



# STUDENT STANDARD OPERATING PROCEDURE

## Student Standard Operating Procedures

### Bay Area Training Academy (BATA)

#### Mission

The mission of the Bay Area Training Academy is to supply the prospective student with all applicable knowledge required to perform efficient job duties as a pre-hospital professional. Through education, enlightenment and critical thinking, students of BATA will become leaders in their industry and can aspire to demonstrate their actions through selfless deeds and not empty words.

#### Purpose

To prepare students to be leaders in the Emergency Medical Services Industry as trained and capable healthcare providers.

#### Objectives

The following are the objectives of the Bay Area Training Academy course:

- Improve overall quality of Emergency Medical Technicians.
- To familiarize candidates with the roles of an Emergency Medical Technician in the health care system and enhance their clinical knowledge.
- To successfully prepare the candidate to work within the scope of practice of an EMT.
- To build a strong clinical knowledge base in the subjects of medical terminology, human anatomy, physiology, and pathophysiology.
- To enable candidates to skillfully perform the job of an EMT and provide proper Cardio-Pulmonary Resuscitation when needed.

BATA educational program will focus on the acquisition of knowledge specifically related to the treatment of the ill and injured at the basic life support level. The program will endeavor to engage students to think critically about methodologies and application of healthcare delivery to match patient symptoms. BATA operates from within and alongside Westmed Ambulance. Students will be able to use a hands-on approach to learning, utilizing real equipment in daily skills practice in order to assure competency and remain current with industry standards.

BATA's EMT program is intended for individuals who are 18 years or older, who hold a high school diploma or the equivalent, have a current Cardio-Pulmonary Resuscitation Card, and who are wanting or needing state certification and or knowledge of emergency medical services and management. Students requiring CPR certification can be enrolled in BATA's in-house program.

BATA's EMT Refresher program is intended for individuals who are 18 years or older and wanting or needing to renew State or National Certification for Emergency Medical Technician.

BATA CPR and CPR Refresher program is intended for Healthcare providers or candidates looking to hold the certification of a basic life support provider.

## **Admission Policies**

Bay Area Training Academy strives to provide excellent service to prospective students. They shall provide information about the school and assist students in preparing for their future. An Admissions Representative will talk to students prior to enrolling into a program, reviewing their educational and career goals. The Admissions Representative will assist students on any necessary arrangements for entrance exams or CPR verification and will assist with enrollment agreements once a student completes registration.

## **General Admissions Policies**

All prospective students shall be chosen for admission without regard to race, color, religion, gender, sexual orientation, or national origin. All admitted students must be able to read, write, and understand high school level English (all courses at Bay Area Training Academy are taught in English and no translation services are provided). All admitted students must be able to meet the physical demands of their chosen education program as well as those of the job(s) for which that program prepares them. All applicants must complete an interview with an Admissions Representative. Parents and spouses are encouraged to attend, as it gives applicants and their families an opportunity to see the school's equipment and facilities, meet the staff and faculty, and to ask questions relating to the campus, curriculum, and career objectives. Once an applicant has completed and submitted the application packet and required documentation, the school reviews the information and informs the applicant if eligible for admission. If an applicant is not accepted, all fees paid to the school are refunded. The school follows an open enrollment system.

The following criteria must be met before the student's start date:

- An applicant must be 18 years of age or older.
- Proof of high school completion/diploma, a G.E.D. certificate, or college transcripts.
- Valid Photo Identification and or Driver's License
- A valid Basic Life Support for Cardiopulmonary Resuscitation for Healthcare Providers Card provided by the American Heart Association or American Red Cross. (Issued within 2 years of course completion date.)

## **Course Attendance Policy**

Student attendance is required at all scheduled classes, including lab sessions. Due to the time constraints of an accelerated course, Tardiness is unacceptable in this program. The state requires a minimum of 170 hours of course work in order to satisfy the requirements for the State of California, therefore.

1. Absence - Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the school director. All other absences will be considered unexcused.
2. Tardiness - Tardiness is a disruption of a good learning environment and is to be discouraged. Tardiness without legitimate reason on two occasions in one class will be considered as one unexcused absence.
3. Interruption for Unsatisfactory Attendance - Students with three unexcused absences in any class

will receive written notification of Disciplinary probation for a period of one week. Any unexcused absences during such probationary period will be a cause for interruption of the student's training program.

4. Cutting classes - Cutting of classes will be considered as unexcused absences.
5. Make-Up Work - Make-up work may be required for any absence.
  - For up to 10 hours of instructional class time absences, the student is obligated to make up at minimum 5 hours of instructional class time by participating in another of the EMT classes at Bay Area Training Academy. All make up hours must be scheduled directly with the CEO.
  - Private tutoring with a BATA Tutor is highly recommended for any student who has been absent for 10 or more hours. All processes must go through the CEO. No student will be issued a Course Completion Certificate without meeting all of the CA State Mandated Minimum Hours.
6. Leave of Absence - Written requests for leaves of absence will be considered and such leaves may be granted to students at the discretion of the school.

If a student is absent for any class session, he or she is responsible for any missed quizzes, exams, and material covered in that class session. Prompt arrival is expected at all class activities. It is the student's responsibility to sign in on the attendance roster. You are responsible when you are absent to contact a fellow student to obtain missed work. Please email [nicky@bataeducation.com](mailto:nicky@bataeducation.com) if you know you will not attend class.

