

YAVAPAI COLLEGE

EMT STUDENT HANDBOOK

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Introduction

The Higher Learning Commission accredits Yavapai College, a member of the North Central Association of Colleges and Schools. The college's Basic Life Support education program is credentialed by the Arizona Department of Health Services Bureau of Emergency Medical Services and Trauma System (AZDHS/BEMSTS). Yavapai College Education Program maintains national accreditation and other credentials by adhering to professional education standards established by:

- A. Arizona Department of Health Services Bureau of Emergency Medical Services and Trauma Systems Guidelines and Standards.
- B. *The Emergency Medical Technician National EMS Education Standard Curriculum*
- C. The National Association of EMS Educators (NAEMSE)
- D. The National Registry of EMTs (NREMT)
- E. The American Heart Association (AHA)
- F. The National Association of EMTs (NAEMT)

The purpose of this handbook is to communicate the specific policies of the Yavapai College EMT Program.

Policies for all Yavapai College students are found in the YC College Catalog in the Student Rights and Responsibilities section, <http://catalog.yc.edu/content.php?catoid=17&navoid=3004>, and the Student Code of Conduct: <https://www.yc.edu/v6/student-services/codeofconduct.html>

The EMT student must follow the Arizona State Department of Health Services EMCT policies. Additional policies specific to the EMT program are contained within this document.

This handbook is updated as necessary. Prospective and continuing students are accountable for staying updated with handbook changes, which will be communicated via their myYC student email.

Purpose

Policies and procedures guide Yavapai College EMT Program's instruction, skills sessions, and field internship. Policies are the "rules" or statements to guide conduct in specific situations. Procedures describe the method of implementation of the policy.

Standard policies and procedures help maximize educational experience by establishing specific expectations and assessment methods. The policies contained herein supplement but do not supersede YC's current Academic Policies, and the Student Code of Conduct is included in the Academic Catalog and the Student Handbook.

Review of Policies and Procedures

The Advisory Committee, Program Director, Medical Director, Instructor/Coordinators, Clinical Education Coordinator, and Dean of Health Sciences and Public Safety review the policies and procedures regularly. The policies and procedures identified in this handbook may be amended upon written notification of such changes to students and faculty. The Program Director is responsible for informing students and faculty of such changes in policy and procedures in writing before the implementation date.

Program Goal

"To prepare Emergency Medical Technicians who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession."

Admission Requirements

Yavapai College has an open admission policy. To be admitted to the YC EMT Program, students must first meet the basic entrance requirements for admission to Yavapai College. Students must maintain Basic Life Support – Healthcare Provider CPR certifications throughout the program.

Non-Discrimination

Recruitment, admission, programs, activities, and facilities are available to all on a nondiscriminatory basis, regardless of race, creed, religion, color, gender, sexual orientation, age, disability, veteran status, marital status, and/or national origin. YC is committed to creating an institutional climate that deepens our appreciation for diversity and everyone's unique attributes.

Diversity and Pluralism

Students, faculty, staff, and visitors of the YC EMT program are expected to conduct themselves in a manner that does not interfere with the academic or professional performance of others nor create an intimidating, hostile, or demanding educational or employment environment. The Yavapai College and the Department of Emergency Medical Studies have a strict policy against any form of intolerance, regardless of its basis in ethnicity, religion, cultural heritage, race, disability, gender, or sexual orientation.

Americans with Disabilities Act - Allowable Accommodations

The Americans with Disabilities Act (ADA) of 1990 has implications that pertain to licensure or certification. The law permits testing that requires sensory, manual, or speaking skills, where the tests are intended to measure essential functions of the profession. For example, an applicant with reading difficulties must take a written exam since the ability to read is a critical function in EMS.

Examinations are devised to measure students' reading ability, at least partially. In Emergency Medical Services (EMS), skill proficiency verifications must be performed within predetermined time frames. The ability to read and execute skills within time frames is an indispensable function for an EMS provider, and speed is crucial to patient care. As a result, individuals with disabilities cannot be deprived of the opportunity to take an examination in EMS. However, such individuals must be able to take a written exam and pass the skills proficiency verification within established criteria.

Reasonable Accommodations and Request Process

A reasonable accommodation is a modification or adjustment made to enable an individual to access and participate in Yavapai College's courses, services, activities, and facilities on an equal basis. This measure ensures that all students, staff, and visitors can benefit from Yavapai College's offerings, regardless of any disability or impairment they may have. Yavapai College is committed to promoting inclusivity and diversity and fostering a welcoming and supportive environment by providing reasonable accommodations.

Accommodation provided to eligible students may include:

NOTE: Not all accommodations are available at every YC campus location.

- Note-taking assistance or note-taker.
- Sign language interpreters.
- Test accommodations.
- Adaptive equipment or an assistive listening device
- Readers
- Alternative textbooks

- Specialized computer software and hardware
- Closed captioning for videos
- Computer adaptations
- Cart assistance.
- Disability Parking
- Accessible housing

Accommodation Assessment

The college will attempt to accommodate all reasonable requests, but is not obligated to make an accommodation that requires a substantial change in the curriculum or alteration of any essential elements or functions of a program. The provision of reasonable and appropriate accommodation, as approved by the Disability Resources office, will be based on disability documentation.

How to request accommodation

Determining reasonable accommodations is collaborative among students, Disability Resources staff, medical professionals, and instructors.

1. Schedule an intake interview with Disability Resources staff
2. Gather all pertinent and current required paperwork to bring to the intake interview, which documents the nature and extent of the stated disability.
3. At the interview, the students' strengths and needs and their condition will be discussed, services will be explained, and the students' rights and responsibilities will be reviewed.

If you believe you have an undocumented disability, options can be discussed with Disability Resources. Email disabilityresources@yc.edu or call to schedule an interview at 928-776-2085.

