully complete state/national-required skills Maintain a 70% or higher class average Pass all module exams and final exam with a 80% or better Successfully complete one 12-hour ER shift Successfully complete one 10-hour field ambulance shift Complete minimum required patient encounters
AEMT:	Complete didactic classroom education Successfully complete state/national-required skills Maintain a 70% or higher class average Pass all module exams and final exam with a 80% or better Successfully complete two 12-hour ER shifts Successfully complete two 10-hour field ambulance shifts Complete minimum required patient encounters
Paramedic:	Complete the didactic portion of the program Maintain 80% or higher class average Pass all module exams and final exam with an 80% or better Successfully complete all lab skills and assessments

Successfully complete state/national-required skills
 Successfully complete a minimum of 228 hours in Clinicals
 Successfully complete 480 hours of ambulance rotations
 Successfully complete capstone field internship/team leader requirements
 Successfully complete 1 clinical case presentations
 Complete minimum required patient encounters

CONDUCT, ATTITUDE, AND BEHAVIOR

General Expectations	Students will adhere to the highest standards of medical ethics and integrity in all periods of attendance in class, at clinical affiliate sites and during field internship. An important part of the student evaluation will be student-patient relationships. The instructor and/or the program director will deal with all infractions of conduct.
Interaction	<p>To maintain a high standard of professionalism, students will consistently demonstrate a positive, supportive, and motivated attitude to those they encounter (patients, peers, other healthcare providers, instructors/preceptors, etc.).</p> <p>Conflicts between the student and others will be handled in a mature manner. If the conflict involves another student or preceptor, the student may seek arbitration from the Program Director or Coordinator.</p> <p>Derisive and slanderous statements are grounds for immediate disciplinary action up to and including suspension.</p> <p>To maximize the student's learning experience, it is imperative that all students take an active role in classroom participation.</p> <p>Any behavior deemed disruptive, hostile, threatening or offensive by the Program Director, Coordinator, instructor, preceptor or fellow student will be investigated immediately. If the allegations are found to have merit, disciplinary procedures will be implemented as detailed in the Disciplinary Guidelines section of this handbook.</p>
Classroom	<p>Students shall refrain from distracting behavior in the classroom.</p> <p>Turn off and do not answer cell phones until breaks.</p> <p>No electronic devices are permitted unless approved by course coordinator.</p> <p>Come to class well rested and ready to learn.</p> <p>Academic dishonesty will not be tolerated.</p>
Laboratory	<p>Students shall refrain from distracting behavior in the laboratory.</p> <p>Turn off and do not answer cell phones until breaks.</p> <p>No electronic devices are permitted unless approved by course coordinator.</p> <p>No food in Labs.</p> <p>No photos in the cadaver lab.</p> <p>Work as a team when necessary.</p> <p>Use equipment for its intended purpose, do not abuse, damage or destroy equipment.</p> <p>Return all equipment clean to where it was found at the beginning of the lab.</p>
Clinical	<p>Students shall refrain from distracting behavior in the clinical setting.</p> <p>Turn off and do not answer cell phones until breaks.</p> <p>No electronic devices are permitted unless approved by course coordinator.</p> <p>No food in clinical areas</p> <p>No photos in any clinical setting.</p> <p>Work as a team when necessary.</p>

