



# EMT Student Manual

4300 Broadway, Allentown, PA 18104

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## **CETRONIA'S 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 honored 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 serve as a guide for your educational journey. It contains important information regarding attendance, clinical rotations, grading, and more. You are responsible for learning and understanding this material.

\*Please Note: While the information and dates in this handbook are accurate to the best of our knowledge at this time, Cetronia Ambulance Corps reserves the right to make additions or changes, as necessary. Any changes will be communicated to you in writing.

<b>Name</b>	<b>Position</b>	<b>E-mail</b>	<b>Phone</b>
Michael Maguire	Education Coordinator	Maguirem@cetronia.org	610-398-0239 Ext. 570
Michael LaPearl	Director of Education	Lapearl@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

[www.easternemscouncil.org](http://www.easternemscouncil.org)

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

Bureau of Emergency Medical Services

Pennsylvania Department of Health

Phone: 717-787-8740

Fax: 717-346-0643

E-mail: [paemsoffice@pa.gov](mailto:paemsoffice@pa.gov)

## **ACCREDITED SATELLITE EDUCATION FACILITIES**

Cetronia Ambulance Corps works in conjunction with multiple resources to provide EMS education. The following are satellite facilities that Cetronia is currently accredited with:

**A. Parkland High School**

2700 N. Cedar Crest Blvd.  
Allentown, PA 18104  
610-351-5600

**B. Bushkill Township Volunteer Fire Company**

155 Firehouse Dr.  
Nazareth, PA 18064  
610-759-2274

## **CONFIDENTIALITY**

Patient information must not be accessed or discussed outside of the classroom or field internship. The Health Insurance Portability and Accountability Act (HIPAA) of 1996 protects the rights of any patient you encounter. Any disregard for the patient's privacy is grounds for immediate dismissal from the program.

## **WEATHER**

Decisions about canceling class due to inclement weather will be made on the day of the class. If class is canceled, tune in to WFMZ TV Channel 69 or visit WFMZ.com. Email and phone notifications may also be used.

**NOTE: PLEASE DO NOT CALL 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 Corps does not accept the transfer of credits from colleges as a substitute for class time or course requirements.

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

- *Examples include NIMS, Hazmat, and EVOC.*

Basic Life Support (BLS) CPR will be completed as part of the program. Training will be provided by Cetronia at no additional cost.

## **EMT CLASS SIZE REQUIREMENTS**

To ensure optimal instructional quality, student engagement, and compliance with educational best practices, the following class size requirements are hereby implemented:

- Minimum Enrollment: 10 students
- Maximum Enrollment: 30 students

EMT classes will not be conducted unless the minimum enrollment threshold of 10 students is met. Class size shall not exceed 30 students to maintain appropriate instructor-to-student ratios and ensure effective learning outcomes. Exceptions may only be granted with written approval from the Education Director.

This policy is issued under the authority of the EMS Education Institute leadership and will remain in effect until revised or rescinded.

## COURSE REQUIREMENTS

### 1. Aptitudes

- a. Vision
  - i. Students must have sufficient visual acuity and color discrimination to assess patients and recognize diagnostic signs that require immediate detection and proper action.
- b. Hearing
  - i. Students must have adequate hearing acuity to receive verbal directions and distinguish vital signs.
- c. Reading / Writing / Math
  - i. Students must be able to read and write in English, including reading items such as prescription bottles and completing patient forms and examinations. Students must also be able to add, subtract, multiply, and divide to administer medications.
- d. Physical
  - i. Students must be capable of performing skill objectives outlined in the National Standard Curriculum. Any health or medical issues that could hinder successful completion of the program must be resolved before resuming participation. Documentation of medical restrictions, as well as documentation confirming that restrictions are no longer applicable, must be provided.

### 2. Attendance

While attendance at every class is expected, students are responsible for meeting the requirements for the National Registry Examination at the end of the Program.

- a. Cetronia Ambulance Corps recommends that an attendance of 100% be maintained by each student. In the event of a personal emergency, a student can **miss a maximum of 16 hours of the EMT program.**
- b. The minimum number set forth by National Standards and Cetronia Ambulance Corps for all EMT programs is 150 hours. Cetronia Ambulance Corps meets or exceeds these standards.
- c. Tardiness
  - i. Any time missed due to late arrival or early departure will count toward total missed hours.

