



**SREMS  
COUNCIL**

**Susquehanna Regional EMS Council, Inc.**

311 Exchange Avenue ▪ 2nd Floor Unit 2

Endicott, NY 13760

Ph 607.699.1367 ▪ Fax 607.397.2728

# **E.M.S. Instructor Training Program**

## **COURSE POLICIES AND GUIDELINES**



## OVERVIEW

Welcome to the Susquehanna Regional Emergency Medical Services [SREMS] Council Instructor Course Training Program.

It takes many dedicated people to operate this program, many who spend a considerable amount of time, not only in instructional services, but also working behind the scenes to make this the best possible educational experience for you on your quest to become an EMS instructor. Please respect the efforts of our dedicated staff and take your responsibilities very seriously.

SREMS adheres to all training guidelines, policies and protocols as set forth by the New York State Department of Health Bureau of Emergency Medical Services [NYS DOH BEMSATS]. It participates in the programs and follows the policies of the SREMS Council, Inc. in regards to EMS systemization, training, quality improvement, medical direction, protocols, etc. It is your responsibility, as an instructor or instructor candidate, to familiarize yourself with all NYS DOH BEMS policies and other documents that relate to EMS instruction and instructor training, as well as SREMS policies and protocols.

## INSTRUCTIONAL STAFF

**EMS Instructor Programs in New York State are conducted by Regional Faculty who are appointed by the New York State Department of Health.**

### ***Certified Instructor Coordinator – Regional Faculty Course Coordinator***

Each Instructor training course is conducted/supervised by a NYS certified instructor-coordinator – regional faculty, who has overall responsibility for all aspects of the instructional component of the training program. The Course Coordinator generally is present at each session. CICs are experienced EMTs or Advanced EMTs who have gone through an extensive training, screening, and certification process by the New York State Department of Health before they are approved to function independently as an instructor/coordinator.

### ***Certified Instructor-Coordinator – Regional Faculty***

Regional Faculty are CICs with extensive experience in EMS instruction who have been chosen and appointed by the NYS DOH BEMS. Regional Faculty are responsible for the administration of and instruction in all instructor courses.

### ***Course Sponsor's Administrator***

The sponsor's administrator is responsible for the overall training program administration and management, seeing that the instructors follow established guidelines, handling the financial aspects of the program, and coordinating training.

At this time, the SREMS Council, Inc. Sponsor's Administrator is:

Name	<b>MICHAEL R. COX</b>	Telephone:	<b>607-699-1367</b>
------	-----------------------	------------	---------------------

### ***Medical Director***

The sponsor's medical director is a physician who is responsible for overseeing all of the medical aspects of the curriculum and training program. The SREMS Regional Medical Director serves in this capacity. At this time the medical director for the SREMS training program is:

Name	<b>Ann Teng, DO</b>	Contact through the SREMS office.
------	---------------------	-----------------------------------

## **NATURE OF EMS INSTRUCTOR TRAINING**

EMS instructor training courses and internships are not merely academic exercises. They have a real, **practical** goal, that is, training the instructor candidate to assume responsibility for providing instruction in NYS DOH BEMS courses that lead to CFR, EMT and Advanced EMT certifications.




EMS instructor training, in general, requires an unusual dedication on behalf of the instructor candidate and a commitment to apply their newly learned skills by serving a NYS EMS approved course sponsor. Successful course completion and certification by NYS DOH as an EMS instructor (CIC or CLI) requires completion of an internship under the supervision of a currently certified CIC. These internship requirements are dictated by the NYS DOH, and the instructor candidate must thoroughly familiarize him or herself with these requirements.

## **EMERGENCY MEDICAL SERVICES TRAINING PROGRAM DESCRIPTIONS OF COURSES**

### **Certified Lab Instructor [CLI]**

The Certified Lab Instructor course is designed to prepare experienced EMTs and Advanced EMTs to teach practical skills in courses leading to certification as New York State Certified First Responders [CFR], Emergency Medical Technicians [EMT], and, as appropriate, Advanced Emergency Medical Technicians [AEMT].

