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## Our Mission:

Our mission is for Cetronia Ambulance Corps to be the leader in emergency medical services, transportation, and community health resources.

## The Cetronia Story:

**We were founded in 1955 by 8 volunteers from the tiny village of Cetronia, a suburb of Allentown, PA.**

Their goal was to improve the timeliness and quality of ambulance service for their families, community, and future. Funds were tight but friends were abundant. Through contributed funds, events (and many hoagie sales), they raised enough for a well-used, but somewhat hard-running, Buick ambulance. Cetronia Ambulance Corps was born...but greater reliability and resourcefulness was clearly needed.

At that time in the 1950s and 60s, S&H green stamps were offered by many retailers as a sales incentive for customers. Save enough of them and they could be redeemed for a wide variety of rewards—household appliances, sporting goods or, in the case of the fledgling volunteer group from Cetronia, a new ambulance.

Thanks to a campaign by our founding volunteers, churches, businesses, and frugal families throughout our community, Cetronia's second lifesaving vehicle was a shiny, new Cadillac ambulance **purchased entirely with S&H green stamps.**

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***Cetronia is the Lehigh Valley's leader in EMS, medical transport services and community health education.***

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## **INTRODUCTION**

Welcome to the Emergency Medical Technician Program at Cetronia Ambulance Corps.

This handbook is designed to assist you and will serve as a guide for your new educational endeavor. Included in this handbook is the information that you need regarding attendance, clinical rotations, grading etc. You are responsible for learning this material. \*

Please read it carefully and sign the last sheet of the handbook indicating that you have read and understand its contents.

\*Please Note- While the information and dates included in this handbook are as accurate as possible at this time, CAC reserves the right to make additions and changes as required. Any changes will be communicated to you in written form.

<b>Name</b>	<b>Position</b>	<b>Email</b>	<b>Phone</b>
Michele Lukitsch	Education Coordinator	Lukitschm@cetronia.org	610-398-0239 Ext. 570
Michael LaPearl	Director of Education	Lapearlm@cetronia.org	610-398-0239 Ext. 517
Supervisor On-Duty	Supervisor		610-398-0239 Ext. 504

### **Additional Contact Information for course oversight:**

Eastern PA EMS Council Phone 610-820-9212 or on the web at:  
Home - Eastern PA EMS Council | Eastern PA EMS Council ([easternemscouncil.org](http://easternemscouncil.org))

### **PA Department of Health Bureau of EMS:**

Contact Information:  
Bureau of Emergency Medical Services  
Pennsylvania Department of Health  
Phone: 717-787-8740  
Fax: 717-346-0643  
Email: [paemsoffice@pa.gov](mailto:paemsoffice@pa.gov)



## CONFIDENTIALITY

Patient information cannot be accessed or discussed outside of the classroom or field internship. The HIPAA act protects the rights of any patient you encounter. Any disregard for the patient's privacy is grounds for immediate dismissal from the program.

## WEATHER

During inclement weather, the decision of canceling class will not be till the day of. If class is canceled, tune into WFMZ TV Channel 69 (also WFMZ.com). Emails and phone calls may also be used.

**PLEASE DO NOT PHONE THE OFFICE OF THE COORDINATORS FOR CANCELLATION INFORMATION.**

**\*\*Always use your own judgment when traveling in bad weather\*\***

## **Transfer of Credits**

At this time, Cetronia Ambulance cannot accept any transfer of credits from colleges in substitution of class time or course requirements.

Any certification must be up to date and in good standing to be accepted.

- I.e.: NIMS, Hazmat, EVOG.

American Heart Association BLS CPR must be completed during the program regardless of the date provided. This ensures that there are no complications at testing.



## **COURSE REQUIREMENTS**

### **1. Aptitudes**

- a. Vision
  - i. Students must have visual acuity sufficient to distinguish visual color discrimination in examining patients and determining by appearance diagnostic signs that require immediate detection and proper action.
- b. Hearing
  - i. Students must have hearing acuity sufficient to receive verbal directions and instructions and to distinguish vital signs.
- c. Reading/Writing
  - i. Students must have the ability to read and write English sufficiently to read items such as prescription bottles, and to write English sufficiently to complete patient forms and examinations.
- d. Physical
  - i. Students must have the ability to perform the skill objectives as outlined in the National Standard Curriculum. All students must have the aptitudes as listed above when taking the practical skills examination for state certification. Medical problems must be resolved prior to taking the practical examinations.

### **2. Attendance**

Although attendance at every class is expected, the students are responsible for preparing for the National Registry Examination at the end of the Program.

- a. Cetronia Ambulance Corps deems it necessary that an attendance of 80% be maintained by each student. Failure to not attend 80% of the course will result in dismissal from the program.
- b. If a class is missed due to illness, assignments will be assigned with a deadline. If completed, this will neutral out the missed class hours. Missed assignments will result in missed class hours.
- c. Tardiness
  - i. Any student that is more than 15 minutes late or leaves 15 minutes prior to the end of class will be assessed 1 hour of absence.