*Note: There are no differentiations between excused or unexcused absences. They both account for total time absent from the program. All absent hours must be made up prior to the completion of the current program.*

### **Probation and Dismissal Policies**

When a student obtains an average score of less than 80%, they will be placed on academic probation. Probation will continue for one week until the student raises the average to 80%. A student on academic probation will be required to complete additional assignments in the form of psychomotor skills testing, essay writing, presentations, written examinations and online education. The lead instructor for the Bay Area Training Academy will provide the program director with student progress reports during the third and fifth weeks and at the end of the course. If a student is found to be falling behind or below the average 80%, they will be placed on academic probation for one week and given a written agreement with an approved improvement plan. If during the next progress report week, the student is found to not make any significant change in his or her grades, they may at the discretion of the program director be dismissed from the academy.

### **Re-Enrollment Policies**

Students may be eligible to re-enroll after dismissal for unsatisfactory progress or withdrawal of the program. The school reserves the right at its sole discretion to determine if a student's behavior or inability to progress academically makes them ineligible for re-enrollment.

## **Tutoring for Make-up Hours**

Students who miss instructor-based classroom or lab hours which put them below the state minimum hours listed above, must contact BATA Administration to arrange for personal tutoring with a BATA instructor. Students are financially responsible for their tutoring, and the contracted tutoring rate through BATA is \$50/hr. Students may use the personal tutoring option for up to 10-hours of missed instruction only. This option is not to be used as a substitute for regular class attendance.

## **Student Code of Conduct**

This Code of Conduct is a guideline for the student's behavior and is to be applied while in the classroom, lab, hospital, fire rescue setting, or any other time the student is involved in activities during class in or around the Bay Area Training Academy or while wearing his or her uniform. In addition, the EMT Program has expectations and industry-set standards that the students will abide by. Classroom behavior is expected to be professional and adult-like. Behavior that is disruptive or dishonest will not be tolerated. Unacceptable Behavior or Conduct includes but is not limited to:

- Assault, physical harm, threat or extortion
- Disruption/Breach of peace
- Failure to obey reasonable order of faculty and or administration
- Falsification of records
- Damage or destruction of property
- Unauthorized presence or use of Academy facilities/property
- Possession of alcohol, narcotics and/or illegal drugs, drug paraphernalia
- Smoking in unauthorized areas
- Misuse of emergency equipment
- Illegal possession of weapons
- Sexual harassment, stalking
- Hazing

## **Student's Rights**

“Students have the right to learn unhindered in an environment that fosters education at all times. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.”

- Students will be evaluated on an objective academic basis and not on anecdotal or second-hand information. Students will be responsible for learning course content related material for which they are enrolled.
- Students will receive information that is thoroughly prepared based on scientific research and will be responsible for retaining prepared presentations, lesson plans and activities consistent with course catalog.
- Faculty will inform students of course expectations and methods for obtaining scoring information and what is acceptable for passing scores.
- Students will be informed of any add/drop policy and any financial costs to the program for alteration of course curriculum.
- Students will receive graded examinations and papers in a timely fashion.
- If students have a learning disability and require specialized attention, they must inform the instructor before a grade has been issued so specialized arrangements can be made.

- Students have the right to meet and confer with the instructors regarding their grades. All records will be retained in accordance with state and local laws.
- Students will receive on time instructions unless an emergency exists that interrupts normal teaching hours.
- Faculty hours will be posted in order to accommodate student meetings.
- Students have the right to not be given additional work that is not approved curriculum.
- Students have the right to have their personal information retained in a secure manner and not disclosed to anyone without legitimate purposes of use of said information.
- Students will have freedom of speech.
- Students are free to organize or join associations to promote learning. Students will be free to discuss openly all questions of interest to them and to express their opinions publicly as long as they are not disruptive to other student learning or instructor teaching.
- Students and faculty have the right to safe and non-violent education all acts of aggression are not tolerated.

### **Grievances and Due Process**

A grievance may be initiated by contacting the program director via written notice, if a discrepancy has been identified. It will be the job of the program director to investigate the appeal or grievance and review all documents that relate or may potentially relate to the appeal or grievance.

If student is not satisfied with the decision, the student may appeal in writing to the Chief Academic Officer or Chief Executive Officer, who will then further investigate original grievance in an appeal and announce the final decision via written notice.

### **Disciplinary Procedure**

The Disciplinary Procedure will apply to all students who have been accepted, including provisional acceptance. At the time of admission to the program, the student must sign an acknowledgement of receipt of the Program Disciplinary Process. Disciplinary action shall be progressive in nature. Upon the first violation, the student may receive a documented verbal warning unless the violation is serious enough to warrant more serious discipline at the first occurrence. Violations may result in recommendation for program dismissal.

The Disciplinary Process is a measure taken to develop and train students of the expectations in the employment setting. Disciplinary action will provide fair treatment for the student while protecting and maintaining the effective operations and academic integrity of The Bay Area Training Academy. Students will be counseled and disciplined when he/she has violated the program rules, regulations or code of conduct or has demonstrated behavior and/or performance that do not meet the high standards expected of the program. All counseling and discipline actions will be documented in writing by the responsible staff member(s) and the student. A copy of the documentation will be kept in the student's file. Any severe violation may result in recommendation for dismissal from the program. A summary of the outcome of program violations will be provided to the Administrative Manager for student record.

### **Minor Offenses**

- Use of inappropriate, indecent, and/or obscene language, use of any lewd, racial, ethnic or sexual statement or innuendo, and/or indecent gestures or conduct.

- Non-observance of the Program Dress Code and required personal grooming standards. Any debate over appropriateness of the student's attire shall be decided by the authorized instructor/preceptor, not the student.
- Failure to follow chain of command.
- Failure to act in a professional manner in all settings.
- Absences without notification for designated lecture, lab, or clinical.
- Arrive late to lecture, lab or clinical without prior notification.
- Arrive late to any scheduled test/exam.
- Smoke or chew tobacco while in classroom, lab, or clinical assignment.
- Any conduct by act or omission deemed unacceptable or inappropriate to good order and discipline.