At the end of the Certified Lab Instructor Course, the CLI candidate will be able to:

-  Provide an overview of the CLI course;
-  Describe the steps necessary to complete the requirements for certification as a CLI;
-  Understand the modular set-up of the EMT-B curriculum;

- Discuss the different ways in which students learn, and be able to apply multiple techniques in instructing EMS lab skills to meet different student learning needs;
- Describe the principles of learning as they relate to EMS lab skills, and be able to apply these principles in teaching EMS lab skills;
- Discuss the importance of communication in learning, be able to communicate effectively with students, and be able to facilitate productive feedback sessions following EMS lab skill practice;
- Be able to design and run effective EMS lab skills scenarios;
- Be able to effectively apply basic moulage techniques in EMS lab skill scenarios;
- Be able to effectively evaluate student performance in EMS lab skills in the classroom and on the NYS EMS Practical Skills Exam, and be able to differentiate the differences in these evaluations;
- Be able to successfully participate in EMS instruction as Certified Lab Instructors.

### ***Certified Instructor Coordinator [CIC]***

The Certified Instructor Coordinator [CIC] Course is designed to prepare experienced EMTs and Advanced EMT to assume leadership positions in courses leading to certification as New York State Certified First Responders [CFR], Emergency Medical Technicians [EMT], and, as appropriate, Advanced Emergency Medical Technicians [AEMT].

At the end of the course, the CIC candidate will be:

- Able to list the differences between training, education and instruction.
- Able to identify to which of the three learning domains each objective belongs.
- Able to take the State Emergency Medical Advisory Committee [SEMAC] – approved education standards and develop an appropriate course curriculum.
- Able to develop a lesson plan, including identifying the presentation method to be used, identifying the presentation medium, identifying the appropriate room layout, and developing a valid test for the objectives.
- Knowledgeable of NYS DOH BEMS policies and understand the importance of having policies and procedures for the course sponsor, and the student.
- Knowledgeable of and able to accurately complete all of the required course and student records
- Able to keep accurate records of student progress, counseling, and remediation plan implementation and outcomes.
- Able to supervise and coordinate CLIs and other instructors involved in the course.

### **Certified Instructor Update [CIU]**

One of the requirements for renewing their certification as a NYS EMS Instructor, either at the CIC or CLI level, is for the instructor to attend at least 6 hours of an instructor level update instruction every three years. The BEMS defines what forms of instruction will fulfill

this requirement. Each Certified Instructor Update is approved by the BEMS and is designed to fulfill this requirement.

SREMS generally holds one instructor update course per year. Curriculum for each update varies and is usually developed and/or approved by the SREMS Council Training Committee. The proposed curriculum is then sent to the NYS DOH BEMS for final approval. Since curricula for these updates vary with each presentation and, therefore, objectives will vary.

#### ADMISSION TO THE PROGRAM

In order to be admitted to either the CLI or CIC course, the candidate must be nominated, in writing, by a currently-approved NYS DOH BEMS course sponsor and meet all of the other requirements found in NYS DOH BEMS Policy Statement #05-06 on "Instructor Certification" (or update). To be admitted to any instructor level course sponsored by the SREMS Council, candidates must follow the application process published with the announcement of that particular course.

For most instructor level courses (not including Certified Instructor Update) the prospective student must submit all of the following documents prior to the beginning of the course:

- Application for Instructor Certification
- Letter of sponsorship by a current NYS DOH BEMS Course Sponsor\*
- Copy of Current EMT certification card

*The student may contact SREMS for a list of current course sponsors.*

Admission to the Certified Instructor Update is usually limited to certified NYS DOH BEMS CLIs or CICs. In some cases, formerly certified CLIs or CICs may be admitted if they are required by NYS DOH BEMS to attend a CIU to regain their instructor certification. Under special circumstances, the training committee may recommend that, as may be appropriate, others may be invited to attend an instructor update. This will be discussed with and approved by the NYS DOH BEMS Education Staff.

