RC Health Services

**Emergency Medical Services Training**

**Student Handbook**



Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DSHS Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Class Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The Student Handbook contains information about many of the services available to students, important administrative policies and procedures affecting students, and student conduct regulations. Its purpose is to help students take full advantage of opportunities offered by the program, and students are therefore encouraged to become familiar with its contents. RC Health Services recognizes the significant role of students in institutional decision-making by having an open door policy.

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**Michael B. Lindamood**

**Program Coordinator**

RC Health Services is an emergency services training company that was developed by [EMT’s](http://www.trainingdivision.com/Courses.asp) for [firefighters](http://www.trainingdivision.com/Courses.asp), [fire recruits](http://www.trainingdivision.com/Courses.asp), and [Emergency Medical Service](http://www.trainingdivision.com/EMT.asp) personnel. As professional EMT’s working in Texas we understand the difficulty of trying to obtain  [EMS certification](http://www.trainingdivision.com/EMT.asp), and professional development training. A group of EMT’s with many years of EMS education experience has developed these programs with those problems in mind. We wanted to make an EMS training program that would surpass all others, better equip the students with the facts and knowledge to pass the NREMT Exam.

We hope your time spent here at RC HEALTH SERVICES is one filled with the energy to learn, and absorb all that you can to make yourself a successful professional in EMS.  
  
 If you have any questions, do not hesitate to ask. We are all here to serve you.

The faculty, staff, and administration are all excited about the coming program year and we want each of you to be successful.

Sincerely,

Michael B. Lindamood

Michael B. Lindamood

Program Coordinator

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Statement of Mission

RC Health Services Emergency Medical Services Training is a private, EMT training program. The program affords opportunities for individual growth and expression and promotes the development of the total person through scholarly and creative activity and the application of knowledge for the good of society. It’s curricular lay a foundation for lifelong learning and involved citizenship and encourages the pursuit of knowledge, innovation, experimentation and excellence in human endeavor. It prepares the students for entry-level positions, for advancement in the EMT profession. RC Health Services is an institution that emphasizes personal attention to students, innovation and flexibility in its non-credit offerings, and responsiveness to the diversity of communities it serves. The program is dedicated to providing an educational environment that recognizes individuality, stresses the importance of human relationships, and reflects the ever changing values and science in the medical field of study.

Non-Discriminatory Policy to Students

RC Health Services admits students of either sex and of any age, race, color, national and ethnic origin, or disability and extends to all, without discrimination, the rights, privileges, and activities generally accorded or made available to students enrolled in our program. It does not discriminate on the basis of sex, age, race, color, national and ethnic origin, or disability in administration of its educational policies, admission policies, or other administered programs.

RC Health Services not does “screen” students and allows entrance to all students who wish to take the course. Students must be aware, however, that class attendance **does not guarantee** TDSHS certification. In order to become TDSHS certified the student must receive a “course completions certificate” from RC Health Services. This requires the student to master the course material with a minimum of a 70% average and be able to perform and pass all of the required skills exams and complete all clinical and ambulance rotations successfully. Attendance and attitude are also considered. The student must also be able to perform as per the TDSHS “functional description” for EMT. The student may be denied a “course completion certificate” if any of these requirements are not met. Upon successful completion of the course requirements and upon receiving a course completion certificate, the student will then be required to sit for and pass the EMT National Registry exam.

All student appeals will be directed to the Medical Director who will have the final decision on the status of the student.

In addition to the above, TDSHS requires the student to have their fingerprints taken and have a background check completed. The results of the background check and the results of the National Registry Exam will determine if the student will receive TDSHS certification.

Attendance at Classes

Regular attendance is conducive to optimum achievement. Therefore, the student is expected to attend all meetings of those classes in which he or she is enrolled. Absences caused by the student’s illness, or by certain emergencies may be excused by the instructor, in which case the student may be permitted to make up the work missed. Also remember that enrolled in the EMST program a certain number of class room hours is mandatory by the state and need to be made up based on the requirements of the instructor for such class. Absences which are class related must be authorized in advance by the Program Director. Whenever a student acquires absences in excess of three (3) days work in a course or when a student’s attendance record, in the judgment of the instructor, makes the attainment of minimum course objectives improbable, that student **may** be dropped from the course. Students who have been dropped from class who can show just cause for reinstatement should consult the instructor and Program Director. Students who have been denied reinstatement depending on time of course drop; the student may be deemed a refund. (See refund policy in this handbook)

Tardiness will not be tolerated. Students who walk in late cause a distraction in the attention of the other students and a disruption in the general learning environment. Being late two times will result in the student receiving an unexcused absence.