### ***Moderate Offenses***

- Commit academic dishonesty by cheating, submission of fraudulent documentation, forgery, plagiarism or falsified reports.
- Failure to report student(s) who knowingly help or are present when another student violates academic behavior standards.
- Behave with intent to detract, disrupt, endanger or harass the education of another student or students.
- Leave assigned area to include classroom, lab, or clinical setting without notifying instructor.
- Perform duties and/or skills outside the scope of practice as student.
- Unauthorized examination of a patient without an instructor or preceptor present.
- Failure to adhere to OSHA Guidelines by not properly maintaining Body Substance Isolation (BSI) and/ or proper utilization of Personal Protective Equipment (PPE).
- Disrespectful, insolent, or abusive conduct directed at staff, instructors, guest speakers, visitors, or clinical staff. Any dispute between a student and clinical staff will be settled by program staff, not the student.
- Use of electronic devices to include, but not limited to cellular telephones, IPOD, MP3 while in classroom, lab, or clinical without prior consent on an instructor. All cellular phones must be set in the 'off' or 'silent' mode.
- Be removed from a clinical site at the request of an affiliated hospital or fire rescue department due to affective behavior issues.
- Wearing any BATA logo or school emblem while drinking alcohol or participating in any other inappropriate student behavior.
- Behavior deemed inappropriate by any LEAD Instructor, or Program Director.

### ***Severe Offenses***

- Fail to notify program director/manager within 72 hours of any arrests while enrolled in the program.
- Fail to notify program director/manager of any status change in licensure required during enrollment in the program.
- Possess, or be under the influence of, any controlled substances or alcohol while in the classroom, lab, or clinical settings, except for those substances prescribed by a physician and documented by prescription.
- Possess drug paraphernalia.
- Failure to submit to drug screen by given deadline while enrolled in program.
- Possess any guns, knives, or other lethal weapons while in the classroom, lab, or clinical rescue settings.
- Fraudulent and/or unauthorized use of the academy name/logo.
- Perform skills on which the student has not yet be designated competent in skills lab and signed-off by instructor.
- Failure to comply with Health Insurance Portability and Accountability Act (HIPAA).
- Dismissal from clinical site due to one following but not limited to: compromise of patient safety, abandonment of assignment, insubordination, and or violation of clinical facility policy.
- Failure to adhere to program accreditation standards or state statute requirements.
- Any conduct perceived to be sexual harassment or hostile work/learning environment.
- Conduct which threatens or endangers the health or safety of others, assault, threat, extortion and physical altercation (fighting).
- Misuse of program property to include intentional damage or destruction of property.

### **Due Process**

A grievance may be initiated by contacting the program director via written notice, if a discrepancy has been identified. It will be the job of the program director to investigate the appeal or grievance and review all documents that relate or may potentially relate to the appeal or grievance. If student is not satisfied with the decision, the student may appeal in writing to the Chief Academic Officer or Chief Executive Officer, who will then further investigate original grievance in an appeal and announce the final decision via written notice.

### **Temporary Suspension**

A temporary suspension may be imposed when the program director designee determines that the student's continued presence on campus or any Academy related activity or class constitutes an ongoing danger to persons or property or ongoing disruption or threat to the educational process. A suspension will be imposed for all students who have been dismissed from their clinical site pending the outcome of the informal or formal hearing. Notice of temporary suspension will be provided to the student verbally in order to become effective immediately. Within one business day of verbal notification, written notification will be delivered to the student's email address within three (3) business days to the address of record.



Sanctions that may be imposed by the Program Director include, but are not limited to:

- **Dismissal**—mandatory, immediate separation from the program with no promise for future readmission
- **Suspension**—mandatory immediate suspension from the program for a period of time as specified in the sanctions
- **Disciplinary probation**—notice that behavior in violation of code of conduct; subsequent violation may result in suspension or dismissal
- **Disciplinary warning**—notice the behavior is inappropriate and further issues will result in more permanent and formal sanctions
- **Restitution**—imposed for offenses involving damage to, destruction of, or misappropriation of property in which the student agrees to restitution which may mitigate further action
- **Other**—written apologies, revocation of privileges, counseling or community service

### **Children Attending Classes Policy**

As a courtesy to other students and the learning process, students may not bring children with them to class sessions. Health and safety concerns prohibit children from accompanying adult students in any lab, shop, office, or classroom or other Academy facility where potential hazards exist. If a child-related emergency requires absence from class, contact the instructor as soon as possible to determine other options.

### **Faculty Requirements and Course Offering Structure**

#### ***EMT Academy***

Lecturers must have one of the below listed teaching standards consistent with Alameda County Emergency Medical Agency's standards which are the following:

- California State Fire Marshal (CSFM) "Fire Instructor 1A and 1B"
- National Fire Academy (NFA) "Fire Service Instructional Methodology" course or equivalent
- A training program of at least 40 hours of teaching methodology that meets the U.S. DOT/National Highway Traffic Safety Administration 2002 Guidelines for Educating EMS Instructors, such as the EMS Educator course of the National Association of EMS Educators

Teaching Assistants and skills instructors will be required to have the following credentials in order to instruct.

- **Experience:** Two years of education, training or experience in the field of emergency medicine.
- **Licenses/certificates:** California Emergency Medical Technician State Card and BLS/CPR provider card.

The student to instructor/skills instructor ratio is dictated by the Alameda county Emergency Medical Services Agency. This agency monitors and ultimately grants teaching authority to BATA.