#### STUDENT EVALUATION

Student evaluation for each instructor course varies, and will be consistent with the DOH BEMS curriculum for the particular course in question.

#### SUCCESSFUL COMPLETION

NYS DOH BEMS Instructor training requires a high degree of dedication and commitment by those taking these courses. Each instructor candidate, at either the CLI or CIC level, is expected to commit him or herself to becoming the most qualified and competent instructor that s/he is able. EMS care provided in the street begins with EMS care taught in the classroom and the EMS instructor must maintain high ideals and a high degree of competence, not only in their EMS knowledge and skills, but also in their teaching abilities.

Students who successfully complete all requirements of the Instructor's course in which they are enrolled are eligible to complete the internship requirements required for certification as a NYS EMS instructor. These requirements are found in NYS DOH BEMS Policy Statement #13-06 on "Instructor Certification," and NYS DOH BEMS Policy Statement #04-04 on "Internship Requirements for Instructor Certification." (or updates of these policies).

#### ATTENDANCE REQUIREMENTS

Students are required to attend **ALL** class sessions of any instructor course in which they are enrolled and are responsible for 100% of the course work.

Those missing a required class due to significant illness or other unforeseen circumstance must notify the Course Coordinator as soon as the need for the absence becomes obvious, generally *before* the class session. Students will be required to attend a make-up sessions with another course. All material missed due to any unforeseen circumstance must be made up to the satisfaction of the Course Coordinator and the New York State Department of Health Bureau of EMS.

#### DISABLED STUDENTS – AMERICANS WITH DISABILITIES ACT

EMS instructor candidates students are expected to be able to perform all of the skills of the position at which they are certified (i.e. EMT or above), for which they are training and for the level of EMS courses that they are or will be teaching.

#### **Americans with Disabilities Act Policy**

By the second session of a course, all students are advised that if any student wishes to request a disability accommodation for the New York State Written Instructor Certification Examination they are to contact the New York State Bureau of EMS Office at (518) 402-0996. It is the responsibility of the student to make this request, not the Instructor Course Coordinator or the Course Sponsor. The NYS Bureau of EMS will only accept an accommodation request from the student.

Questions regarding the process of requesting an accommodation for the NYS Written Certification Examination should be directed to the NYS Bureau of EMS Central Office at (518) 402-0996.

If a student would like to discuss a disability that may affect his/her performance during the educational portions of a course (classroom or internship), the student should speak privately to the Instructor Course Coordinator. All students must successfully complete all aspects of all course requirements as outlined in NYS DOH BEMS Policies.

It is important to note that the process of requesting an accommodation for the NYS Instructor Written Examination is separate and distinct from that of requesting an accommodation for the educational portion of a course. The NYS Bureau of EMS and the Susquehanna Regional EMS Council, Inc. considers the certification process to be separate from the educational process.

## STUDENTS WITH CRIMINAL CONVICTIONS

Any student applying for certification as a NYS EMS Instructor who has been charged with a crime of any type or has any previous misdemeanor or felony convictions will be advised by the Course Coordinator NOT to sign his/her application for certification. Signing the attestation at the bottom of the "Application for Instructor Certification (NYS DOH Form #DOH-2260) with such a charge or prior conviction may result in criminal charges against the student. The student will be advised to submit the application unsigned and a representative of the DOH will investigate the matter and issue a statement regarding the eligibility of the student for CFR/EMT certification. The DOH will be in touch with the applicant regarding their eligibility for certification as an EMS instructor.

The Course Coordinator will not discuss the reason for the unsigned application with the student. There is no requirement or need for the candidate to divulge or discuss the circumstances of any conviction(s) with the CIC. The Course Coordinator will have no further comment, conversation or inquiry concerning the status of the investigation into the student's eligibility and will keep the matter strictly confidential.

