Emergency Medical Technician and Paramedic

PROGRAM CATALOG

First Response Training Group, LLC
6435 Hazeltine National Drive
Suite 150 - 155
Orlando, FL 32822

Phone: 407-730-7999        Fax: 407-730-8904

info@firstresponsetraininggroup.com    www.firstresponsetraininggroup.com

Licensed by the Commission for Independent Education, Florida Department of Education

License # 4958

FIRST RESPONSE Training Group, LLC does not discriminate in any form.
Our students and staff are treated fairly and with respect.

Catalogs are made available to our students online and in the classrooms.
INTRODUCTION

Welcome to the FIRST RESPONSE Training Group, LLC!

FIRST RESPONSE is co-owned, controlled and directed by Jason Marquez and Veteran Rob Creager. We operate an Emergency Medical Training School in Orlando, Florida that offers State of Florida and National Association of Emergency Medical Technicians (NAEMT) approved curriculums in Emergency Medical Technician, Paramedic, Tactical Medic, and Continuing-Education courses. We serve as a Training Site for the American Heart Association (AHA).

HYBRID PROGRAMS

Emergency Medical Technician and Paramedic programs are offered in both “Traditional” (classroom) and “Hybrid” (online) formats. Prerequisites, Application procedures, Finance, Academics, Clinical requirements, Program Objectives, Skills, Rules, and Regulations are the same for both. The Online portion of the Hybrid course is conducted through Jones and Bartlett Learning, LLC. Classes are taught using interactive lectures via a “chat room”, PowerPoint presentations, video lectures, homework assignments, and research exams. Weekly participation requirements are monitored. Dates for mandatory onsite attendance for Mid-Term and Final written examinations and all Practical Skills requirements are specified in the syllabi.

Note: The Veteran’s Administration does not permit funding for programs containing online classes that count as “clock hours”. This does not affect the EMT programs, but it does the Paramedics (see Addendum-1).

STATE LICENSE AND AFFILIATIONS

The School is a legal private entity having active registration with the Florida Department of State, Division of Corporations. We adhere to the guidelines set forth by the State of Florida Department of Health, Bureau of Emergency Services and are licensed by the Florida Commission for Independent Education, License number 4958.

Information regarding this institution may be obtained by contacting:

Commission for Independent Education
325 West Gaines Street
Suite 1414
Tallahassee, FL 32399-0400
(888) 224-6684

Florida Dept. of Health, Bureau of EMO
4052 Bald Cypress Way
Bin C-18
Tallahassee, FL 32399
(850) 245-4059

FIRST RESPONSE Training Group is approved for veteran’s training and is in the process of applying for accreditation through the Accrediting Council for Independent Colleges and Schools.

MISSION

The School is committed to providing quality education and training in the field of pre-hospital emergency medicine with the emphasis on skills.

Our graduates leave prepared to pass the required examinations and with the skills necessary to immediately function as proficient technicians in the EMS field.

VISION

We are striving to earn and maintain the reputation as the best EMS training facility around. Our Staff has the dedication, skills, and heart needed to achieve this goal. New course schedules and variations are constantly being generated to better suit the needs of our students and the EMS community. Under development is a Military Medic to Paramedic (MMtP) program designed to assist our veterans in making the transition from Medics and Corpsmen to civilian Paramedic. We will become an accredited institution, capable of offering credits towards an EMS related degree as well as becoming an American Heart Association Training Center.
FACULTY AND ADMINISTRATION

Gerard E. Job, MD, Medical Director
Dr. Job received his Medical Degree from Howard University and is Board certified in Emergency Medicine with a subspecialty in Emergency Medical Services. As Medical Director, Dr. Job is responsible for overseeing all aspects of our medical training and ensuring that graduates meet State of Florida and National Standard Curriculums.

Victor Quinones, PA-C, EMT-P, Asst. Medical Director, Program Director, Instructor
Victor is currently a practicing Physician Assistant in Emergency Medicine in Florida Hospital. He brings to us his knowledge of medicine with over 12 years of experience in the medical field. He still maintains his certification as a Paramedic and EMT. He has served on the Disaster Medical Assistance Team during the rescue efforts after Hurricane Katrina in New Orleans and Mississippi. He also worked as a Critical Care Paramedic for inter-facility hospital EMS. Victor has also participated in medical mission trips including Mexico with Habitat for Humanity. His knowledge and drive in education and leadership is exemplary.

Jason Marquez, EMT-P, Owner, CEO/President, Instructor
Jason began his career in EMS in 2000 with the New York City Emergency Medical Services and is well known and respected in the EMS field. His unique teaching skills can be attributed to his tenure at Westchester, LaGuardia and Manhattan Community Colleges. Jason moved to Orlando after 9/11 and obtained his EMT-P certification at Orlando Medical Institute. He was serving as an EMS Paramedic Captain/Preceptor with Rural Metro Ambulance Service when he resigned to dedicate his efforts fulltime to the School. He holds instructor certifications in, and teaches ACLS, AMLS, BLS, CPR, PALS, PHTLS, and EMT/Paramedic courses. Jason also serves as the CEO for the Orlando College of Nursing.

B.A. “Rob” Creager, A.S., EMT-P, Owner, Instructor
Rob is a State of Florida Certified Paramedic with over 20 years of field experience in Emergency Medical Services. He began his career as a U.S. Navy Hospital Corpsman attached to the Fleet Marine Force as a Combat Medic. After obtaining his AS Degree in EMS Science and Paramedic Certification, he worked for Escambia County EMS before moving to the Orlando area and joining the Kissimmee Fire Dept. He was serving as a Health and Safety Officer with collateral assignments as a member of the Special Operations/HAZMAT Team, Field Training Officer, Student Preceptor, and the Senior SWAT Tactical Medic with the Kissimmee Police Dept. upon his retirement in 2014. He is now employed with the Reedy Creek Fire Dept. Special Operations/HAZMAT Team. He holds provider and instructional certificates in, and teaches ACLS, AMLS, BLS, CPR, PALS, PHTLS, TCCC, TECC, and EMT/Paramedic courses.

