



Student Handbook

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Overview of Georgia EMS Academy

Crewsolutions was founded in 2005 as a response to the need for relevant, high quality, flexible professional learning opportunities for EMS personnel. Founder Matthew Crews developed www.georgiaemsacademy.com as an elemental delivery mechanism for online training that paired with the face-to-face continuing education and refresher courses the company provided. In response to the need for high quality EMS education in areas of Georgia that had no available schools, the company began offering full EMS courses taught on location for the students beginning with EMT-Basic and expanding to include Emergency Medical Responder, and EMT-I. As the certification levels changed, the company retooled its courses and offered EMT, AEMT, EMR, and eventually EMT-P through the COAEMSP Letter of Review process.

MISSION STATEMENT

Georgia EMS Academy's mission is to develop highly skilled EMS personnel in underserved areas of the state of Georgia through hands-on, skills-based, high-quality, data-driven, mobile education with a commitment to individualized instruction through small class size.

Non-Discrimination Policy

Georgia EMS Academy does not discriminate in its employment on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender (including pregnancy, sexual harassment and other sexual misconduct including acts of sexual violence such as rape, sexual assault, sexual exploitation and coercion), gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, genetic information, or any other characteristic protected under applicable federal, state or local law. Retaliation is also prohibited. Georgia EMS Academy will comply with state and federal laws such as M.G.L. c. 151B, Title IX, Title VI and Title VII of the Civil Rights Act, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act, and other similar laws that prohibit discrimination.

Unlawful discrimination has no place at Georgia EMS Academy and offends the Academy's core values which include a commitment to equal opportunity and inclusion. Any member or prospective member of the Georgia EMS Academy faculty or staff has the right to raise concerns or make a complaint regarding discrimination under this policy without fear of retaliation. Any and all inquiries regarding the application of this statement and related policies may be referred to the Academic Dean at lizcrews@georgiaemsacademy.com

Faculty/Staff Grievance Policy

To file a grievance at Georgia EMS Academy, you must complete a Faculty Grievance Form (Appendix A) and submit it to Director Crews me crews@georgiaemsacademy.com. It will be reviewed by an ad hoc Faculty Grievance Committee. Grievant will be notified of dispensation of complaint and may be asked to present his/her concerns to the committee.

Record Keeping

All attendance and performance records will be carefully maintained by the instructors and kept by the Program Coordinator for a minimum of six (6) years.

Georgia EMS Academy Mandatory 6:1 Student-Teacher Ratio

Classes at Georgia EMS Academy will never exceed the 6:1 student teacher ratio. We believe this is a critical measure to ensure the success and safety of all of our students.

Admissions/Registration

Admission Requirements

- High School Diploma or equivalent*
- Ability to pass a background investigation (for clinical sites)*
- Have access to the Internet

Registration for EMT Program, AEMT Program, Continuing Education and Refresher Courses.
Visit GeorgiaEMSAcademy.com to register and pay for all continuing education and refresher courses. EMT, AEMT, and Paramedic program applicants must complete all necessary application components and attend the mandatory orientation and pre-evaluation.

*only applicable to the EMT programs that lead to licensure

Advanced Placement

Georgia EMS Academy does not offer advanced placement.

Transfer Credit

Georgia EMS Academy does not accept transfer of credit from any institutions.

Experiential Learning

Georgia EMS Academy does not accept experiential learning credit.

TUITION POLICY

Georgia EMS Academy.com does not offer any financial aid. To enroll and reserve a seat in a specific training site location a deposit is required as follows: EMT and AEMT \$500. Invoices are sent and contain a link to pay directly online. No interest or carrying charges payment schedule is offered to all students so long as all tuition is paid prior to the end of the program.

Tuition, Fees, and other program costs

\$3,000.00 (can be invoiced in installments over the course) Textbooks, malpractice insurance, uniform, disposable items, equipment (like stethoscope, goggles, scissors, etc.). Everything required for the duration of the program is included in this fee. National Registry and Psychomotor test registration fees are not included.

