



Emergency Medical Technician - Basic Life Support Academic Policies and Procedures Manual

Suffolk County Department of Health Services

Emergency Medical Services Division

Suffolk County Department of Health Services
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I. GENERAL INFORMATION

Introduction:

The Suffolk County Department of Health Services, Emergency Medical Services Division is a New York State Department of Health, Bureau of Emergency Medical Services Course Sponsor. As a Course Sponsor the Division conducts numerous training programs in Suffolk County. This Academic Policies and Procedures manual has been developed to ensure that students, instructors and administrators adhere to the same rules and regulations.

Expectations:

It is expected that the faculty will bring to the student knowledge of clinical experience and a desire to assist students in their learning experience. The student is expected to bring a commitment to the highest level of achievement, both in their course of study and in their patient care.

Candidate Qualifications:

All applicants are accepted and treated without regard to race, religion, color, national origin, gender or disability.

Course Registration:

1. The candidate for the **Basic Emergency Medical Technician** certification ***MUST BE*** a minimum of eighteen (18) years of age by the last day of the month in which the New York State Written Certifying Examination for the course is scheduled.
2. In accordance with the provisions of the New York State Emergency Medical Services (EMS) Code – Part 800; candidates for EMS certification or recertification must not have been convicted of certain misdemeanors or felonies. The New York State Department of Health (NYS-DOH) will review **ALL** criminal convictions from any federal, military or state jurisdiction to determine if such convictions fall within the scope of those specified in Part 800, or represent a potential risk or danger to patients or the public at large.

The regulation does not prevent a candidate with a criminal conviction from attending and completing all of the requirements of an EMT course. However, it may prevent the candidate(s) from becoming certified in New York State until NYS-DOH has reviewed the circumstances of the conviction(s) and made a determination that the candidate does not demonstrate a risk or danger to patients. If NYS-DOH makes such a determination the candidate will be eligible to take the NYS Practical and Written Certification Examinations, if otherwise qualified. All candidates should be fully informed of these requirements by the Certified Instructor Coordinator (CIC) at the beginning of the course. The Suffolk County EMS Division reserves the right to request full payment of the course for students that are ineligible to sign the NYS EMS application.

Candidates **WILL NOT** be permitted to take the NYS Practical Examination until the background review and investigation is completed and a determination is made **in writing from the NYS-DOH Bureau of Emergency Medical Services.**

FOR FURTHER INFORMATION GO TO THE FOLLOWING WEB SITE:

<http://www.health.ny.gov/professionals/ems/policy/15-04.htm>

II. ACADEMIC POLICIES & PROCEDURES MANUAL

Each student will be given a thumb drive with a copy of the Academic Policies & Procedures Manual on it. This important document explains what is required to successfully complete the course the student is attending. It addresses many important questions and issues. Each student will be responsible for reading and understanding its content. Each student will be asked to sign a “Student Form” attesting to the fact that he/she will read its content and acknowledge that they will be bound by its content. Any questions should be directed to the Certified Instructor Coordinator (CIC).

III. AMERICANS WITH DISABILITIES ACT (ADA)

The American with Disabilities Act allows people with certain types of disabilities to request an accommodation for the New York State Written Certifying Examination. This may be accomplished only after providing proper documentation of their disability. An accommodation means changing the manner in which the NYS Written Certifying Examination is conducted. There will be **NO** accommodations made for the New York State Practical Skills Examination. Any student who wishes to request a disability accommodation should contact the New York State Bureau of EMS Central Office at (518)402-0996. Contact must be made **no later than** eight (8) weeks before the State Written Certifying Examination.

IV. VERIFICATION OF MEMBERSHIP FORM

At the registration session, each student will be given a New York State Bureau of EMS “Verification of Membership in an EMS Agency” form. If the student is a volunteer in a New York State EMS agency, the student will fill out the top section of this form and have the bottom half filled out by an officer of their agency authorized to attest to the fact that they are a member of the sponsoring agency. This form **MUST** be returned, properly completed, signed by the student and the official (Chief, Training Officer, Captain, Lieutenant, Director or Commissioner) of the agency **no later than session number eight (8)**. **Failure to adhere to this policy will require the student to pay the full cost of the course themselves (Self Pay) or be dismissed from the course.**

Non EMS Personnel – Any person who is not a member of a New York State EMS agency.

- A. If you are **NOT** a member of a NYS EMS agency, the following Non EMS Personnel schedule will apply:
 - EMT-Basic Original Course - \$905.00
 - EMT-Basic Refresher Course - \$555.00
- B. A student is entitled to full reimbursement if he/she withdraws from a course within the first week and **ONLY** if the books are returned in original condition. No student will be reimbursed after the first week of the course.
- C. **Any student that leaves the sponsoring agency voluntarily or involuntarily before the course ends will be responsible for the total cost of the course, unless the student is able to be sponsored by another NYS EMS agency within the time line established by the Division.**
- D. **The candidate must use the same agency code for the New York State Application for Emergency Medical Services Certification form and the Verification of Membership in an EMS Agency form. If a student changes their sponsoring agency during the course he/she needs to contact the Suffolk County EMS Division immediately and resubmit a new Verification of Membership in an EMS Agency form. This form MUST be returned immediately, properly completed, signed by the student and the official of the new agency.**
- E. **Any student that has been enrolled in two (2) courses without successfully completing the course will be required to pay the full cost (Non EMS Personnel, not including the cost of the books if books are the same) of the course prior to enrolling in a third course. ***The student may appeal by submitting written documentation of reasons for withdrawal from prior courses. The above information applies to “Non EMS Personnel” students too.**
- F. **Original courses are intended for students that have never been certified as a New York State EMT at the level of the course he/she has registered for. Students that have been certified at the level in question are not eligible for State reimbursement. Students wishing to stay in an original course will be required to pay the full price of the original course. Students who have been a New York State EMT in the past are only required, by New York State, to take a refresher course.**

V. ATTIRE & HYGIENE

Classroom attire will be clean, neat, modest and appropriate clothing suitable for the weather conditions for that particular time of year. Remember that at the practical skills sessions you will be working on the floor of the classroom and expensive clothing should not be worn. Changes to this policy will be at the discretion of the CIC. Department or agency uniforms are not appropriate. Remember, students and faculty often need to work in close proximity during EMS training courses therefore personal hygiene and general cleanliness is essential.