We strongly recommend that students contact the Disability Resources office when class registration.

Depending on the time of year, it could take up to two weeks to get an appointment with the Disability Resources office and another two to four weeks to review your documentation and receive appropriate accommodation.

The Functional Job Description, outlined at the end of this section, describes the required skills and job requirements essential to EMS personnel. This description will guide all accommodation permitted for the EMT students.

The following points pertain to those involved in EMS training and education programs: Students *cannot* be discriminated against based on a disability when offering educational programs or services.

There can be *no* accommodation during screening, evaluation, or course examinations that will compromise or fundamentally alter the assessment of skills required to function safely and efficiently in the profession.

Students who have received accommodation during the course need to fully understand that there is a separate process for requesting accommodation for the written certification exam, and eligibility for accommodation is determined on a case-by-case basis. In other words, just because a student was allowed accommodation during the course does not guarantee accommodation for the National Registry exam.

Documentation confirming and describing the disability should be submitted for consideration according to policy.

Some accommodation is not allowed in the EMS Program because they do not comply with the essential job functions of an EMT or paramedic as outlined in the Functional Job Description.

These include, but are not limited to:

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

Patients would suffer due to life-threatening conditions in emergencies 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 time.

Students will be allowed a maximum of one and a half hours to complete written exams.

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

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

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

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

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

The ability to utilize knowledge on the spur of the moment is essential for EMTs and paramedics.

Exams are given to elicit immediate recall and understanding of emergencies.

Students will be permitted a private space to take the exam.

Refer to the written examination policy regarding missed exams due to excused absences.

6. Students must answer all written test questions as written. The test proctor or any other individual cannot explain the question.

Additional descriptions of test questions would not be a reasonable accommodation because reading and understanding written English is essential to EMS communication.

Students must be able to understand and converse in medical terms appropriate to the profession.

Because of the critical nature of the tasks needed in emergencies, accommodation requests are considered very carefully on a case-by-case basis. The safety and welfare of the community must be ensured while providing complete protection of the certification applicant's rights.

The main question is: Can this individual perform the job's essential functions safely and efficiently with the requested accommodation?

For more information on the *Americans with Disabilities Act*, call the ADA information line at 800-514-0301.

Functional Position Description

EMT / EMT-P

The following general position description for the EMT and EMT-P is a guide for advising those interested in understanding the qualifications, competencies, and tasks required for emergency medical services certification. An employer's ultimate responsibility is to define specific job descriptions within each Emergency Medical Services (EMS) entity.

Qualifications

To qualify for EMS certification or licensure, an individual must complete a State-approved course and achieve competency in each psychomotor skill. In addition, the individual must achieve a passing score on the state written certification or licensure examination.

EMS personnel must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. EMS personnel must have the following:

Ability to communicate verbally via telephone and radio equipment.

Ability to lift, carry, and balance up to 125 pounds (250 pounds with assistance)

Ability to interpret written, oral, and diagnostic form instructions.

Ability to use good judgment and remain calm in high-stress situations.

Ability to work effectively in an environment with loud noises and flashing lights.

Ability to function efficiently throughout an entire work shift.

Ability to calculate weight and volume ratios and read small print, both under life-threatening time constraints

Ability to read and understand English language manuals and road maps.

Ability to accurately discern street signs, address numbers, and interview patients, family members, and bystanders.

The capability to formally document all pertinent information in a specified format, while acknowledging the potential legal ramifications of such documentation.

Ability to converse in English with coworkers and hospital staff about the patient's status.

EMS personnel should possess good manual dexterity and the ability to perform all tasks related to the highest quality patient care. The ability to bend, stoop, and crawl on uneven terrain and withstand varied environmental conditions such as extreme heat, cold, and moisture is vital. The ability to work in low light, confined spaces, and other dangerous environments is required.

Description of Tasks

- Receives calls from the dispatcher, responds appropriately to emergencies, reads maps, and may drive an ambulance to the emergency site, uses the most expeditious route, and observes traffic ordinances and regulations.
- Determines nature and extent of illness or injury; takes pulse, blood pressure; visually observes changes in skin color; auscultates breath sounds; decides regarding patient status; establishes priority for emergency care; renders appropriate emergency care (based on competency level).
- May use equipment (based on competency level) such as, but not limited to, a defibrillator, perform airway management skills to open the airway and ventilate the patient, or stabilize injuries.
- Assists in lifting, carrying, and transporting patients to an ambulance and onto a medical facility.
- Reassures patients and bystanders, avoids mishandling patients and undue haste, and searches for medical identification emblems to aid care.
- Rescues the patient from entrapment, assesses injuries, communicates with dispatch for assistance, offers light rescue services if needed, and provides emergency care as per protocols

- Comply with regulations in handling the deceased, notify authorities, and arrange to protect property and evidence at the scene.
- Determines appropriate facility to which patient will be transported, reports nature and extent of injuries or illness to the facility, and asks for directions from hospital physician or emergency department.
- Observe patients en route and administer care as directed by physicians or emergency departments or according to published protocol.
- Identifies diagnostic signs that require communication with the facility.
- Moves the patient into the emergency facility from the ambulance.
- Reports verbally and in writing concerning observations about the patient and patient care at the scene and en route to the facility, and assists emergency staff as required.
- Maintains familiarity with all specialized equipment.
- Replace and sterilize supplies, check equipment for readiness, and maintain ambulance cleanliness. Decontaminate the vehicle interior and ensure readiness by checking oil, gasoline, water, and tire pressure.

Occupational Risks

The provision of emergency medical services poses inherent occupational risks for EMS responders. Risks include the following.

1. Violence/assaults
2. Verbal threats/aggression
3. Motor vehicle crashes
4. Infectious disease
5. Lifting injuries
6. Sprains and strains
7. Psychological trauma
8. Hazardous chemical exposure
9. Hyper/hypothermia

Pregnancy

Yavapai College will not assume responsibility for medical services or medical complications that may arise related to the student's pregnancy.