Students will also be expected to participate in class discussions and class functions and will be evaluated and graded on their participation.

Grading Criteria

Our program utilizes the generic A, B, C, D, F scale. The scores are as follows: A = 100 - 90,

B = 89 – 80, C = 79 – 75, D = 74-70 and F = 69 – 0. Each student has to maintain an average of 70% or better to pass the didactic course, and participate in and pass all requirements for the Clinical and Field Internships to meet the minimum requirements to receive a Course Completion Certificate.

Makeup work will be considered and assigned on an individual basis by the course Instructor.

Closing and Suspension of Activities

The Program Director is responsible for suspending program activities or closing of any program facility due to weather, transportation, or other emergency conditions. Notice of suspended instruction or the closing of facilities shall be posted on the program’s web site at www.RC Health Services.com. In the event of cancellation of classes, the classes missed may be made up by holding classes on weekends, evenings, and/or holidays or by extending the calendar ending any session.

Delinquent Accounts and Records

Students are required to complete all admission records, to return all program-owned property, and to make payment of tuition, fees, and fines owed to the program. Failure to do so may result in grades or Course Completion Certificate being withheld.

Your Financial Responsibility

As a condition of your enrollment, your tuition and fees are due at the time of registration and may be paid with cash, check, credit card, or company billing. If you become delinquent regarding a returned check, tuition and fees, or other unpaid balances, you may be administratively withdrawn from all classes with no opportunity of reinstatement during the remainder of the term.

Credit Card Account Verification–Authorization

An individual who uses a credit card to pay tuition or fees authorizes the RC Health Services to communicate with the credit card issuer and/or financial institution for the limited purpose of verifying information related to use of the credit card at the program, such as verification of account number, verification of a transaction, or verification of a student’s signature.

**RC Health Services will not be responsible for multiple holds being placed on your credit card or debit card by your bank or the card issuer.**

Withdrawal from the Program

If a student chooses to withdraw from the program before the completion of the session for which he or she is enrolled, the student is required to fill out an official withdrawal form in the Program Director’s office. All financial obligations to the program must be met, and the student’s ID card must be returned to the Clinical Coordinator in order to receive official clearance. Refund policy on withdrawal is noted in the refund policy section of this handbook.

Refund Policy

Withdrawals and refunds must be requested by the student in person with a signed letter. The official receipt date is the day the request is received in the Program administration office (or the designated office). All requests are subject to the Program guidelines listed below. All refunds are paid by check to the student regardless of the method or source of original registration payment. Please allow 3 to 4 weeks for the refund check to be processed and mailed to the address given at the time of registration. If there has been an address change, please provide the corrected address with your request for withdrawal. Refunds are processed to the student.

* A 100 percent refund will be granted when RC Health Services cancels a course, or if a withdrawal request is received from the student more than five (5) business days before class begins. If the Program cancels a class, a refund is automatically processed for students who do not choose to transfer to another available class. All Program offices will attempt to call all students enrolled in canceled classes prior to processing the refund in order to expedite the transfer process. Please make sure we have a valid day phone number on file for you.
* A 70 percent refund will be granted if a withdrawal request is received from the student within two (2) business days before the first class begins.
* **No refund will be made on the day or after the class begins.**

Student Responsibilities

RC Health Services (the Program) is committed to maintaining an excellent teaching and learning community. As its central purpose, this community promotes intellectual investigation through vigorous discussion. Essential values that support this purpose include civility, dignity, diversity, education. As a student of the Program, an individual assumes the responsibility of observing a proper standard of conduct at all times. This general behavior includes respect for order, morality, and personal honor.