VI. ATTENDANCE AND LATENESS REQUIREMENTS

Attendance will be taken at every class session. This includes a student sign-in sheet. It is the responsibility of the student to be recorded as present. Lateness disrupts the continuity of the class. Unauthorized absences will not be tolerated and will be grounds for dismissal from the course.* Chronic lateness, more than four (4) times, is unacceptable and may be grounds for the student to be dropped from the course. In addition, students that need to leave early will also be expected to make up all work that is missed. Students that have left early more than four (4) times may also be dropped from the course. The student must inform the CIC at the beginning of the individual class of their request. New York State mandates that successful completion of this course requires attendance at all sessions. If you know you are going to be absent contact your CIC **BEFORE** the scheduled time of the class.** The student will be expected to make up the missed class by attending the same class at another Suffolk County EMS Division course running concurrently. Failure to do so in a reasonable amount of time (before the end of the section, including the section exam) may be grounds for being dropped from the course.

It is also the responsibility of the student to make up any missed materials due to lateness. The student must make these arrangements with the CIC.

***Unauthorized Absence** – The student is unable to make up the missed session(s) in another Suffolk County EMS Division course running concurrently. The student will be responsible to complete a homework assignment provided by the CIC. The student will receive a learning contract with a deadline for the homework assignment. Each student will only be allowed to miss no more than nine (9) hours of unauthorized absences in an EMT original course. (All EMT refresher students must attend all required classes/sessions.) If the student fails to submit the assignment or if the assignment falls below the accepted minimum standard, the student may be terminated from the course.

****Authorized Absence** – The CIC* of the course arranges for the student to make up the entire class/session at another course sponsored by the Suffolk County EMS Division running concurrently. The student is required to complete all assignments for that class/session and secure a signature from the CIC of the course where the student attended the class. **Failure to make up the class/session missed will result in the student receiving an unauthorized absence. The class/session must be made up before the section exam for that portion of their course.**

*** If a student does not follow this policy and attends another course without proper notification, the class will not count as an authorized absence.**

VII. CLASS CANCELLATION

All class cancellations will be the responsibility of the Suffolk County EMS Division in conjunction with the course CIC. At the time of cancellation, the Division **MUST** be notified. The Suffolk County EMS Division will make arrangements for Firecom and Medcom to make periodic broadcasts and cancellations will also be posted on the Suffolk REMSCO website.

VIII. PROFESSIONAL CONDUCT

The faculty for every EMS training program will make every effort to maintain an environment conducive to learning. This requires that there be appropriate conditions in the classroom and clinical areas. Therefore, conduct disrupting the class, or showing lack of respect for staff or guests, will constitute grounds for the student to be dropped from the program. (Examples: vulgar language, physical violence, discrimination, etc.)

The following behaviors are considered inappropriate and may result in disciplinary actions or being dropped from the program:

- Unsafe behavior (Examples: Physical violence, horseplay, inappropriate use of equipment);
- Unlawful behavior;
- Abuse of illegal drugs or alcoholic beverages during class, during clinical assignments or at any time, which affects the student's performance or that of the class;
- Behavior, which disrupts or impedes learning in the classroom or clinical setting;
- Excessive absenteeism or lateness;
- Other acts of unprofessional behavior;
- Divulging confidential information;
- Not achieving the required clinical rotations and field internship hours; and
- Cell phone use, recording without prior permission.

Throughout the program students will be expected to conduct themselves in a responsible and mature manner.

Continuous evaluation will include:

1. Student/Instructor Relationships
2. Student/Student Relationships
3. Student/Patient Relationships
4. Student/Field Personnel Relationships
5. Use of equipment.
6. Ability to accept constructive criticism.
7. Emotional maturity in a crisis and in-patient care situations.

IX. VANDALISM & DESTRUCTION OF PROPERTY

Training equipment used in the program is costly and replacement is difficult. Any student seen, or suspected of, damaging property or equipment will be subject to an investigation, which can lead to dismissal from the program.

Any type of vandalism or acts of graffiti that is found at the location of the course being conducted will be reviewed by the Suffolk County EMS Division. If the party or parties are found guilty, they will be terminated from the program and also be responsible to reimburse the host for all damages that were incurred.

X. STUDENT RESTRICTIONS

Smoking is not allowed in any buildings used for EMS training. Smoking will not be permitted within fifty (50) feet of any building used for EMS training.

Electronic Devices - Distracting/Unprofessional Behavior

All pagers and cell phones will be silenced at the start of class and remain silenced until the end of class.

The Suffolk County EMS Division Course Sponsor prohibits the taking of photographs or videos during class sessions which includes clinical rotations as well as the NYS Practical Skills and Written Examinations testing. Under no circumstances may a student post any pictures/videos or any other course related materials/information to a social media site without expressed written consent of the Suffolk County EMS Division Course Sponsor Administrator. Any student that is found to have violated the above policy may be subjected to removal from the course. (Dismissed from his/her current course.)

Students will only be allowed to voice record a lecture with the prior approval from the CIC for each lecture. Failure to seek prior authorization may lead to termination from the course.

The Suffolk County EMS Division Course Sponsor believes that texting/the use of cell phones, or using any type of electronic equipment during the course are grounds for both a verbal and written discipline. Any student that has been reprimanded more than two (2) times may be terminated from the program.

Each incident of “unprofessional behavioral” will be based on its own circumstance. The Certified Instructor Coordinator (CIC) or a staff member that has been delegated the responsibility of senior instructor has the authority to remove the student(s) from the class/session or rotation when the incident occurs. Depending upon the time of the occurrences, this can count as either an unexcused absence or lateness infraction.

In cases where students have had up to two (2) warnings on unprofessional behavior, he/she may be terminated for the third infraction.

In cases of emergencies, in which the student must use their cell phone or send a text message, the faculty must be made aware either before or directly after. The student must inform them of the “nature of the emergency” and to whom the message was placed to.

Consumption of alcoholic beverages or the use of illegal drugs is **prohibited**. Any student suspected of attending class, or field training/clinical time, under the influence of such substances will be asked to leave the class, or field training/clinical time, and such action will constitute grounds for the student to be dropped from the program.