Confidentiality

Those associated with the EMS program should judiciously protect the right to privacy of students, staff, patients, families, and other health professionals. When knowledge gained in confidence is relevant or essential to others, all should use professional judgment when sharing information.

All those with access to confidential information must see that such information is accessible only to those directly concerned with the individual's health care delivery.

All information learned by the student about a patient during research and study is considered confidential. The confidentiality with which the information is to be treated should be established with the patient. Patient information should not be discussed in public places with those not involved with the student's study or the patient's care. Failure to consider this can be regarded as an invasion of the right to privacy. This action may result in dismissal from clinical activities and the program.

Communication

Yavapai College has designated email as the official method of communication with students regarding topics of an academic or administrative nature. The College will assign an email account to each student and expects students to be responsible for all information sent to them via their college email or Canvas Announcement boards.

The students must use their assigned Yavapai College student email account for the entire program. **Students are required to check their student email account at least once daily.** Students will contact YC EMS faculty through the following channels:

1. MyYC will be the **only** electronic communication channel between students and faculty. Student emails sent from personal email sites will NOT be acknowledged.
2. MyYC email is to be checked daily.
3. YC EMS faculty office telephone numbers are listed on the YC homepage directory.
4. Students will be notified of any policies, procedures, or program information changes using the MyYC. The student is responsible for checking their MyYC daily for timely updates.

Records

Yavapai College respects each student's right to privacy and release, provides access to, and maintains a student's record, following all applicable state and federal regulations.

Program Evaluation

EMS faculty will be evaluated during each semester. Honest opinions and comments are encouraged and appreciated. Students are allowed to remain anonymous and are not required to provide a signature on this evaluation form.

Personal Appearance

The following guidelines are mandatory for students to comply with personal standards.

A. **Personal Hygiene**

The student will maintain personal hygiene, including oral care. The student will be free of offensive body odor and/or tobacco product odor. Perfumes, colognes, after-shave, scented lotions, and other skin products must not have a heavily noticeable scent. Clinical Rotations or the Field Internship do not permit perfumes, cologne, aftershave, scented lotions, and other skin products.

B. **Hair**

Hair must be clean, trimmed, well-groomed, worn up/off the collar, and secured back from the face so it does not fall forward while in uniform to meet health and safety standards. Makeup should be minimal and have good taste.

C. **Fingernails**

The students will keep their fingernails clean and short. Nail polish is permitted without chips, with a neutral or pale polish, and not of an extreme or offensive color and/or design. Acrylic nails, artificial nails, gel polish nail wraps, or extenders are prohibited in Clinical Rotation sites or Field Internships.

D. **Jewelry/Piercings**

The only jewelry worn with the uniform is a wedding/engagement ring, one pair of small post earrings in the earlobes only, and a wristwatch. Any jewelry style, including earrings or studs, that detracts from or causes undue attention to the professional image or presents a safety concern is prohibited. Necklaces must be kept under clothing and not be visible.

E. **Discretionary Tattoos**

While the student is in uniform, display of any unprofessional or offensive tattoo or brand (nudity or violence, sexually explicit or vulgar art, words, phrases, profane language, symbols to incite negative reactions, and initials or acronyms that represent criminal or oppressive organizations), regardless of its location, is not allowed.

Uniform Standards

The following guidelines are mandatory for students to comply with uniform standards. The student uniform is only worn with approved attire items. When wearing the approved uniform, the student will use good judgment that projects a professional image.

A student sponsored by a fire or EMS service may wear that service's uniform professionally.

The students will wear their uniform while attending classroom sessions, laboratory sessions, activities, Clinical Rotations, and the Field Internship. The students will not wear any other attire, including mixed uniform items.

A uniform item designated by an asterisk (*) will be purchased through the vendor that the program has approved.

- A. **Uniform shirt**
The uniform shirt must be clean and wrinkle-free. The uniform shirt* will always be tucked into uniform trousers.
- B. **Uniform trousers**
The uniform trousers must be clean and wrinkle-free. The students will wear full-length navy blue or black trousers.
- C. **Uniform shoes/boots/socks**
The students will wear black closed-toed shoes or boots. It may be an athletic style or a work boot.
- D. **Uniform hat**
The uniform hat* is optional. The student will wear a hat that displays the program logo. The hat will be worn normally (brim forward).
- E.. **Uniform sweatshirt/jacket**
The uniform sweatshirt and jacket are optional. If a student chooses not to purchase a program sweatshirt, they must wear a plain blue or black sweatshirt without any affiliation. Additionally, any inappropriate language or images will not be tolerated.

Criminal History

Students with criminal records are forewarned that the Arizona Department of Health-Division of Medical Quality Assurance requires any licensure applicant who has ever been convicted or found guilty of a felony, regardless of adjudication, to explain the circumstances. The same applies to other states with licensure statutes and national certification boards. These individuals will need to gain clearance from these agencies before they are allowed to take state licensure and national certification examinations that are usually required for employment.

Students are advised that past criminal history could limit their ability to become a nationally registered or state-certified EMT. Completing the EMT program does not guarantee certification with either NREMT or the State of Arizona.

NREMT Certification

Upon completing the YC EMT Program, the EMT student will be issued a certificate of completion and will be eligible to apply with NREMT to become an EMT. To become an NREMT EMT, candidates must.

- Pass the NREMT-B cognitive exam.
- Test within two years of program completion.
- Hold a current healthcare provider CPR certification.

Students should be familiar with NREMT certification policies, as they may change. Students should understand that completing the YC program does not guarantee certification as an NREMT EMT, nor a guarantee of hire in the EMS field.

