



**MCMCA-CE Training Consortium**

# PROGRAM HANDBOOK

**I. PROGRAM SPONSORSHIP**

**A. Sponsorship Facility type**

Muskegon Couy Medical Control Authority

**B. Program Sponsorship Representative**

Chad Lawton  
1903 Marquette Ave. Suite J 102,  
Muskegon, MI 49442

**C. Program Sponsor Responsibilities:**

1. Chad Lawton of the Muskegon Couy Medical Control Authority takes ultimate responsibility for all EMS CE training programs.
2. Muskegon Couy Medical Control Authority EMS CEU training programs will consist of Muskegon Couy Medical Control Authority and participating Life Support Agencies.
3. Muskegon Couy Medical Control Authority names Chad Lawton, as its primary representative for the administration of this agreement.
4. Muskegon Couy Medical Control Authority and each member of the EMS CEU Training Consortium holds the right to cancel any EMS training program due to low student class size.
5. Muskegon Couy Medical Control Authority and EMS CE Training Consortium will supply Program Director and IC's with copies of all course materials.
6. Muskegon Couy Medical Control Authority and EMS CE Training Consortium members will provide access and usage of a copy machine and paper for handouts, tests, quizzes, etc., for courses.
7. Muskegon Couy Medical Control Authority and EMS CE Training Consortium shall be responsible for all marketing and advertising of said program courses.
8. Muskegon Couy Medical Control Authority and EMS CE Training Consortium shall maintain all records in accordance with state and federal laws. All education records will be kept for a minimum of seven (7) years.
9. Muskegon Couy Medical Control Authority and EMS CE Training Consortium shall monitor and maintain all schedules.

**D. Sponsorship Oversight of classes**

1. Muskegon Couy Medical Control Authority and EMS CE Training Consortium will provide oversight to all classes offered through classroom visits, interviews, and survey/evaluations.
2. Muskegon Couy Medical Control Authority and EMS CE Training Consortium will evaluate Program Director and IC's at least one (1) time quarterly. The evaluations will be unscheduled and random. Evaluation of Program Director/IC's may occur more than once if problem areas are noted and there is a need for an improvement/change. The sponsor will supply written and verbal recommendations to the Program Director and IC's for professional and course improvement. Record of evaluations will be presented at Advisory Committee meetings, become part of meeting minutes and the Program Director/IC's personnel record.
3. Muskegon Couy Medical Control Authority and EMS CE Training Consortium shall schedule interviews with students or perform survey's, on a random basis, to evaluate student opinions and thoughts on courses. Record of interviews and survey's will be presented at Advisory Committee meeting and become part of meeting minutes. Student interview and survey information will be evaluated and needed action plans developed for implementation in courses or for Program Director/IC's.

4. Muskegon County Medical Control Authority and EMS CE Training Consortium shall require all courses have a course evaluation form completed and a summary of said evaluations be completed and submitted to the Advisory Committee for review and Action Plan development for implementation of improvements for future courses or professional development of Program Director/IC's.

## II. Program Director

### A. Program Director for Muskegon County Medical Control Authority

Scott Wilkinson EMT-P/IC

1903 Marquette Ave, Suite J, Muskegon, MI 49442

231-788-8202

Email: [swilkinson@mcmca.org](mailto:swilkinson@mcmca.org)

1. State of Michigan Paramedic License
  - a. See Attachment: Scott Wilkinson State of Michigan Paramedic License
2. State of Michigan Instructor Coordinator License
  - b. See Attachment: Scott Wilkinson State of Michigan Instructor Coordinator License

### B. Licensure Maintenance

1. The Program Director for Muskegon County Medical Control Authority and EMS CE Training Consortium will maintain a State of Michigan Paramedic License and a State of Michigan Instructor Coordinator License. The maintenance of said licensures is the responsibility of the Program Director. Failure to maintain current licensures will be just cause for removal from the position. The Instructor Coordinator will supply current Licensures to the Program Sponsor.

### C. Program Director

1. The Program Director, Scott Wilkinson, Education Coordinator for Muskegon County Medical Control Authority and EMS CE Training Consortium will maintain a current and up to date status with Muskegon County Medical Control Authority.