#### ***American Heart Association Classes (CPR and CPR Refresher)***

All American Heart Association (AHA) Classes (CPR) will conform to the guidelines set forth by the AHA. The AHA has and enforces strict guidelines on the qualifications of the instructors, the equipment used, the student teacher ratio, the official videos shown and the written examination passing scores and

the issuance of certification. All instructors must hold a valid and current AHA Instructor card for the course he or she will teach.

Student to Faculty ratio: The training center or site coordinator directly supervises all classes held for CPR. There shall be no more than 1 instructor to 3 manikins to 3 students, for a total of 1 instructor to 9 students.

During skills testing scenarios, one instructor is allowed to complete a testing station at a time with a maximum of two students.

## **Description of Learning**

### ***EMT Program***

The EMT program will be divided into two separate parts: Didactic and skills sessions. Different levels of instruction will occur during these sections of the course and therefore may have different instructors. During Didactic sessions, formalized lecture will occur which will include one instructor. The formalized lecture is designed to educate students on clinical knowledge. The Skills session is designed to incorporate psychomotor application of emergency skills such as assessments, interventions and the use of clinical equipment. Student to instructor ratio will be maximum 10 students to 1 instructor.

The program will closely follow the textbook “Emergency: Care and Transportation of the Sick and Injured 11th Edition” by Andrew Pollack. Each chapter incorporates a learning review and practice examination in order to fully prepare the new student for upcoming examinations. Additionally, students will be granted access to JB Learning’s online media-rich review materials. Students can use this site to review key information from the previous day’s lecture and increase understanding of difficult topics, quiz their understanding on chapters, and remediate in areas of needed review. This site is also used to take in class exams and quizzes and for the student to check grades. For this reason, it is essential that the student has access to a device that can browse the internet each day of class.

EMT students will be introduced to and familiarized with over 50+ pieces of medical equipment, which includes but is not limited to:

- Ambulance and support vehicles
- Airway management devices
- Backboards and spinal immobilization supplies
- Bleeding Control and Shock Treatment supplies
- Bag valve masks
- Kendrick Extrication Devices
- Portable gurneys
- Oxygen cylinder and delivery devices
- Sager and Hare mid shaft femur fracture splints
- Safety helmets and equipment
- Scoop Stretchers
- Stair Chairs
- Obstetrical kits
- Infection Control kits
- Triage Supplies
- Automatic External Defibrillator (Trainer) AED

### ***Description of skills***

Skills will be carefully evaluated by proctors who have professional experience in the hands-on delivery of these specific clinical skills. These skills will be measured against the National Registry of EMT Standards to assure competency and safety. Students will be continually required to demonstrate proficiency in rendering a clinical skill to a proctor so as to acquire mastery of the skill upon graduation of the program.

The following skills will be evaluated during the class for proficiency, professionalism, and knowledge:

- Bleeding Control Shock Management
- Childbirth
- Clinical Shift Evaluation
- Comprehensive Adult Assessment
- Comprehensive Pediatric Assessment
- Joint Immobilization
- Long Bone Splinting/Immobilization
- Spinal Immobilization for Seated and Supine Patient
- Traction Splinting
- BVM Ventilation of an apneic adult patient
- Cardiac Arrest/AED
- Medical Assessment
- Trauma assessment
- Oxygen Administration

### ***Competency***

As lectures and skills lab are completed, clinical skills will be graded, collected, and weighed against a course average to ensure the student has gained competency on corresponding chapters and benchmarks.

For successful course completion (to graduate), students must:

- Complete all examinations with a cumulative minimum score of 80%
- Actively participate in the classroom discussions during classroom lectures
- Actively participate in the skills stations and obtain passing scores of 80% with all skills simulations during the classroom portion
- Successfully display acceptable affective domain in all simulations
- Successfully display clinical competency in all simulations
- Successfully display clinical competency in use off all clinical equipment
- Have no more than three excused absences
- Attend clinical ambulance rotations
- Display school uniform at all times

### ***American Heart Association; CPR, CPR Refresher Course***

BATA is a current American Heart Association training site, allowed to operate through its parent-training center (TCC). BATA instructors use a combination of hands on psychomotor training, clinical education, and scenario testing in order to assure competency in the student. All CPR courses shall be taught in strict adherence to the guidelines set forth by the American Heart Association. Learning will

occur via instructor led videos, discussions skills testing, and lastly demonstrating proficiency for an instructor and an 84% pass score on the final exam.

### ***Description of Skills (CPR)***

Skills, which are required to be taught for AHA CPR certification, contain the following.

- Science from the 2010 American Heart Association Guidelines for CPR and ECC
- Critical concepts of high-quality CPR and high-performance teams
- The American Heart Association Chain of Survival
- 1- and 2-rescuer CPR and AED for adult, child and infant
- Differences between adult, child and infant rescue techniques
- Bag-mask techniques for adult, child and infant
- Rescue breathing for adult, child and infant
- Relief of choking for adult, child and infant
- CPR with an advanced airway
- 1-and-2-Rescuer Adult BLS (includes CPR w/pocket mask, AED use and use of a bag-mask device)
- 1-and-2-Rescuer Infant BLS (includes CPR w/pocket mask and use of a bag-mask device)

### ***Competency (CPR/CPR Refresher)***

As lectures and skills lab are completed, clinical skills will be graded, collected, and weighed against a course average to ensure the student has gained competency on corresponding chapters and benchmarks.