Note: The Suffolk County EMS Division Course Sponsor **does not** condone the carrying of **any weapons** in any of our courses or classes. Every effort should be made to secure weapons prior to entering class. If a student or instructor must carry a weapon for professional reasons, he/she must make a request to the Course Sponsor Administrator of the Suffolk County EMS Division at time of registration for a class or course.

XI. HEALTH AND SAFETY

HEALTH

Any participant with any of the following should check with his or her own physician before entering an EMS program:

- Infectious Disease
- Current Injury or Illness
- Pregnancy
- History of Chronic Health Problems

SAFETY

Safety is of the utmost concern in any training program. Please consider safety when participating in the following areas:

1. Travel to & from class;
2. Outside the areas of the building, hallways, break areas, lavatories, etc.;
3. Classrooms;
4. All clinical settings; and
5. Practical skills sessions.

If you are injured during a training session or a Clinical Rotation Field Internship, notify your Certified Instructor Coordinator (CIC) immediately. Necessary and appropriate emergency medical care will be provided. Documentation **MUST** be submitted to the Suffolk County EMS Division Program Administrator within twenty-four (24) hours from the date of injury.

XII. REQUIRED TEXTBOOKS

The required textbooks/manuals for EMT-Basic Original & Refresher courses are:

- Current text book and workbook in use by the Suffolk County EMS Division
- American Heart Association Basic Life Support Provider Book
- NYS DOH-BEMS Student Manual (thumb drive)
- NYS DOH-BEMS Protocol Manual (thumb drive)
- Suffolk County EMS Division – Academic Policies, Protocols & Procedures Manual (thumb drive)

XIII. CLINICAL ROTATIONS

The value of clinical experience is directly proportional to student effort. Therefore students should actively seek out clinical staff to involve them in hospital activities as much as permitted. Students who stand in the corner will get little in return for their time.

EMT-Basic Students: See the Internship section of the “New York State Student Reference Guide.”

1. Health Criteria

Affiliation agreements between the Suffolk County EMS Division and Suffolk County Area Hospitals require all students to meet the following criteria **BEFORE** clinical time can be scheduled.

- Submit current DHS EMS 2 Form to Suffolk County EMS Division *(Federal, State or hospital mandates may be required at later dates during the course.);
- Successfully complete a bloodborne pathogens and HIPAA program in the course;
- Approval to start clinical rotations by the Certified Instructor Coordinator (CIC) of the course; and
- In situations in which the clinical site (hospital) has additional requirements, the students must comply with all requests; failure to comply will result in the student being dismissed from the clinical site. In these situations the students will not be able to use any clinical time for his/her class requirements.

You will be required to meet the above requirements before being permitted into any clinical area.

2. Attire

1. All students will wear neat, clean, casual business attire;
2. No agency or department identifiers are to be worn at any rotation site;
3. No cutoffs, shorts, tank tops, or dirty sneakers; and
4. **For Hospital Time:** Students must wear course ID cards, please do **NOT** wear jeans, cutoffs, shorts, tee shirts, tank tops, dirty sneakers, or sweats.

3. Patient Confidentiality

There **MUST BE** absolute patient confidentiality (as per the requirements of the Federal HIPAA Regulations). Failure to comply may be grounds for the student to be dropped from the program.

4. Hygiene

Personal cleanliness, hygiene and grooming are a prerequisite to entering a clinical site.

5. Professional Attitude & Conduct

All students are expected to maintain a professional attitude and exhibit proper conduct throughout all clinical rotations.

Students must understand that clinical personnel **MAY NOT** permit them entry to clinical areas if their hygiene, appearance or conduct is not in keeping with the standards of the clinical site. Students are required to document the exact time that they were present for his/her clinical time. Any students that are found falsifying documentation in pertaining to the actual time at the location site will be terminated from his/her present course.

6. Clinical Requirements

Suffolk County EMS Division issued IDs* **MUST** be with students at all times. Clinical rotation sheets should be documented as follows:

- **Student must secure signature and printed name of preceptor at conclusion of rotation.**

Students must use the contact information provided by the CIC. It is not acceptable for students to go outside the designated hospital staff member when scheduling clinical time for his/her respective clinical time requirements. Students **MUST** comply with all hospital policies and observe rules of confidentiality.

* Students that are no longer enrolled in the course that is listed on the ID card must return the ID card to the CIC or they must mail the card to the Suffolk County EMS Division. **Under no circumstance** may an individual who is no longer affiliated with a Suffolk County EMS Division course use the ID for any purpose of identification. The Division reserves the right to seek legal ramifications if this occurs.

EMT-BASIC (Original) – Hospital/Ambulance Clinical Rotation Time

The EMT candidate is required to complete ten (10) hours of clinical experience after handing in their EMS 2 Form, pending the course CIC's approval. The intent is that each student be offered the opportunity to perform his/her clinical rotation in one (1) of the following: hospital setting; ambulance setting; or a combination of both. **All hospital clinical rotation time**, as completed, will be recorded on the NYS EMS EMT Clinical Evaluation Form, signed by the supervising nurse, or other allied health care professional, and submitted to the CIC of the course. **All ambulance clinical rotation time** will be recorded on a copy of the original or electronic Pre-hospital Care Report (PCR/ePCR) that was used for the patient **as well as the NYS EMS EMT Clinical Evaluation Form**. The NYS EMS EMT Clinical Evaluation Form must be signed by the preceptor. Prior to submitting the copy of the PCR to the CIC, the following areas must be blackened out: patient's name; age; address; and call location. The total time for each call will be determined by the signal two (2) (enroute) times until the signal twenty-eight (28) (in quarters) times. **Self-pay students** must complete their clinical time by performing hospital observations only. Ten (10) hours of clinical time **MUST** be handed in to the CIC two (2) weeks prior to the NYS Final Practical Skills Examination in order for the CIC to meet the Suffolk County EMS Division's required two (2) week deadline. **Students are not permitted to schedule any clinical time at hospitals that are not currently contracted by the Suffolk County EMS Division.**

****Under no circumstances may the EMT student practice assisting or the act of administration of medications without the direct supervision of a hospital or EMT Preceptor. Once the clinical requirement period is over, no student may continue to ride as an EMT student or participate in Clinical Hospital Rotations. The course photo ID must be returned to the CIC no later than the last day of scheduled class.****

XIV. REFRESHER COURSES – SPECIAL CONSIDERATIONS

Eligibility – In order to be eligible to attend a refresher course, a student must have either once held the certification in question or has successfully passed an original course but has either failed the NYS Practical or Written Examination. A student who has failed the NYS Practical or Written Examination has to complete a refresher course no later than one (1) year from their original New York State Written Examination test date.