Antonio Renta, A.S., EMT-P, Program Coordinator, Lead Paramedic, Instructor
Tony has nearly ten years in emergency medical services, moving through ranks to his present position as a Lieutenant Paramedic with Orange County Fire-Rescue. He obtained his A.S. degree in Fire Science from St. Petersburg College and EMS Certification from Valencia Community College. Tony has over two years of experience as a Paramedic Lead Instructor and has taught in excess of a hundred continuing-education students. He is a certified ACLS, BLS, CPR, PALS and EMT/Paramedic course instructor.

Joel Quintana, B.S., EMT-P, Operations Manager, Instructor

Nicole Rosa, B.S., RNA, EMT, Office Manager/Registrar

Luis Rivera, EMT-P, Lead EMT, Instructor, FF/PM Orange County Fire Rescue

Ivan Rios, EMT-P, Clinical Coordinator, Instructor, PM Rural Metro Ambulance

Christopher Simon, A.A., A.S., EMT-P, Instructor, PM Rural Metro Ambulance

Christina Rivera, B.S.N., RN, EMT, Instructor, Florida Hospital South

Irena Krebbs, EMT, Admin. Asst., Receptionist

Bob R. Creager, Special Projects

Instructors
All of our instructors are experienced educators who have been, or currently are, employed in the Medical profession.
FACILITY AND EQUIPMENT

FIRST RESPONSE moved into our facility in late 2012. We are centrally located just off SR-528 north of the Orlando International Airport. The renovated 6,000 square foot school contains two classrooms seating a total thirty-six students, a 660sf lab/skill area that seats an additional sixteen students, apartment, ambulance and ER scenario areas, conference room/library, restrooms and lounge facilities. We also have a functional ALS ambulance and all of the required equipment and supplies needed to present our courses. Office hours are 9:00 a.m. – 5:00 p.m., Monday – Friday.

TEXTS

Current editions of State of Florida and NAEMT authorized “AAOS Emergency Care in the Streets” for Paramedics and “AAOS Emergency Care and Transport of the Sick and Injured” for EMT’s.

ADMISSION POLICIES AND PROCEDURES

Applications
Applications are available at the School, by FAX and by mail upon request, or downloaded from our website at www.firstresponsetraininggroup.com.

Follow this four-step application process:
1. THOROUGHLY read the “Functional Job Description” and “Americans with Disability Act” information on the EMT Application. It is imperative that applicants new to the EMS field and EMT’s going directly from EMT School to Paramedic fully comprehend the challenges ahead.
2. Be certain that you can meet all of the pre-requisites.
3. Submit an Application along with a Registration Fee of $150 to reserve your seat in the class ($50 of this fee is refundable should you not be enrolled in the class.)
4. Come in, tour our facility and participate in a screening interview.

Veteran students need to go to www.benefits.va.gov to obtain your “Certificate of Eligibility” from the Veteran’s Administration and bring it to the School so we may begin the application process.

See ADDENDUM-1 to this Catalog for further Veteran student information.

Prerequisites for Admission

- Provide a valid State ID card or Driver’s License
- Be at least 18 years of age by Graduation
- Be financially capable of covering the cost of the course
- Provide a copy of a High School Diploma, G.E.D. or College Transcript (EMT students ONLY)
- Be free of any felony convictions
- Be, and remain, drug and substance abuse free
- Be Florida EMT certified by the end of Phase-1 (Medic students ONLY)
- Be able to obtain and/or provide proof of the following:
  - AHA HCP CPR that must remain current throughout entire course (available at the School for $55 (not included in Tuition))
  - 10-panel Drug Screening and Background Investigation conducted within (MANDATORY – at Orientation - $55 (not included in Tuition))
  - Up-to-date Shot Record showing: MMR, Hep-B, Varicella, PPD/TB, Tetanus and FLU vaccines. (Refer to Vaccination and Medical Testing Requirements Form provided at Orientation)
  - Solid black, closed-toed boots, watch with a second hand or easily read digital readout, stethoscope, safety glasses, and Trauma shears (not included in the Tuition)
- Submit a statement (on the School approved form) signed by a Physician proclaiming you are of sufficient health to participate in the chosen course and are free of any communicable diseases
- Ability to comply with the requirements for EMS personnel set forth in the Americans with Disabilities Act
- Able to participate in clinical rotations at various hours/days
- Participate in a screening interview
- Read, sign and submit all applicable paperwork
Personal Health Insurance is recommended, but not required.

Enrollment
FIRST RESPONSE Training Group, LLC does not discriminate regarding race, color, gender, ethnic background, or religion.

Acceptance is dependent on the Staff's determination that the applicant has the ability to handle the financial responsibility and meet the prerequisite requirements. If met, an individual Enrollment Agreement listing monies submitted, monies due and a payment schedule will be developed for the student's signature.

FINANCE

Costs/Payments
A $150 Registration Fee is required to reserve a seat in the desired class. This fee is part of the Tuition and a portion is refundable under the guidelines stated below.

The cost of AHA HCP CPR, Background Check/10-panel Drug Screen, apparel, and equipment noted above under “Prerequisites for Admission” are not included in the Tuition.

Students have the following interest free payment plans available:

EMT:
- $ 150 registration fee
- 500 down payment due at Orientation
- 1,350 in three monthly payments of $450 each
- $2,000 total tuition

Paramedic:
- $ 150 registration fee
- 1,000 down payment due at Orientation
- 6,850 in ten monthly payments of $685 each
- $8,000 total tuition

Students receive individual Enrollment Agreements detailing payment amounts and due dates. No bill or invoice will be generated. It is the student's responsibility to abide by the Enrollment Agreement.