For successful course completion (to graduate), students must:

- Complete the exam with a minimum score of 84%
- Actively participate in the discussions during the classroom portion
- Actively participate in the rescue breathing skills station and cardiac arrest case simulations during the classroom portion
- Pass the skills tests in 1- and 2-rescuer child BLS with AED and 1- and 2-rescuer infant BLS

### **Americans with Disabilities Act - Allowable Accommodations**

The Americans with Disabilities Act (ADA) of 1990 has implications that pertain to licensure or certification. The law permits testing that requires the use of sensory, manual or speaking skills where the tests are intended to measure essential functions of the profession. For example, an applicant with reading difficulties is still required to take a written exam because the ability to read is an essential skill in EMS. Exams are designed, at least in part, to measure the student's ability to read. Additionally, performing a skill within established time frames is required because speed of performance is an integral part of patient care. Both the ability to read and the ability to perform skills within time frames are essential functions for an EMS provider. Therefore, in EMS, a person with a disability may not be granted accommodations for written exams and must pass the skills tests within established criteria. Accommodations granted during the course are in no way guaranteed or reserved for the national certification exam as the NREMT is a separate entity.

The following specific points pertain to those involved in EMS training and education programs:

- Students cannot be discriminated against on the basis of a disability in the offering of educational programs or services.
- There can be no accommodation during screening, evaluation or course examinations that will compromise or fundamentally alter the evaluation of skills that are required to function safely and efficiently in the profession.

Accommodations that will not be granted include but are not limited to:

1. Extended time
  - Patients would suffer due to life threatening conditions in emergency situations if treatment were delayed.
  - Students with documented accommodations will be allowed a maximum of time and one-half to complete written exams.
2. Oral proctoring of exams
  - The ability to read and understand English print is an essential function of the profession, and written exams are designed, at least in part, to measure that ability.
3. Independent testing outside of class
  - Students may be permitted a private space to take the exam.
  - Refer to the written examination policy of missed exams due to excused absences.
4. Additional explanation of test questions
  - Exam questions are designed to challenge the student to think critically about what the question demands of them. These questions prepare students for the national examination.

Due to the critical nature of the tasks needed in emergency situations, accommodation requests are considered very carefully, on a case by case basis. The safety and welfare of the community must be insured while providing full protection of the certification applicant's rights. The main criteria for the accommodation being requested to be considered, is: can this individual perform the essential functions of the EMT safely and efficiently with this accommodation?

### **Prerequisites to becoming an EMT**

To qualify for EMS certification or licensure an individual must successfully complete a State approved course and achieve competency in each of the psychomotor skills. In addition, the individual must achieve a passing score on the state or national written certification or licensure examination. EMS personnel must be at least 18 years of age. Generally, the knowledge and skills required show the need for a high school education or equivalent. EMS personnel must have the:

- Ability to lift, carry and balance up to 125 pounds (250 pounds with assistance)
- Ability to communicate verbally via telephone and radio equipment and interpret written and oral instructions
- Ability to use good judgment and remain calm in high-stress situations
- Ability to work effectively in an environment with loud noises and flashing lights
- Ability to function efficiently throughout an entire work shift
- Ability to calculate weight and volume ratios and read small print, both under life threatening time constraints

- Ability to read and understand English language, manuals, road maps, and the ability to accurately discern street signs and address numbers
- Ability to interview 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 as to status of patient.

EMS personnel should possess good manual dexterity, with ability to perform all tasks related to highest quality patient care. Ability to bend, stoop, and crawl on uneven terrain and ability to withstand varied environmental conditions such as extreme heat, cold, and moisture is vital. The ability to work in low light, confined spaces, and other dangerous environments is required.

For more information on the Americans with Disabilities Act, call the California Commission on Disability Access by phone at (916) 319-9974 or by email at Email: [ccda@ccda.ca.gov](mailto:ccda@ccda.ca.gov).

### **Discrimination and Harassment**

BATA is committed to maintaining a work and educational environment free of discrimination and harassment. Any student who alleges discrimination and/or harassment in any programs should contact their lead instructor and/or Program Director for immediate and appropriate attention and resolution.

### **Rules and Policies**

All Bay Area Training Academy Rules and Policies will be adhered to while enrolled in any of the school's programs. The rules of BATA as well as the rules at each Hospital and/or Fire/Rescue agency site shall be followed. Failure to follow rules and policies may result in immediate dismissal from the EMS program. A student is expected to:

- To adhere to all rules and policies expressed on this document.
- Know how to contact the administrative staff and faculty regarding any questions or concerns.
- Be on time to designated clinical site.
- Complete all assigned work and turn it in within the assigned time period.
- Report on time to class dressed in appropriate uniform, with proper identification, and all required equipment.
- Listen to and follow all verbal or written instructions given by any instructor.

### **Clinical Experience / Ride Along Guidelines & Expectations**

ALL CLINICAL HOURS ASSIGNED ARE REQUIRED. Bay Area Training Academy EMT Program assigns clinical time to meet State, National, and Department of Transportation guidelines. Clinical dates and times may be changed at the discretion of the clinical coordinator and not the student. Clinical hours will vary based upon the clinical setting.

### ***Preceptor / Evaluator / Instructor Authority***

It is understood that the Preceptor/Evaluator/Instructor is in charge of the Ambulance and/or Medical Facility and all components of the clinical situation. The student is required to comply with the direction given by the Preceptor/Evaluator/Instructor. Failure to do so may result in disciplinary action up to and including dismissal from the EMS Program. While participating, the student is acting under the medical

license of the preceptor/evaluator/instructor, and so any direction given to the student must be obeyed fully and immediately.

### ***Clinical absence/tardiness***

All clinical experience time missed for any reason must be made up at the discretion of the faculty. Students must notify the administrative manager of expected absence at least 24 hours before the experience is scheduled to begin. All absences, tardiness, and reasons for rescheduling will be documented in the student's file. Any major illness or injury will require a doctor's release with NO clinical restrictions to return to clinical sites. The doctor's release is required for the protection of the student as well as our patients.