TUITION REFUND POLICY

Students who do not begin class and drop out prior to the first day (who have not received uniforms, books, etc.) are eligible for a 100% of the tuition paid.

Withdrawal Policy

Students who drop out during the course of the program for the following reasons will be afforded the benefit of re-cycling to the next cohort, taking the tuition they paid thus far and having it applied to the next class. This is afforded to students in *good standing only.

1. Inability to continue paying the tuition payments due to a financial hardship.
2. Family emergency causing the student to endure hardship if they continued in the current class.
3. Health emergency causing the student the inability to continue the rigorous program.
4. Unforeseen, job constraints that would cause an interruption the student's training schedule.
5. Any student in good standing that has extenuating circumstances at the discretion of the Program Director.

*good standing – up to date on assignments and clinical rotations; no excessive absenteeism or tardiness from class; no insubordination during class with Instructors; no inappropriate behavior with other students.

Registrar will keep the drop out students up to date with information on new cohorts for which they will be eligible and re-enroll them as per the re-cycling policy of Georgia EMS Academy.com and the request of the student. All tuition paid by the student will be transferred to the new class and only tuition due will be invoiced.

FAIR PRACTICES

Georgia EMS Academy.com operates a website that is updated to reflect new Cohort announcements, course offerings, requirements, registration procedures, course locations and tuition costs. Students are considered for enrollment based upon DPH course requirements, we do not discriminate based on age, race, creed or gender. Georgia EMS Academy is in compliance with Title VI of the Civil Rights Act of 1964 and does not discriminate on the basis of race, creed, color, or national origin and is also in compliance with the provisions of Title IX of the Educational Amendments of 1972, which prohibit discrimination on the basis of sex.

Academic Accommodations for Students with Disabilities

Reasonable accommodations are provided to self-identified students with disabilities who meet the academic and technical standards requisite to admission or participation in the program of study.

Clinical/Field Experience/Internship stipulations

Georgia EMS Academy students are prohibited from being substituted for staff during a clinical field or internship experience.

GeorgiaEMSAcademy.com is an innovative hybrid program approved and supervised by the Georgia Department of Human Resources with special approval to teach our classes in this unique format.

COMPLETION REQUIREMENTS

The academic calendar is published and distributed to all students enrolling in the program.

Criteria for course completion is:

EMT students must complete 50 hours of face to face on site training; completion of all online material including quizzes and tests; 24 hours of clinical shifts with 10 patient contacts in order to graduate in addition to the successful completion of the National Registry of Emergency Medical Technicians “EMT –Basic Practical Examination Report” conducted by the Program Director and Instructor.

AEMT students must complete 50 hours of face to face on site training; completion of all online material including quizzes and tests; 32 hours of clinical shifts with 15 patient contacts (5 geriatric, 5 adult and 5 pediatric) in order to graduate in addition to a comprehensive end of course psycho motor examination.

Summative Evaluation and Final Examination – student must successfully achieve all standards assessed in the summative evaluation at the conclusion of the course and complete the final examination at a level of 70% proficiency or greater to receive a “pass”.

Student Safety

Georgia EMS Academy believes that it is important to continually strive for an atmosphere of mutual respect, acknowledgement, and responsibility between instructors and students. Above all else, we emphasize student health and safety when engaging in emergency medical activities or simulations. Students are required to follow all distributed safety rules associated with course activities and instructor directed safety measures.

Georgia EMS Academy Mandatory 6:1 Student-Teacher Ratio

Classes at Georgia EMS Academy will never exceed the 6:1 student teacher ratio. We believe this is a critical measure to ensure the success and safety of all of our students.

Zero Tolerance Policy

The health and safety of our students, patients, faculty and all others involved in our program is of utmost importance. We have several safeguards in place to ensure that those associated with our program are protected.

Georgia EMS Academy has a zero tolerance for any safety/infection control violations. These policies are either written or verbal (i.e. verbal instructions regarding safe use of a defibrillator). Student may be subject to withdrawal from the program if found in violation of said procedures.