Pursuit of a higher education represents a significant investment of financial and human resources. The benefits students derive from their investment depend heavily upon their and their fellow students’ attitude toward learning and adherence to high standards of behavior. When students voluntarily enroll in the program, they accept the duty and responsibility of abiding by the regulations and accepted practices of the Program. Each member of the Program community is expected to exercise responsibility and to govern his or her conduct by standards of good taste and ethical judgment even when others disregard those standards.

**Misconduct**

Any violation of program policies or regulations may result in the students being placed on disciplinary warning, disciplinary probation, or suspension (dismissal) and/or being subject to legal prosecution. Misconduct for which students are subject to discipline includes but is not limited to the following:

**DISHONESTY –**

Dishonesty such as cheating, plagiarism, or knowingly furnishing false information to the program.(Plagiarism and cheating refer to the use of unauthorized books, notes, or otherwise securing help during a test; copying tests, assignments, reports, or term papers, or being in unauthorized places, such as offices or buildings after hours, or an instructor’s office without permission).

**OBSTRUCTION OR DISRUPTION –**

Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other program activities, including its public services functions, or of other authorized activities on program premises.

**PHYSICAL AND VERBAL ABUSE –**

Physical or verbal abuse of any person on program-owned or controlled property, or at program sponsored or supervised functions, or conduct which threatens or endangers the health or safety of any such person.

Student Responsibilities (cont.)

**CHEATING and PLAGIARISM –**

The following policies and procedures concerning cheating and plagiarism are printed in this form for the information of all students. The gaining of knowledge and the practice of honesty go hand-in-hand. The importance of knowledge, properly gained, is emphasized by the grading system. The importance of honesty, fully practiced, is emphasized by rules against cheating and plagiarism. Any act of cheating or plagiarism subjects a student to disciplinary procedures listed below.

If, in the judgment of the instructor, cheating or plagiarism has occurred, the following penalties may be assessed:

1. Zero on paper/assignment/test.

2. Automatic grade of F in the course regardless of other grades earned.

3. Recommendation to the Program Director that the student be suspended from the Program. The instructor will notify the student of his/her decision concerning the student’s grade and whether further disciplinary action, including suspension, has been recommended before filing the report as indicated below. Should the instructor recommend suspension of the student, the Program Director has the responsibility and authority to determine whether the student will be suspended.

**COLLUSION –**

“Collusion” shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements.

**DRUGS AND ALCOHOL –**

Use, possession, or distribution of alcohol, narcotics, or dangerous drugs on program-owned or controlled property or program sponsored or supervised functions.

**BAD CONDUCT –**

Disorderly conduct or lewd, indecent, or obscene conduct or expression on program-owned or controlled property or at program-sponsored or supervised functions.

**WEAPONS –**

Use or possession of firearms, explosives (including fireworks), swords, daggers, straight razors, or illegal knives is not permitted on campus or in automobiles on campus parking lots.

**GAMBLING –**

Gambling of any form is prohibited.

**IMPROPER DRESS –**

Improper dress is not permitted. In consideration of sanitation, distraction or offensiveness to other students and faculty, students are expected to wear appropriate clothing.

Student Responsibilities (cont.)

**UNAUTHORIZED VISITORS –**

Individuals, including children, who are not enrolled as students, employed by the program, or invited as guests of the program, are not permitted to attend classes without prior approval of the instructor and the Program Director. Individuals in violation of this policy are subject to prosecution for trespassing.

**FORGERY –**

Forgery, alteration, or misuse of college documents, records or identification.

**THEFT –**

Theft of property while on program-owned or controlled property.

**FAILURE TO SHOW STUDENT I.D. –**

Students are required to show an official student identification card at the request of a program staff, faculty, administration or security personnel.

**HAZING –**

Hazing with or without the consent of the student is a violation for both the person inflicting the hazing and the person submitting to the hazing.

**SMOKING –**

RC Health Services does not allow smoking in any program-owned building including restrooms, lounges.

Student Responsibilities (cont.)

**Possible Dismissal**

**The following six situations are grounds for possible dismissal from the program.**

1. Illegal use or possession of controlled substances (alcohol, drugs) anywhere on program, property or at a program

event or program-sponsored activity.

2. Destruction of property, damage to buildings or furnishings, or defacing program property.

4. Physical assault or threat of physical assault toward anyone on program property or at a program event or program-sponsored activity.