### D. Program Director Position Description

1. Program Director agrees to instruct and/or coordinate ALL levels of EMS continuing education.
2. Program Director will complete and update all required State of Michigan paperwork. The Program Director will advise and supply copies of all the changes and/or updates that will need to be submitted to the State of Michigan for compliance to the Program Sponsor.
3. Program Director will meet and exceed goals and objectives that are consistent with the established guidelines set forth by the State of Michigan.
4. Program Director will adhere to all requirements for EMS education as set forth by the State of Michigan.
5. Program Director will ensure that a licensed IC or Subject Matter Expert, under contract, is present at ALL Continuing Education classes. In conjunction with Program Director, IC's, and/or Subject Matter Experts (SME), approved clinical preceptors will be scheduled on an as needed basis, to ensure optimal utilization of practical classroom time.
6. Program Director and Program Sponsor will work together to set classroom and practical requirements.

7. Program Director will ensure Instructors prepare and/or have Program Sponsor copy handouts, test, quizzes, etc., for the course.
8. Program Director will oversee all IC's and SME's. Evaluations of instructors will be conducted by a member of the Advisory Board. The Program Director will provide feedback to IC's and SME's based on student and instructor evaluations. Evaluations will be compiled and presented to Advisory Board for review and action plan development, in conjunction with Program Sponsor evaluations as needed.
9. Program Director will act as the first line agent in student grievance procedure, ADA violations, Sexual harassment claims, Discrimination claims, etc.
10. Program Director will ensure that IC's, SME's and students adhere to Program handbooks and policies.

**E. Licensed IC and/or SME at didactic and practical class sessions**

1. Program Director will ensure that an approved CE Program IC or SME is at EVERY class, including approved classroom exceptions.
2. Program Director, IC or SME MUST sign student sign-in sheet for ALL classroom sessions.

**Instructor Coordinator/Subject Matter Expert Position Description:**

1. Instructor Coordinator/Subject Matter Expert agree to instruct to their license level of EMS for continuing education.
2. Instructor Coordinator/Subject Matter Expert will meet and exceed goals and objectives that are consistent with the established guidelines set forth by the State of Michigan.
3. Instructor Coordinator/Subject Matter Expert will adhere to all requirements for EMS education as set forth by the State of Michigan.
4. Program Director and Program Sponsor will work together to set classroom requirements. Instructor Coordinator/Subject Matter Expert input is vital to a diverse course. The suggestions and recommendations will be reviewed, and the student handbook will then be developed from established requirements and recommendations.
5. Program Director will ensure that all Instructor Coordinator/Subject Matter Expert are provided with:
  - a. Course Policy
  - b. Course Objectives/Lesson Outline
  - c. Course Roster
6. In the absence of the Program Director, Instructor Coordinator/Subject Matter Expert will act as the first line agent in student grievance procedure, ADA violations, Sexual harassment claims, Discrimination claims, etc. In the event of a complaint the Instructor Coordinator/Subject Matter Expert MUST contact the Program Director IMMEDIATELY.
7. Instructor Coordinator/Subject Matter Expert will act as an ambassador to Muskegon County Medical Control Authority and EMS CE Training Consortium.
8. Instructor Coordinator/Subject Matter Expert will adhere to Program handbook and policies.
9. Instructor Coordinator/Subject Matter Expert will ensure that students adhere to Program handbook and policies.
10. Instructor Coordinator/Subject Matter Expert will follow the established guidelines set forth in the Program Sponsor Handbook.

**III. FINANCIAL RESOURCES**

- A. Declaration of Financial Support

1. Muskegon County Medical Control Authority accepts financial responsibility for all courses. Muskegon County Medical Control Authority in conjunction with EMS CE Training Consortium ensures that any/all financial needs will be assumed and mitigated without interruption of courses.
  - a. See Attachment: Declaration of Financial Support

#### **IV. FACILITY**

##### **A. Restrooms**

1. Restrooms at all facilities.
  - a. A minimum of 1 unisex restroom is provided at each of the participating facilities.

##### **B. Sitting**

1. All students will be provided a chair to sit in. At no time shall a student be required to sit on anything other than a chair.

##### **C. Writing Space**

1. All students will be provided sufficient tabletop space to accommodate an open textbook and space to write.

##### **D. Lighting**

1. Lighting will be provided that is conducive to learning. All lighting will be switch controllable for different classroom situations (daytime/night) and needs.

##### **E. Power Source**

1. Power source in the classroom will be suitable to run and maintain multiple AV system, simultaneously.

##### **F. Classroom Darkening**

1. The classroom, when the lights are off or dimmed, will be dark enough for all students to see AV presentations.

##### **G. Ventilation/Heating/Cooling**

1. All Classrooms listed in appendix will have a programmable heating/cooling system that allows for the regulation of temperature settings during the different times of courses.