	<p>Participate and engage in patient care. Complete all skills and assessments regardless of how basic they may seem. Complete all required evaluation tools. Communicate with preceptor and seek out opportunities for learning.</p>
Field	<p>Students shall refrain from distracting behavior in the field setting. Turn off and do not answer cell phones/pagers until breaks. No electronic devices are permitted unless approved by course coordinator. No photos at any time in the field. Work as a team when necessary. Participate and engage in patient care. Complete all skills and assessments regardless of how basic they may seem. Complete all required evaluation tools. Communicate with preceptor and seek out opportunities for learning.</p>
Exams & Quizzes	<p>Coordinators will require students to complete exams and quizzes throughout the program to evaluate learning. Students are required to follow all directions provided by the coordinator.</p> <p>In general, students are not allowed to use texts or support materials unless directed to by the coordinator.</p> <p>Academic dishonesty of any kind will not be tolerated.</p>
Breaks & Meals	<p>Students will be provided breaks as outlined in the course syllabus. Students are permitted to eat and/or drink in the classroom during lectures as long as it is not disruptive to others or the instructor.</p> <p>Students should return to class and be prepared to learn at the return time assigned by the instructor. Failure to return on time may result in a tardy.</p>
Appearance	<p>Students must present a neat and professional appearance at all times during the paramedic program. Extremes in hairstyle and/or color, cologne, body jewelry, body piercings and/or make up are not allowed. Tattoos will be in accordance with the REMSA Health tattoo policy.</p> <p>Student's hair must be professional at all times. Long hair (over the collar) must be tied back and kept neat at all times. Hair color must be of a natural color tone. Extremes in hair color or colors that are outside of the natural hair color spectrum will not be allowed during any phase of the program. Mustaches and beards must be short and neatly trimmed and of natural color. Facial hair must be kept in a style that allows for proper seal of a respirator.</p> <p>Extremes in any of the above may result in the student being sent home for corrective measures at the sole and absolute discretion of the program director or preceptor.</p>
Hygiene	<p>Basic hygiene is imperative in the EMS profession.</p> <p>Students must be clean and wearing appropriate attire for the day's activities.</p> <p>Fingernails must be kept clean and at a length that will not interfere with patient care. False fingernails are not permitted at any time during the clinical or field internship phases regardless of type. Only clean cut, polish free fingernails will be permitted in these settings. Manicured or polished fingernails during the classroom portion of the program must be professional and not distracting.</p>

Dress Code	<p>Unless otherwise noted in the course syllabus, students must come to class dressed in appropriate attire. Students may be required at any time to get down on the floor, work in a simulation lab and perform EMS skills. For this reason, no short shorts, skirts, shirts, or any other attire that may be considered revealing is allowed at any time throughout the program.</p>
Identification	<p>All students will be issued identification badges. Students are required to wear ID badges during all clinical experiences and field internship.</p>
Technology	<p>As technology expands and more resources become available to assist students through the learning process, access to these resources becomes imperative. Students are encouraged to utilize technology to assist in the learning process.</p> <p>Access to computers and the internet is available at REMSA Center for Integrated Health and Community Education. These computers are for students to use for class related projects, assignments and research only. Misuse of these computers is strictly prohibited and may result in disciplinary action.</p> <p>Cell phone applications are being developed to assist medical professionals with protocols, drug guides, medical reference, etc. These applications are very helpful as resources, and students are encouraged to utilize them when necessary. It is not appropriate to utilize cell phones or other technology during exams, quizzes, lecture, or at times while interacting with instructors, preceptors or other medical professionals.</p>
Photos & Video	<p>Photos and videos of other students during the classroom portion of the program are acceptable if all students participating in them agree.</p> <p>Photos in the clinical or field setting are prohibited, and students are strictly forbidden from taking, sharing, storing or being in possession of photos and videos taken during any clinical or field internship.</p>
Alcohol	<p>Alcohol use, and impairment from, is not tolerated during any portion of the program. Students will face disciplinary action if they are found to be in possession of alcohol or under the influence of alcohol at any time during the program. No alcohol is permitted in on the REMSA Health campus or any clinical site at any time.</p>
Tobacco	<p>As medical professionals, EMS providers should understand the health hazards related to tobacco and tobacco products and attempt to avoid using them.</p> <p>Use of tobacco products is not allowed in classrooms, labs, clinical or field settings. Students that use tobacco must do so on approved breaks and in approved areas. In general, students must exit the REMSA Center for Integrated Health and Community Education building and go at least 50 feet from the exit to use tobacco products.</p> <p>In field and clinical sites, students wishing to use tobacco products during an approved break must adhere to current tobacco policies from the facility where they are interning. For example, Saint Mary's and Renown are both tobacco free campuses which means students will not be permitted to utilize any tobacco products while on the property of those facilities.</p>
Weapons	<p>Objects considered weapons (i.e., knives, guns, etc.) are not permitted to be on any of the classroom, laboratory, clinical or field sites. Students must leave all weapons at home or in a location other than the ones listed above.</p>

Behavior Evaluation All EMS students will be evaluated using the Professional Behavior Evaluation tool. The frequency of evaluation is dependent on the program. Students failing to pass this evaluation may be subject to a formal meeting and counseling with the program coordinator and be required to submit to a plan for correcting the behavior.