### 3. Clinical Time

- a. Field Internship includes 10 patient contacts, capped at 24 hours.
  - i. Field experience must include direct patient care to meet the program's educational objectives. An approved field preceptor will

evaluate the student's skill performance in the pre-hospital setting. A written report must accompany each patient assessment. Students are responsible for ensuring all 10 patient contacts are complete and accounted for. If not completed within the 24-hour ride time, alternative opportunities will be provided. **All patient contacts must be submitted no less than 14 days prior to the end of the program.**

- b. Students are responsible for attending all scheduled clinical shifts.

**Note:** You must complete 10 patient contact assessments to pass the program. Failure to do so will result in ineligibility to take the psychomotor or cognitive exams.

#### 4. Testing

- a. Students must maintain a minimum 74% average for the program. All tests will be administered via a computerized format, which allows one re-test per exam. If a student scores below 74%, a re-test is required and must be completed before the next scheduled exam. Make-up tests are only permitted for excused absences. If a student passes on the second attempt, the maximum recorded score will be 74%.
- b. During testing, all browsers must be closed, and personal electronic devices turned off and out of sight.

#### 5. Pennsylvania Psychomotor Testing

According to the Pennsylvania EMS Act of 2009 a person who intends to secure EMS provider certification shall take the required certification examinations, written and practical, within one year after completing the EMS provider training required for certification. A person who fails either examination six times or who does not pass the required examinations within two years after completing the EMS provider training program shall receive no credit for an examination previously passed and shall repeat the training program for the EMS provider certification before the person may take the certification examinations again. \*

*\*(EMS Educational Institute and EMS Candidate Resource Packet – Commonwealth of Pennsylvania 2025 EMS Psychomotor Exam)*

The Pennsylvania Psychomotor Exam consists of one station which has two parts.

- a. The first part is a scenario-based evaluation and chosen at random by the Exam Administrator. Candidates will assess a patient, just as they would in

the field, while verbally indicating the condition found. The candidate will also indicate the treatments which they would perform based on the patient's condition.

- b. The second part evaluates candidates on a specific skill or skill set embedded as part of the scenario. The Scope of Practice to which the candidate is testing will determine the skill/skill set in this portion of the evaluation. \*

*\* (EMS Educational Institute and EMS Candidate Resource Packet – Commonwealth of Pennsylvania 2025 EMS Psychomotor Exam)*

## **6. Accommodation**

- a. Cetrionia Ambulance Corps
  - i. Cetrionia Ambulance Corps may grant accommodations within the learning environment / classroom. All accommodations are considered on a case-by-case basis and require written documentation. Types of accommodation may include but are not limited to:
    1. Religious and Spiritual – Paperwork Required
    2. In Class Testing – Must be approved by Cetrionia Ambulance Corps Education Department
- b. Pennsylvania Department of Health – Psychomotor Exam
  - i. The Pennsylvania Department of Health can only approve accommodations for the Commonwealth of Pennsylvania's psychomotor exam. Requests for accommodation must be submitted in advance through the candidate's electronic application in the PA EMS Registry system. Individuals may not request accommodation at the exam site. All decisions will be sent via email to the candidate and their Regional EMS Council and will be recorded in the PA EMS Registry profile. Candidates with approved accommodations must present appropriate documentation prior to the start of the exam to the exam administrator. The Pennsylvania Department of Health has pre-approved the use of amplified stethoscopes and continuous glucose monitoring systems; therefore, no accommodation request is required for these devices.
- c. National Registry of Emergency Medical Technicians – Cognitive Exam
  - i. Requests for accommodation for the cognitive / written exam must be submitted directly through the National Registry of Emergency Medical Technicians (NREMT) by visiting [www.nremt.org](http://www.nremt.org).
- d. Americans with Disabilities Act (ADA) Accommodation Policy