##### **H. Handicap Accessible**

1. The classroom will be maintained as handicap accessible as pursuant to a governmental building. Handicap accesses will be maintained into the back of the classroom from the parking area. Snow and ice removal will be the responsibility of the Program Host.

#### **V. Audio-Visual (All Facilities meet the minimum list below)**

##### **A. Audio-Visual Equipment**

1. Overhead Power-point Projector and extra bulb
2. Large Dry Erase Board, erasers, and markers
3. Flip charts, extra chart paper, markers, etc..
4. DVD player
5. Classroom computer with wireless internet connection

#### **VI. OPERATIONAL POLICIES**

## **A. Liability Policy**

1. Muskegon Couty Medical Control Authority liability insurance coverage for all registered students and I/C's will be supplied.

## **B. ADA Policy**

It is the policy of the Muskegon Couty Medical Control Authority and EMS CE Training Consortium to administer its courses and examinations in a manner that does not discriminate against an otherwise qualified student.

Muskegon Couty Medical Control Authority and EMS CE Training Consortium offers reasonable and appropriate accommodations for the didactic and practical components of the course for those persons with documented disabilities, as required by the Americans with Disabilities Act (ADA).

Muskegon Couty Medical Control Authority and EMS CE Training Consortium urges students requesting any accommodation to submit such requests as early as possible to provide adequate time to resolve any documentation issues that may arise. At a minimum, all requests for accommodation must be received by the administration no less than three (3) weeks after the scheduled first day of class.

Muskegon Couty Medical Control Authority and EMS CE Training Consortium will review each request on an individual basis and make decisions relative to appropriate accommodations based on the following general guidelines:

1. To be considered for accommodation under the ADA, an individual must present adequate documentation demonstrating that his/her condition substantially limits one or more major life activities.
2. Requested accommodations must be reasonable and appropriate for the documented disability and must not fundamentally alter the course's goals and objectives.
3. Documentation demonstrating the current level of functioning of a student must be no older than three (3) years to help ensure accommodation is based on assessment of the disability's current impact on the student's ability to take the course.
4. Professionals conducting assessments, rendering diagnoses of specific disabilities and/or making recommendations for appropriate accommodations must be qualified to do so.
5. Muskegon Couty Medical Control Authority and EMS CE Training Consortium realize that each Student's circumstances are unique and a case-by-case approach to review the documentation is required.
6. All documentation submitted in support of a requested accommodation will be kept in confidence and will be disclosed to Muskegon Couty Medical Control Authority and EMS CE Training Consortium staff and consultants only to the extent necessary to evaluate the accommodation. No information concerning an accommodation request will be released to third parties without written permission from the student.
7. Professionals conducting assessments, rendering diagnoses of specific disabilities and/or making recommendations for appropriate accommodations must be qualified to do so.

## **General Requirements for Requesting Accommodation**

The Application for Examination Accommodations must be completed in its entirety. Incomplete applications will not be considered for accommodation and will be returned to the candidate for correction. Failure to complete the application in its entirety and submit it to the Program Director will delay the Program Director's decision whether to grant accommodation.

Candidates must submit documentation from a professional qualified to assess and diagnose the specific presenting disability. The documentation must include a comprehensive evaluation with objective evidence demonstrating the existence of a disability which substantially limits one or more major life activities. The name, title and professional credential of the qualified professional must be clearly stated in the documentation. Documentation must be submitted on official letterhead, typed, dated, signed. The professional diagnosis must include:

1. A current, valid, professionally recognized diagnosis of the candidate's disability (e.g. pursuant to the Diagnostic and Statistical Manual of Mental Disorders (DSM IV: revised)) by an appropriately qualified expert with copies of and reported scores from professionally recognized diagnostic tests, where applicable.
2. Documentation that clearly identifies the nature and extent of the functional limitations that exist as a result of the diagnosed disability.
3. Sufficient evidence to demonstrate that the functional limitation substantially limits the individual in performing one or more major life activity.
4. Specific information about the significance of the impact the disability has on the candidate in the testing environment.
5. Specific recommendations for accommodation.

### **C. Non-Discrimination Policy**

1. Muskegon County Medical Control Authority and EMS CE Training Consortium does not discriminate on the basis of race, color, sex, national origin, disability, sexual orientation, or age in its educational programs, activities, admission procedures or employment practices as required by Title VI of the Higher Education Amendments, Title IX of the Civil Rights Act, Section 501 of the Rehabilitation act and the American with Disabilities Act of 1990.