Payment may be made in the form of cash, counter check, money order or credit/debit card. Counter Checks and money orders are to be made payable to "First Response Training Group, LLC".

PERSONAL CHECKS WILL NOT BE ACCEPTED

CREDIT AND DEBIT CARD TRANSACTIONS ARE CHARGED A 5% PROCESSING FEE

TUITIONS MUST BE PAID-IN-FULL PRIOR TO TAKING THE FINAL WRITTEN EXAM

Payment Penalties
Payments that are not received on or before the due date are considered late and will incur a $25 late fee. If payment is not made by the next scheduled day of class, the student must meet with Program Director, who will decide if there are exigent circumstances to be considered or the student is to be dropped from the course.

Cancellation and Refunds
FIRST RESPONSE Training Group, LLC reserves the right to reschedule or cancel classes that do not meet the minimum number of required attendees. The student may choose to be refunded all monies paid or choose to have said monies applied to the next planned class.

Cancellation by the student must be in the form of a signed and dated letter.

Should the student not be accepted by the School or if he/she cancels within three (3) business days after signing the Enrollment Agreement, all monies will be refunded with the exception of the $100 non-refundable portion of the Registration Fee.

Cancellation after the third (3rd) business day, but before the first class (Orientation), results in a refund of all monies paid with the exception of the full $150 Registration Fee.
Cancellation after attendance has begun and texts and uniforms have been accepted by the student, but prior to completing 40% of the syllabus (Session - 20 for EMT / Session – 36 for Paramedic), will result in a pro rata refund computed on the number of hours completed to the total program hours.

Cancellation after completing 40% of the course will result in no refund.

The Termination Date is defined as: The date of the last class attended by the student unless prior written notice is received.

Refunds will be made within thirty (30) days of receipt of the Cancellation Notice.

Students called to Active Military Duty must submit a copy of their orders. Reimbursements for those that are using the GI Bill will be handled in accordance with Veteran’s Administration policy. Students paying for their tuition may opt to drop from the course and receive a refund under the Standard Refund Policy or, enter Military Leave Status and have their files and finances put on hold. The student is to notify the School within 180 days of discharge as to his/her intention to return or drop. At what point in the course the student will be allowed to re-enter will be determined by the Lead Instructor. Those dropping out will receive the Standard Refund.

ACADEMICS

FIRST RESPONSE courses are based on “clock hours” versus the “credit hours” system to best fulfill the needs of our students, many who work rotating shifts. There are 300 clock hours in the EMT course and 1,112 in the Paramedic.

Clock Hour
A clock hour is defined as fifty (50) minutes of instruction followed by a ten (10) minute break.

Calendars
Course start/end dates are promulgated on the FIRST RESPONSE website. Daily class schedules are contained in the course syllabi.


Course Numbering
The courses are numbered consecutively:

Traditional: E-001 thru E-999 for EMT’s
Hybrid: EH-001 thru EH-999 for EMT’s
P-001 thru P-999 for Paramedics
PH-001 thru PH-999 for Paramedics

Program Hours
We offer various Traditional course schedules tailored to the needs of our students, such as:

<table>
<thead>
<tr>
<th>Course</th>
<th>Schedule</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paramedic</td>
<td>10:00-18:00</td>
<td>Shift-friendly (no weekends) – 52 week course</td>
</tr>
<tr>
<td>EMT - Days</td>
<td>09:00-13:00</td>
<td>Tuesday, Wednesday &amp; Thursday – 15 week course</td>
</tr>
<tr>
<td>EMT - 5-week</td>
<td>09:00-17:00</td>
<td>Monday – Friday</td>
</tr>
<tr>
<td>EMT - Nights</td>
<td>18:00-22:00</td>
<td>Monday, Wednesday &amp; Thursday – 15 week course</td>
</tr>
<tr>
<td>EMT &amp; Medic 2-day</td>
<td>09:00-17:00</td>
<td>Friday and Saturday – 13 &amp; 43 week courses respectively</td>
</tr>
<tr>
<td>EMT &amp; Medic Hybrid</td>
<td>Various</td>
<td>As scheduled in the syllabi 13 &amp; 36 week courses respectively</td>
</tr>
</tbody>
</table>

Clinical hours are scheduled according to availability of the student and clinical site(s) and administered by the Clinical Coordinator.

Attendance
Students are to ensure that they are not to be subject to call or duty or duty during the training program.

Minimum acceptable didactic and lab attendance is 93.11%, allowing 12 hours absence for EMT’s and 48 hours for Paramedics. Exceeding these parameters is grounds for dismissal. Hours may be made up at the discretion of the Lead Instructor.
No less than 100% Clinical attendance will be accepted for either program.

Missing any Clinical or Field Internship hours is unacceptable. Students who are a "No Show" will be fined $25. Additional violations are grounds for dismissal.

Transfer of Credits
Transfer of credits to another institution, regardless of the accreditation status of either, is always at the discretion of the receiving institution.

The School staff will evaluate an applicant's didactic and clinical credits prior to acceptance.

The maximum allowable credit transfer is 25%. Hours and tuition adjusted accordingly.

Grade Scales

<table>
<thead>
<tr>
<th>Classroom (Didactic)</th>
<th>The cumulative course average will be calculated as follows</th>
</tr>
</thead>
<tbody>
<tr>
<td>A – 95-100%</td>
<td>40% - Module Exams</td>
</tr>
<tr>
<td>B – 90-94%</td>
<td>30% - Mid-Term Exam</td>
</tr>
<tr>
<td>C – 85-89%</td>
<td>30% - Final Exam</td>
</tr>
<tr>
<td>D – 80-84%</td>
<td></td>
</tr>
<tr>
<td>F – 79% and below</td>
<td></td>
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</tbody>
</table>

STUDENTS WILL NOT BE ALLOWED TO TAKE MODULE EXAMS UNTIL ALL ASSIGNMENTS ARE COMPLETE.
Once completed, the 80% re-take rule stated below applies.