Challenge Written Examination (EMT-Basic Refreshers)

Students who have never been certified as an EMT in New York State may NOT take the challenge written and practical exams. (Please see above “Eligibility” portion.)

Each eligible student will take a written exam at the first class session. The exam is broken into specific content areas such that the result of the grading of each individual section will help prescribe exactly what the student's didactic needs are and match them to the specific sessions of the course. The passing grade for each section will be 80%. For each section that the student receives a minimum of 80%, he/she will be eligible for exemption on the class that pertains to that section. If a student fails a section in the challenge exam then he/she **MUST** attend the class and successfully pass the section exam with a minimum of 70% during the course. The student will have one (1) additional attempt to meet the minimum score; failure will result in being terminated from the refresher course.

Mandatory Sessions – Each student will also be responsible to successfully attend and complete assignments related to the mandatory didactic sessions. The passing exam score will be a minimum of 70% for the mandatory exams. Students will have one (1) additional attempt to meet the minimum score; failure will result in being terminated from the refresher course. There will be no questions on the EMT challenge written exam on the following sections: BLS Resuscitation/Shock; Cardiac; Respiratory; Pharmacology; and Trauma 1 (injuries to head/spine, soft tissue, orthopedic burns, bleeding, and injuries to face/neck).

EMT-BASIC CHALLENGE PRACTICAL SKILLS EXAMINATION

The EMT Challenge Practical Skills Examination will be announced on the course application. Students **MUST** pre-register, if required on the course application, for the Practical Skills Challenge Examination **before** the date of the exam. The Suffolk County EMS Division reserves the right to charge an EMT-Basic refresher student a fee of sixty (60) dollars in cases in which the student signs up for the refresher challenge practical but does not show up or cancel by contacting the Suffolk County EMS Division prior to the challenge practical exam.

The Practical Skills Challenge Examination is conducted in the exact same manner as it would be for the Final Practical Skills Examination at the end of an original EMT course. **There will be no retesting conducted at this practical.** A student who fails one (1) or two (2) EMT practical skill stations will be allowed to retest those stations at the end of the course. They will not be required to repeat the stations they have already passed. The student will be required to attend those sessions of the course that relate to the skills station(s) failed. Students will only receive two (2) retests, for each station failed at the Challenge Practical Skills Examination, at the Final Practical Skills Examination. **Please see section XIX for more information regarding the Final Practical Skills Examination.**

If a student fails three (3) or more of the EMT practical skill stations, that student will be required to retake all of the EMT practical skills stations at the end of the course. The student will be required to attend all practical skills sessions of the refresher course, the final practical is not considered a retest, and he/she will be starting the practical with a clean slate. In this manner the student will be given all the retest opportunities allowed for a Final Practical Skills Examination.

In addition to the written exams, EMT refresher students MUST have a minimum of three (3) signatures on the individual Practical Skills Completion Record. Failure to have the Practical Skills Completion Record completed will constitute a failure of the course. **Refresher students will be responsible for the skills outlined in their learning contract.**

Cheating will NOT be tolerated. Any student found cheating would be dropped from the course immediately.

XV. LEARNING CONTRACTS

Where necessary, and routinely in refresher classes or for advance standing, a written learning contract will be developed to ensure that students, faculty and administrators all agree to the student's requirements to complete the course. Learning contracts are also used in original courses for students that are not in good academic standing or for a behavioral warning.

XVI. STUDENT STUDY HABITS, REMEDIATION, AND PROGRESS

The text used for the EMT program is on a high school reading level. Students must have an English reading comprehension at that level. In order to successfully complete the reading assignments and master the course curriculum, the student must allocate study periods between sessions. The amount of independent study time will vary with each student according to reading speed and comprehension. Students must also set-aside additional time for skills practice. The Certified Instructor Coordinator (CIC) will provide students with progress conferences when necessary during the course. It is the responsibility of the student to consult with the CIC and arrange for additional instruction and remediation. Students may inquire to voice record the didactic portion of the class/session. This does require prior authorization from the CIC for each class/session he/she is requesting to voice record.

XVII. CLASS EXAMINATIONS

WRITTEN EXAMINATIONS

Written section examinations are given throughout each course. The rationale for these tests is to allow instructors and students to evaluate retention of the course material and to determine if learning has occurred.

ORIGINAL COURSES

A passing grade of 70% must be achieved on all section exams (including interim and final). If a section exam, as listed above, is failed, the student will be offered remediation before they retake the failed exam. The make up exam must be scheduled prior to the next scheduled class session. If a passing grade (70% maximum) is not achieved on the retest, the student is subject to removal from the course. The appeals process is described in section XXI. A final average, on all section exams (including interim and final exams) must be at least 70% to be eligible to participate in the New York State Final Practical Skills Examination. Successful completion of the practical skills examination will allow the student to take the New York State Written Certifying Examination.

Cheating will NOT be tolerated. Any student found cheating would be dropped from the course immediately.

CPR CERTIFICATION

The New York State Department of Health, Bureau of EMS Program requires that all students pass the performance and written (84% or greater), CPR examinations to the standard of the AHA as part of this course. Any student that is unable to pass will be unable to continue with the course.

XVIII. COURSE COMPLETION-ELIGIBILITY FOR CERTIFYING EXAMINATIONS

Course completion is required as eligibility to take the New York State Certifying Practical Skills and Written Examinations. Course completion requires:

1. A proper attendance record;
2. Satisfactory classroom skills performance;
3. CPR certification;
4. Successfully complete NYS pre-requisite NIMS 100 and 700 classes, due one (1) month after course starts;
5. Successfully complete NYS pre-requisite HazMat Awareness class, due one (1) month after course starts. HazMat Awareness MUST have been taken after 9 11 (September 2001);
6. Satisfactory written examination grades; and
7. Completion of clinical rotations (EMT Original Courses).