### **3. Clinical Time**

- a. Field Internship 24 hours or 10 patient contacts
  - i. Field experience shall include direct patient care responsibilities necessary for completion of the program's educational objective. Field experience will include evaluation of the student skill performance in the prehospital setting by an approved field preceptor. A written radio report should be attached for each assessment. You are responsible for making sure all 10 patient contacts are complete and accounted for.

**You must have 10 patient contact assessments to pass the program, or you will not be able to take a local or state test.**



#### **4. Testing**

- a. Students must obtain a **74%** on each examination. All tests will be completed using FISDAP. FISDAP allows 1 retest with every exam. Re-tests must be taken before the next scheduled class and scheduled with the Lead Instructor. Make-up tests are permitted for an excused absence. The higher of the two grades will be used to determine if the students passed or failed the test.
- b. Final GPA will be calculated based on cumulative grades from the FISDAP unit Exams and FISDAP Readiness Exam. Final grade will be based on the following calculation: FISDAP Unit Exams 50% and FISDAP Readiness (Final) 50%= GPA

#### **5. National Incident Management System (NIMS) 100 & 700**

- a. NIMS **100 & 700** must be completed from the **FEMA** website and certificates of completion turned in by the first modular test.

#### **6. Proper use of Personal Protective Equipment (PPE)**

- a. All students must be able to wear PPE, including N95 masks, goggles, helmet, gloves, footwear, and protective outerwear.

#### **7. Required Vaccinations**

- a. Students must meet the requirements for any mandatory vaccinations as outlined by PA DOH and / or the CDC.

#### **8. Proof of Medical Insurance**

- a. All students must be able to provide documentation that they have medical insurance coverage. PA DOH does not allow Training Institutes to provide said coverage to students.

#### **9. Accommodations**

- a. Students that require accommodation need to be provided in writing on any needs to be met. Accommodation is on a case-by-case basis. This includes but not limited to:
  - i. Religious and Spiritual – Paperwork Required
  - ii. In Class Testing – Approved by Cetronia Ambulance Education Dept.
  - iii. Cognitive Exam time – Filed with NREMT
  - iv. Psychomotor Exam – Filed with Eastern PA EMS Council



## CAUSE FOR DISMISSAL

1. A student may be immediately dismissed from a course for:
  - a. Failing three initial examinations. Failure to obtain a 74% on each examination including the final examination.
  - b. Failure to successfully pass a retest.
  - c. Missing 24 hrs.
  - d. Failure to maintain skill proficiency will result in inability to take the final and state psychomotor exam.
2. A student will be immediately dismissed from a course for:
  - a. Failure to meet attendance requirements.
  - b. Academic dishonesty.
  - c. Misconduct which could endanger public safety/property.
  - d. Violation of HIPPA Privacy.
3. The following are subject to one counseling session prior to dismissal at the Director's discretion. Any additional infraction will result in an automatic dismissal from the course:
  - a. Behavioral conduct.
  - b. Inappropriate hygiene.

## GRIEVANCE

Complaints regarding the instructors, course administration, course content, or any other problems, shall be submitted in the following manner:

1. An individual must present the complaint to the course coordinator/lead instructor. The course coordinator will discuss the complaint and review the policies with the individual to determine if a particular problem is defined and explained.
2. If unsatisfied with the initial discussion, the individual may present a complaint to the training institute in writing. The training institute will review the complaint and discuss the complaint with the course coordinator. The training institute will notify the individual of the outcome of the investigation.
3. In addition, if there are unresolved concerns, a formal complaint can be made to the Eastern PA EMS Council Training Coordinator.



## **REFUND AND PAYMENT POLICY**

If you must withdraw from the class, you can receive a partial refund, minus any administrative processing charge, provided you have informed the Education Institute in writing before the beginning of the second class. All refunds are issued by check or credit refund. Please be reminded of CAC's refund policy for materials:

- There is NO refund available for books, workbooks, CDs, CPR books or other materials.
- If paid by check or with credit card and my check or credit card did not have sufficient funds available, there will be a late/overdraft fee of \$30.00.

I further understand that I will not be allowed to take any local or state FINAL EXAMS until I have paid my obligations in full.

### **Cetronia Ambulance Corps Education Payment Plan**

- I. The Payment Plan Agreement (“Agreement”) is effective upon enrolling student (“Debtor”) and Cetronia Ambulance Corps, Inc. (“Creditor”) signing the Agreement. The date of signing is the “Effective Date.”
- II. At the time of the Effective Date, the Debtor owes the Creditor the price of the course (“Current Balance”). 25% of the Current Balance is due on the Effective Date. The remaining balance is due in equal monthly installments, with the Current Balance due in full before the first day of the class.
- III. Should the Debtor decide to withdraw enrollment in the course prior to the first day of class, all payments will be refunded less the cost of any materials purchased on behalf of the Debtor for the course.
- IV. As of the first day of class the payments are non-refundable.