### **D. Sexual Harassment Policy**

Muskegon County Medical Control Authority and EMS CE Training Consortium will not tolerate any form of sexual harassment or discrimination. Any form of behavior that intimidates or is harassing in a sexual or discriminatory way is PROHIBITED. This includes any sexually oriented verbal or physical conduct in the form of unwelcome sexual advances, touching, or requests for sexual favors implying that a student's submission to or rejection of such conduct may serve as the basis for making decisions affecting the student. Conduct of a sexual nature that has the effect of interfering with a student's job performance or creates an intimidating, hostile or offensive work or learning environment is also prohibited. This policy covers all EMS CE Consortium instructors, subcontracted instructors and any other person affiliated with Muskegon County Medical Control Authority.

Students who believe they may have been sexually harassed or discriminated against should immediately report the matter to the program director.

Reports of sexual harassment or discrimination will be immediately investigated, and whenever possible, confidentiality will be maintained. Anyone engaging in conduct that constitutes sexual harassment will result in expulsion of the class.

## **VII. PROGRAM EVALUATION**

### **A. Course Completion Evaluation**

1. Course Completion Evaluations will be completed at the conclusion of all courses. The evaluation will be given to students after the final attendance roster has been submitted to the Program Sponsor at cesponsor@gmail.com Each student will be required to complete an evaluation to receive Proof of Attendance. Evaluations will be kept in course paperwork for a period of at least 7 years.
2. See Appendix: Course Evaluation Form

### **B. Course Feedback Evaluation-While class is in session**

1. The Program Director will schedule interviews with students or conduct survey's, on a random basis, to evaluate student opinions and thoughts on courses. Records of interviews and surveys will be presented at the Advisory Board meeting and become part of meeting minutes. Student interview and survey information will be evaluated and needed action plans developed for implementation in courses or for Program Director, IC's and/or SME's.
2. See Appendix: Course Evaluation Form

### **C. Action Plan for course evaluation and feedback**

1. Program Director will complete student course evaluation summary and/or a feedback summary report to submit to the Advisory Board. The Advisory Board will meet at a minimum quarterly to discuss any and all reports submitted. The Advisory Board will meet quarterly to review summary reports and discuss needs for:
  - a) Professional development of Instructional staff
  - b) Instructional staff realignment and or dismissals
  - c) Classroom/program requirement changes
  - d) Consideration of student and staff requests
  - e) Equipment needs
  - f) Time frame for implementation of Action Plans as it pertains to staff, equipment, etc.

### **D. Advisory Board Meeting**

1. The quarterly Advisory Board Meeting will take place during the months of March, June, September and December. The specific meeting dates will be subject to member availability.
2. The Quarterly meetings will consist of the Advisory Board Members.
3. Quarterly Meeting Goals
  - a) Obtain unbiased feedback from EMS and Health Care representatives to aid in developing a working Action Plan for the overall improvement of the program and ultimately the EMS providers that the program produces.

## **VIII. PROGRAM NOTIFICATION TO MUSKEGON COUNTY MEDICAL CONTROL AUTHORITY**

Michigan Administrative Rules (22341) (d) requires that the local Medical Control Authority be informed of all course offerings. A copy of all flyers and advertisements for training will be forwarded to the Muskegon County Medical Control Authority Medical Director via email.

## **IX. Equipment**

### **A. Equipment required:**

1. See appendix for required equipment list.

## **X. LEARNING RESOURCES**

- A.** A Learning Resource Library will be accessible at the classroom sites. A small resources library will be maintained on site that consists of EMS magazines, textbooks, medical dictionaries, etc. Students will have access to these resources at any time during the course. In addition, internet will be available at all sites.

## **XI. OPERATIONAL POLICIES AND PROCEDURES**

### **A. Student Records Maintenance Policy**

1. Muskegon County Medical Control Authority and EMS CE Training Consortium will maintain student record for a minimum of seven years.
2. Student records, when a student is currently attending a course, will be kept in a locked/secured room and locked/secured in a filing cabinet accessible only by the Program Director, Instructor Coordinators and Program Sponsor.
3. At completion of a course, student records will be kept in a locked and secured area, accessible only by the Program Director, Instructor Coordinators and Program Sponsor.
4. All evaluation tools will be utilized to maintain student competencies and objective completion/skill mastery. Students will be afforded the time, instruction and remediation (if needed) to master the information and skills prior to completion of the course final testing evaluations. Muskegon County Medical Control Authority, EMS CE Training Consortium, Subject Matter Experts, Instructors and Program Director will supply needed resources to develop skill retention and mastery by all students.