NYS DOH BEMS Policies concerning "Certification of Individuals with Criminal Convictions" may be found in NYS DOH BEMS Policy Statement #15-04 (or update).

## EMERGENCY CLASS CANCELLATION PROCEDURES

In the event that a class session must be canceled for reasons of weather, sudden instructor illness, etc., every effort will be made to make this decision as soon as possible and contact each enrolled student. A decision on session cancellations will be made as soon as reasonably possible. The CIC will notify the Susquehanna Regional EMS Council, Inc. of the cancellation. The Course Coordinator should also provide his/her telephone number to be used by the students. If at any time a student suspects that a class session will be canceled (due to weather, for example), the student should call the Council's office at (607) 699-1367 or their Course Coordinator for up-to-date class status. If time suffices, the CIC will attempt to contact the students individually. However, because of the large area where students may be coming from and the nature of these courses, there may be times when a student shows up for a class that had to be cancelled because they were unable to be reached.

## TUITION/FEES/TEXTBOOK

Through written announcement prior to the start of class, all prospective students will be advised of any textbook/s required for the course, and, upon request, will be provided with a list of source/sources where the textbooks can be obtained. The required textbook/s must be acquired by the student and, if required, the student must complete any pre-course reading assignment prior to the beginning of the course. Every student must bring any required textbook to the first session of the course. Failure to obtain required textbooks prior to the beginning of the course or complete pre-course reading assignments may result in the student not being admitted to the course.

## STUDENT PERSONAL CONDUCT AND ETHICS

Each student must always conduct himself/herself in a manner befitting an allied health care **PROFESSIONAL**. Any misconduct, cheating, inappropriate behavior or fraud, as specified in the code of conduct policy, may be cause for discipline and/or immediate dismissal from the training course.

During all class sessions, the student is expected to act in a mature, professional, and courteous manner. Remember, you represent not only your EMS agency, sponsoring Course Sponsor and Susquehanna Regional EMS Council, Inc., but ALL prehospital EMS providers.

### Prevention and Pre-planning

All students and instructors involved with SREMS instructional courses must be made aware of the Code of Conduct and expectations for our staff and students. To that end, prior to or at the first session of the course, these policies and procedures must be made available to every student and staff member involved in the course. Each staff member or student will be required to sign documentation of receipt of the policy/procedure manual and the original document of receipt will be maintained in the student's or instructor's file.

### Code of Conduct Policy

The Susquehanna Regional EMS Council, Inc. sponsors courses that are Instructor level. As a result, all students in these courses are already certified EMS professionals and either Instructor candidates (CLI courses) or already certified by NYS DOH as EMS Instructors (CIC courses and Certified Instructor Updates). There is an expectation that the behavior of our students in these programs will be exemplary of their status as EMS professionals and certified instructors who represent their Course Sponsor and the NYS DOH.

With that said, there still must be provisions for disciplinary actions if a student or students display behaviors during the courses that are contrary to their status as EMS professionals and/or contrary to these policies and procedures. In addition, those provisions must provide a fair opportunity for the student to appeal a decision when they feel a disciplinary action was unfair or unjust.

To be fair to our instructional staff and to the students who are enrolled in our educational programs, SREMS wishes to have a fair and equitable progressive discipline policy as well as a reasonable appeals process. However, the biggest limitation that may arise in that disciplinary and appeals process is the type of instructional programs that we sponsor. Generally, all of our programs are presented over only one or two full day periods, thereby limiting the time period in which progressive discipline and appeals can be accomplished. With the above in mind, the following code of conduct provides for fair due process, and emphasizes the issuance of sanctions that are positive.



Unacceptable behaviors, which disrupt the learning process, may pose physical danger to the instructor and/or students and which interfere with the ongoing daily educational purposes of the Susquehanna Regional EMS Council, Inc. may require intervention, disciplinary action and/or expulsion. Unacceptable behaviors may be grouped into those behaviors that are considered illegal (criminal or tort) and uncomfortable (disruptive or undesirable but not clearly criminal or tort).