Termination A student may be terminated from the program for not satisfying the academic or disciplinary policies and rules outlined in this handbook with or without being placed on probation as follows.

Academic Grounds

- Failure to meet academic standards as outlined in the grading policy
- Continued sub-standard academic performance
- Failure to meet the conditions of a plan for improvement
- Failure to meet all conditions of a remediation plan
- Failure to meet course requirements during any phase of the program
- Any academic dishonesty

Disciplinary Grounds

- Substantial or repeated violations of ethics, professional behavior, and conduct set forth in this handbook.
- Repeated absences, tardiness or early departure as outlined in the attendance policy included in this handbook and the course syllabus.
- Repeated failure to comply with applicable dress code.
- Failure to complete submission of documents required for continued progress in this program throughout all phases.
- Repeated or substantial failure to comply with the rules of the program including clinical and field internship sites - including poor performance on professional behavior evaluations.
- Repeated tardiness in turning in skills, clinical or field internship documentation

Upon termination from the program, the student will be notified in writing of the reasons for the termination. This documentation will be reviewed with the student by the Program Coordinator and the Program Director and/or Program Manager. Students who are terminated for disciplinary reasons are not eligible for re-enrollment.

DISCIPLINE

Grounds As noted throughout the handbook, failure to follow policies and procedures of the REMSA Center for Integrated Health and Community Education will result in disciplinary action. Students are required to read, understand and follow the rules outlined in the handbook as well as the course syllabus. Disciplinary measures may be instituted for, but not limited to, the following infractions:

- Academic dishonesty.
- Profane or abusive language.
- Sexual Harassment.
- Any behavior disruptive to the learning environment or the psychological comfort of other students.
- Chronic tardiness – tardy to class greater than 5 times in any program.
- Intimidation or disrespect for a fellow student, instructor, staff member, patient or member of the public.

- Willful refusal to follow the reasonable directions of the Medical Director, Program Director, a Program Instructor, Clinical Preceptor or Field Preceptor.
- Any conduct that endangers the safety and/or well-being of the student, other students, staff members, patients or members of the public.
- Any behavior that reflects poorly upon the paramedic program, the Program Director, the Medical Director, the staff, REMSA Health or the clinical site.
- Theft, lying, cheating, plagiarism or misrepresentation.
- Failure to comply with Didactic, Clinical or Field guidelines.
- Unprofessional behavior.
- Starting or repeating rumor, nuance, or misinformation that is harmful to another.
- Inappropriate attire or poor hygiene.
- Violation of the tobacco policy.
- Reports of any violations during clinical or field internships.
- Representing REMSA Health in an unprofessional manner.
- Failure to comply with established uniform policy and procedure.
- Alcohol, illegal drugs or prescribed drugs for ingestion that may alter the mental state are not permitted on campus. No person may arrive on campus, clinical site or field internship having recently consumed and/or under the influence of any of the above substances. For the purposes of this rule, "campus" includes any REMSA Health property (including ambulances), and any clinical or field site.

Types

In most cases, discipline will escalate based on the type of the offense and the number of times the student has been disciplined on the same of similar offense. In general, the student may be disciplined in any of the following manners:

- Verbal reprimand
- Written reprimand
- Probationary status
- Separation from the program

Procedure

Students eligible for disciplined due to a policy violation or other offense such as the ones listed above are handled in the following manner:

- Course Coordinator, Manager, or Program Director will investigate the offense or infraction by contacting all parties involved and seeking more information.
- A document outlining the offense or infraction will be completed including all findings from the investigation completed to this point.
- A meeting with the student, Course Coordinator, Manager, and Program Director will be scheduled to review the findings and discuss remediation if necessary and possible actions.
- The student will have the opportunity to read through the findings and discuss the offense or infraction with the program's leadership.
- A final report will be completed that will include information from the student meeting as well as the required disciplinary actions being imposed on the student.
- This document will be reviewed with the student and be signed by the student. This document will be kept in the student's file.
- The severity of the action (i.e. verbal, written, probation, termination) will be determined by the Program Director and documented on the report being signed.