- i. Cetronia Ambulance Corps is committed to providing equal educational opportunities for all qualified students. In accordance with the **Americans with Disabilities Act (ADA)** and Section 504 of the Rehabilitation Act, the class provides reasonable accommodations to students with documented disabilities. No student will be excluded from participation in, denied the benefits of, or subjected to discrimination in our EMT training program solely on the basis of a disability.
- ii. The Interactive Process & Request Timeline
  1. Accommodations are not retroactive. Students must request accommodations proactively.
    - a. **Initiation:** The student must self-identify and request accommodations through the Education Director prior to the start of the course or as soon as a disability is diagnosed.
    - b. **Documentation:** Students must submit official medical documentation. This must be from a licensed healthcare provider and issued within the last three years. The paperwork must detail the diagnosis and functional limitations.
    - c. **Review:** The Education Director and the EMS Program Director, in conjunction with the Regional EMS Council, will review requests on a case-by-case basis. They will determine reasonable classroom, lab, or clinical modifications.
- iii. National Registry (NREMT) Disclaimer
  1. Approval of an accommodation within this local EMT class **does not** guarantee approval for National Registry certification exams. The NREMT operates an independent ADA review process. Students requiring accommodation for the NREMT cognitive exam must apply directly to the National Registry at least 45 days prior to scheduling their test.

## 7. Pennsylvania State Police Criminal Record Check (PSP Check)

- a. Students must complete a PSP check prior to the start of the first day of class. If a student has any documented offense, the student must provide any required documentation to Cetronia Ambulance Corps, PA EMS Registry, and National Registry for approval. Approval can take up to 60 days. This is completed at the cost of the student. \*

*\*(EMS Educational Institute and EMS Candidate Resource Packet – Commonwealth of Pennsylvania 2025 EMS Psychomotor Exam)*

### **8. Pennsylvania Child Abuse History Clearance**

- a. Students must complete a Pennsylvania Child Abuse History Clearance prior to the first day of the class. If a student has any documented offense, the student must provide any required documentation to Cetrionia Ambulance Corps, PA EMS Registry, and the National Registry for approval. Approval can take up to 60 days. This is completed at the cost of the student. \*

*\*(EMS Educational Institute and EMS Candidate Resource Packet – Commonwealth of Pennsylvania 2025 EMS Psychomotor Exam)*

### **9. FBI Background Check**

- a. Students must complete an FBI criminal history background check prior to the first day of the class. Approval can take up to 90 days. To get an FBI background check in PA, register online at [uenroll.identogo.com](http://uenroll.identogo.com), enter service code 1KG756, and select "Schedule or Manage Appointment" to complete application. The student will then need to go to an approved fingerprinting location with the confirmation email and valid photo ID to have your fingerprints taken. This is completed at the cost of the student.

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

- a. NIMS 100 & 700 courses must be completed through the FEMA website, and certificates of completion submitted by the first modular test.

### **11. Required Vaccinations**

- a. Students must comply with vaccination requirements as outlined by the PA Department of Health and / or the CDC.

### **12. Proof of Medical Insurance**

- a. All students must provide documentation of active medical insurance. The PA Department of Health does not permit training institutes to provide insurance coverage for students.

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

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

## **CAUSE FOR DISMISSAL**

1. A student may be immediately dismissed from a course for:
  - a. Failure to obtain a minimum score of 74% on each examination, including the final examination.
  - b. Missing more than 16 hours of class.
  - c. Failure to obtain skill proficiencies, which will result in ineligibility to take the final and state psychomotor exam.
2. A student will be immediately dismissed from a course for:
  - a. Academic dishonesty.
    - i. (Refer to Rules of Conduct, #4 on Page 14.)
  - b. Misconduct which could endanger public safety or property.
  - c. Violation of HIPAA Privacy.

## **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 or lead instructor. The course coordinator will discuss the complaint and review the policies with the individual to determine whether a specific problem is identified and addressed.
2. If unsatisfied with the initial discussion, the individual may submit a written complaint to the training institute. The training institute will review the complaint and consult with the course coordinator. The training institute will notify the individual of the outcome of the investigation.
3. If concerns remain unresolved, a formal complaint may be submitted to the Eastern PA EMS Council Education Specialist.

## **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 Cetronia Ambulance Corps' refund policy for materials:

- A. There is NO refund available for books, workbooks, CDs, CPR books, or other materials.
- B. If paid by check or with credit card, and check or credit card did not have sufficient funds available, there will be a late / overdraft fee of \$30.

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.

## **PAYMENT PLAN CONTRACT AGREEMENT**

- A. The Payment Plan Agreement is upon enrolling student and Cetronia Ambulance Corps, Inc. signing the Agreement. The date of signing is the effective date contract.
- B. At the time of the effective date, the student owes Cetronia Ambulance Corps the price of the course. 25% of the balance is due for deposit. The remaining balance is due in equal monthly installments, with the final balance due in full before the first day of the class.
- C. Should the student 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 student for the course.