**The Code of Conduct prohibits engaging in unacceptable behaviors either while in class sponsored by the SREMS Council, Inc. or while representing the SREMS Council, Inc. in any officially-appointed capacity (e.g. teaching, committee work, etc.). These unacceptable behaviors include but may not be limited to:**

Dishonesty, such as cheating; falsifying information, alterations or intentional misuse of document, records or identification submitted to Susquehanna Regional EMS Council, Inc.; obstruction or disruption of any Susquehanna Regional EMS Council, Inc. activities or insult of any person authorized or assigned to address student groups; violence or threats of violence, aggressive physical contact and/or physical abuse of any person; or conduct which threatens or endangers health or safety; theft of, or damage to or destruction of Susquehanna Regional EMS Council, Inc. property or the personal property of any other person; discrimination against any person, non-compliance with Susquehanna Regional EMS Council, Inc. Policy and Procedures; disorderly, lewd, indecent, or obscene conduct or foul language/expression, angry or threatening tone; harassment of any person, sexual or otherwise; failure to comply with directions of the Susquehanna Regional EMS Council, Inc. employees acting in the performance of their duties; smoking in unauthorized locations; gambling in any form; presence in class or during internships under the influence of alcohol; sale, possession, exchange, or use of narcotics or illegal drugs in any form; possession of firearms; sleeping and/or other non-participation in class; persistent acts of willful disobedience or defiance toward Susquehanna Regional EMS Council, Inc. staff; willfully inciting others to commit any of the acts herein prohibited; any other charge deemed necessary by the Course Administrator; violations of the Code of Conduct.

Violations of the Code of Conduct shall be referred to the Course Coordinator and, if appropriate, to the appropriate law enforcement agency when the activity is deemed to be potentially illegal. The Course Sponsor's Administrator must be informed of the alleged violation as soon as reasonably possible.

The Course Coordinator and/or Course Sponsor's Administrator may intervene or take disciplinary action, when requested by a faculty member, or on his/her own accord, when student behavior is disruptive to learning or poses a threat to person or property. In the event that the Course Coordinator is a party to the charges, the Course Sponsor's Administrator or the SREMS Educational Services Coordinator shall perform his/her duties.

The student will be notified of the charges verbally by the Course Coordinator. Because of time limitations in which to resolve issues, the Course Coordinator should attempt to gather information and discuss the issue with the accused student as soon as possible. Pending action on charges, the status of the student will not be altered or his/her right to attend class denied, except for reasons relating to the safety and well-being of students, faculty or Susquehanna Regional EMS Council, Inc. property. (See Violations that may result in Immediate Expulsion - below)

## PROGRESSIVE DISCIPLINE/EXPULSION

**The Course Coordinator reserves the right to discipline and to dismiss any student from a training course should the actions or attitude of that student be inconsistent with that expected of an EMS professional, for inability to successfully complete the course requirements, or in violation of the Code of Conduct. If deemed appropriate, the Course Coordinator will consult with the Course Sponsor's Administrator, Educational Services Coordinator, and/or Medical Director. Effort will be made to work with the student in an attempt to take remedial action and resolve the matter. The Course Coordinator is expected to keep ongoing written documentation of those problems that may ultimately lead to a student's dismissal from the training course, and attempts at remedial action. If possible, the Course Coordinator must keep the Sponsor's Administrator informed of any ongoing problems and attempts at remedial action.**

### **Disciplinary Procedure**

Failure to abide by the Code of Conduct policies shall result in the following:

1st Offense - The Course Coordinator shall verbally counsel the student, including reeducation of this policy. A note of counseling shall be placed in the student's file.

2nd Offense - The Course Coordinator shall counsel the student in writing, copied to the student's file. The counseling memo shall inform the student that another offense will result in expulsion from the course. Additionally, the Course Sponsor Administrator will be notified immediately verbally with follow-up as soon as possible in writing by email.