Student Success

We hold that all students have the right to expect:

1. a positive, respectful, safe, and engaged training environment during course sessions
2. to attend classes at regularly scheduled times without undue variations
3. to receive appropriate course materials and online access to course resources
4. to consult with faculty outside of usual classroom times through regularly scheduled office hours or a mutually convenient appointment;
5. to have reasonable practice opportunities to learn new skills and new material prior to evaluation

Student Health

Students are not allowed in class or at clinical sites without current documented immunizations as state mandated.

STUDENT GRIEVANCE POLICY

We encourage our students to submit a grievance report if they are having an issue with an Instructor, fellow Student or Field Training Officer at one of our clinical sites. The form (found in Appendix A) is a formal complaint students may complete and submit when they have been unable to satisfactorily resolve an issue with the faculty, staff, students or others involved.

Complaints may be submitted anonymously; however, unless the student includes their contact information, we will be unable to investigate the complaint or respond back to them regarding the subject matter. Submit all forms to Director Crews mecrews@georgiaemsacademy.com

Programs

- I. **Emergency Medical Technician**
- II. **Advanced Emergency Medical Technician**
- III. **Emergency Medical Responder**
- IV. **Online Continuing Education**
- V. **Refresher Courses**

Emergency Medical Technician

Course Information

Emergency Medical Technician

The primary focus of the Emergency Medical Technician is to provide basic emergency medical care and transportation for critical and emergent patients who access the emergency medical system. This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. Emergency Medical Technicians function as part of a comprehensive EMS response, under medical oversight. Emergency Medical Technicians perform interventions with the basic equipment typically found on an ambulance. The Emergency Medical Technician is a link from the scene to the emergency health care system.

Advanced Emergency Medical Technician

Course Information

Advanced Emergency Medical Technician

The primary focus of the Advanced Emergency Medical Technician is to provide basic and limited advanced emergency medical care and transportation for critical and emergent patients who access the emergency medical system. This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. Advanced Emergency Medical Technicians function as part of a comprehensive EMS response, under medical oversight. Advanced Emergency Medical Technicians perform interventions with the basic and advanced equipment typically found on an ambulance. The Advanced Emergency Medical Technician is a link from the scene to the emergency health care system.

Emergency Medical Responder

The primary focus of the Emergency Medical Responder is to initiate immediate lifesaving care to critical patients who access the emergency medical system. This individual possesses the basic knowledge and skills necessary to provide lifesaving interventions while awaiting additional EMS response and to assist higher level personnel at the scene and during transport. Emergency Medical Responders function as part of a comprehensive EMS response, under medical oversight. Emergency Medical Responders perform basic interventions with minimal equipment.

Online Continuing Education

GeorgiaEMSAcademy.com is an online education system designed just for Georgia EMS providers. Currently, GeorgiaEMSAcademy.com offers new, interesting, original, and exciting EMS continuing education. What is unique about GeorgiaEMSAcademy.com is that it was conceived, developed, and presented to you today with you, the Georgia EMS provider in mind. The thoughtful curriculum provides you with useful information that you can easily translate into better patient care. It's that simple. For you, the goal should be achieving better patient care, and GeorgiaEMSAcademy.com wants to help you achieve that goal.

What we understand is the EMS lifestyle. You work long hours, often at multiple jobs. You work with a fragmented and overused medical system. Many of you are firefighters, and volunteer firefighters. You definitely don't do this for the money, but for the excitement and the opportunity to help your fellow man. The public and even the hospital may not understand what you do and why you are here, but GeorgiaEMSAcademy.com does.

Currently this site offers 40 hours of quality continuing education provided to you in an easy to use and interesting format that you can access anytime, 24 hours a day 7 days a week. So what is continuing education? Continuing education is defined as an instructional program that brings participants up to date in a particular area of knowledge or skills. Medicine is a rapidly evolving and changing field, however, some things in EMS really have remained the same since the beginning. What GeorgiaEMSAcademy.com understands is that EMS training tends to cover a variety of subjects in somewhat of an uneven manner (some subjects go into significant depth and others tend to skip across the subject). Further, some of the details of what you were taught are quickly forgotten once you graduate from initial training. The curriculum presented in GeorgiaEMSAcademy.com attempts to review subjects that you may have forgotten but is often left out of conventional continuing education courses (like live birth or drug dose calculations). Other parts of the material will try to teach you something new. At every turn, the presentation attempts to be interactive (allowing you to do something instead of just read or hear something).