## 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 dress code is strictly enforced:

- A. EMT student shirt (provided) must be worn on all student ride-alongs. A solid color t-shirt must be worn for class.
- B. EMS BDU pants or slacks with a belt. Acceptable colors include black, navy, and khaki.
- C. Hard-sole, ANSI-approved safety toe shoes with black socks. Boots are preferred during field time; however, sneakers are acceptable.

**Note:** If you arrive to class wearing anything other than the approved attire listed above, you will be asked to leave and change. Failure to do so will result in an absence.

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

- A. Students are expected to maintain good oral and personal hygiene at all times. If perfumes or colognes are used, they should be applied subtly, if at all.
- B. Revealing or overly tight clothing is unacceptable.
- C. Any outdoor wear (hoodies, jackets, etc.) should fit appropriately and preferably be neutral in color and free of logos.
- D. Jewelry (rings, bracelets, chains, piercings, earrings, etc.) must not pose a safety hazard in the classroom or training environment.
- E. Clothing with offensive content is not permitted 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 dismissal from the program.

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

- a. Students displaying abusive behavior or other behavior commonly associated with drug or alcohol usage shall be dismissed from class, which will count as an absence. The student will be counseled and dismissed 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 is not limited to:
  - i. Cheating on written exams and online exams individually or collaboratively
  - ii. Use of test aids either online or printed during the exams.
  - iii. Plagiarism
  - iv. Making false statements to gain permission to miss clinical assignment dates or deadlines.

### **5. Cell Phones**

- a. Cell phones must be placed in the designated cell phone holder at the beginning of each class session. Phones may only be accessed during scheduled breaks. If a student has an emergency that requires phone use during class, they must notify the instructor and excuse themselves from the classroom.

### **6. Smoking Policy**

- a. Smoking of any kind, including but not limited to cigarettes, vaping devices, e-cigarettes, cigars, and any other smoking apparatus, is strictly

prohibited in any owned, operated, or leased Cetronia facilities or ambulance corps vehicles and property. Students are to comply with all smoking policies on other premises if on Cetronia business. Most hospitals and nursing homes also maintain a smoke-free campus and students are expected to honor off-site policies as well. Failure to do so may result in disciplinary action up to and including dismissal from the program.

## **7. Weapons Policy**

- a. All employees, applicants, students, and visitors are prohibited from using, possessing, or concealing any weapons while on Cetronia Ambulance Corps property before, after or during work hours or while engaged in Cetronia Ambulance Corps business. Cetronia Ambulance Corps also prohibits the use, possession, or concealment of weapons at any Cetronia Ambulance Corps sponsored event or activity. Despite applicable state right-to-carry laws, Cetronia Ambulance Corps prohibits concealed weapons on Cetronia Ambulance Corps property. This includes the prohibition of weapons in a student's vehicle while on Cetronia Ambulance Corps property. The only exception to this rule will be on-duty law enforcement personnel who are on company property in the normal functions of their duties. Students should report any workplace security concerns, incidents, or violations immediately. In addition, if a student believes that they are a victim of threats or any other intimidating or violent behavior, a member of the management team must be notified immediately.

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

### **1. Student Rights**

- a. Students have the right to competent instruction, course counseling, and adequate facilities. In all areas, they have the right to expect the highest degree of excellence possible within the resources of the Training Institute.
- b. Students have the 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 beliefs, or country of origin.
- d. Each student has the right to be informed of the rules by which they are governed, through a clear and precise written explanation.

### **2. Student Responsibilities**

- a. Students are responsible for devoting themselves to the serious pursuit of learning and for respecting the rights and opinions of others, including faculty, administration, and fellow students.
- b. Students are responsible for complying with all rules governing training course participants.
- c. Students are responsible for maintaining academic integrity.
- d. Students are expected to conduct themselves in accordance with generally accepted standards of conduct as embodied in society's laws and regulations.
- e. Each student is responsible for respecting innovation and individual differences and for conducting themselves in a manner that does not violate the rights of other students, faculty, or staff.

## **CONCLUSION**

After successful completion of this didactic and clinical internship, students will be eligible to sit for the NREMT Written Examination and the Pennsylvania 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 'Course Requirements' and comprehend what is expected of me as a student.

I, \_\_\_\_\_, have read 'Causes for Dismissal' and comprehend what is expected of me as a student.

I, \_\_\_\_\_, have read the 'Dress Code' 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:** \_\_\_\_\_

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

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

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

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

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