Student Health & Immunization Requirements

Required Documentation for Completion of the EMT Program

- **Valid Driver's License or Identification Card**
- **Accuplacer Reading score of 236 or higher, a high school diploma, or an associate's degree or higher.**
- **AHA BLS Provider Card (provided during the program)**

Please ensure that you have copies of the following vaccination records for submission on your scheduled orientation date:

- *Negative TB skin test or chest x-ray (taken within the last six months before the end of the course).*

CPR Certification

YC EMT students must hold a valid American Heart Association Basic Life Support certification.

Support CPR certification at the Healthcare Provider Level. Students must continue to maintain valid and current CPR certification at the Healthcare Provider Level while enrolled in the EMT Program.

Time Commitment for the successful completion of EMS classes

Students must know that courses in the YC EMS program are rigorous and demand a significant time commitment.

EMT Program Objectives:

The objectives align with the standards set by the Arizona Department of Education, the United States Department of Transportation National Standard Curriculum for EMT, and Arizona statutes.

- 1. Cognitive Domain – Upon program completion, students will be able to comprehend, apply, analyze, and evaluate information relevant to their roles as entry-level EMTs or paramedics.
- 2. Psychomotor Domain – Upon completing the program, students will demonstrate technical proficiency in all skills necessary to perform the duties of an entry-level EMT.
- 3. Affective Domain– Upon completion of the program, students will exhibit personal behaviors that align with the professional expectations of employers for entry-level EMTs.

Attendance Policy

Attendance is essential for all lectures and lab classes. Daily attendance will be recorded via each student's signature. Active participation is required, which includes practicing in class, engaging in discussions, and assisting classmates with group assignments. All students must demonstrate appropriate professional behavior during lectures, labs, and clinical instruction.

Tardiness Policy

Except in exceptional circumstances, punctuality is crucial for professional conduct and must be upheld. A tardy is considered an absence of 15 minutes or more from the start of class.

1. Consequences for Tardiness:

If a student is tardy for three instances of 15 minutes or more after the start of class, they will meet with the lead instructor and director and be placed on a Performance Improvement Plan and Attendance Contract.

2. Attendance Expectations:

- Students are expected to attend and actively participate in all class meetings, lab hours, and ride-along sessions.

- If a student anticipates an absence due to a school-sponsored activity, they must make prior arrangements with the instructor.

3. Failure to Comply:

- Non-compliance with the instructor's or the College's attendance and participation requirements may result in the student's removal from the course.

- If the student does not withdraw from the class, the grade earned will be recorded in their permanent record, with the last date of attendance documented for reference.

4. Missed Assignments:

- Students enrolled in the EMS program must coordinate with the instructor to complete any missed assignments within one week of the original due date.

- Any submission made after this timeframe will receive a score of "0" in the grade book.

- Make-up sessions for missed lectures and lab sessions are subject to the instructor's discretion and are available only on specific days designated by the instructor.

Hours Requirement Step Process:

Step One:

After 16 hours of missed time, the student will be placed on a Performance Improvement Plan and an Attendance Contract.

Step Two:

After 24 hours of missed time, the student will advance to step two of the Performance Improvement Plan and Attendance Contract, requiring a meeting with the director and lead instructor.

Step Three:

After 36 hours of missed time, the student will reach step three of the Performance Improvement Plan and Attendance Contract and may be dismissed from the program. The student will meet with the lead instructor, director, and associate dean.

Please be advised that it is imperative to meet the requisite number of hours to fulfill the requirements of the EMT Program successfully. Failure to do so will result in the disciplinary measures listed in the step hours step plan, including the potential dismissal from the program.

Early Alert

Yavapai College instructors use the Early Alert system to identify students at risk of academic or personal challenges. The system is designed to intervene early so the student can receive appropriate support and guidance before problems become more severe.

Poor attendance, low grades, or unusual behavior may trigger early alerts. After instructors have exhausted all methods to contact a student of concern, instructors will utilize the online form under the faculty tab to send an Early Alert to the student's academic success advisor, who will offer additional assistance and resources to help the student address their challenges.

Early Alert aims to improve student retention, academic success, and well-being.

Student Code of Conduct

As a student in the Yavapai College EMT Program, you are expected to maintain the highest level of professionalism, integrity, and ethical behavior in and out of the classroom. This includes all interactions with instructors, peers, patients, healthcare professionals, and community members during clinical rotations, ride-alongs, and other program-related activities. Violations of this code may result in disciplinary action, including dismissal from the program. Academic dishonesty includes cheating, plagiarism, and any form of misrepresentation of your work.

Prohibited Behaviors

The following behaviors are strictly prohibited and are considered violations of the Student Code of Conduct and may be subject to disciplinary action up to and including termination from the program:

- **Academic dishonesty:** Includes cheating, plagiarism, falsification, misrepresentation of work, and unauthorized collaboration.
- **Disruptive behavior:** Any actions that interfere with the learning environment or negatively impact other students, instructors, or staff.
- **Harassment or discrimination:** Any form of harassment, intimidation, or discriminatory behavior based on protected characteristics.
- **Substance abuse:** Possession, use, or influence of alcohol or illegal drugs on college premises or during program activities.
- **Unprofessional behavior:** Including HIPAA violations, inappropriate communication, or unprofessional conduct in any program-related setting or as a representative of the program.

- **Violation of institutional or agency policies:** Students must follow all Yavapai College policies, and rules set forth by clinical/field agencies.

Platinum Educational Group Integrity and Anti-Copying Policy

As part of the EMT Program, students participate in testing and evaluations delivered through Platinum Educational Group (EMSTesting.com and PlatinumTests.com). PEG maintains strict Terms of Service explicitly prohibiting:

- Storing, retrieving, downloading, copying, cutting/pasting, transcribing, photographing, screen-capturing, or distributing any PEG test content.
- Posting PEG questions, stems, distractors, or materials online or sharing them with others.