3rd Offense – The student will be expelled from the course.

(Note – Because of the time frame in which our courses take place, in most cases these progressive steps, if necessary, will take place over only one or two days)

**The following Code of Conduct violations may result in IMMEDIATE EXPULSION includes, but may not be limited to:**

**Dishonesty, such as cheating; falsifying information, alterations or intentional misuse of Susquehanna Regional EMS Council, Inc. documents, records, or identification; obstruction or disruption of any Susquehanna Regional EMS Council,**

**Inc. activities or insult of any person authorized or assigned to address student groups; aggressive physical contact and/or physical abuse of any person; or, according to the judgment of the course coordinator, conduct which threatens or endangers health or safety; theft of, or damage to or destruction of, Susquehanna Regional EMS Council, Inc. property or the personal property of any other person; disorderly, lewd, indecent, or obscene conduct or expression; harassment of any person, sexual or otherwise; failure to comply with directions of Susquehanna Regional EMS Council, Inc. employees acting in the performance of their duties; smoking in unauthorized locations; gambling in any form; presence in class or during clinical/field internships under the influence of alcohol; sale, possession, exchange, or illegal use of narcotics or drugs in any form; possession of firearms; persistent acts of willful disobedience or defiance toward Susquehanna Regional EMS Council, Inc. staff; willfully inciting others to commit any of the acts herein prohibited.**

The decision to alter student status under this section shall be made by the Course Coordinator and/or Course Sponsor's Administrator and shall be final, pending appeal, as applicable. Such decision shall be conferred to the student verbally in the presence of two faculty members, SREMS staff, or a combination of faculty and staff. By the end of the day in which the student was notified verbally of the decision, the decision will be noted in writing and the reasons shall be set forth.

## **APPEALS AND DUE PROCESS**

When considering these policies on an appeal process, it must be understood that these Instructor Courses are given over a very short period of time, usually one weekend, and it is unrealistic to believe that an appeal can be properly reviewed and a determination made before the course has ended. Therefore, once a decision is made to expel a student from an instructor class, because of time considerations, it is not possible for the expelled student to appeal the decision in order to be reinstated in that same course. However, the student still has a right to appeal both the accusation and the action taken. Any appeals, if successful, will result in admission to a future class at the same level.

**With the above in mind, the following appeals process is in effect and will be carried out to the best ability of the Susquehanna Regional EMS Council:**

When a student has been found to be in violation of these policies and/or code of conduct, the Course Coordinator will notify the Course Sponsor's Administrator of the violation and action taken as soon as reasonably possible.

**Immediate expulsions are appealable only to the BEMS. Admission to another subsequent instructor course is dependent on the results of the appeal.**

Appeals against immediate expulsion must be to the NYSDOH Bureau of Emergency Medical Services and admission to any other subsequent instructor course is dependent on the results of this appeal

Notice of any appeal must be made in writing to the Sponsor's Administrator. The Sponsor's Administrator will review the issues and convene an Appeals Committee as soon as possible. The committee will meet in person or via video or phone conference to hear the facts surrounding the case. This committee will consist of at least three of the following:

- The Course Sponsor Administrator (mandatory)
- The SREMS Educational Services Coordinator
- The Course Sponsor Medical Director
- A member of the SREMS Training Committee from a county other than the county of residence of the appealing student
- One person not affiliated with the course or Council (mandatory)

Both the Course Coordinator and the student will have an opportunity to present facts and evidence to the committee. Once the committee has made a determination, the student and the Course Coordinator will be notified of the committee's decision in writing within 10 days.

If a student wishes to appeal the decision of the committee, they may do so in writing (email is acceptable) to the Course Sponsor's Administrator. Upon receiving a written appeal, the Course Sponsor Administrator and Course Sponsor Medical Director will review the case with the Council's Training Committee within 10 business days. Upon making a final determination, the student will be notified in writing via USPS certified mail, within 3 business days.