Currently, Georgia requires its EMS personnel to undergo 40 hours of continuing education every 2 years. At GeorgiaEMSAcademy.com, we feel that this is a bare minimum. Given the challenges of the EMS, we believe you need more than that, which is why we suggest enrolling in our program and continuing to enroll in courses like PALS, PEPP, EVOC, CEVO, PHTLS, BTLS, and any other course you can take. Learning is an everyday commitment; in the end, it's about delivering good patient care.

Available Curriculums

There are two different curriculums, one for EMT-Basics and Intermediates and another one for Cardiac Technicians and Paramedics. The materials were evaluated and approved as distributive education by the State Office of EMS and contains 16 hours of cardiology, trauma, and pediatric content to meet the requirements of re-licensure. You will find that the curriculum is very 'Georgia specific'; citing sources from the Official Code of Georgia, Georgia State Office of EMS/Trauma, and Georgia Department of Transportation.

Agency Benefits

In addition to improving patient care, the GeorgiaEMSAcademy.com curriculum also addresses issues your agency might have in terms of regulatory compliance. Included in each curriculum is a course in Infection Control, Driver Training, Hazardous Materials Awareness, and Incident Command System. By developing these courses and including them in the curriculum, you can provide documentation of successful completion to insurance companies, administrators, or any other regulator who would request proof of compliance.

Refresher Courses

An EMS refresher course differs from continuing education in that it follows a curriculum established by the State of Georgia Office of EMS and the U.S. Department of Transportation. EMS refresher courses can only partially be taught online to be acceptable to National Registry; therefore we must actually teach the majority of the course in person. The good news is that our refresher course will exceed the

standards set forth by the Georgia State Office of EMS and is approved for all levels of licensure. National Registry accepts State approved Refresher Courses. Since our Refresher Course is approved in Georgia, it is possible for EMS personnel to come to one of our courses from out of state. You might ask yourself, who would need an EMS refresher course?

- Nationally Registered EMT's and Paramedics who wish to maintain their National Registry certification by meeting the 1A requirement (EMS Refresher Course).
- Previously licensed EMT's and Paramedics who wish to obtain their license after a lapse (less than 4 years, click this link to see the policy).
- EMS students who have failed a National Registry test 3 times and wish to take another test.
- Non-Nationally Registered out of state EMT's and Paramedics who seek reciprocity in Georgia.

So how will all this work? A special page on your portal has been developed that specifies which courses you need to take in order to complete the online component of the course (paid members of the site only). On that page is a link to another page that will allow you to sign up for an established course. If there is no established course on the page that is in an area of the state you are near, then you can add your name to a waiting list of proposed courses in your area on the dates previously requested. If there are no proposed dates in a region near you, then you can request a course be taught in your region within a specified period of time. On our end, we will monitor the requests for courses, and when there is an adequate number of people requesting a course in a region on a specific date range, we will set up the course and come to your region. After you request to attend a course, you must reserve your seat by paying for the course (either online or by check). Once you have paid for the class, your seat is reserved and we will see you at the course.

So what will the course be like? The course is approved for all levels of training and the in person component depends upon your level of licensure. The courses will be held at various locations around the state. To minimize the amount of turbulence we are sure this course will have on your life, we will meet for 12 hours a day with some follow up testing to be completed online. You must be present for the entire course to obtain credit.

- EMT-Basics must attend the first day of the course only but are welcome to attend all three days.
- EMT-Intermediates will attend the first and second day of the course but are welcome to attend all three days.
- Paramedics will attend all three days of the course but are welcome to attend all three days.

How much will this cost? The course costs \$200 regardless of how many days you attend plus you have to be a paid member of the course (\$75). After you have successfully completed all the requirements of the course, we will send you a certificate by mail which can be used as proof of completion for National Registry.