Students agree to PEG's Terms of Service upon account creation and before accessing examinations. PEG actively monitors and logs all copy attempts, including:

- Date/time of infraction
- User information
- School affiliation
- Testing event
- IP address
- Content involved in the attempted copying

Violation Consequences

PEG enforces the following penalties for any copying attempt:

- **First Violation:** 3-minute suspension from the website; notification sent to Program administration.
- **Second Violation:** 5-minute suspension; notification sent to Program administration.
- **Third Violation:** Permanent termination of PEG access; notification sent to Program administration.
- **Any attempt to copy a full question with all answer options results in immediate, permanent termination.**

Program Enforcement

Any Platinum Educational Group violation constitutes:

- **Academic dishonesty,**
- **Breach of professional standards, and**

- **Violation of third-party educational agreements.**

Therefore, **any Platinum Educational Group violation will be processed under the EMT Program's disciplinary policy**, which may include:

- Immediate placement at Step 2 or Step 3 of the disciplinary progression
- Placement on probation
- **Immediate dismissal from the program** if your account is banned by Platinum.

Zero Tolerance Policy

The Yavapai College EMT Program enforces a zero-tolerance policy for violations, including harassment, discrimination, violence, threats, or severe unprofessional conduct. Violations may result in immediate investigation and disciplinary action, including dismissal.

Title IX Compliance

Yavapai College is committed to creating an educational environment that is free from any form of sexual harassment, gender-based discrimination, or violence. Under Title IX of the Education Amendments of 1972, students are protected from any form of discrimination based on sex, which includes sexual harassment, assault, dating violence, domestic violence, and stalking.

The EMT Program adheres to all Title IX regulations and policies, ensuring that students, faculty, and staff have the right to learn and work in an environment free from sexual misconduct. Any student who believes they have been subjected to sexual harassment or discrimination should report the incident immediately to the Title IX Coordinator at Yavapai College.

Title IX Reporting and Investigation

All incidents of sexual misconduct, harassment, or discrimination must be reported to the Title IX Coordinator.

The college will conduct a prompt and thorough investigation of all complaints, ensuring confidentiality as much as possible.

Retaliation against any individual who reports a violation or participates in an investigation is strictly prohibited.

The Yavapai College EMT Program holds its students to the highest standards of conduct and professionalism. By enrolling in the program, you agree to uphold these standards, adhere to the code of conduct, and respect the rights and safety of all individuals. Failure to comply with these policies will result in disciplinary action and immediate dismissal from the program in cases of severe violations.

Disciplinary Actions

An accusation of misconduct or a breach of ethical or professional standards against a student at any stage of the program will undergo investigation. The investigation process will include an interview with the accused student. Within seven days of the interview, the student may provide a written summary of the events surrounding the alleged misconduct, breach of ethics, or professional behavior. The investigation will be completed within 45 days from the start, and within 30 days of its conclusion, the student will be provided with a written summary of the investigation and decision. The decision may include disciplinary action ranging from a warning to termination of the program.

Yavapai College reserves the right to deny admission to any applicant and suspend or dismiss any student whose behavior is not aligned with the institution's best interests. Without prior notice, the college may modify regulations, rules, policies, procedures, fees, courses, or teaching assignments.

Disciplinary Progression

The disciplinary framework governing lab, lecture, and clinical rotation times are as follows:

For the first offense, the instructor (Lab Tech, Program Faculty, Program Director) will issue a written warning to the student. The warning will be recorded on a student improvement plan and signed by the instructor. The written warning will be placed in the student's permanent file. The student will be placed on probation at Step 1 of the disciplinary progression plan.

For the second offense, the student will be dismissed from the class, lab class, or clinical rotation for the day, and this absence will be noted. The student must compensate for the missed time by attending an alternative campus date/time and arranging for a rescheduled clinical rotation. The second offense will be documented on a student performance improvement plan, which the student, the instructor, the Program Director, and the Dean of Health Sciences must sign. Subsequently, students will be placed on probation/improvement plans, and this documentation will be filed in the student's permanent record. Moreover, the program's medical director will be notified of the student's probation status and improvement plan.

Upon the occurrence of a third offense, the student's participation in the program will be terminated. A formal record of the final incident will be established using a student performance improvement plan form, which the student must sign, along with the lead instructor, the program director, and the dean of health sciences.

Students who have received more than two (2) written counseling sessions or two (2) written counseling sessions for similar issues will be required to meet with the lead instructor and Program Director to develop a plan for improved performance. The Associate Dean of Public Services may also be advised to participate in the meeting. Continued poor performance may lead to dismissal/withdrawal from the Program.

Probation

Students placed on probation will be notified in writing. A student who fails to comply with the terms of probation may be terminated from the program.

Students may be placed on probation on academic or behavioral grounds at the program's discretion. Students and staff will meet to organize an academic success plan.

Termination from the Program

A student may be terminated from the program for not satisfying the academic or disciplinary policies and rules outlined in the Student Handbook, with/without placement on probation as follows:

- Failure to meet academic standards outlined in the grading policy, student handbook, and syllabus.
- Continued sub-standard academic performance after being placed on academic probation.
- Failure to meet the conditions of an improvement plan.
- Failure to meet course requirements during any phase of the program.
- Substantial or repeated violations of the standards of ethics, professional behavior, and conduct outlined in this handbook.
- Repeated absences, delays, or early departures as outlined in the attendance policy.
- Repeated failure to comply with applicable uniform and dress codes.
- Failure to complete submission of documents required for enrollment (i.e., medical screening information, application information, licenses, certifications) after notice by the Program administration.
- Repeated or substantial failure to comply with classroom, clinical site, or field station decorum rules.
- Repeated or substantial failure to comply with the reporting procedures for Incidents and Unusual Occurrences.
- Failure or refusal to participate in necessary investigatory proceedings for an incident or unusual occurrence.