## **XII. PROGRAM EVALUATION**

The Program Sponsor will require the Program Director to perform a course evaluation review for course effectiveness.

1. The Course Effectiveness Review will be presented to the Program Sponsor and the Advisory Board for review and Action Plan development for course and instructor improvements.
2. The Course Effectiveness Review will become part of the course paperwork and will be maintained on file for a minimum of 7 years.

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## **AUDIO/VISUAL & TRAINING EQUIPMENT POLICY**

### **Purpose:**

This policy is to outline minimum standards for audio visual and training equipment requirements of the CE Program and ensure courses are taught according to established Rules.

- A. Each course site will have access to audio visual equipment and supplies appropriate to the lesson being taught for ALL course conducted under the CE Program. This includes, but is not limited to, a chalkboard/dry erase board, flip chart, slide projector and overhead projector/document camera.
- B. Each course site will have training equipment appropriate to the lesson being taught for ALL courses conducted under the CE Program.
- C. The CE Program Sponsor will maintain agreements with all consortium sites for the sharing of audio visual and training equipment in order to facilitate adherence to this policy.
- D. Consideration of individual course approval by the CE Program Sponsor will take into account whether appropriate audio visual and/or training equipment applicable to the lesson being taught is present.

# COURSE POLICY

## Policy:

Instructors wishing to participate in the CE Sponsor Program must be approved by the CE Sponsor agency (MCMCA). Copies of all licenses, certifications and curriculum vitae must be on file for each Instructor. All courses MUST be taught by a CE Sponsor Program approved Instructor/Coordinator (I/C) or Subject Matter Expert (SME). See Subject Matter Expert definition under section titled “Subject Matter Expert.”

All Continuing Education courses conducted must follow lesson plans already approved through the CE Sponsor Program by Michigan Department of Health & Human Services (MDHHS), Bureau of Emergency Preparedness, EMS and Systems of Care.

Any violation of this policy will result in disciplinary action according to the CE Sponsor Program Non-Compliance Policy.

## SUBJECT MATTER EXPERT

### Definition:

A Subject Matter Expert (SME) is considered by the CE Sponsor Program to be someone with specific knowledge and/or skills relevant to the topic being taught and obtained through work-related experience and/or training/education on that topic.

Potential SME Instructors will not be approved by the CE Sponsor Program unless they have a minimum of 3 years of consecutive experience in the relevant topic field.

When an SME submits for course approval, the CE Sponsor Program will review the request to ensure the SME has the requisite qualifications to teach the topic being requested. This will be done by reviewing the Lesson Plan, paying particular attention to the level of licensure for credits issued, as well as by reviewing the SME’s curriculum vitae. An updated curriculum vitae MUST remain on file with the CE Sponsor Program in order for an SME to remain active as an Instructor.

### Procedure:

The following procedures will be followed whenever an instructor or subject matter expert intends to conduct a continuing education course under the CE Sponsor Program.

## NOTIFICATION OF INTENT

To conduct a CE training session, the requesting Instructor will:

1. Go to the CE Sponsor Program webpage [www.wmrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP](http://www.wmrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP).
2. Verify the topic being conducted is an approved topic by locating the appropriate Lesson Plan. Lesson Plans can be found by clicking on “Approved Lesson Plans” towards the bottom of the CE Sponsor Program webpage.
3. Submit Notification of Intent to conduct a CE course. This should be done by clicking on “Course Notification” toward the bottom of the CE Sponsor Program webpage and filling out the electronic request form.
4. Notification of Intent MUST include all of the following information in order to receive approval:
  - a. **Name** of Instructor/Coordinator (I/C) or Subject Matter Expert (SME) who will be teaching the topic.
  - b. The **Lesson Plan** being taught. List the name of the Lesson Plan, including the Lesson Plan #, which can be found in the footer at the bottom right of each lesson plan.
  - c. The **Course Location**. The location MUST be listed as an Approved Location under the CE Sponsor Program. Approved Locations are listed on the CE Sponsor Program webpage.

- d. The **Course Date and Times**. This should include a Start and End time (e.g., 1800-1900), and should match the credit hours approved as listed on the Lesson Plan.
  - e. The **Instructor's contact** information.
5. Instructors MUST submit a **Notification of Intent** to conduct a CE course **at least 10 days prior** to the scheduled training date in order to receive approval. The CE Sponsor Program reserves the right to waive this requirement at their discretion, and under extenuating circumstances.