## DRESS CODE

Being an EMT requires bending, stooping, lying on the floor, performing hands-on physical exams on each other, and partial removal of clothing to expose arms, legs, etc. This dress code also applies to field internships.

Therefore, the following is strictly enforced:

- EMT class shirt that is provided.
- EMS BDU pants or slacks. (Black, Navy & Khaki are acceptable)
- Hard sole ANSI approved safety toe shoes. Boots are preferred during field time, but sneakers are accepted.

**If you show up to class in anything other than the above mentioned, you will be asked to leave and change into the appropriate attire, failure to do so will result in an absence.**

*Things to consider when dressing for class or field internship:*

- Students are expected to always maintain good oral and personal hygiene. Perfumes and colognes should be indiscernibly applied if used at all.
- Revealing or overly snug clothing is unacceptable.
- Any jewelry (rings, bracelets, chains, piercings, earrings, etc.) that is worn must not present a safety hazard to the students' work or training environment.
- No offensive clothing may be worn during class, observations, or public appearances.



## **RULES OF CONDUCT**

### **1. Appearance**

- a. Students must exhibit good personal hygiene. Each student must be neat, clean and wear clothing appropriate for the material being covered. Any tattoos that may be deemed offensive must be covered.

### **2. Behavior**

- a. Students must maintain a positive attitude, professional manner and demonstrate behavior appropriate to a classroom setting. Disruptive students will be asked to leave the classroom. Multiple occurrences will result in expulsion from the program.

### **3. Drugs/Alcohol**

- a. Students displaying abusive behavior or other behavior normally associated with drug or alcohol usage shall be dismissed from the class and will count as an absence. The student will be counseled and terminated from the program.

### **4. Academic Honesty**

- a. Cetronia Ambulance Corps expects that work produced by students will represent their personal effort. Academic dishonesty includes, but should not be limited to:
  - i. Cheating on written exams and online exams
  - ii. Use of test aids (crib sheets)
  - iii. Copying
  - iv. Stealing of test questions
  - v. Working together on the online exams
  - vi. Plagiarism
  - vii. False statements designed to earn a student the right to miss clinical assignment dates or deadlines.

### **5. Cellphone**

- a. Cell phones must be turned off or vibrate on while in class. Please do not text or make phone calls while class is in session. If needed, please excuse yourself from the room.

### **6. Tobacco Product Usage**

- a. Any tobacco products are prohibited in owned and operated Cetronia Ambulance Corps, Inc. facilities or vehicles. Tobacco usage is also strictly prohibited on any Cetronia owned property, including parking areas and leased properties. Tobacco usage is also not permitted while on any field rotation at a scene or a facility. Most organizations for clinical and field time have similar policies and you are expected to comply with all Tobacco



free policies on other premises if you are on any field rotation. First offense, written warning, second offense will result in termination.

## **STUDENT'S RIGHTS AND RESPONSIBILITIES**

### **1. Student Rights**

- a. The student has a right to competent instruction, course counseling, and adequate facilities, and in all areas s/he has the right to expect the highest degree of excellence possible within the resources of the Training Institute.
- b. The student has a right to protection from unreasonable and capricious actions by faculty and administration.
- c. Each student has the right to be considered for admission without regard to ancestry, religious or political belief, or country of origin.
- d. Each student has the right to know the rules, by which s/he is governed, through the medium of a clear and precise written exposition of the rules.

### **2. Student Responsibilities**

- a. The student has the responsibility to devote him/herself to the serious pursuit of learning and to respect the rights and opinions of others, including faculty, administration, and fellow students.
- b. The student is responsible for complying with all the rules governing training course students.
- c. The student is responsible for academic integrity.
- d. The student has the responsibility to conduct him/herself in accordance with general accepted standards of conduct as embodied in society's laws and regulations.
- e. Each student has the responsibility to respect innovation and individual differences and to conduct him/herself so as not to violate the rights of other students and members of the administration and faculty.

## **CONCLUSION**

After successful completion of this didactic and clinical internship, you will be eligible to sit for the NREMT Written Examination and the PA/NREMT Psychomotor Examination.



## Student Syllabus & Policy Manual Agreement

I, \_\_\_\_\_, have read the EMT student handbook and comprehend what is expected of me as a student.

I, \_\_\_\_\_, have read the 'Rules of conduct' and comprehend what is expected of me as a student.

I, \_\_\_\_\_, have read the 'students' rights & responsibilities' and comprehend what is expected of me as a student.

Signature: \_\_\_\_\_

Parent or Guardian Signature if Under 18: \_\_\_\_\_

Date: \_\_\_\_\_

Coordinator: \_\_\_\_\_

Date: \_\_\_\_\_