Zero Tolerance

REMSA Center for Integrated Health and Community Education enforces a zero tolerance policy for the following acts or violations of policies outlined in this handbook. Any violation of the following will result in immediate termination of the program.

- Academic dishonesty
- Sexual harassment

- Bullying or intimidation
- Willful refusal to follow reasonable directions of the Medical Director, Program Director, Program Manager, a Program Instructor, Clinical Preceptor, or Field Preceptor
- Any conduct that endangers the safety and/or well-being of the student, other students, staff members, patients or members of the public.
- Theft, lying, cheating, plagiarism or misrepresentation.
- Use of intoxicants

History

A student's discipline history will be reviewed at any time another issue arises and may be used in determining the severity of current disciplinary actions. Disciplinary history will also be reviewed upon application to other REMSA Center for Integrated Health and Community Education programs, and may affect the students eligibility; all cases will be reviewed by the manager and Program Director.

GRIEVANCES AND CONFLICT RESOLUTION

Chain of Command

For the purposes of reporting a problem, the following chain of command is listed to help students identify the appropriate person to address their concerns to.

Student → Instructor → Course Coordinator → Education Manager/Program Director → Executive Director → Chief Executive Officer

Students may bypass the next level in the chain of command if the grievance involves that individual and attempts to solve the problem directly with them have failed.

A student has the right to file a grievance with the Commission on Postsecondary Education, www.cpe.nv.gov or call [702-486-7330](tel:702-486-7330).

Student Grievance

Any student who feels troubled by an action of an instructor, fellow student, clinical preceptor, field preceptor or REMSA Health staff member that affects his/her conditions of learning is encouraged to call that action to the attention of the instructor first. If the issue is not satisfactorily resolved, he/she may then take the problem to the Course Coordinator or the Program Director. If the conflict is not resolved, the issue will be brought forth to the governing body of the REMSA Center for Integrated Health and Community Education in the form of a written grievance to be delivered to the Manager of Education.

If an issue directly involves the Manager of Education so that he/she may not make an objective decision, the student may take the problem directly to the Executive Director.

As timely resolution of complaints or problems is essential, the student must bring his/her complaint or problem to the attention of the Manager of Education or Executive Director within 30 days of the incident(s).

The REMSA Center for Integrated Health and Community Education governing body consists of a REMSA Health Executive Director, Medical Director, Education Manager/Program Director and a representative from the Nevada State EMS Office, or designee if unavailable.

Procedure

Report is received by appropriate person outlined above according to the situation.

After considering all information pertinent to the issue, the governing body will issue a decision in the form of a written report.

The Program Director will then review the report and issue a written decision.

The decision of the Program Director is final.

Conflict Resolution	<p>When a conflict arises, the student should make an effort to resolve that conflict with the involved party. In the classroom, students should seek advice and support from the instructor or the course coordinator. If the issue involves the instructor or course coordinator, the student should refer to the chain of command above and follow-up with the appropriate person.</p> <p>In the clinical setting, students should work with their assigned preceptor to resolve conflicts and contact the course coordinator immediately.</p>
Protocol Resolution	<p>In medicine, many treatments and patient care options are often correct for the same situations. In the event there is a conflict in the treatment of a patient, the student will work with their preceptor to understand the specific sites' policies and procedures. Students must always adhere to the current approved procedures and medications listed in their syllabus and follow the direction of their assigned preceptor.</p> <p>If the student feels they need more information or the situation requires reporting they should contact the Course Coordinator for assistance.</p>
Faculty Grievance	<p>All faculty grievances between faculty and staff are handled according to REMSA Health Human Resources Policy 29.</p>
Student Indemnification	<p>As per NRS 394.441 & NRS 394.553 state:</p> <ol style="list-style-type: none"> 1. The Account for Student Indemnification is hereby created in the State General Fund. The existence of the Account does not create a right in any person to receive money from the Account. The Administrator shall administer the Account in accordance with regulations adopted by the Commission. 2. Except as otherwise limited by subsection 3, the money in the Account may be used to indemnify any student or enrollee who has suffered damage as a result of: <ol style="list-style-type: none"> (a) The discontinuance of operation of a postsecondary educational institution licensed in this state; or (b) The violation by such an institution of any provision of NRS 394.383 to 394.560, inclusive, or the regulations adopted pursuant thereto. 3. If a student or enrollee is entitled to indemnification from a surety bond pursuant to NRS 394.480, the bond must be used to indemnify the student or enrollee before any money in the Account may be used for indemnification. 4. In addition to the expenditures made for indemnification pursuant to subsection 2, the Administrator may use the money in the Account to pay extraordinary expenses incurred to investigate claims for indemnification or resulting from the discontinuance of the operation of a postsecondary educational institution licensed in this state. Money expended pursuant to this subsection must not exceed, for each institution for which indemnification is made, 15 percent of the total amount expended for indemnification pursuant to subsection 2 or \$10,500, whichever is less.