## COURSE APPROVAL

Upon receipt of Notification of Intent to conduct a CE course from an Instructor, the CE Sponsor Program will review the request and check for the following:

1. Course being requested will be taught by a CE Sponsor Program approved Instructor.
2. Course being requested will be conducted at a CE Sponsor Program approved location.
3. Topic being requested is a CE Sponsor Program approved topic (Lesson Plan).
4. Instructor is qualified to teach the requested topic (see Subject Matter Expert definition in this policy).
5. Requested times (duration of course) match number of credit hours listed on requested lesson plan.
6. Request is submitted at least 10 days in advance of requested course date.

The CE Sponsor Program will approve or deny the request within 3 business days. If denied, an explanation of the reason for denial will be provided and corrective action identified. If approved, the email response will contain the following:

1. Copy of the Course Policy.
2. Copy of the Approved Lesson Plan.
3. Copy of the Approved Attendance Roster. The Attendance Roster will be emailed as an electronic fillable PDF document, and will be filled in with the Course Date, Time, Location, Credit Category, Topic and credit breakdown. This is the ONLY form that should be used.

## CONDUCTING THE COURSE

The Instructor of Record should ensure the following is adhered to when conducting a CE Course under the CE Sponsor Program:

1. Utilize the CE Sponsor Program approved Attendance Roster.
2. Ensure a computer is available for students to sign in on the approved Attendance Roster. Alternatively, if a computer is not available to sign in, the instructor will print a hard copy of the approved CE Sponsor Program Attendance Roster before the course begins and have students sign in using pen. The instructor is then responsible to fill out the electronic fillable PDF Attendance Roster once a computer is available and submit it electronically to the CE Sponsor Program ([cesponsor@gmail.com](mailto:cesponsor@gmail.com) or [swilkinson@mcmca.org](mailto:swilkinson@mcmca.org)).
3. Ensure ALL fields of the Attendance Roster are filled out by the student in order to receive Proof of Attendance.

The Instructor will conduct the course according to the Approved Lesson Plan and Course Policy.

1. If a presentation has been provided by the CE Sponsor Program, the Instructor MUST follow that presentation.
2. If a presentation is not available, the Instructor is responsible to create one, or to use alternative teaching methods appropriate to the topic, that follow the approved Lesson Plan Outline and achieve the Objectives identified.

Note: Students should list the email where they would prefer to receive Proof of Attendance and ensure the CE Sponsor Program email, [cesponsor@gmail.com](mailto:cesponsor@gmail.com), does not go to their SPAM or Junk Mail folder. Care should be taken when typing the students email to ensure accuracy.

## COURSE COMPLETION

Upon course completion, the Instructor will:

1. Email the electronic fillable PDF Attendance Roster to [cesponsor@gmail.com](mailto:cesponsor@gmail.com) or [swilkinson@mcmca.org](mailto:swilkinson@mcmca.org).
  - a. Each student's preferred email address must be included in order to receive Proof of Attendance.
2. All documents must be returned no later than 3 business days following completion of the training session.

## PROOF OF ATTENDANCE

Upon receipt of course completion documentation, the CE Sponsor Program will:

1. Review returned documents for completion.
2. Send each student an electronic Course Evaluation. The Course Evaluation MUST be completed in order to receive Proof of Attendance.
3. Issue signed Proof of Attendance sheets for those who attended the training session no later than 5 business days from receipt of course completion documents.
4. Proof of Attendance sheets will be sent electronically to each student's identified email after they have completed the online course evaluation.
5. Duplicate (replacement) Proof of Attendance sheets will require a \$5.00 fee payable to MCMCA before being issued. Duplicate Proof of Attendance sheets will be issued within 5 business days from receipt of request.

# TUTORIAL TO CE SPONSOR PROGRAM

This is where it all begins.

All Instructors must go to the Medical Control website, [www.wmrmcc.org](http://www.wmrmcc.org), prior to conducting a course under the CE Sponsor Program and submit for approval.

The screenshot shows the WMRMCC website interface. The browser's address bar contains the URL <https://www.wmrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP>, which is circled in red. The website header includes the WMRMCC logo and navigation links: Home, Education, MCA, Protocols, Trauma Network, Calendar, Region 6, and Submit a Report. A secondary navigation bar lists: MUSKEGON COUNTY, RESUSCITATION, AED REGISTRY, NEWS, CONTACT US, and ABOUT US. The main content area is titled "West Michigan Regional Medical Control Consortium CE Sponsor Program" and includes links for "Approved Training Locations", "Advisory Board" (with sub-links for Board Membership and Meeting Schedule), "Policies & Procedures" (with a link for CE Sponsorship Approval Letter), and "Required Forms" (with links for CE Sponsorship Certificate and Attendance Roster). A dropdown menu is open under "MCA", listing various counties. A sub-menu is open under "EDUCATION", listing RESUSCITATION, AED REGISTRY, NEWS, CONTACT US, ABOUT US, and EDUCATION. The "EDUCATION" sub-menu is further open, showing RESOURCES, CE SPONSORSHIP (circled in red), IN-SERVICE TRAINING, MABEES - INITIAL ED, and EMERGENCY MEDICINE. A red arrow points to the "CE SPONSORSHIP" option. Below the arrow, a red-bordered box contains the text "Click on 'CE Sponsorship'".

