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First Edition

EDUCATIONAL

program handbook

The logo for Lake Plains Community Care Network features a stylized graphic of three wavy lines in shades of green and yellow, set against a yellow diamond shape.

**Lake Plains
Community Care
Network** *Rural Partners for Wellness in
Orleans, Genesee and Wyoming Counties*

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Program Participant Responsibilities and Policies

Attendance

Verification of student attendance will be through utilizing a sign-in sheet and completed quizzes or examinations. Classes will start promptly at the time at which they are scheduled. It is recommended that students arrive a few minutes early to complete any course paperwork and gather any handouts that may be part of the program. Students who are tardy or leave early will not receive credit for the course.

Considering the nature of our work and location of many of our classrooms, service chiefs should make every attempt to schedule a duty crew consisting of members who are not attending the course. This will prevent disruptions of the program, is considerate of the students who do not belong to that service, and assures that the program will conclude at its scheduled time. Students who are late or leave during the program may not receive credit. The instructor, upon consultation with the Education Program Coordinator, may make limited exceptions to this policy.

Scope of Practice

To coordinate many of our programs, especially the Nationally recognized ones, and to take full advantage of available resources while keeping down our cost-overhead, BLS and ALS providers may attend the same course. Although each level of care will take the appropriate examination, BLS providers may obtain ALS-level knowledge of skills. This can be beneficial in that it allows the lower levels of care to recognize when an ALS skill is needed and how they may assist the ALS provider.

Although we think that this is an exceptional learning experience, students must understand that they may only perform the skills by which New York State, the Western Regional Emergency Medical Advisory Council, and their medical director allows them to perform. Failure to perform within their scope-of-practice may bring about civil, administrative, and possibly criminal ramifications against them and their certification.

Electronic Devices

Students are expected to turn off (or place in silent mode) all electronic devices such as beeping watches, pagers, cellular phones, portable radios, and PDAs. Likewise students should not leave the classroom to answer pages or calls unless prior arrangements are made. Breaks will be provided in all courses so that time will be available for students to take care of personal business.

If a student has a situation that may require their immediate attention, such as an ill child at home, the student should meet with the instructor at the beginning of the class to discuss this situation and to allow for possible accommodations.

Course Cancellations

They always say that in WNY if you do not like the weather, wait ten minutes. We will make every effort to notify students of course cancellations through the hosting facility, county announcements, website, and other public broadcasting services. If students have a question as to a course cancellation, they may call LPCCN, prior to 4:30pm, at 585-345-6110, afterwards they make contact Kyle Bates at 716-984-2887.

Every effort will be made to reschedule courses but LPCCN **will not be held responsible** if the course cancellation effects a participant's recertification.

Academic Integrity and Professional Ethics

Integrity is an important value within both the academic environment and the emergency services industry. By enrolling in this program, each participant assumes the responsibilities of an active participant in this community in which everyone's academic work and behavior are held to the highest standards of honesty. Rigorous standards allow participants, faculty, administrators, employers, citizens to trust that the work and documentation that the participant submits is actual, factual, and a result of their own efforts.

All participants within this program are expected to make a commitment to academic honesty in their own actions and with others. Academic misconduct could result in disciplinary action to include suspension or dismissal from the program or administrative action by the Bureau of EMS under Article 30 of the Public Health Law and/or Title 10 of the New York Code Rules and Regulations Part 800. The following are examples of academic misconduct that are not tolerated:

1. Cheating
2. Lying
3. Unethical behavior
4. Stealing
5. Illegal substance abuse
6. Plagiarism
7. Fabrication
8. Falsification or alteration or documentation
9. Facilitating academic dishonesty

Other situations will be considered on an individual basis and reviewed as to whether the incident violates the standards as set forth under PHL Article 30 or NYCRR Part 800.

Drug and Alcohol Use

Oftentimes courses are held in fire and ambulance stations where there may be access to alcoholic beverages. It is LPCCN's desire to provide a drug-free, healthful, and safe classroom. While on premises of the hosting site and during course hours, no student may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted only if it does not impair a student's ability learn and perform in a safe manner that does not endanger other individuals in the classroom.