5. No expenditure may be made from the Account if the expenditure would cause the balance in the Account to fall below \$10,500.
6. Interest and income earned on the money in the Account, after deducting any applicable charges, must be credited to the Account.
7. The money in the Account does not lapse to the State General Fund at the end of any fiscal year.

EMERGENCY PROCEDURES AND INFORMATION

Bloodborne Pathogens	<p>Emergency medical services represent a large group of individuals who are reasonably anticipated to be at risk for contact with blood and other potentially infectious materials while in the clinical setting. This policy is established to:</p> <ul style="list-style-type: none"> - Ensure that students who are at risk are educated to prevent or reduce such exposure incidents, and - Address the procedures to follow in the event of a blood borne exposure incident.
Education	<p>Students will be required to attend an orientation session prior to the start of each clinical program. This orientation will include explanations of the OSHA standard for bloodborne Pathogens, epidemiology and symptomatology of bloodborne diseases, modes of transmission of bloodborne diseases, control methods used to control exposure to bloodborne pathogens, the use of personal protective equipment, biohazard labeling and recommendations for post-exposure follow-up.</p>
Prevention	<p>All students who are considered to be at risk in a clinical setting are required to have completed hepatitis B vaccination prior to entry into the clinical setting. A copy of the dates of hepatitis B vaccination will be kept on file in the REMSA Center for Integrated Health and Community Education student records for all students.</p> <p>Students may be exempt from this requirement for medical or religious reasons only. If a student refuses for these reasons, to obtain the vaccination he or she will be required to sign a declination form and this waiver will be kept on file at REMSA Center for Integrated Health and Community Education.</p> <p>All students are required to have medical insurance coverage. A copy of the proof of medical insurance will be kept in the student's file.</p>
Exposure	<p>An exposure incident is defined as a specific occupational incident involving eye, mouth, other mucous membranes, non-intact skin or parenteral contact with blood or other potentially infectious materials, including saliva. The most common example is an injury from a contaminated sharp.</p> <p>All exposures to blood or other potentially infectious materials occurring in the clinical setting need to be reported immediately to the clinical preceptor or director and the employee health service at the site.</p> <p>Students are responsible for all costs and follow-up, which result from an exposure incident. REMSA Health is <u>NOT</u> responsible for any costs incurred as a result of a bloodborne exposure incident. Post exposure protocol would include, at the student's expense, a confidential medical</p>

evaluation and follow-up that includes collection and testing of student and source blood (if available), medically indicated prophylaxis, counseling, and evaluation of subsequent reported illness.

Needlesticks Preventing needle sticks is critical to limiting the students' exposure to blood borne pathogens. Some simple techniques the student can use to greatly limit their risk of exposure and injury are:

1. Dispose of needles immediately after use in a designated sharps container
2. Do not lay them down or place them anywhere that can cause injury or exposure to others
3. Use any protective devices that are provided with the needle
4. Review infection control policies
5. Stay alert and ensure safe handling at all times
6. Wear appropriate personal protective equipment
7. Dispose of needles in appropriate containers
8. Never recap needles
9. Always follow guidelines and standard practice

If you experience a needle stick, follows these steps immediately:

1. Clean the wound with soap and water
2. Follow procedure for clinical site or field internship for seeking medical attention
3. Notify your preceptor
4. Contact program coordinator
5. Call REMSA Health Supervisor at (775) 691-4680
6. Complete an incident report

Infection Control Students will learn proper infection control procedures appropriate for the level of education attending. It is the student's responsibility to understand proper techniques for protecting themselves, their patients and others involved in the care of the patient. If the student has questions regarding infection control procedures, they should contact their course coordinator as soon as possible.