A student who withdraws from a class or classes for disciplinary reasons is not entitled to a refund of enrollment, tuition, or special fees. Students dismissed from the Program for disciplinary reasons can reapply to the Program; however, the dismissal documentation will be considered part of the evaluation of student eligibility.

Immediate Dismissal Policy

The Yavapai College EMT Program is committed to maintaining a safe, respectful, and professional learning environment. To preserve this environment, the program has established a Disciplinary Progression Plan to address student behavior that violates program policies, Yavapai College's Code of Conduct, or Title IX regulations.

However, based on the severity of the offense, the program reserves the right to place a student at any step within the disciplinary progression, including moving directly to dismissal from the program if the nature of the violation warrants such action.

Immediate Dismissal

In serious violations, the program can bypass any or all steps in the disciplinary progression and move directly to dismissal from the program. Offenses that may result in immediate dismissal include, but are not limited to:

- Harassment, discrimination, or threats of violence against any student, faculty member, staff, or patient.
- Sexual misconduct or violations of Title IX regulations.
- Substance abuse, including the use or possession of illegal drugs or alcohol while engaged in any program-related activity.
- Gross negligence or unprofessional conduct in clinical or field settings that jeopardize patient safety.
- Academic dishonesty or falsification of academic, clinical, or program-related documentation.
- Breach of confidentiality or HIPAA violations.

Program Discretion

The EMT Program reserves the right to determine the necessary disciplinary action based on each case's facts and circumstances. Depending on the nature and severity of the offense, the Program Director, in consultation with relevant faculty and college administrators, will assess the appropriate step in the progression. The program will always act in the best interest of the safety and integrity of the educational environment, its students, and the public.

By participating in the EMT Program, students acknowledge and agree that violations of policies may result in disciplinary action, including immediate dismissal, without the need for prior warnings or progression through lesser disciplinary steps if warranted by the severity of the offense.

Grievance

In the event a student has a grievance, the student will use the following chain of communication to resolve problems:

1. Confer with the Program Faculty. If the issue is not resolved, then.
2. Confer with the Program Director. If the issue is not resolved, then.
3. Confer with the Associate Dean of Public Services. If the issue is not resolved, then,
4. Confer with the Dean of Health Sciences and Public Safety, then,
5. Confer with the Vice President of Workforce Development and Health Sciences.

Appeal of Disciplinary Termination

If a student is terminated on disciplinary grounds, they may file a written appeal with the Dean of Health Sciences and Public Safety. The appeal must be filed within ten business days of the effective date of the termination. It must include an explanation of the circumstances of the termination and specific and detailed reasons why the student believes the termination was unjustified. An appeal lacking this information will be summarily denied without further action.

The student may also submit any relevant witness statements.

The Dean of Health Sciences and Public Safety (or their designee) will review the appeal and take any necessary action to reach a decision, including interviewing the students and any relevant witnesses. The Dean will decide on the appeal within 45 days of its filing date. The decision will be final and binding.

Student Competencies

Upon completion of the YC EMT program:

- Be a competent entry-level EMT.
- Demonstrate technical proficiency in all skills necessary to fulfill the role of entry-level EMT.
- Demonstrate personal behaviors consistent with professional and employer expectations for the entry-level EMT.
- Demonstrate the ability to follow EMT protocols.
- Demonstrate the ability to analyze, synthesize, and appraise clinical information relative to their role as an entry-level EMT, qualified to take the State of Arizona-approved National Registry certification examination.

Cognitive Domain Competencies

In the cognitive domain of adult learning, the student will be able to:

- A. Integrate comprehensive knowledge of EMS systems, workforce safety, wellness, research, EMS system communications, therapeutic communications, documentation, and medical/legal and ethical issues intended to improve the health and wellness of EMS personnel, patients, and the community.
- B. Apply fundamental knowledge of principles of public health and epidemiology, including public health emergencies, health promotion, and illness and injury prevention.
- C. Integrate a complex depth and comprehensive breadth of knowledge of the anatomy and Physiology of all human systems.
- D. Integrate comprehensive medical terminology and abbreviations into written and oral communications.
- E. Integrate comprehensive knowledge of the pathophysiology of major human systems.
- F. Integrate comprehensive knowledge of life span development.

- G. Integrate comprehensive knowledge of the principles of pharmacology and administration of medications to formulate and implement a treatment plan.
- H. Integrate complex knowledge of anatomy, physiology, and pathophysiology to formulate and implement a treatment plan to ensure a patent airway, adequate respiration, oxygenation, and mechanical ventilation for patients of all ages.
- I. Integrate scene findings, patient assessment, reassessment findings, history taking, monitoring devices, and ECG rhythm interpretation with knowledge of epidemiology and pathophysiology to formulate a field impression.
- J. Develop a list of differential diagnoses through clinical reasoning to formulate and implement a treatment plan.
- K. Integrate assessment findings with principles of epidemiology, pathophysiology, and knowledge of psychosocial needs to develop a field impression and formulate and implement patient care.
- L. Demonstrate minimum score accuracy on high-stakes examinations and final examinations.

Psychomotor Domain Competencies

In the psychomotor domain of adult learning, the student will be able to:

- A. Demonstrate minimum score accuracy on summative psychomotor examinations.
- B. Demonstrate minimum score accuracy on capstone psychomotor examinations.

Affective Domain Competencies

In this domain of adult learning, the student will be able to demonstrate these affective competencies:

- A. Integrity.
- B. Empathy.
- C. Self-motivation.
- D. Appearance and personal hygiene.
- E. Self-confidence.
- F. Interpersonal dynamics.
- G. Time management.
- H. Teamwork.
- I. Respect.
- J. Advocacy.
- K. Professional service.