- Attendance at clinical rotation is required in order to cultivate and master the knowledge, skills, and abilities necessary as an EMT. In addition, State and National standards require a minimum number of hours for completion. No more than two absences/reschedules will be permitted. All absences, tardiness and reasons for rescheduling will be documented in the student's file.
- No student should be late for clinicals. In the event a student is late two or more times, the student may be required to repeat the clinical experience and the tardy will be reflected as missed time on the final clinical grade.

### ***HIPAA/Confidentiality/Orientation***

Federal Law, 45 CFR Parts 160–164, requires specialized training regarding patient privacy and security. All Health Care Providers must complete HIPAA privacy training. BATA students will complete initial HIPAA training prior to initial clinical rotations and will continue to receive education related to HIPAA in the programs' curricula. Any violation of the privacy requirements may result in immediate dismissal from the EMS program. When completed during the classroom lectures, students will have several acknowledgement forms to sign and return to the program director. No student may begin a clinical rotation until ALL paperwork is signed and turned in to instructor.

### ***Threat to health, safety or welfare of a patient/client during clinical settings***

Any student who poses an immediate threat to the health, safety or welfare of a patient, and/or is involved with patient/client endangerment or harm, may be suspended and/or exited from a clinical setting/situation upon approval of the coordinator, faculty, and/or Program Director. Criteria are included in the clinical evaluation tool used in the EMS programs. Behavior that threatens the health, safety or welfare of a patient/client or clinical faculty/site may result in the student being exited from the EMS program per faculty, coordinator and/or Program Director recommendation.

### ***Clinical evaluation***

- Will be based upon the student's ability to meet the course and clinical objectives.
- Habitual tardiness and/or absences may result in a clinical grade of unsatisfactory and failure of the course as determined by the EMS faculty and Program Director.
- Make-up assignments will be determined by the clinical instructor and EMS faculty.
- Students tardy more than 15 minutes without notifying the clinical instructor and/or preceptor may be sent home. This will be considered a clinical absence.

- Tardiness: If tardiness is unavoidable, students must notify preceptor before scheduled arrival time.
- Be responsible for taking assignments from Preceptors/Evaluators and never begin care on patients without permission and supervision.
- Be responsible for documentation on all assigned clients in collaboration with primary care staff, preceptor, or instructor, as instructed, including obtaining necessary preceptor signature(s).
- Be aware of patient's status at all times.
- If a student is unprepared for a clinical experience, they may be sent home, which would be recorded as a clinical absence.
- An 80% grade average must be held by the student PRIOR to going to the clinical area.
- Clinical performance and understanding of theory are evaluated daily using criteria detailed on an evaluation tool. Any areas needing improvement should be addressed prior to the next clinical assignment.
- Any unsatisfactory overall clinical evaluation, as evaluated by the evaluator/preceptor, may result in failure of the course.
- Students are encouraged to have dependable transportation to all clinicals.

### ***Paperwork***

ALL documentation (patient ride along evaluations) and assignments (i.e. case studies, projects) are to be completed and turned in on time as listed in the syllabus. Failure to complete these items in the allotted time will result in a 50% grade reduction for that clinical rotation. The evaluations are to be signed and each patient contact initialed by the preceptor or evaluator at the clinical site. Any form of falsifying documents or plagiarism will not be tolerated and will result in immediate disciplinary actions up to and including dismissal from the EMS Program.

### **Grading**

#### ***Grading Policies for all Programs (classroom, lab, and clinical)***

Each student is held responsible for learning material presented in classes and being able to utilize this information in the clinical area. Reading assignments for class are expected to be completed prior to class time. Course grades are divided into three categories: Quiz and exam grades, Labs/Professionalism, and Clinical experience. All three components MUST be successfully completed to obtain a passing grade in this course. In addition, the Lead Instructor must be satisfied as to the student's competency in order for a student to receive a passing grade in any course or proficiency. All written work must be completed in proper format and graded satisfactory prior to final exam in order for the student to be eligible to take the final exam.

#### ***Exams/quizzes***

Check offs, quizzes, and exams may be offered in different modalities. It is expected that students will take the exam on the day scheduled. Prior notification to the instructor is required in the event of a scheduling conflict with an exam. If there is an emergency (i.e., death in family, illness severe enough to have doctor's excuse), a different exam may be given at a specific time (which may be outside of regular class time) and placed within one week of the date originally scheduled or as determined by the



faculty. If arrangements by a student to take a missed exam are not made within one week following this scheduled exam, a score of “0” will be given for that exam.

Once an exam has begun (i.e., distribution of exam papers or computer passwords) no student will be permitted to enter the test site. Absence from any test may result in the loss of one letter grade for unexcused absence/tardiness. The student who is late or absent for an exam will take another exam with appropriate points deducted. **Students must have an 80% grade average minimum in order to receive credit for the course.** Grading scale is as follows:

*Grade Percentages*

98 to 100%	A+
94 to 97%	A
90 to 93%	A-
87 to 89%	B+
83 to 86%	B
80 to 82%	B- ----- Lower threshold of passing grade
77 to 79%	C+
75 to 76%	C
70 to 74%	C-
60 to 69%	D
Below 60%	F

Students must satisfactorily meet all lab and clinical requirements to receive credit for any course. The clinical grade is based on the paperwork submitted relative to each clinical experience and is NOT the sole basis for successful completion of the class. Students must achieve a satisfactory rating on each Clinical Evaluation as indicated by the Preceptor/Evaluator. Elements of evaluation include clinical objectives, assignments, run reports, case studies, attendance, and student competency. Students achieving less than 80% will require approval of the Program Director for any remediation. A minimum grade of 80% is the passing level for all course work. Students must demonstrate satisfactory clinical performance to receive credit, and a grade of 80% or better for the course. Additional assignments, testing, guidelines, standards, and requirements will be in the course syllabus.