Students are responsible to wear appropriate protective equipment provided in the classroom, lab, clinical and field sites at all times and to practice universal precautions when appropriate.

Exposure Reporting As outlined above, students exposed to a potential blood borne pathogen or have experienced a needle stick injury need to report the exposure immediately. In the classroom or laboratory, students should notify the instructor immediately after they limit their exposure. If exposure occurs in a clinical or field internship, the student should notify their assigned preceptor immediately and begin following that facility's exposure plan.

Injury Reporting If a student is injured during the classroom or laboratory portion of the program, they should notify the instructor and/or course coordinator immediately. The student and the instructor or course coordinator will determine if the student should go to the hospital by ambulance, be evaluated at a physician's office, or urgent care.

If a student is injured at a clinical or field internship location, they should notify their assigned preceptor immediately and contact the course coordinator. The student and preceptor should evaluate the injury to determine which type of medical evaluation/treatment should be sought.

All expenses associated with care and treatment of injuries is the responsibility of the student and their insurance provider.

An injury report should be completed and returned to the course coordinator. This report can be obtained from any course coordinator.

Emergencies

Weather Related Emergencies

Students in the classroom portion of the program must follow directions from program staff during weather related emergencies. This may include remaining indoors, cancelling class or closing the facility. Efforts will be made to contact students regarding school closures prior to the start of class.

Students in clinical and field rotations will take direction from their assigned preceptor. Weather often requires emergency services to utilize more staff and does not necessarily mean that rotations will be cancelled.

Power Related Emergencies

Students in the classroom portion of the program must follow direction from program staff during power outages. Loss of power may result in students being sent home or relocated to a different facility.

Disasters and Mass Causality Incidents

Students may not participate as employees or medical professionals during these events and may be sent home or to their own employer if they currently work for an agency providing emergency care.

Internal Facility Disasters

Students should follow the direction of staff and current evacuation plans for their current location. If someone other than the course coordinator evacuates a student from a facility, the student must contact the course coordinator as soon as possible to ensure every student is accounted for.

PROGRAM RESOURCES

Resource Library

Students attending an EMS course at the REMSA Center for Integrated Health and Community Education have access to a resource library that includes texts and reference materials useful for EMS professionals. These materials are available to checkout and must be returned within 14 days of checking out unless otherwise agreed upon by the course coordinator. Additionally, paramedic students have access to the University of Nevada's library once enrolled as a student.

Computer Access

Students in EMS programs will have access to computers and the internet to assist in research, assignments, and general learning. These computers are reserved for use by EMS students and must be used for class purposes only.

Training Equipment

Little Anne CPR Manikins
 Baby Anne CPR Manikins
 Neonatal Training Manikins
 Obstetrical Training Manikin
 Airway Training Manikins, Adult, Child, Infant, and Neonate
 Intraosseous Infusion Manikins
 Intravenous Training Manikins
 Surgical Cricothyrotomy Training Manikins
 Mega Code Kelly Training Manikins
 Pediatric Training Manikins
 Philips Cardiac Monitors