5. "Hate messages" including, but not limited to, racial epithets or derogatory remarks attacking or belittling

someone's religious beliefs, whether delivered orally or in writing.

Students committing any of the above infractions may be dismissed from the program unless, in the sole judgment of the program, extenuating circumstances exist that mitigate the offense

Policy for Firearms Control on Program Property

Students, visitors, and employees of the program are prohibited from carrying firearms on property. On-duty commissioned police/peace officers and other officers of the court specified in Texas law, whether in uniform or civilian clothes, who are on program property in an official capacity or as students or as visitors are exempt from this policy.

Sexual Harassment

**Sexual harassment is illegal and will not be tolerated in any form.**

This includes sexual harassment from an employee of theprogram or by another student.

**Sexual harassment is any unwanted verbal or physical sexual attention which is repetitive and one-sided.** Some examplesinclude:

sexual comments or jokes; unwelcome touching direct; indirect requests or hints for sexual favors in return for grades, promotions, or special favors; demeaning or slang names or labels; creating a hostile environment, or sexually suggestive looks or gestures.

If you believe that you are being harassed, seek help from Program Director

General Complaint Procedure

**Students who wish to file a general complaint:**

Step 1. Should consult first with their classroom instructor. If a resolution cannot be obtained then go to step 2.

Step 2. The classroom instructor will the direct the student to make an appointment with the program director to rectify the complaint.

Successful Time Management Techniques

Time management is a key element in academic success! Try a few of the following helpful hints:

* Prepare a schedule to keep you on track. The rule for studying is to plan to spend two hours studying for each hour in class.
* When planning your study schedule:

1. Record your class and lab periods first.

2. Add your work hours, if any.

3. Include all unbreakable commitments.

4. Fill in hours for study time.

* Use waiting time between classes, in lines, etc., to read a book, jot down ideas, or review lecture notes.
* Avoid perfectionism. Nothing in this world is letter perfect.
* Schedule creative time to recharge your batteries and put things into perspective.

Successful Note Taking Techniques

Remember, your intention should be to capture on paper the ideas and information of the lecturer, not to have a verbatim transcript.

* Use a loose-leaf notebook so you can have the flexibility of adding or removing pages as necessary. Keep all your class handouts, assignments, etc., in the same notebook for convenience.
* Write your notes in simple paragraph form.
* When a new idea is presented, skip a line—this will automatically put them into meaningful categories.
* After class, go back through the notes and fill in any blanks or make any needed changes while the information is still fresh in your mind.

Successful Reading Techniques

Select your study area carefully; look for a quiet place away from noise and distractions.

* Review your study material first by previewing it and paying attention to headings, pictures, graphs, bold-face type, etc.
* When reading a chapter, look closely at the title and subtitles to get a general idea of what it is about.
* Read it, talk it and review it. Research shows that you learn more if you verbalize–recite or talk to yourself–as you go through the material.
* After reading a chapter, sit back and rethink the chapter, trying to put important ideas into words in your notebook.
* Pace yourself so you won’t tire or become discouraged, and reward yourself after profitable studying

Wellness Tips for Students

As a student you may face many changes and challenges that are stressful. The stress in your life is an emotional, intellectual, or physical reaction to change or demands on your body. When a stressful situation occurs, your perception of that event determines whether you will cope with the situation in a positive or negative way.

* Your attitude is your choice. Make each day positive and productive.
* Many changes are under your control and each challenge provides an opportunity to learn new skills. Listen to your body’s signal that stress relief is needed.
* Effective stress management includes a healthy diet and exercise habits. Exercising increases your stamina and your overall physical well-being. Schedule a workout routine by exercising at least three to five days a week. A combination of cardiovascular and strength training is recommended.
* Eat a well-balanced diet: Make healthy food choices with good sources of protein, fat and complex carbohydrates. Avoid overeating and consuming excessive amounts of caffeine.
* Minimize self-destructive behaviors such as overeating, excessive drinking, smoking, alcohol and drug use; all of which are detrimental to your health.
* Overworking yourself without play can cause you to feel stressed out, irritable and less motivated to study. Don’t forget to schedule time for rest, social activities, recreation and relaxation.

Wellness Tips for Students (cont.)