Passing Requirements

| Module Exams:     | 80%                        |
| Quizzes:          | 80%                        |
| Mid-Term Exam:    | 80%                        |
| Final Exam:       | Pass/Fail (80%)            |
| Practical Skills: | Pass/Fail                  |
| Clinical/Field Ext.: | Satisfactory/Unsatisfactory |

STUDENT’S GPA MUST BE MINIMUM OF 80% AFTER PASSING THE MID-TERM EXAM TO REMAIN IN THE COURSE

Failed Exams

The student is limited to a maximum of three (3) module retakes. Failure of a subsequent exam will result in a meeting with the Program Director and face possible dismissal.

Students are responsible for scheduling retakes as soon as possible. The passing grade on the module retake will not be scored higher than 80%, regardless of the test results.

A second failure of the same module will result in the student being placed on Academic Probation.

FAILURE OF THE MID-TERM IS GROUNDS FOR DISMISSAL
FAILURE OF THE FINAL WILL RESULT IN DISMISSAL
THERE ARE NO RETAKES ON FAILED MID-TERM OR FINAL EXAMS

A student failing any practical skill evaluation will be allowed one (1) retake. Failure of the same skill a second time will be grounds for dismissal.

Missed Exams

Missed exams are not acceptable without pre-approved arrangement or a true emergency. Exams must be taken by the next scheduled class date, but not during class time.

IT IS THE STUDENT’S RESPONSIBILITY TO ARRANGE RETESTS
Assignments
Students will be given various assignments during the program. These assignments are important and must be completed in the allotted time. The assignments include, but are not limited to:

- Online Assignments
- Group research projects.
- Individual oral presentations.
- Written reports.
- Homework assignments

Failure to complete or to participate in assignments will result in the student being evaluated for dismissal.

Student Evaluations
Students will be constantly evaluated on their academic, psychomotor and affective performance during the program. This will be done by examinations, quizzes and skill evaluations.

Cognitive Evaluation: Didactic evaluation will consist of written tests, quizzes and oral examinations. The student will be made aware of the objectives being evaluated for each instance.

Topics are derived from:
- Lecture Materials
- Reading Assignments
- Handouts
- Policies and Procedures
- Texts
- Any other material covered in the course

Psychomotor/Skills Evaluations: Practical skills examinations are the indicators of the student’s actual capability to comprehend and apply the subject matter of the course. While there are often many ways to perform a particular procedure correctly, only those variants sanctioned by National Registry and FL. Dept. of Health are acceptable. The School will maintain a 1:6 instructor-per-student ratio during lab/skills testing components.

Affective Evaluation: Evaluations in these areas of professional behavior will include:

1. Integrity: Consistent honesty, trust, confidentiality, accurate documentation of patient care and learning activities.
2. Empathy: Showing compassion, appropriate handling of emotional responses from patients and family members; demonstrating respect for others; presenting a calm, compassionate and helpful demeanor toward those in need; being supportive and reassuring to others.
3. Self-motivation: Taking the initiative to complete assignments and/or to improve/correct behavior; take on and follow through with tasks without constant supervision; showing enthusiasm for learning and improvement; consistently striving for excellence, accepting constructive criticism in a positive manner; and taking advantage of learning opportunities.
4. Appearance and Personal Hygiene: Required uniform is appropriate, neat, clean, and well maintained; good personal hygiene and grooming.
5. Self-confidence: Demonstrating ability to trust personal judgment, awareness of strengths and limitations, exercising good personal judgment.
6. Communications: Speaking clearly; writing legibly; listening attentively; adjusting communication strategies to various situations.
7. Time Management: Consistent punctuality, completing task and assignments on time.
8. Teamwork and Diplomacy: Placing the success of the team above self-interest; not undermining the team; helping and supporting others; showing respect for all team members; remaining flexible and open to change; communicating with others to resolve problems.
9. Respect: Being polite; not using derogatory or demeaning terms, behaving in a manner that brings credit to the profession.
10. Patient Advocacy: Not allowing personal bias or feelings to interfere with patient care; placing the needs of the patient above self-interest; protecting and respecting patient confidentiality and dignity.
11. Careful Delivery of Service: Mastering and refreshing skills; performing complete checks; demonstrating careful and safe ambulance operations; following policies, procedures and protocols; following orders.
These professional behaviors will be assessed during classroom activities, practical lab sessions, clinical rotations, and field internships. Interactions between the student and other students, instructors, preceptors, patients, and others will form the basis for evaluations in this area.

Areas in need of improvement will be discussed with the student in counseling sessions. Documentation will include the areas in need of improvement as well as corrective actions that need to be taken. Continued problems in this area could lead to dismissal from the program.

Course Diplomas will not be issued until all requirements are met.

**Academic Probation / Skills Probation / Tutoring / Dismissal**

If a student falls below 80% GPA, he/she will be brought in for a formal, documented counseling session with the Program Coordinator and Lead Instructor to try and determine the cause for the drop in grades and to develop a course of action to correct the deficiency.

Based upon the student’s willingness to learn, attendance and motivation, the Faculty will develop a tutoring program designed to help the student succeed and complete the course.

A written agreement of expected performance will be signed by the student and Lead Instructor.

The student will be placed on Academic Probation and required to bring his/her GPA up to the required average within the next two written exams.

If after two written exams, the student has brought their average to School standards, the student will be evaluated for release from probation.

If a student is having trouble with the practical application portions of the program, he/she will be brought in for counseling as mentioned in paragraph one and two above.