**Final Exam:** A comprehensive Final Written Examination is given and must be passed with minimum score of 80% to complete the EMS Program. The National Registry Psychomotor exam will be proctored at the conclusion of the program. This involves 10 individual skills exams. Each student is allowed to retake any skills test twice. If a student does not pass a National Registry Skill after the third attempt, the student will be mandated remediation. The student reserves the right to contact the program director should they feel they meet the need to retest a fourth time. It is at the discretion of the program director to allow for retest. If a retest is warranted by the program director for a fourth attempt, the student will be allowed to test.

**Immunization Advisory**

Immunizations are required in order to participate in clinical education. Individuals with allergies to required immunizations should seek expert advice from their healthcare provider so that they may receive information to make an informed decision regarding their exposure to infectious diseases in the healthcare field. A statement from the student's healthcare provider noting that the student may proceed through the program with no limitations will be required of all students.

## **Name and/or Address Changes**

Students are required to keep the information in their student record current during their respective course. When a change is necessary, the student is directed to the administrative manager to make an official change in their record. The administrative manager will make sure the student fills out an appropriate change form. Upon receipt of the appropriate form, the student's EMS records will be changed.

## **Uniforms**

EMS Students represent Bay Area Training Academy's EMT Programs and are expected to present themselves at all classes, clinical sites, and school functions in complete uniform as well as maintaining a neat professional appearance. Students who do not follow these guidelines will be subject to disciplinary actions as deemed warranted by the faculty, preceptors, and/or Program Director up to and including dismissal from the EMT program.

### ***Appearance Standards***

- Uniform Polo Shirt (provided by BATA). Shirt must be tucked in at all times.
- Uniform pants must be long pant-leg, navy blue, plain front (provided by BATA through a designated uniform store)
- Uniform pants must be over the boots at all times. Pants cannot be tucked in the boots.
- Black belt with buckle to be worn with pants.
- Black EMS style boots
- Solid black or navy-blue socks that cover the ankle.
- NO Jewelry, with the exception of a watch, is permitted in the Clinical or Lab setting.
- Wrist Watch with second hand or digital seconds.
- Hats and sunglasses are only to be worn while out of doors, and Sunglasses may not be worn while interacting with patients, real *or* simulated.
- Hair must be maintained in a clean, conservative fashion. Long hair must be kept off the shoulders and tied back. Hair that could become tangled in metal or machinery or which would fall onto patient during evaluation is unacceptable. No extremes of color or cut are appropriate.
- Fingernails should be clean and short.
- Facial Hair must be neatly trimmed or clean-shaven and conform to CDC guidelines (Facial hair may not touch a mask.)
- Stethoscope, approved protective eyewear, penlight, and scissors may be allowed.
- CURRENT and Valid CPR card ON PERSON, AT ALL TIMES.
- Students must provide laptop or tablet at every class lecture
- ID CARD: students are required to keep their EMT Student ID Card visibly on their person (clipped to uniform shirt or other approved manner) at every class, lab, and clinical shift.

VALUABLES OTHER THAN THOSE REQUIRED FOR COURSEWORK SHOULD BE KEPT AT HOME. Bay Area Training Academy Programs and clinical affiliates accept NO RESPONSIBILITY for theft or loss of student's personal belongings.

## **Classroom Procedures**

Each student may be assigned a permanent seat in the classroom at the beginning of the program by the Instructor, which is to be used throughout the program, unless otherwise directed.

Students shall address all instructors with respect as their primary instructor and follow all verbal and written orders. All non-students shall be considered guest of the class and shall be provided respect accordingly. Students shall be respectful of other instructors, faculty, staff, and guests.

To ask a question during class, students should raise a hand and await acknowledgment from the instructor. Once acknowledged, preface the question as appropriate to the subject being discussed while being courteous and respectful. Students may remain seated while asking their questions but should speak in a manner that allows all other individuals in the classroom to hear the question. Students should strive to keep all questions relative to subject matter being discussed.

Students shall not talk among themselves, or otherwise be disruptive, when class is in session. Students will maintain an alert and attentive attitude at all times during class.

Sleeping in class will not be tolerated.

The consumption of non-alcoholic beverages during class is allowed if the drink is contained in a bottle with a screw on lid. Eating is permitted in the break room and in student classrooms only during lunch and dinner breaks as designated by the instructor.

The use of Tabaco, Alcohol, and other drugs while on BATA campus will not be tolerated and will result in immediate disciplinary action up to and including termination from the program. E-cigarettes and vapes are included in this category and shall not be used while on campus.

The classroom and lab shall always be left in a neat and orderly fashion at the conclusion of each class, with tables and chairs wiped down.

## **Campus Procedures**

Break periods will be provided at the discretion of the instructor. However, the recommended typical "class time" to "break time" ratio will normally be fifty (50) minutes to ten (10) minutes.

All breaks shall be taken in the areas and manner designated by the staff/instructors. All breaks shall be conducted in a quiet and orderly fashion so as not to disrupt other classes in progress, the routine business of the academy staff, and other crews working out of the campus.

All trash and refuse generated by students shall be placed in the trash receptacles provided. These receptacles will be emptied at the end of the class day by the student class.

Any student returning late to the classroom from a break shall quietly enter the room and take their assigned seat. Student(s) will then provide a written explanation of the reason for the tardiness to the Instructor by the end of that class day.