	<p>Zoll Cardiac Monitors Cardiac Rhythm Generators Basic and Advanced Airways Bandaging and Splinting Supplies Intravenous Cannulation Supplies Training Medications Spinal Immobilization Equipment Sphygmomanometers, Stethoscopes, Penlights Ambulance Gurneys Stair Chairs Stocked, ALS Ambulances</p>
Simulation Equipment	<p>2 - METI Man Adult Wireless Simulation Manikin 2 – Gaumard Neonate Wireless Simulation Manikin 1 – Gaumard One-Year-Old Wireless Simulation Manikin 1 – Gaumard Five-Year-Old Wireless Simulation Manikin 1 – Gaumard Noelle Birthing Simulator</p>
Use of Equipment	<p>If a student would like additional time to practice or to work on specific skills, training equipment may be scheduled by contacting their course coordinator. Time practicing assessments and more advanced procedures on simulation manikins may also be scheduled by contacting the course coordinator.</p>
Availability	<p>The library and computers are available to students anytime the training center is open. Use of training equipment can be scheduled with a course coordinator on a day and time that work for the student and the coordinator.</p>

PROFESSIONAL BEHAVIOR EVALUATION & COUNSELING

Description	<p>There are two primary purposes of an affective evaluation system: 1) to verify competence in the affective domain, and 2) to serve as a method to change behavior. Although affective evaluation can be used to ultimately dismiss a student for unacceptable patterns of behavior this is not the primary purpose of these forms. It is also recognized there is some behavior that is so serious (abuse of a patient, gross insubordination, illegal activity, reporting for duty under the influence of drugs or alcohol, etc.) that it would result in immediate dismissal from the educational program.</p> <p>The two forms to be used are taken from the EMT-Paramedic: National Standard Curricula and were developed by the Joint Review Committee on Educational Programs for the EMT-Paramedic. They represent extensive experience in the evaluation of student’s affective domain. The nature of this type of evaluation makes it impossible to achieve complete objectivity, but these forms attempt to decrease the subjectivity and document affective evaluations.</p> <p>As an attempt to change behavior, it is necessary to identify, evaluate and document the behavior. The eleven affective characteristics that form the basis of this evaluation system refer to content in the Roles and Responsibilities of the Paramedic unit of the curriculum. This information is presented early in the course and serves to inform the students what type of behavior is expected of them.</p> <p>The affective evaluation instruments included take two forms: A Professional Behavior Evaluation and a Professional Behavior Counseling Record. The Professional Behavior Evaluation should be completed at the end of each field internship phase or as directed by the course coordinator.</p>
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Evaluation	<p>There are three options for rating the student on this form, “competent,” “inconsistent,” and “inadequate”. For each attribute, a short list of behavioral markers is listed that indicates what is generally considered a demonstration of competence for entry-level paramedics. This is not an all-inclusive list but serves to help the evaluator in making judgments. There are behaviors that warrant an “inadequate” evaluation that are not listed. Any ratings of “inadequate” require explanation in the space provided.</p> <p>For all affective evaluations, the faculty member should focus on patterns of behavior, not isolated instances that fall outside the student’s normal performance. For example, a student who is consistently on time and prepared for class may have demonstrated competence in time management and should not be penalized for an isolated emergency that makes him late for one class. On the other hand, if the student is constantly late for class, they should be counseled and if the behavior continues, rated as “inconsistent” or “inadequate” in time management. Continued behavior may result in disciplinary action.</p>
Frequency	<p>Students in EMS courses should expect to be evaluated on professional behaviors frequently. The specific frequency depends on the program the student is enrolled in. For example, paramedic students will be formally evaluated at the conclusion of each phase of training. This evaluation is ongoing and staff and preceptors are constantly monitoring all interactions with staff, students, medical professionals, patients and families.</p>
Counseling	<p>The second form, the Professional Behavior Counseling form, is used to clearly communicate to the student that their affective performance is unacceptable. This form is used during counseling sessions in response to specific incidents (i.e. lying, falsification of documentation, disrespect/insubordination, etc.) or patterns of unacceptable behavior. As noted before, there is some behavior that is so egregious as to result in immediate disciplinary action or dismissal. In the case of such serious incidents, thorough documentation is needed to justify the disciplinary action. For less serious incidents, the Professional Behavior Counseling form can serve as an important tracking mechanism to verify competence or patterns of uncorrected behavior.</p> <p>On the Professional Behavior Counseling form, the evaluator checks all of the areas that the infraction affects and documents the nature of the incident(s) in the space provided. Space is provided to document any follow-up. This should include specific expectations, clearly defined positive behavior, actions that will be taken if the behavior continues, and dates of future counseling sessions.</p>