If, however, the student’s academic standards remain below average or the student cannot grasp the practical aspects of the program, the student will be recalled for counseling and either an alternative resolution developed or evaluation for dismissal from the program will be considered.

**Conditions for Reinstatement**

A student who has withdrawn or has been dismissed and desires to return must, within ten (10) working days, request to meet with the Program Director for consideration of reinstatement.

A student presenting just cause for reinstatement must agree to comply with stipulations set forth by the School, including being placed on probation.

The reinstatement does not guarantee the student’s return to his/her original class. Placement into a later class may be more convenient and/or appropriate.

Students who are dismissed for disciplinary reasons will not be asked back to the School.

Students requesting readmission must meet the following criteria:

- Had a 80% or better GPA prior to withdrawal or dismissal
- Had received satisfactory practical skills evaluations prior to withdrawal or dismissal
- Had received satisfactory clinical evaluations prior to withdrawal or dismissal
- Had no outstanding financial balance to the School at time of dismissal
- Pay a non-refundable $50.00 re-admission application/testing fee

**Withdrawals**

Notification of withdrawal must be made in writing and as far in advance as possible. An exit interview with the Program Director will be required. Refunds are covered in the **FINANCE** section.
Graduation
In order to receive a Diploma for an EMT or Paramedic program, a student must attend the minimum number of required course clock hours, have an 80% GPA, pass the Final and Practical Skills Examinations, fulfill all Clinical requirements, and meet all financial obligations to the school. Diplomas will be issued within fourteen business days from the date all requirements are met.

Graduates of the EMT and Paramedic programs are eligible to take an examination to become certified by the State of Florida through the Florida Bureau of Emergency Medical Services or become Nationally Certified through the National Registry of Emergency Medical Technicians.

Scholastic Dishonesty
Anyone, regardless of status, caught cheating in any manner will be dropped from enrollment or dismissed, as applicable.

CONDUCT - PROFESSIONAL RESPONSIBILITY - STANDARDS
Students, whether they are new to the field or an experienced Rescue or Tactical Medic, must present themselves as professionals and act in an ethical manner at all times. In addition to the Rules and regulations contained in this catalog, the Campus Handbook contains detailed guidelines on appearance, conduct and other related matters.

Those who violate the School’s rules and regulations are subject to disciplinary action, such as;
Verbal Warning ------------------- First Violation
Written Warning ------------------- Second Violation
Notification of Intent to Drop -- Third Violation
Failure to maintain 80% GPA
Exceeding maximum number of allowable clock hour absences
Removal from Program ------------ Failure to correct situation specified in the Intent to Drop Notification

Should a personnel related emergency situation occur, such as a verbal or physical confrontation involving Staff or students, the senior staff member present is to defuse the situation as best possible and contact the CEO immediately. The CEO will respond and decide what, if any, immediate disciplinary action will be taken.

APPEALS / COMPLAINTS
Students wanting to appeal academic or disciplinary action or file a complaint, must do so in writing to the Program Coordinator, who will respond in writing within three business days.

If the student is not satisfied with the resolution, he/she may request a meeting with the Program Director, who will schedule a meeting within a business week. The Program Director has complete authority and backing from the Owners.

Then, if he/she is remains dissatisfied, contact the Florida Commission for Independent Education:
Commission for Independent Education
Florida Department of Education
325 West Gaines Street
Suite 1414
Tallahassee, FL 32399-0400
888-224-6684

SKILLS PRACTICE
During the course of our programs students will be taught skills necessary for the assessment and management of patients in emergency situations. Manikins will be used at first, but it is essential, especially for Paramedics students, that they practice and perfect these skills using human subjects. Students are hereby advised that the practice of non-invasive and invasive skills will be conducted on each other under the supervision of instructors. This includes the insertion of IV’s and limited physical contact with all areas of the human body including the chest and pelvis.

PARTICIPANTS ARE EXPECTED TO DISPLAY TACT, PROFESSIONALISM, RESPECT, AND BEHAVE UNDER ETHICAL AND LEGAL GUIDELINES AT ALL TIMES!
Should a student believe that the practice of a particular skill places him or herself in an uncomfortable position, that student has the responsibility to advise the instructor prior to beginning the exercise.

Should a student feel that the practice of a skill on themselves by another student or as demonstrated by an instructor, crosses the line of professionalism into overt sexual contact, that student has the responsibility to immediately make that belief known to the student or instructor involved and take the complaint up the chain-of-command.

CLINICALS

Objectives
Clinicals and Externships are designed to provide the student the opportunity to experience, first hand, the application of EMS procedures and protocols. Preceptor feedback is essential to determining how well the student is learning.

Students are expected to perform assessments and skills on patients, following the standards taught in class. Students are required to document those assessments and skills utilizing the forms provided.

Policies and Procedures
Students are not permitted to be on-duty or on-call with any EMS organization while participating in a Clinical or Externship rotation or class.

Students must be in a properly worn School clinical uniform, present a professional appearance and demeanor at all times and comply with all Rules and Regulations of the Clinical Sites.

Students will observe patient care activities and assist only as directed by the Preceptor.

Students will perform only patient care that has been covered and checked off in his/her present program of study.

Patient privacy and confidentiality are paramount. Limit your discussion of the case to the necessary facts and only with the medical personnel involved.

Clinical and externship hours will begin for students when the appropriate level of training is reached in accordance with the applicable syllabus.

We are fortunate in having several Hospital and Ambulance/Rescue sites available in the local area. Attempts will be made to assign students to Clinical and Externship locations as conveniently as possible.

The Clinical Coordinator, under the guidance of the Program and Medical Directors, may substitute areas of training such as; Dialysis Unit, Burn Unit or Assisted Living Facility hours due to non-availability of Clinical sites.

Site day/hour assignments will depend on availability and timing.