XIX. NYS FINAL PRACTICAL SKILLS EXAMINATION

All students are pre-registered for a Final Practical Skills Examination date on the course application. Any student who is unable to make the prescheduled Final Practical Skills Examination date must notify the Suffolk County EMS Division no later than eight (8) weeks prior to that date. Students will receive skills sheets at least two (2) weeks prior to the exam.

EMT-BASIC (ORIGINAL & REFRESHERS)

Any EMT candidate who fails one (1) or two (2) stations of the New York State Final Practical Skills Examination may be retested on those stations. Failure of three (3) or more practical skills stations constitutes a failure of the practical skills examination.

A student failing one (1) or two (2) practical skills stations is eligible to take two (2) retests on the station(s) failed. The first retest must occur on the same day as the initial skills examination. A different examiner will administer the retest. The second retest will be conducted on another date that is mutually agreed on by the student and PSE coordinator and the candidate must be provided with remedial instruction. Failure of a second retest constitutes a failure of the examination.

Candidates who fail the NYS Final Practical Skills Examination must complete a refresher course or another original course before being admitted to another NYS Final Practical Skills Examination. **EMT Original course students who fail the NYS Final Practical Skills Examination may take an EMT refresher course as long as the refresher course is within one (1) year of the original courses NYS Written Examination.**

XX. NEW YORK STATE CERTIFYING EXAMINATION

New York State Written Examination

The CIC, or designee, will be present for the written examination to assist the proctor in identifying students. The proctor is responsible for making sure the candidates are given the exam instructions and protecting the security of the examination process. The CIC is **NOT** permitted to discuss any examination questions or related material with the candidates during the examination. The student must have a proper New York State ID card as well as the New York State EMS ID card (“Blue card”) in order to be allowed to take the New York State Written Examination.

ON-SITE SCORING

The New York State Department of Health, Bureau of EMS offers students the opportunity to take their state certifying examination and receive an immediate score upon completion of the examination. Testing is conducted at a New York State on-site scoring site. All candidates who register for on-site scoring will receive a report that indicates their pass/fail status.

For candidates who fail the examination, the immediate notification will allow them to reschedule themselves for their second, and final, written examination for their course, as quickly as possible. Within four (4) to six (6) weeks after the administration of the NYS Written Certification Examination, the New York State Department of Health, Bureau of EMS will send all candidates a detailed score report and all passing candidates will be sent their three (3) year certification card.

This service is available to all candidates, on a voluntary basis, for a fee of \$20.00 to be paid at the exam site to the Professional Examination Service by **CERTIFIED CHECK OR MONEY ORDER**. To be eligible for this service, you must first complete the course requirements and pass the NYS Final Practical Skills Examination.

If students are interested in registering for on-site scoring, they can reserve a space by faxing the “Registration for EMS Exam Test Scheduling Request” Application to the New York State Department of Health, Bureau of EMS. Students must reserve their space at least eight (8) weeks before their NYS Written Examination date. Students will need to provide the type of course being taken, their NYS Course Number, Student Identification Number and Date of Birth. There is limited seating for this exam, so reservations for seats will be allocated on a first come, first serve basis. For more information about on-site scoring please go to www.health.ny.gov/nysdoh/ems/certification/exam_registration.htm.

UNAVAILABLE THE DAY OF THE NYS WRITTEN EXAMINATION

Any student who is unable to take the NYS Written Examination on the date assigned must print out the “Registration for EMS Exam Test Scheduling Request” application to reschedule. If the student does not have computer access then he/she needs to request the application be mailed to him/her from the Suffolk County EMS Division. Students can go to <http://www.health.ny.gov/forms/doh-4245.pdf> and download the application. The student must make arrangements to schedule another exam date. The application will be handled in the same manner as a retest candidate. It is vital for the student to inform the NYS DOH-BEMS office that their CIC has returned the examination ticket to the proctor on the original examination date. NYS DOH-BEMS will issue a new examination ticket to the student so that he/she may be allowed to sit for the rescheduled examination.

REMEMBER, THE SUFFOLK COUNTY EMS DIVISION CANNOT MAKE THESE ARRANGEMENTS, STUDENTS MUST DO IT THEMSELVES.

RESULTS OF THE NYS WRITTEN EXAMINATION

DO NOT CALL the Suffolk County EMS Division or the NYS DOH, Bureau of EMS for the results of the NYS Written Examination. The NYS DOH, Bureau of EMS will notify you by mail in about four (4) to six (6) weeks.

IF A STUDENT FAILS:

If a student does not pass the New York State Written Certification Examination on their first attempt, he/she will receive a failure letter and a Registration for EMS Exam Test Scheduling Request application with accompanying instructions from the NYS DOH, Bureau of EMS. Students who do not pass the written examination on their second attempt are required to enroll in a refresher course **PRIOR** to being eligible to test again. ****EMT original course students who fail the NYS Written Examination the second time may take a EMT refresher course as long as the refresher course is within one (1) year of the original courses NYS Written Examination.****

It is the student's responsibility, **NOT THE COURSE SPONSOR'S or THE INSTRUCTOR'S**, to complete the Registration for EMS Examination in accordance with the instructions and send it to the NYS DOH, Bureau of EMS. The registration will be validated and the student will be assigned to a regional test site for the next available test date. The student will receive confirmation of registration and directions to the regional test site in the mail within ten (10) days of the State's receipt of their completed application.

All other special student testing situations must be arranged with the Examination Services Section, in writing, by the Certified Instructor Coordinator (CIC) documenting the student's eligibility to test.

XXI. DISCIPLINARY ACTIONS & APPEALS

EMTs are health care professionals, whether they receive payment or volunteer their services. They are bound to the highest standards of professional conduct and ethics. Every student **MUST** maintain professional behavior throughout all aspects of the program. Inappropriate behavior will result in being dropped from the program.

It is expected that all students will behave in a professional and safe manner throughout the entire course.