* Prioritize your responsibilities: stick to your schedule and the task at hand; write short-term and long-term goals; make lists of tasks to complete each day and make sure to follow through.
* When something is bothering you, talk it over with a friend or family member. Build healthy relationships with people who are positive in your life.
* Don’t sweat the small stuff. Assess the severity of the stressor to avoid overreacting. Over 90 percent of the things people worry about never occur and are not worth getting upset over
* Practice routine study sessions. Managing study time will help to avoid test anxiety.
* Relax: Practice daily stress reduction techniques such as stretching, yoga, Tai Chi, etc.
* Understand that academic, financial and personal concerns are common to college students. There are many resources on campus that are available to students for help with emotional, intellectual and social needs.
* Consult any of the following offices for assistance: Counseling, Career Services, Student Life, Student Success Center, Financial Aid, Mentoring Programs and Peer Assistance / Tutoring services, Special Populations, the Writer’s Center, Math Labs, Campus Library, or another area specific to your needs.
* Participate in recreational sports, student organizations, campus game rooms, fine arts events, athletic sport and other campus activities. Becoming involved in campus life will help to improve your college experience by networking with other students, faculty and staff and learning more about yourself and the campus community.

Bacterial Meningitis

**Important Information about Bacterial Meningitis**

This information is being provided to all new college students in the state of Texas. Bacterial Meningitis is a serious, potentially deadly disease that can progress extremely fast – so take utmost caution. It is an inflammation of the membranes that surround the brain and spinal cord. The bacteria that cause meningitis can also infect the blood. This disease strikes about 3,000 Americans each year, including 100-125 on college campuses, leading to 5-15 deaths among college students every year. There is a treatment, but those who survive may develop severe health problems or disabilities.

Bacterial Meningitis (cont.)

**What are the symptoms?**

High fever, Severe headache, Rash or purple patches on skin , Vomiting, Light sensitivity, Stiff neck, Confusion and sleepiness, Nausea, Lethargy, Seizures. There may be a rash of tiny, red-purple spots caused by bleeding under the skin. These can occur anywhere on the body. The more symptoms, the higher the risk, so when these symptoms appear seek immediate medical attention.

**How is Bacterial Meningitis diagnosed?**

Diagnosis is made by a medical provider and is usually based on a combination of clinical symptoms and laboratory results from spinal fluid and blood tests. Early diagnosis and treatment can greatly improve the likelihood of recovery.

**How is the disease transmitted?**

The disease is transmitted when people exchange saliva (such as by kissing, or by sharing drinking containers, utensils, cigarettes, toothbrushes, etc.) or come in contact with respiratory or throat secretions.

**How do you increase your risk of getting Bacterial Meningitis?**

Exposure to saliva by sharing cigarettes, water bottles, eating utensils, food, kissing, etc. Living in close conditions (such as sharing a room/suite in a dorm or group home).

**What are the possible consequences of the disease?**

* Death (in 8 to 24 hours from perfectly well to dead)
* Permanent brain damage
* Kidney failure
* Learning disability
* Hearing loss, blindness
* Limb damage (fingers, toes, arms, legs) that requires amputation
* Gangrene
* Coma
* Convulsions

Bacterial Meningitis (cont.)

**Can the disease be treated?**

Antibiotic treatment, if received early, can save lives and chances of recovery are increased. However, permanent disability or death can still occur. Vaccinations are available and should be considered for:

Those living in close quarters College students 25 years old or younger Vaccinations are effective against 4 of the 5 most common bacterial types that cause 70% of the disease in the U.S. (but does not protect against all types of meningitis). Vaccinations take 7-10 days to become effective, with protection lasting 3-5 years. The cost of vaccine varies so check with your health care provider. Vaccination is very safe – most common side effects are redness

and minor pain at injection site for up to two days.

**How can I find out more information?**

Contact your own health care provider.

Contact web sites: www.cdc.gov/ncidod/dbmd/diseaseinfo; www.acha.org

***Acknowledgment***

**I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, do acknowledge that I have received the RC Health Services student handbook. I have read and understand the contents, herein and do understand that any infraction of the guidelines can lead to possible withdrawal from the program with no refund.**

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**Student Signature Date**