Available hours will be promulgated and assigned by the Clinical Coordinator. Students are not authorized to make any clinical rotation schedule of their own accord.

Students are responsible for signing up for the hours needed to fulfill their clinical responsibilities.

Once assigned to a specific clinical slot, the student accepts the responsibility of satisfying all aspects of the clinical rotation.

Clinical paperwork must be turned in within three (3) working days.

Except for true emergency situations, tardiness or no-shows at clinicals or externships will not be tolerated. Contact the Clinical Coordinator as soon as possible should such a situation occur. Unacceptable excuses will reflect poorly on one’s evaluations and may result in disciplinary action or removal from the program.

A Staff member will, at a minimum, meet with the student at each of his/her new clinical experience. Some clinical sites will require a staff member to be present the entire shift.
Contact our Staff IMMEDIATELY if any sort of incident occurs on your Clinical or Externship.

Observe all personal and patient safety rules and where protective equipment as required.

Students are required to have the following equipment/material for all clinicals and externships:
- Watch with second hand or counter
- Stethoscope
- Trauma Scissors
- Safety Glasses
- Pen (black ink)
- Notebook
- Clinical Evaluation Forms

**EMT Clinical and Externship Rotations**

<table>
<thead>
<tr>
<th>Rotation</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department</td>
<td>36</td>
</tr>
<tr>
<td>Rescue / Ambulance</td>
<td>90</td>
</tr>
<tr>
<td>Total</td>
<td>126</td>
</tr>
</tbody>
</table>

**Paramedic Clinical and Externship Rotations**

<table>
<thead>
<tr>
<th>Rotation</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department</td>
<td>120</td>
</tr>
<tr>
<td>Intensive Care (ICU/CCU/NICU)</td>
<td>12</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>12</td>
</tr>
<tr>
<td>Labor and Delivery</td>
<td>12</td>
</tr>
<tr>
<td>Medical Director</td>
<td>4</td>
</tr>
<tr>
<td>Rescue / Ambulance</td>
<td>240</td>
</tr>
<tr>
<td>Total</td>
<td>400</td>
</tr>
</tbody>
</table>

Paramedic hours are broken down into three phases and spread out over the length of the course:

- **Phase - I** Complete 60 hours during 1\(^{st}\) quarter
- **Phase - II** Complete 180 hours during 2\(^{nd}\) and 3\(^{rd}\) quarters
- **Phase – III** Complete 160 hours during 4\(^{th}\) quarter

**PARAMEDIC STUDENTS MUST COMPLETE PHASE I & II CLINICALS PRIOR TO THE MID-TERM EXAM**

**CLASS AND/OR CLINICAL CANCELLATIONS**

We follow the Orange County School system’s lead on cancelling classes due to inclement weather or emergency situations. Monitor the local news stations and our website and Facebook page for updates.

The Clinical Coordinator will reschedule rotations.

Closure of the School facility due to power outrage, maintenance, etc. does not excuse students from attending scheduled off-site clinicals and externships.

**ALL CLINICAL HOURS MUST BE COMPLETED PRIOR TO THE FINAL EXAM**

**RIDE – A – LONGS**

Enrolled students may take advantage of opportunities to ride along with EMS agencies as citizens of the community. However, they will not be considered to be on a clinical rotation and are not authorized to imply or present themselves in uniform or any manner that they are representing the School.
STUDENTS SERVICES

Student Records are kept online and in files maintained by the Student Affairs Coordinator/Registrar. Access to both are restricted to Staff members with a need to know. Students may obtain copies of their own files upon written request for a fee of $1.00 per copied document.

The Student Affairs Coordinator also serves as liaison between the student and senior staff personnel.

As a service to our students, we will provide an updated job listing board at the School and invite area recruiters to come to give presentations relative to hiring EMT’s and Paramedics.

We will provide placement assistance as aggressively as possible, but there exists no guarantee of employment.
Emergency Medical Technician (EMT) Program

An instructional program designed to prepare students for employment as Emergency Medical Technicians SOC 29-2041, to function at the basic pre-hospital Emergency Medical Technician level and treat various medical/trauma conditions using appropriate procedures, equipment and materials. This is the initial level of education for those entering EMS and a prerequisite for paramedic training and certification. The student must be proficient in patient assessment/evaluation, the use of suctioning devices, oral and nasals airways, oxygen equipment, sphygmomanometer and stethoscope, splints, pneumatic anti-shock garments, patient assist medication, paramedic assist skills, extrications, dressings and bandages, and patient carrying devices. This program also meets the Dept. of Health’s HIV/AIDS education requirements as specified in Sect. 381.0034, Fl. Statutes. A certificate will be issued to the student verifying that the HIV/AIDS requirements have been met.

Objectives
Understand, apply and evaluate clinical information relevant to the role of an EMT. This will be accomplished by a comprehensive course of exam and skill practical competencies, culminating in being prepared to pass the State Examination.

Demonstrate technical proficiency in all medical skills necessary to fulfill the roll of entry level EMT. This evaluation will be completed by a final comprehensive exam, hospital clinical rotations and field externship evaluations.

Demonstrate personal behaviors consistent with professional and employer expectations for an EMT.

Upon successful completion of the course, the student will have met State of Florida minimum requirements to take the State Certification exam.

Curriculum
The EMT course requires a minimum of 300 program hours, broken down as follows:
- 150 Didactic and Lab hours
- 90 Ambulance/Rescue hours
- 36 Emergency Room hours

The student will utilize the current course textbook, workbook and skill exercises to learn and demonstrate proficiency in pre-hospital patient care. Emphasis will be placed on hands-on applications.