Violations of this policy may lead to disciplinary action, up to and including immediate dismissal of the student from the class and notification of their superior if their tuition was paid for by their service. The student may also be ineligible to participate in any future LPCCN courses including the CME-based recertification program. Such violations may also have legal and administrative consequences.

Students with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or Chief to receive assistance or referrals to appropriate resources in the community.

Affirmative Action

Lake Plains Community Care Network is committed to providing students with fair and equitable treatment. Discrimination on the basis of race; color; national origin; gender; sexual preference; marital, parental or military status, or disability is prohibited.

Sexual harassment of students is a violation of state and federal laws. It is the policy of the LPCCN programs that no member may sexually harass another. Any questions, concerns, complaints and/or grievances about any of these areas should be directed to Lake Plains Community Care Network's Associate Director, Charlotte Crawford at 585-345-6110.

Americans with Disabilities Act (ADA)

Lake Plains Community Care Network (LPCCN) does not discriminate on the basis of disability in the admissions to, to access to, or operations of its emergency medical services programs, service, or activities.

In accordance to Section 504 of the Rehabilitation Act of 1973 and Title II of the American with Disabilities Act of 1990, LPCCN is committed to helping qualified[†] students with disabilities to achieve their individual educational goals. Upon request and documentation, LPCCN will provide to qualified students reasonable accommodations that do not impose a financial hardship to LPCCN, to remediate the competitive disadvantage that a disability can create in our learning environment. Students with disabilities who are entitled to and are requesting reasonable accommodations must contact Kyle Bates, the Education Program Coordinator, at 716-984-2887 or KBates@LakePlains.org.

[†]For a student to be deemed "qualified" they must meet the Functional Position Description as written in Policy Statement 00-10 as published by the NYS Department of Health Bureau of EMS. These qualifications include:

- Knowledge and Skills required show need for high school or equivalent education
- Ability to communicate effectively via telephone and radio equipment
- Ability to lift, carry and balance up to 125 pounds (250 pounds with assistance)
- Ability to interpret oral, written and diagnostic form instructions
- Ability to use good judgment and remain calm in high stress situations
- Ability to be unaffected by loud noises and flashing lights
- Ability to function efficiently without interruption throughout an entire work shift
- Ability to calculate weight and volume ratios
- Ability to read English language, manuals and road maps
- Ability to accurately discern street signs and addresses
- Ability to interview patients, patient family members and bystanders
- Ability to document, in writing, all relevant information in prescribed format in light of legal ramifications of such
- Ability to converse, in English, with coworkers and hospital staff with regard to the status of the patient
- Possesses good manual dexterity with ability to perform all tasks related to the highest quality patient care
- Ability to bend, stoop and crawl on uneven terrain
- Ability to withstand varied environmental conditions such as extreme heat, cold and moisture
- Ability to work in low light situations and confined spaces
- Ability to work with other providers to make appropriate patient care decisions

Sexual and Other Unlawful Harassment

LPCCN is committed to providing a classroom environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering course benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.

- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements that are inappropriate in the field of EMS learning.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of instruction; (2) submission or rejection of the conduct is used as a basis for making educational decisions; or, (3) the conduct has the purpose or effect of interfering with learning performance or creating an intimidating, hostile, or offensive classroom environment.

If you experience or witness sexual or other unlawful harassment in the classroom, report it immediately to the course coordinator. If the coordinator is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Chief Executive Officer or any other member of management of LPCCN at 585-345-6110. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any instructor or coordinator who becomes aware of possible sexual or other unlawful harassment must immediately advise the Chief Executive Officer or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment, notification of NYS EMS, and/or ineligibility for future course/activity participation.

Grievance Procedure

Course Grievances – Anytime that a participant has a problem with an instructor, course coordinator, staff, or fellow participant they should first attempt to resolve the problem with that individual, oftentimes it is a miscommunication and/or a misunderstanding. If this does not work then the participant should contact the on-site course coordinator as soon as possible. If the on-site course coordinator is the issue, then the participant should contact the Education Program Coordinator, Kyle Bates at 716-984-2887. The problem or concern will be investigated from all aspects and the student will be notified of the decided course of action. If the student is still not satisfied, then they may contact LPCCN Associate Director, Charlotte Crawford at 585-345-6110. Further grievances may be directed to the local NYS EMS Field office 716-847-4357