The following behaviors are considered inappropriate and may result in disciplinary actions or being dropped from the program:

- Unsafe behavior (Examples: Physical violence, horseplay, inappropriate use of equipment);
- Vulgarity;
- Unlawful behavior;
- Abuse of illegal drugs or alcoholic beverages during class, during clinical assignments or at any time, which affects the student's performance or that of the class. Behavior, which disrupts or impedes learning in the classroom or clinical setting;
- Excessive absenteeism or lateness;
- Divulging confidential information;
- Other acts of unprofessional behavior. (Examples to include: sleeping in class; using personal cell phone without prior permission from staff; texting via cell phone or other device; confrontations with other students or staff members; and taking photographs/videos.);
- Harassment;
- Discrimination; and
- Any student who is in possession, using or distributing any questions from the publishers test bank of the course textbook or prior course exams/quizzes.

DISCIPLINARY PROCEDURE

Situations which may require disciplinary action will be handled on a case-by-case basis. The CIC must keep in mind that each student is entitled to a fair representation of the facts and due process.

At the time of the first occurrence, the student will be advised that he or she is not acting in accordance with the policies and procedures manual. The student will be directed to cease the inappropriate behavior. The instructor may, at his or her discretion, ask the student to leave the classroom if the situation warrants this action. Additional infractions may require further disciplinary action.

The process will be:

1. Written warning and counseling for the **INITIAL INFRACTION** with a copy of such warning submitted to the Suffolk County EMS Division;
2. A second written warning and counseling for the **SUBSEQUENT INFRACTION** with a copy of such warnings submitted to the Suffolk County EMS Division;
3. Students who have not taken the necessary corrective actions for previous infractions after receiving two (2) written warning notices will be dropped from the Program; and
4. In the event a student takes any action, which is deemed to be of a **SERIOUS NATURE**, the student may be dropped from the program without previous warning.

APPEALS PROCESS

1. The Appeals Process will begin with written request by the student to the Course Sponsor Administrator of the Suffolk County EMS Division, who will arrange a conference with the student.
2. As soon as possible after this conference, the Course Sponsor Administrator will issue a decision in writing to the student, the student's Certified Instructor Coordinator (CIC) and the EMS System Medical Director.
3. If the student wishes to appeal the decision of the Course Sponsor Administrator, a conference will be arranged with the EMS System Medical Director, who will have the ultimate authority to make a determination.
4. The student may appeal the decision to the regional representative of the New York State Department of Health, Bureau of EMS. To contact the NYS DOH, Bureau of EMS representative, please call (212)417-4455 or write to New York State Department of Health, Bureau of EMS, 90 Church Street, New York, New York, 10007, Attn: Regional Representative.

NOTE: During the appeals process, the student will be allowed to continue in the course unless this process poses a danger or distraction to the instructors or other members of the course.

XXII. STUDENT COMMENTS, CONCERNS & COMPLAINTS

From time to time situations may arise that require resolution. These situations may involve other students, faculty, or the way in which the course is being conducted. The more quickly such matters are resolved, the more quickly the class can move on with its primary goal of teaching and learning. Therefore comments, concerns or complaints should immediately be brought to the attention of the Certified Instructor Coordinator (CIC) for his or her action.

In the event that the student is unable to address a concern in this manner or the matter is not resolved, the Suffolk County Emergency Medical Services Division Course Sponsor Administrator should be contacted at (631)852-5080. In addition to reviewing the matter personally, there are a number of resources to which the student's concerns can be referred. These include other EMS training staff members, Regional Faculty or the Regional Emergency Medical Services Council (REMSCO). If necessary, the EMS System Medical Director can then address the issue or the New York State Department of Health, Bureau of EMS staff can be consulted.

In escalating order:

- 1. Class Instructors**
- 2. Class Certified Instructor Coordinator (CIC)**
- 3. Course Sponsor Administrator**
- 4. EMS System Medical Director**
- 5. New York State Department of Health, Bureau of EMS Staff**

XXIII. STUDENT COURSE EVALUATIONS

Students enrolled in an EMT original course will receive course evaluations at both the mid-term and end of course. All refresher course students will receive evaluations at the completion of each course. Students will be asked to rate and comment on such subjects as: time allocation within the course; level of instruction; instructor presentations; training aids; and equipment, etc. The quality of the course can only be improved if the input, which the student provides to the Suffolk County EMS Division, is an honest assessment of the course.

XXIV. STUDENT CORRESPONDENCE WITH THE SUFFOLK COUNTY EMS DIVISION

All communications concerning a student's status in the course, either verbal or written, will only take place between the student and Suffolk County EMS Division staff. If the student is less than eighteen (18) years of age he/she will designate a parent or legal guardian as his/her advocate to communicate with Suffolk County EMS Division staff.

The above statement only pertains to the student contacting the Suffolk County EMS Division. The Division reserves the right to contact all parties that are deemed essential pertaining to the student's status within the training program

XXV. TRANSFERRING COURSES

On a case by case basis, the Suffolk County EMS Division will allow students to transfer from one current course into another current course. In order to initiate the process, the Suffolk County EMS Division must receive in writing from the student why he/she needs to be transferred. The student must be in good standing with their current course. A student must have passed all section exams and must have submitted all required paperwork. In addition, the current Certified Instructor Coordinator (CIC) will be contacted and asked to submit any counseling records if they exist.

The Suffolk County EMS Division will contact the prospective course CIC to ensure that there are enough resources for the transfer. The Division must also ensure that the new student application will meet the State deadline concerning the New York State Practical and Written Examinations.

If authorized, the student will need to attend all classes in the new course. There will be no advanced standing in didactic material. The Suffolk County EMS Division will accept the EMS 2 and all clinical rotations from the previous course. All attendance records and scores will be transferred to the new course. The CIC from the prospective course may decide to honor the skills that have already been signed off. The student will receive a learning contract that covers the practical skills signatures that will be required.

The student will be required to complete a new "New York State Application for Emergency Medical Services Certification" application in person at the Suffolk County EMS Division office. If the student has been sponsored by a New York State EMS agency then he/she will also be required to submit a new "New York State Verification of Membership" form. The New York State Verification of Membership form must be returned to the Suffolk County EMS Division immediately. The Division office hours are Monday through Friday 9am to 5pm. Appointments are required.

Suffolk County Discrimination and Sexual Harassment Policy Statement

It is the policy of the Suffolk County EMS Division to provide a professional classroom environment for its students free of all types of discrimination and sexual harassment. The prohibition of discrimination and sexual harassment applies to all instructors and students of the Division. These acts are unlawful and will not be tolerated under any circumstance. The Division has a **zero tolerance policy** for such acts and for the formal procedure for resolving complaints of discrimination and sexual harassment.