EM-101 Preparatory (32 hours)
- Introduction to Emergency Medical Care
- Medical and legal issues
- Human Body/Anatomy & Physiology
- Introduction to Taking Vital Signs and Patient History
- HIV/AIDS awareness (FS 401.2701(1)(a)5c)

The student will learn medical and legal issues surrounding the emergency medical services field, how to take a patient vital signs, obtain relevant history concerning the present and any recent illnesses or injuries. This is presented through lecture and practical skill sessions. A four (4) hour, State required) HIV/AIDS program is presented to familiarize them with infection control issues and practices.

EM-102 Airway (14 hours)
- Proper use of oxygen therapy and ventilation techniques
- How EMT-B’s maintain a patient airway, along with respiratory illnesses and treatments.
- Hands-on airway management, oxygen therapy and assisting the Paramedic with intubations.

This portion will emphasize equipment familiarization and application.
EM-103 Patient Assessment (24 hours)
- Access a medical emergency scene.
- Conduct a proper physical examination on both trauma and medical patient.
- Assessment of pediatric, adolescent and geriatric patients
- Evaluate patients with various medical emergencies, assess vital signs and provide patient care.
- Manage patients in both stable and unstable conditions.

Emphasis will be placed on practical skills to obtain accurate and thorough patient assessment.

EM-104 Medical Emergencies (45 hours)
- General Pharmacology
- Respiratory Emergencies
- Allergies/Allergic Reactions
- Cardiovascular Emergencies
- Diabetic Emergencies
- Altered Mental Status/Neurological Problems
- Behavioral Emergencies
- Poisoning and Overdoses
- Environmental Emergencies
- Obstetrical/Gynecological Emergencies

The student will learn when the EMT can administer certain medications and what treatments can be given for various medical emergencies.

EM-105 Trauma Emergencies (25 hours)
- Bleeding and Shock
- Soft tissue Injuries
- Musculoskeletal Care
- Head/Spinal Injuries
- Florida Trauma Score Methodology (FS 401.27(1)(a)5c)

Proper techniques of bleeding control. Specific management of spinal injuries is covered in lecture and practical skills. The student will learn to manage and properly package patients for transportation.

EM-106 Pediatrics (12 hours)
- Care of Infants and Children
- SIDS (FS 383.3362(1)(3)

Infant and children with medical emergencies can be challenging and emotional scene to manage. This chapter covers the different anatomy of pediatrics and the unique medical treatments involved. The student is instructed on how to interact with children on their level to provide proper care. Sudden Infant Death Syndrome (SIDS), child neglect and abuse are also covered.

EM-107 Operations (22 hours)
- Ambulance Operations
- Gaining access and Special Operations
- Proper lifting techniques of an ambulance stretcher, extrication and other applicable techniques are covered emphasizing hands-on practical skills.

EM-108 Clinical Externship (90 hours)
- Hospital Emergency Department

EM-109 Ambulance Externship (76 hours)
- Fire/EMS Agency Advanced Life Support Ambulance Service
EMT Graduation Requirements
The following requirements must be completed prior to taking the final exam:

- Completion of all required class lecture/lab hours
- Documented completion of all clinical hours/requirements
- Pass the Mid-term and Final exams with a minimum of 80%
- Pass the Final Practical Skills exam
- Completion of all assignments
- Have maintained an overall grade point average of at least 80%
- All fees and tuition paid in full (no outstanding balances)

*Per FS 401.2701(4)(a): The Medical Director shall have the duty and responsibility of certifying that graduates have successfully completed all phases of the training program and are proficient in the basic and advanced life support techniques, as applicable.*
Emergency Medical Technician – Paramedic (EMT-P) Program

An instructional program designed to prepare students for employment as Paramedics SOC 29-2041, to function at the basic pre-hospital Emergency Medical Technician - Paramedic level and treat various medical/trauma conditions using appropriate procedures, equipment and materials. The student must be knowledgeable of and proficient in; Patient assessment and evaluation, advanced airway management, cardiovascular procedures, external and internal bleeding and shock, traumatic injuries, fractures, dislocations, endocrine emergencies, acute abdomen emergencies, communicable diseases, abnormal behavior, substance abuse, the unconscious state, emergency childbirth, pediatric and geriatric emergencies, burns, environmental hazards, communications, documentation, extrication, mass casualty incident, incident command system, and transportation of patient, the use of suctioning devices, oral and nasals airways, oxygen equipment, sphygmomanometer and stethoscope, splints, pneumatic anti-shock garments, patient assist medication, paramedic assist skills, dressings and bandages, and patient carrying devices.

This program also meets the Dept. of Health’s HIV/AIDS education requirements as specified in Sect. 381.0034, Fl. Statutes. A certificate will be issued to the student verifying that the HIV/AIDS requirements have been met.

Objectives
Provide the EMT-P student with intensive “hands-on” training in all Advanced Life Support (ALS) skills required to be a competent Paramedic provider.

Emphasize teamwork, communication skills and professionalism throughout the course.

Provide state-of-the-art EMS training technology to enhance the student’s comprehension and learning.

Upon completion of the program the student will be competent and prepared to successfully complete the State of Florida Paramedic Certification exam.

FIRST RESPONSE will ensure that the program and staff are providing the most current instructional theory, material and practices to our students and meet, or exceed, the State of Florida and National Registry Paramedic certification requirements.

Curriculum
The EMT-P course requires a minimum of 1,112 program hours, broken down as follows:

- 712 Didactic and Lab hours
- 250 Ambulance/Rescue hours
- 150 Hospital hours subdivided into ER, OR, ICU, OB, PEDS, ALF, Acute Care Clinic, Dialysis Center, and Medical Examiner (subject to availability)

The student will also have to devote sufficient time to home studies.

During the program’s 1,112 hours the student will utilize the most current course texts and study guides. The course will emphasize and demonstrate skills and disciplines necessary for graduates to practice as ALS Pre-hospital care providers.