Click on "CE Sponsorship"

Scroll down, there is more content on the web page.

If you need to check to see who an Approved Instructor is, check to see what Lesson Plan topics are available, or to submit for approval, simply scroll down and click on one of the three boxes shown below.

The screenshot shows a web browser window with the URL <https://www.wmrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP>. The page is divided into two main sections: "Policies & Procedures" and "Required Forms".

**Policies & Procedures**

- [CE Sponsorship Approval Letter](#)
- [CE Sponsorship Consortium Agreement](#)
- [Course Policy](#)
- [Non-Compliance Policy](#)
- [Lesson Plan Review & Approval Policy](#)

**Required Forms**

- [CE Sponsorship Certificate](#)
- [Attendance Roster](#)
- [Evaluation Form](#)

Below these sections are three main content boxes:

- Approved Instructors**: A dark blue box with the text "Click here to see a list of approved Instructor/Coordinators and Subject Matter Experts".
- Approved Lesson Plans**: A light gray box with the text "Click here to see a list of all approved Lesson plan by credit category and topic".
- Course Notification**: A white box with the text "Click here to submit a CE Course Notification Form to the CE Sponsor." and "This must be done at least 10 days in advance of your planned CE course date."

A red box labeled "Scroll Down" with a downward-pointing red arrow is positioned to the right of the "Required Forms" section, indicating the direction to scroll to view the content boxes.

When submitting for approval, be sure to list the Lesson Plan Title as shown on the Lesson Plan along with the Lesson Plan #. The Lesson Plan # can be found in the footer, at the bottom right of each Lesson Plan, as shown below.

Example: i-Gel Airway Refresher #0068

The screenshot shows the 'CE Course Notification Form' with several fields. Red circles and arrows highlight the 'Lesson Plan Title' field and the 'Course Location' field. A red box with the text 'List the Lesson Plan Title AND Lesson Plan #' is placed over the 'Course Location' field. Another red box with the same text is placed over the 'Agency Name' field. A third red box with the same text is placed over the 'Course Date(s)' field. A CAPTCHA code 'ba8cEN' is visible at the bottom left, and a 'Submit' button is at the bottom right.

The screenshot shows the 'Lesson Plan: i-Gel Airway Refresher' document. The 'Topic' is 'i-Gel Airway Refresher' and the 'Specific Topic' is 'Supraglottic Airways'. The 'Presenter' is 'West Michigan Regional Medical Consortium CE Sponsor Program'. The 'Location' is 'West Michigan Regional Medical Consortium CE Sponsor Locations'. The 'Credit Category' is 'Airway'. The 'License Level' is 'MFR, EMT, SPEC, NREDDIC'. The 'Credits' are '0.5'. The 'Format' is 'ASynchronous'. The 'Objectives' are listed under 'Cognitive' and 'Psychomotor'. The 'Outline for Session' includes: 1. Introduction, 2. Indications, 3. Contraindications, 4. Sizing, 5. Documentation, 6. Practical Scenario and Skills Competency Verification, 7. Summary and Questions. The footer contains 'Office: 231-728-1967 Fax: 231-728-1644' and 'Lesson Plan #0068'. Red circles and arrows highlight the 'Lesson Plan Title' and the 'Lesson Plan #'.

## Filling out the electronic fillable PDF Attendance Roster

Each field of the Attendance Roster is fillable; simply click on the box you would like to fill in and begin typing. The Instructor should also sign his/her name at the top, right of the form before submitting to the CE Sponsor. This can be done by typing your name in the fillable field, or preferably, within the Adobe document, by clicking “Tools” and selecting “Fill & Sign” under “Forms & Signatures.” Then click on the bar shown below.