Sexual harassment includes any unwelcome or offensive sexual advances, requests for sexual favors, and other verbal or physical conduct of an offensive sexual nature, such as uninvited touching or sexually related comments. The unwanted behavior may include, but is not limited to, verbal abuse and humiliation, leers, indecent suggestions and physical touching. Discrimination includes wrongful treatment of persons because of their race, creed, color, sex, marital status, national origin, age, sexual orientation, disability, or military veteran status.

The Suffolk County EMS Division strictly forbids any student or instructor from engaging in any of the above-described conduct. Anyone found to have engaged in discrimination or sexual harassment will be subject to disciplinary measures, including dismissal from the course.

Anyone who believes that he or she is the victim of discrimination or sexual harassment should report the discrimination to the Certified Instructor Coordinator (CIC) and the Course Sponsor Administrator of the Suffolk County EMS Division. The Course Sponsor Administrator will conduct a prompt and thorough confidential investigation of the complaint and take appropriate disciplinary measures against the offending party. All complaints of discrimination or sexual harassment and any information developed during the course of the investigation of these complaints will be kept strictly confidential unless required to be divulged as part of the investigation or pursuant to a legal proceeding. In that case, only those with a need to know will be involved.

There will be no retaliation against any person pursuing his or her rights under the law or this policy.



DOH
New York State
Department of Health
Bureau of Emergency Medical Services

POLICY STATEMENT

Supercedes/Updates: New

No. 00 - 11

Date: 10/03/00

Re: Sexual Harassment

Page 1 of 2

Purpose:

The intent of this policy is to advise individuals participating in Department of Health (DOH) approved courses and those working in the Emergency Medical Services field that they are entitled to an environment that is free from sexual harassment.

Policy:

DOH requires all course sponsors to develop and implement a policy on sexual harassment. DOH also encourages all EMS provider agencies to develop their own agency policy on sexual harassment.

Sexual harassment is not merely offensive but it is a form of discrimination in violation of Federal and State Law.¹

Definitions:

Employer: Includes any Emergency Medical Services provider agency, including but not limited to municipal entities, volunteer fire departments, volunteer ambulance corps, commercial, industrial and hospital provider agencies.

Employee: Any person, compensated or not, that is employed by or a volunteer for any EMS provider agency or course sponsor.

Workplace: Any location or vehicle that an employee is at in the course of their duties for the employer.

Student: Any person enrolled in a DOH approved EMS training course.

Educational Setting: Includes any location being used for EMS education. This definition extends to locations used for clinical and field training of EMS providers.

Sexual Harassment: Any unwanted verbal or physical advances, sexually explicit derogatory statements, or sexually discriminatory remarks made by someone in a workplace or educational setting which are offensive or objectionable to the recipient, cause the recipient discomfort or humiliation, or interfere with the recipient's job performance or educational progress.

¹ Title VII of the Civil Rights Act of 1964
Executive Order No. 19 Issued 5/31/83

It may include: Visual harassment; posters, magazines, calendars etc
Verbal harassment or abuse: repeated requests for dates, lewd comments sexually explicit jokes, whistling etc.
Written Harassment: Love poems, letters, graffiti
Offensive gestures
Subtle pressure for sexual activities
Unnecessary touching, patting, pinching or kissing.
Leering or ogling
Brushing up against another's body.
Promise of promotions, favorable performance evaluations or grades, etc in return for sexual favors
Demanding sexual favors accompanied by implied or overt threats to a person's job, promotion, performance evaluation, grade, etc.
Physical assault, rape.

Implementation:

All course sponsors shall, and all EMS provider agencies are encouraged to, develop a policy to address sexual harassment in their location.

These policies should include a notification to all employees and students that sexual harassment is a violation of law and is intolerable in either the educational or employment setting.

The policy statement should state that sexual harassment is considered a form of employee and/or student misconduct and that sanctions will be enforced against individuals engaging in sexual harassment and against supervisory, administrative or managerial personnel who knowingly allow such behavior to continue.

Policies should also include a procedure for the following:

- making a complaint of sexual harassment ;
- to whom complaints are to be made;
- in what form the complaint should be filed, and
- the procedure the sponsor/employer will follow in investigating the complaint.

The policy should provide for a subsequent review to determine if sexual harassment has been effectively stopped.

In addition to filing a complaint within the procedure of the workplace or course sponsor's policy or for agencies that do not have policies, individuals are also entitled to seek relief by filing a complaint with:

- New York State Division of Human Rights
- Federal Equal Employment Opportunity Commission
- U.S. Labor Department – Office of Civil Rights
- A court having appropriate jurisdiction

Once developed, the policy should be widely distributed by providing a copy of it to **all employees**, it should be included in all new employee and student orientations and publicized within the workplace or educational setting.

All employers developing policies should conduct appropriate training to instruct and sensitize all employees to the policy.



Department
of Health

New York State
Department of Health
Bureau of Emergency Medical Services

POLICY STATEMENT

Supersedes/Updates: 00-12, 02-02, 09-05, 15-04

No. 18-01

Date: April 2018

Re: Certification of
Individuals with Criminal
Convictions

Page 1 of 3

On May 6, 2015 Title 10 of the New York Codes, Rules and Regulations Part 800 were amended as they relate to certification, recertification and continuing medical education recertification requirements. These sections reflect New York State's policy of removing barriers to the licensure and employment of persons previously convicted of one or more criminal offenses and incorporate Article 23-A of the Corrections Law into the review of an applicants' prior criminal offenses.

The following provisions are contained in Part 800:

...if the applicant has been convicted of one or more criminal offenses, as defined in §800.3(ak), be found eligible after a balancing of the factors set out in Article 23-A of Corrections Law. In accordance with that Article, no application for a license shall be denied by reason of the applicant having been previously convicted of one or more criminal offenses unless (i) there is a direct relationship between one or more of the previous criminal offenses and duties required of this certificate or (ii) certifying the applicant would involve an unreasonable risk to property or the safety or welfare of a specific individual or the general public. In determining these questions, the agency will look at the eight factors listed under New York State Corrections Law Section 753.