Completion Criteria for the EMT Program

Clinical settings: The following clinical hours must be completed and documented in Platinum Planner before the student can be permitted to graduate:

- Lecture and Lab: The student must maintain a “C” (75%) or higher throughout all courses.
- **Students enrolled in the EMT Program are required to complete all classes successfully. Failure to pass any class will result in dismissal from the program, necessitating a restart from the beginning of the program.**
- The student must pass the comprehensive final exam with 75% or greater per Arizona State Requirements.
- The student must pass a final laboratory practical exam with 80% or better.
- The student must hold a valid AHA BLS provider card.
- The student must have met the ethical and behavioral standards of the EMS program, per the Yavapai College Affective Evaluation Form, and the college.

When all these criteria have been met, the students will be given a letter of completion indicating that they have met the educational requirements for EMT training set forth by the State of Arizona Department of Health Services, the State of Arizona Department of Education, and the NREMT.

Eligibility for AZDHS/BEMSTS and NREMT Emergency Medical Technician

The NREMT-EMT certification process includes the national cognitive examinations- computer-based tests (CBT). The NREMT has oversight of this process. NREMT-Emergency Medical Technician certification must be obtained before the individual is eligible for the State of Arizona EMT certification process. The AZDHS/BEMSTS oversees this process.

The NREMT-Emergency Medical Technician certification process includes the national cognitive examination facilitated by a computer-based test (CBT) at an approved test center. Students apply to and are scheduled for the CBT by the NREMT. Fees and requirements are determined by and are the sole responsibility of certifying organizations. The student is responsible for the cost.

Information regarding the State of Arizona certification process can be accessed at this link:

www.azdhs.gov/preparedness/emergency-medical-services-trauma-system/index.php or call (602) 364-3150/ (800) 200-8523.

Information regarding the NREMT-Emergency Medical Technician certification process can be accessed at this link:

www.nremt.org or call (614) 888-4484.

Academic Standards and Requirements

The Emergency Medical Program (EMS) core curriculum is comprehensive, i.e., each course builds upon material learned in previous classes. Therefore, each course must be taken in sequence and passed with at least a grade of “C” to progress through the program curriculum. Individual course grading policies are the responsibility of the course faculty and will be stated in the course syllabus at the beginning of the course.

In the EMT program, each student is evaluated regularly regarding comprehension of theoretical concepts, safe performance, and psychomotor skills in the lab. Additionally, multiple instructors and staff evaluate ethical and affective behaviors expected of the professional practitioner. YC staff review individual student performance. Affective evaluations will be performed two times during the semester (midterm and end of class).

Final Examinations

Final exams are scheduled at the beginning of the semester, and students are expected to attend on the specified dates. No early or makeup exams will be allowed for finals. It is the responsibility of each student to plan accordingly and be present for all final exams.

Lab Skills Testing

No makeup dates will be allowed for missed testing dates for lab skills. This policy is in place to ensure that there is sufficient staffing to test all students effectively. Students must plan accordingly to attend all scheduled lab skills testing sessions.

Platinum Planner Unit Exams

Students must complete six (6) mandatory Platinum Planner unit exams that cover didactic content throughout their coursework. Each student can retake a similar exam for each content section. The higher of the two scores will be recorded.

Students absent on the day of a unit exam have one week from the scheduled date to take the exam. If the exam is not completed within that week, the student will receive a zero for that unit exam.

Cumulative Written Final Exam

According to Arizona State Law, each approved program must require students to pass a comprehensive final written exam with a minimum of 150 questions. This will be scored based on raw scores through the Platinum Planner testing as the college's chosen testing platform. Additionally, a practical examination evaluating the skills described in the current United States Department of Transportation EMT National Standard Curriculum. Yavapai College uses the Platinum Testing cumulative exam, which has been tested as valid and reliable. The student who fails the Platinum Testing final exam on their initial attempt will be allowed two (2) additional attempts at a prescheduled date/time before the program's end. Students will be allowed three (3) attempts to pass the comprehensive written final successfully.

Cumulative Practical Final Exam

Students must pass the AZDHS State-approved Final Practical Exam(s) skills verification at the end of the program. No cell phones will be permitted with the students during their final exam testing. Students are to enter testing rooms with no personal items other than a writing instrument. Students who have completed their testing are not allowed to reveal the specifics of the final exam to their peers who have yet to complete the exam. Students will be allowed three (3) Attempts at achieving the Psychomotor Final Testing.

General Guidelines

All individuals must conduct themselves calmly and responsibly while engaging in lab activities. It is paramount that all written and verbal instructions provided by EMS staff are followed diligently. If there is any confusion regarding instructions or procedures, it is advised that the instructor be approached for clarification. It is strictly prohibited for any student to operate in the lab without explicit permission from the instructor. It is important to only handle equipment, chemicals, or other materials in the lab when explicitly instructed to do so. Only skills that the instructor has authorized should be performed. It is crucial that all instructions, both written and verbal, be followed with utmost care and attention to detail. When performing invasive skills or procedures, Body Substance Isolation (BSI) procedures must be used, which include, but are not limited to, gloves and complete eye protection. Work areas must be kept clean and always organized. Sharps must be immediately disposed of in a sharp container upon removal from a student or simulator. It is advisable to refrain from touching the face while performing invasive skills. Scrubbing hands with soap and water after removing gloves and at regular intervals as needed or directed is imperative.

Safety Equipment

During a laboratory session, students and staff must be well-informed about the fire safety protocols. In a fire, all individuals present must prioritize removing themselves and others to a safe location. Additionally, they must ensure that all oxygen devices and electrical equipment are turned off. Students and staff must be thoroughly acquainted with the location of all the safety equipment, including but not limited to first aid kits, fire extinguishers, eyewash stations, and sinks. They must also possess a comprehensive knowledge of the laboratory's fire alarm pull stations and emergency exits, including their location and function.