All students have the ability to appeal the Course Sponsor's decision to the New York State Department of Health Bureau of EMS. DOH's phone number is (518) 402-0996.

### **Dress**

Clothing worn during all class sessions should be casual and comfortable. Since some sessions may require practical work/skills training, which may involve working on the floor, it is suggested that jeans or slacks be worn in place of dresses or skirts.

It is expected that dress will be neat, clean and modest, reflective of the professional demeanor of the EMS instructional professional.

### **Smoking/Alcohol/Drugs**

As noted in the Code of Conduct, neither instructors nor students may attend classes or internship under the influence of alcohol, medications, or any other substances that would in the least impair their judgment or ability.

Unreasonable consumption of alcohol or injudicious use of drugs that may, in the least, impair a person's performance in class will indicate lack of suitability on behalf of that person for EMS instructor training, and will be cause for immediate dismissal from the training course.

Smoking is NOT PERMITTED in the classroom, either by faculty or students. Smoking must be done only in designated smoking areas, if available, depending on the facility being used. Many facilities do not allow any smoking on their premises or property. If smoking is allowed in designated areas, persons MUST NOT drop cigarette butts and other debris on the ground at the facility. They must clean up all cigarette debris.

### **Reporting Sexual Harassment**

Sexual harassment is defined as *unwelcome* sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.

Any student or faculty member who believes he or she has been the subject of sexual harassment by any person during conduct of any EMS training program sponsored by the SREMS Council, should report the incident or act immediately to the Course Coordinator or the Sponsor's Administrator. The complaint will be promptly investigated. The person alleging sexual harassment will be advised that in order to pursue a complaint, the specifics of the complaint will have to be put in writing by the complainant. All information concerning the complaint will be kept confidential and will be discussed only with those persons who have a need to know in order either to investigate or resolve the conflict. . No person will be punished or penalized in any way for reporting an incident that she or he, in good faith, feels constitutes sexual harassment

Any student whom the sponsor determines has engaged in sexual harassment will be handled according to the Code of Conduct/Disciplinary Procedure. Any instructor whom the sponsor determines has engaged in sexual harassment will be promptly disciplined according to the Disciplinary Procedure, and disciplinary measures may result in termination as an instructor.

### **Use of Cell Phones (Including Texting)**

The Council and instructional staff appreciate the need for students to be available by phone for emergencies. However, wireless phones present a significant disruption to the educational setting. In order to balance both needs, the following policies regarding the use of such devices shall be in effect:

- 1) Wireless phones (cell phones, smart phones, etc.) shall be set in the "silent" mode at the beginning and be maintained in that mode throughout each class session.
- 2) If the student must take a call, the student will leave the educational area before answering or beginning to engage in the conversation and retreat to a location that will not disrupt the class.
- 3) Once the conversation is complete, the student will return to the classroom without creating a disturbance.
- 4) The student is responsible for all instructional material missed while out of the classroom.

5) Students must not engage in sending or receiving text messages, or utilize their device for access to e-mail, the Internet, or any other source not considered a relative part of the class and session being instructed at the time.

## **COMPLAINT PROCEDURES**

Although the SREMS Council does everything in its power to assure excellence in our EMS training programs, there may be times when a student or students have concerns or complaints regarding a particular aspect of the course.

Because concerns or complaints are generally best addressed by the person who is most closely involved in the course itself, it is recommended that the student try, if at all possible, to discuss the matter with the Course Coordinator. The student reporting a complaint of sexual harassment against a fellow student or instructor should report the problem verbally and discuss his/her concerns with the Course Coordinator. Within 24 hours the concern should be put in writing and presented to the Course Coordinator. The person reporting the concern should attempt to work the problems out first with the Instructor Course Coordinator.

If the discussion with the Course Coordinator does not correct the perceived problem, then the student should contact the Sponsor's Administrator.