...not have been found guilty or in violation, in any jurisdiction, of any other non-criminal offense or statutory and/or regulatory violation, as those terms are defined in Section 800.3 of this Part, relating to patient safety unless the department determines such applicant would not involve an unreasonable risk to property or the safety or welfare of a specific individual or the general public.

Purpose:

This policy specifies the process for the review of applicants seeking Emergency Medical Services (EMS) certification with a history of criminal convictions. It also describes the responsibilities of the applicant, the Certified Instructor Coordinator (CIC) and the Department of Health.

Applications for Original EMS Certification or Recertification:

In accordance with the provisions of the State Emergency Medical Services Code, 10 NYCRR Part 800, applicants for EMS certification or recertification must not have been convicted of certain misdemeanors or felonies. The Department will review **all** criminal convictions from any federal, military, state and/or local jurisdiction to determine if such convictions fall within the scope of those specified in Part 800. If the applicant has been convicted of one or more criminal offenses, the Department will consider the eight factors listed under New York State Corrections Law Section 753, to determine if the applicant represents an unreasonable risk to property or the safety or welfare of the general public.

Certain Family Court or other designated governmental agency findings are also subject to review by the Department. If an applicant is unsure as to the status of any court proceeding, he/she **SHOULD NOT** sign the Application for Emergency Medical Services Certification (DOH-65).

10 NYCRR Part 800 does not prevent an applicant with a criminal conviction from attending and completing all of the training requirements of an EMS certification course. However, it may prevent the applicant from

becoming certified in New York State until the Department has conducted a review and investigation of the circumstances of the conviction(s) and made a determination that the applicant does not represent an unreasonable risk to property or the safety or welfare of the general public.

If the Department makes a determination allowing certification, the applicant will be eligible to take the applicable New York State practical and written certification examinations, if otherwise qualified. **All applicants must be fully informed of these requirements by the Certified Instructor Coordinator (CIC) at the beginning of a course.**

Applicants will not be permitted to take the NYS practical or written certification examination until the background review and investigation is completed and a final written determination is received by the applicant.

The Certification Application:

All applicants applying for NYS EMS certification at any level must complete the Application for Emergency Medical Services Certification (DOH-65). The bottom of the application contains an affirmation that states "Do not sign this if you have any convictions". **Under no circumstances should an applicant sign this application if he or she has a criminal conviction of any type.**

The CIC must identify all unsigned applications and send them with the course memorandum and all other applications to the Department immediately after the second class session. The CIC should include a separate memorandum or note identifying each unsigned application. The applicant(s) will be listed on the class list but **will not** be issued an examination ticket until cleared in writing by Department. It is the responsibility of the applicant to understand this policy, gather the required documentation and provide it to the Department. An EMS representative from the Department may conduct an interview. This may take the form of a personal meeting or telephone interview. In an effort to permit a timely review and determination, the applicant must provide all the required documentation within 30 days of the initial Department contact. If the applicant does not provide the documentation, the investigatory review will be closed and the applicant will not be able to seek EMS certification.

The applicant should not contact the Bureau of EMS (BEMS) directly. Upon the receipt and processing of the unsigned DOH-65 application form, the applicant will be sent a package of information outlining the investigative process, the required information to be supplied and the contact name and telephone number of the Bureau of EMS Representative reviewing their case.

The Department will only discuss issues related to criminal convictions with the applicant or their legal representative. **There is no requirement or need for the applicant to disclose the circumstances of any conviction(s) with the CIC.**

The Review Process:

All applicants entered in the review process will need to provide the following written documentation concerning all convictions. This information must be sent directly to the Department regional office as detailed in the letter sent to the applicant.

1. A notarized sworn affidavit stating that the applicant has not had any conviction(s) for a crime or crimes other than those currently identified.
2. If the applicant is recertifying and has signed previous certification applications, he/she must provide an explanation as to why these applications were signed.
3. A signed and dated statement describing the reason that they are seeking EMS certification.

4. A signed and dated written narrative description of the circumstances leading to and surrounding each conviction.
5. An original or certified copy of the certificate of disposition from the court. A Certificate of Relief from Disabilities does not fulfill this documentation requirement. If these items are not available, an original letter from the court must be supplied attesting that the documentation does not exist or is no longer available. Please note that the applicant may be responsible for the cost of obtaining these documents.
6. A letter from the applicant's probation/parole officer (if applicable) documenting compliance with their probation/parole. A copy of the final probation/parole report must also be included.
7. If the applicant's conviction resulted in any court ordered therapy, clinical evaluations or counseling, a letter or report from the organization or individual who provided the evaluation, counseling or therapy is required. The letter or report should indicate if treatment is ongoing or if it has been completed and whether or not it was considered to have been successful. The letter should also indicate that the counselor/therapist believes that the applicant is suitable to perform patient care in a prehospital setting.
8. The applicant is required to submit letters from the administration of each EMS agency with whom they are affiliated. These letters must be on official letterhead and presented to the Department EMS Representative in a **sealed and signed** envelope. These letters must describe any involvement in EMS or other health care settings, the length of the affiliation with the agency, **an awareness of the specific conviction(s), the circumstances and the agency's willingness to monitor the individual during the performance of his/her EMS duties.**
9. The applicant should submit other letters of recommendation. These letters must also be presented to the EMS Representative in a **sealed and signed** envelope. These recommendations must include a description of the relationship with the applicant, have knowledge of the conviction, an understanding of the EMS environment, and can attest to the applicant's good character. The letters may include, but not be limited to:
 1. current employers;
 2. health care professionals;
 3. community leaders (i.e. clergy, law enforcement or educators)
10. Each applicant may have a personal interview with a Department EMS Representative after all the documentation requirements have been met. A telephone interview may be conducted in the place of a personal meeting. Upon completion of the investigation and review, the applicant will be notified in writing of the Department's decision.

While the investigation and review is ongoing, an applicant may attend all classes. However, the applicant will be prevented from taking any NYS certifying examination, including the challenge practical skills examination at the beginning of the refresher program, the practical examination at the conclusion of the training program and the final written certification examination, until all course requirements are completed and a favorable determination is made in writing by the Department.

Applicants possessing current NYS EMS certification will be afforded a hearing in accordance with the provisions of Section 12-a of the Public Health Law if the Department seeks suspension, revocation or any other legal action.