Accident or Injury

Any accident, injury, or spillage within the premises, no matter how trivial it may seem, must be immediately reported to the instructor responsible. All such reports will then be forwarded to the Program Faculty, who will notify the Director of EMS as deemed necessary. In case of an accident or injury in the clinical setting, the clinical site supervisor is similarly expected to be notified promptly.

In the event of a chemical splash in the eye(s), the eyes must be immediately flushed with running water from the eyewash station for under 20 minutes. Additionally, the instructor should be notified promptly.

Handling Equipment

Taking proper precautions when handling electrical equipment is essential to ensure your safety. Remember to grip the plug, not the electrical cord, when removing it from the socket. Additionally, ensure your hands are completely dry before touching an electrical switch, plug, or outlet.

If you notice any damaged electrical equipment, report it immediately. Look for frayed cords, exposed wires, and loose connections. It is crucial never to use damaged equipment to avoid any potential risks.

If you are unsure how to operate a piece of equipment, seek guidance from your instructor before use. Obtaining authorization from the instructor before removing any equipment from the lab or stockroom is also essential. Your safety is our top priority.

Sharps and Biohazardous Waste

Dispose of all used and broken sharps in an appropriate Sharps container. Never place used or damaged sharps in a trash container. Do not place paper or other items, including alcohol preps and 4x4s, in a Sharps container. Appropriately dispose of all waste.

Red biohazard bags are to be used for blood-soaked items only. Do not place IV bags, paper, tape, equipment packaging, or other items into the red bag disposal.

Confidentiality Statement

Statement on Confidentiality and Dissemination of Patient Information:

Considering the sensitive nature of our work, we must maintain the utmost privacy concerning the patient information we receive during our pre-hospital and clinical experiences. At Yavapai College (YC), we strictly prohibit the collection of patient information for any purposes related to treatment, payment, or healthcare operations unless it is required by law. Moreover, guidelines have been established to limit discussions of Protected Health Information (PHI) within the organization. However, the exchange of patient information required for essential healthcare operations such as billing, treatment, peer review, internal audits, and quality assurance activities is permissible.

We recognize and respect the privacy rights of patients who receive services from YC students. We understand that patients may need to provide personal information while receiving care. Such information may exist in various forms, such as oral, written, photographic, or electronic. As a result, all patient information must be considered strictly confidential and protected by applicable federal and state laws.

We hereby comply with all confidentiality policies and procedures YC provides. If we knowingly or inadvertently breach the patient confidentiality policies and procedures, we agree to notify the Emergency Services Program Director immediately. We understand that a breach of patient confidentiality may result in disciplinary action, potentially including our removal from the YC EMT Program. Furthermore, we acknowledge that a wrongful violation of patient confidentiality could subject us to criminal and civil penalties.

We have thoroughly reviewed and understood all the privacy policies and procedures provided by YC. We adhere to all such guidelines and know that any deviation may result in disciplinary action, including expulsion from the YC EMS Program. Our relationship with YC remains unchanged.

We remind all members of the YC EMS Program that taking photographs of patients during emergency calls or clinical facilities violates HIPAA regulations. Such a violation can result in immediate dismissal from the EMS program and possible civil/criminal charges, including loss of certification.

FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights concerning their education records. These rights are:

The right to inspect and review their education record within 45 days of receiving an access request from Yavapai College. The student should submit a written request to the Registrar or other appropriate Yavapai College official that identifies the record(s) the student wishes to inspect. The Yavapai College official arranges for access and notifies the student of the time and place where the student may review the record(s). When a request is presented to a Yavapai College official who does not maintain the requested records, the Yavapai College official advises the student of the correct official to whom the request should be addressed.

The right to request the amendment of their education records if the student believes the record is inaccurate or misleading. The student should submit to the Registrar or other appropriate Yavapai College officials a written request to identify the part of the record the student wants to be changed and specify why it is inaccurate or misleading. The Yavapai College official notifies the student if it is decided not to amend the record as requested by the student. The Yavapai College official advises the student of their right to a hearing regarding the request for amendment and provides additional information regarding the hearing procedures to the student. The right to request the non-disclosure of personally identifiable information in their education record, except that FERPA authorizes disclosure without consent. Students should contact the Office of the Registrar for more details. One exception that permits disclosure without consent is the disclosure to school officials with legitimate educational interests. A school official is a person employed by Yavapai College in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel), a person or company with whom Yavapai College has contracted (such as an attorney, auditor, or collection agent), a person serving on the District Board of Trustees, or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing their duties. A school official has legitimate educational interests if they must review an education record to fulfill their professional responsibility. Upon request, Yavapai College discloses education records without consent to school officials to whom the student seeks or intends to enroll.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by Yavapai College to comply with the requirements of FERPA.

Student Acknowledgement Form

The *Yavapai College EMT Education Program Student Handbook* prescribes standards of conduct for students enrolled in the program. The standards are in addition to those prescribed for students under Yavapai College policies and administrative regulations. Violating such standards may serve as grounds for program dismissal, suspension, or other discipline. Every student is expected to know and comply with all current policies, rules, and regulations as printed in the college catalog, class schedule, and the student handbook available at many sites throughout the college.

I have received a copy of the *Yavapai College EMT Education Program Student Handbook*. I understand this handbook contains information about the guidelines and procedures of the EMT Education Program. I also know that I can find information about the general college policies in the *College Catalog* and the *College Student Handbook*. I can find information specific to each course in the respective course syllabus.

I have reviewed the student handbook and have been allowed to ask questions about its contents.

I authorize the Yavapai College EMS Program to release proof of my immunizations, negative drug screening, and completion of a patient privacy course (HIPAA) to the clinical and/or vehicular agencies with whom I may complete rotations.

Print Name

Signature

Date