If after a sincere effort to work out problems at the course level fails, the student may, in writing, express the concern or problem to the Susquehanna Regional EMS Council Training Committee. The regional training committee will only deal with a problem or concern if it is expressed in writing and signed by the person or persons who are making the complaint.

The address of the regional council is:

*Training Committee  
Susquehanna Regional EMS Council, Inc.  
311 Exchange Avenue  
2<sup>nd</sup> Floor Unit 2  
Endicott, NY 13760*

## **COURSE CANCELLATION**

The course sponsor has the right to cancel any training course due to lack of staff, training facilities, insufficient number of students, or for any other reason.

## **AUDIO/VIDEO TAPING**

Any student enrolled in an instructor course sponsored by SREMS may audio or videotape any class session. This policy is allowed only as long as it does not interfere with the conduct of the class or with the learning experience of any the students, including those doing the taping. If the Course Coordinator believes that the taping is interfering with the learning environment of the class, the Course Coordinator has the ultimate decision as to whether taping will be allowed and may ask any student to discontinue their taping. The student must comply immediately with the Course Coordinator's decision.

## **ADVANCED STANDING**

Any advanced standing for NYS DOH BEMS instructor training programs must be granted directly by the NYS DOH BEMS staff. To request advanced standing, the instructor candidate must contact Bureau of EMS staff directly. SREMS does not consider nor grant advanced standing for any of their instructor programs.

## **STUDENT CERTIFICATION REQUIREMENTS**

Instructor certification requirements can be found in NYS DOH Bureau of EMS Policy Statement #16-02 – “Instructor Certification.”

## **COURSE EVALUATION**

EMS Instructor students enrolled in SREMS course will often be asked to complete a course and instructor evaluation. Adult students and experienced EMS providers, as we have in EMS training instructor programs, are in an excellent position to evaluate the effectiveness of instruction from direct experience. Their cooperation in evaluating our EMS training programs is greatly appreciated. All evaluations and comments are given serious consideration by the course sponsor, the SREMS training committee and regional faculty. They are used during our planning efforts in an attempt to improve the quality of future EMS instructor courses.

## **COURSE AUDITS**

Courses may be audited at any time. Auditors may include members of the SREMS Council, the SREMS Educational Services Coordinator, the SREMS Council training committee, or representatives of the NYS Department of Health. If such an auditor is present at any given course session, s/he is to be treated with courtesy and respect by the students and the teaching staff.

## **EQUAL OPPORTUNITY/NON-DISCRIMINATION POLICY**

In the provision of EMS training programs, the Council shall not discriminate based on age, sex, creed, national origin or sexual preference. The program will foster, and demand from each student, an atmosphere that maximizes the learning opportunities for all program participants. Behavior, which is disruptive or harmful to students or faculty, will not be tolerated.

**Susquehanna Regional Emergency Medical Services Council, Inc.**  
**311 Exchange Avenue**  
**2<sup>nd</sup> Floor Unit 2**  
**Endicott, NY 13760**  
**(607)699-1367**

**Student's Name** \_\_\_\_\_

**POLICIES AND PROCEDURES**

I, \_\_\_\_\_, have received a copy of the EMS course policies and procedures from the Susquehanna Regional Emergency Medical Services Council, Inc. **I hereby attest that I have read, understand, and agree to abide by these policies and procedures.**

Should I have a conflict with any of the policies and procedures, I hereby agree to approach the Instructor Course Coordinator who is responsible for the course with my concerns.

If, after consultation with the Instructor Course Coordinator, I still have unresolved concerns, I hereby agree to bring those concerns to the Course Sponsor's Administrator.

I understand that failure to abide by these policies and procedures may result in my dismissal from any training program sponsored by the SREMS Course Sponsor.

I further agree to commit myself to striving for excellence in this program and in all of my EMS patient care and instructional endeavors.

Signature \_\_\_\_\_ Date \_\_\_\_\_