PM-201 Introduction (30 hours)
- Introduction to Emergency Medicine Paramedic Care
- Medical and Legal issues
- Medical terminology and abbreviations
- Medical terms and uses in the pre-hospital setting
- HIV/AIDS awareness (FS 401.2701(1)(a)5c)

PM-202 Anatomy and Physiology (60 hours)
- Cellular Physiology
- Central Nervous System
- Structure of body systems
- Pathophysiology
PM-203 Fluids and Shock (50 hours)
- Types and functions of fluids
- Types and effects of shock
- Management of patient during critical situation in a pre-hospital setting
- Shock trauma management
- IV skills and Medication administration skills

PM-204 Pharmacology (56 hours)
- Understanding ALS drugs, calculations and administration of pre-hospital medications
- Precautions and Contraindications for use of medications
- How to use parenteral medication application
- IV medication push and IV infusions
- Drug administration (IM, SQ, IV)

PM-205 Respiratory and Airway Management (70 hours)
- Review Respiratory System
- Basic and Advanced Respiratory System Management
- Respiratory Emergencies
- Nasal and Endotracheal Intubations
- Rapid Sequence Intubation/Paralytics

PM-206 Cardiology (155 hours)
- Review of Cardiovascular System
- Arrhythmia Recognition and Treatment
- American Heart Association (AHA) Advance Cardiac Life Support (ACLS)
- 12-Lead EKG Interpretation

Successfully completing the AHA ACLS course is required prior to allowing the student to proceed.

PM-207 Trauma (66 hours)
- Trauma patient management
- Understanding the kinematics of trauma
- Florida Trauma Score Methodology (FS 401.2701.(1)(a)5c)

The student who successfully completes this portion of the program will receive provider certification in Pre-hospital Trauma Life Support (PHTLS).

PM-208 Medical Emergencies (64 hours)
- Instruction in the management of respiratory, endocrinology, environmental, and other emergencies

PM-209 Obstetrics and Gynecology (28 hours)
- Recognition and management of obstetric and gynecological emergencies
- Neonate resuscitation
- Paramedic students will learn to stabilize OB/GYN emergencies to include; labor and delivery complications, infants in crisis and other related emergencies.

PM-210 Pediatrics (50 hours)
- Pediatric Anatomy and Physiology
- Recognition of common neonate and pediatric medical problems
- Providing appropriate care and treatment for pediatric patients in an array of medical and trauma emergencies
- Sudden Infant Death Syndrome (SIDS) (FS 383.3362(1)(3)
- Child Neglect and child Abuse

Upon successful completion of this segment, the student will receive AHA Pediatric Advanced Life Support (PALS) certification.
PM-211 Emergency Scene Operations (65 hours)
- Training in proper documentation, report writing, communication skills, radio procedures, and patient transfers.
- Specialty instruction on scene control, triage and crime scene preservation.

PM-212 Structured Review (18 hours)
- This portion of the program is designed to assist the student in reviewing the skills and didactic knowledge necessary for taking the State and/or the National registry testing.

PM-213 Clinical Externship (150 hours)
- Emergency Department (ER)
- Intensive Care Units (ICU/CCU/NICU)
- Operating Room (OR)
- Obstetrical Unit (OB/GYN)
- Pediatrics (PEDS)
- Psychiatric Unit/Response Team
- Nursing Home/Home Care/Chronic Care/Geriatrics
- Medical Examiner (ME)

PM-214 Field Externship (250 hours)
- Fire/EMS Agency Advance Life Support Ambulance

**EMT-P Graduation requirements**
The following requirements must be completed prior to taking the final exam:
- Completion of all required class lecture/lab hours
- Documented completion of all clinical hours/requirements
- Pass the Mid-term and Final exams with a minimum of 80%
- Pass the Final Practical Skills exam
- Completion of all assignments
- Have maintained an overall grade point average of at least 80%
- Become certified in ACLS, PALS and PHTLS
- All fees and tuition paid in full (no outstanding balances)

*Per FS 401.2701(4)(a): The Medical Director shall have the duty and responsibility of certifying that graduates have successfully completed all phases of the training program and are proficient in the basic and advanced life support techniques, as applicable.*
ADDENDUM – 1

Supplemental information pertaining specifically to students using Veteran's benefits to pay tuition.

FIRST RESPONSE Training Group was approved for Veteran’s training effective July 1, 2015.

Veterans:

- Register with the Veteran’s Administration at [www.benefits.va.gov](http://www.benefits.va.gov)
- Request your “Certificate of Eligibility” and submit a copy to Student Affairs.

Use [info@firstresponsetraininggroup.com](mailto:info@firstresponsetraininggroup.com) for all correspondence.

Academics

Educational benefits will be terminated for a veteran student whose GPA falls below 80%. The student will be placed on Academic Probation and may re-apply for funding after achieving satisfactory standards.

Attendance

The Veteran’s Administration will not authorize use of the GI Bill for online classes that count as course hours. Veterans enrolled in the Paramedic Program must attend fifty seven (57) additional hours of classroom time to compensate. These hours will be scheduled on a case-by-case basis by the Lead Instructor.

The VA does not allow “make up” hours. Veteran students who exceed the maximum allowable absences set forth on Page-7 of this catalog are dropped from the program and their funding terminated. They may re-enter the program in a following class and re-apply for funding after one month of perfect attendance.

Funding

The VA does not authorize educational benefits for programs that contain online classes that count as clock hours. Our EMT courses contain no hourly accountable online sessions. The traditional Paramedic programs have fifty six clock hours of online training that must be done in the classroom by students using the GI Bill. Separate schedules will be promulgated for these individuals.

Veterans are required to make the Down Payment for the course selected at Orientation. This amount, along with the Registration Fee, will be reimbursed to the student once the monies are received from the VA.

Students who lose, and do not regain, their VA funding are responsible for the course tuition from the last class covered by the VA, forward.