**Cell Phones:** Cell phones are to be kept in the silent or vibrate mode during class. Students are not to use cell phones during class, lab, or clinicals except in the case of an emergency. No cell phones or other electronic devices will be allowed during tests and/or quizzes unless approved by the instructor and used strictly for the purpose of completing online testing. This includes the use of smart watches and other electronic devices.

### **Anti-Harassment Policy**

Bay Area Training Academy is committed to providing an educational environment free from unlawful discrimination and harassment. This policy prohibits sexual harassment and harassment based on pregnancy, childbirth, related medical conditions, race, religious, creed, color, national origin or ancestry; physical or mental disability; medical condition; marital status; age, sexual orientation or any other status protected by federal state or local law or ordinance regulations. All such harassment and discrimination are unlawful BATA's zero tolerance anti-harassment and anti-discrimination policy applies to all persons involved in the operation of the school and prohibits unlawful harassment and /or discrimination by any employee of the school including faculty, coworkers or students.

Prohibited conduct includes but is not limited to:

- Verbal conduct such as derogatory remarks, jokes or other comments.
- Unwanted sexual advances invitations or comments.
- Visual conduct such as derogatory and or sexually oriented images, drawings or gestures.
- Any conduct that would be deemed inappropriate in a social media or electronic format.
- Physical conduct such as fighting, assault, unwanted touching, blocking of normal movement, interfering with education in any manner.
- Threats and demands to submit to sexual requests as a contention of continued success in return for favors.
- Retaliation for having reported or threatened to report harassment.

The following steps should be taken if at any time a student or faculty member feels harassment or violation has occurred.

1. The individual should first make an attempt to contact the Program Director immediately following an incident. If the harassment involves the Program Director, the CEO of BATA should be contacted directly.
2. The complaint should include a written statement of the details that have occurs names of the individual and witnesses.
3. Investigation of the event will commence.

If a student or faculty member thinks that he/she has been harassed or retaliated against for resisting or complaining about an incident the employee may file a complaint with the appropriate agency. The nearest agency office is listed in the telephone book or the World Wide Web. All harassment or violation of the learning environment will be dealt with swiftly and with resolution. Students or Faculty may be

asked to leave the classroom setting at once with suspension of activities until a resolution has been made. Civil and or criminal action may be warranted for extreme cases involving a violation.

## **Student Service**

- Tutoring Services will be made available at student request within reason.
- Payment plans can be made available upon written request to the CEO.
- Career services are available for current students and alumni.
- Clinical placement services will be made available in order to comply with state requirements.

## **Distance Learning**

All classes will be taught on site. No distance learning will be offered. Students who wish to drop the course may elect to roll their tuition over into another future course in order to continue their education.

## **Financial Aid**

At this time no financial aid is offered at Bay Area Training Academy. Students may elect to make payments at the discretion of the CFO. If this occurs a written contract will be generated in order to clearly outline all payment dates, times and amounts.

## **Housing Information**

Bay Area Training Academy offers classes during normal business hours and does not supply student housing. A kitchen and break room area are available for student refreshment and is accessible during school or study hours. Bay Area Training Academy does not endorse any lodging nor is it responsible to provide permanent or temporary housing. In San Leandro, rooms can be rented for approximately \$750 per month with one-bedroom apartments renting for approximately \$1,200. Students taking courses who would like to travel to San Leandro should ask for information on rates from nearby hotels which include Red Lion Hotel (Rates starting at \$116/night) or the Marina Inn (Rates starting at \$125), or Bay Breeze Inn (Rates starting at \$76/night). Bay area Training Academy EMT takes no responsibility for that students secures a place to stay while enrolled in any of its programs.

## **Job Placement Assistance**

All graduating students of the Bay Area Training Academy are eligible for job placement assistance but are not guaranteed any job placements. Today's successful career placement relies on expertise, networking and resourcefulness's BATA is the one and only resource new Emergency Medical Technicians (Occupational Classification Code 29-2041) need in order to find a fulfilling career. Faculty members will work closely with students to prepare them for the current job market in the emergency medical services industry so that upon graduation students will be well prepared.

Bay Area Training Academy has already contacted several local ambulance providers in the San Francisco Bay Area for assistance with new student job placement. The local ambulance representatives are scheduled to appear as guest speakers during the final week of classes as a recruitment effort. These local ambulance representatives will be given the opportunity to speak about their respective Company

background, their role in the local EMS system, current hiring needs and background on their expectations for new hires.

As an additional benefit of attendance at BATA, all graduated students will be eligible (if accepted) to interview with Westmed Ambulance Service for a position as an Emergency Medical Technician (Occupational Classification Code 29-2041).

## **Record Keeping**

### **Security**

At the Bay Area Training Academy student security is of the utmost importance. All student records will be maintained in lockable file cabinets behind a secure door, which has lock and key. The file room which houses the lockable cabinet is only accessible to the Chief Academic Officer and access is allowed only for purposes of filling, updating or storing of academic files. The record room is centrally located within the building, which is armed with security features such as external security cameras and security alarm systems. All student records will be digitally uploaded to secure cloud-based service as a backup. All student files will be retained for a period of five years.

### **Safekeeping**

Each student file will contain two distinct and separate sections the Academic and Financial file. The academic file will contain enrollment information, attendance, grading scores and course information including student grades. This file is to be maintained as classes' progress throughout the academic term. The Academic file is to be kept separate from all financial records, which will be maintained in a separate lockable cabinet. Financial files will contain all terms, receipt(s) of payment and or pending tuition costs for record keeping purposes and in compliance with all applicable tax required records.

### **Custodian of Records**

Bay Area Training Academy

Nicky Bahr

14275 Wicks Blvd San Leandro CA 94577 Phone: 949-899-3363 / Fax 510.614.1429

[nicky@bataeducation.com](mailto:nicky@bataeducation.com)