**West Michigan Regional Medical Consortium**  
1675 Leahy St Suite 308B Muskegon, MI 49442

**ATTENDANCE ROSTER FOR ONGOING EDUCATION CREDIT**

DATE	TIME	APPROVAL #
02/14/2019	0900-1100	CE-16-6234

Instructor's Signature

Category	Topic	MFR	EMT	AEMT	MEDIC	IC
Trauma	Bleeding Control for the EMS Provider	1	1	1	1	0

**By signing, the instructor is attesting to the accuracy of the roster.**

**Once completely filled out with all students signed in, attach to an email and submit to [cesponsor@gmail.com](mailto:cesponsor@gmail.com)**

# DISTANCE LEARNING POLICY

## **Purpose:**

The purpose of this policy is to outline the process to be followed for conducting EMS continuing education using distance learning technology.

## **Definition:**

Distance learning encompasses an approved CE Program instructor conducting an online course which is taught using distance learning technology, such as Zoom, Webex, Google Meet, etc., either in real-time (live) or in recorded format either as a standalone course or in conjunction with an in-person course.

## **Procedure:**

1. All distance learning courses must meet the standards established by the Bureau of Emergency Preparedness, EMS and Systems of Care, including its Distance Learning Policy EMS-310 dated 12/3/2019, or subsequent version or standards.
2. Follow CE Program Course Policy.
3. Lesson plans containing psychomotor objectives will not be considered for the purposes of distance learning.
4. When submitting request to conduct a course, indicate on the request form that the course will be conducted via distance learning by listing "Distance Learning" in the "Course Location" box, or the actual course location with "Hybrid" to indicate in-person and distance learning as an option for that course.
5. It is the instructor's responsibility to take and track attendance of participants. Once complete, the instructor shall fill out a CE Program approved electronic attendance roster and submit to the CE Program per the CE Program Course Policy.

## INSTRUCTOR APPROVAL PROCESS POLICY

### **Purpose:**

This policy is to outline the process to be followed for the approval of prospective Instructor/Coordinator (IC) and Subject Matter Expert (SME) Instructors wishing to teach with the Muskegon County Medical Control Authority CE Program.

### **Definition:**

**A Subject Matter Expert (SME):** is considered by the CE Sponsor Program to be someone with specific knowledge and/or skills relevant to the topic being taught and obtained through work-related experience and/or training/education on that topic.

Potential SME Instructors will not be approved by the CE Sponsor Program unless they have a minimum of 3 years of consecutive experience in the relevant topic field.

**Instructor:** is an Instructor/Coordinator or a Subject Matter Expert who has been approved to conduct CE courses for the Muskegon County Medical Control Authority CE Program.

**Procedure:**

**A. Instructor/Coordinators**

1. Instructor/Coordinators wishing to be affiliated with the Muskegon County Medical Control Authority CE Program shall provide the Program Director with a copy of their current license information.
2. Instructor/Coordinators will need to pass a Protocol Test at 80% or better to their current State of Michigan EMS License level. Instructor/Coordinators will be required to take a Protocol test at least once every two years to remain an instructor with the CE Sponsor Program.
3. Approval of prospective IC Instructors is at the discretion of the Program Director or the Program Advisory Board.
4. Before being approved to teach a course, the IC will sign an Instructor Contract detailing the responsibilities of the Instructor while teaching under the CE Sponsor Program.
5. Before being approved to teach a course, the IC will establish an account with the TexCom Communication Management System. This system is used as the CE Program's primary mode of communication between the Sponsor and the Instructors.

To register, go to <http://www.texcom.com>

**New TexCom Users**

Select User Signup. You will need to set up your profile and then enter your organization access code, listed below.

**Existing TexCom User**

Log in to TexCom and go to [My Profile](#) > [Membership](#) > [Add New Organization](#) and use the access code provided below. This will add Muskegon County EMS Training Committee to the left column of your TexCom allowing you to use one login for all TexCom organizations.

**Access Code: 478928**

6. Once approved, the Instructor will be added to the list of approved IC's listed on the CE Program website at [www.wrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP](http://www.wrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP).

**B. Subject Matter Experts**

1. An SME candidate wishing to be privileged under the CE Program shall provide all the following:
  - a. A letter of support from an administrator of a member agency.
  - b. A current Curriculum Vitae (CV).
  - c. Current license information.
2. All SME candidates will need to pass a Protocol Test at 80% or better to their current State of Michigan EMS License level. SME candidates will be required to take a Protocol test at least once every two years to remain an instructor with the CE Sponsor Program.
3. Once the above has been provided/completed, the candidate's instructing ability must be successfully evaluated by a member of the CE Program Advisory Board, or an I/C appointed by the Program Director.
4. Approval of prospective SME Instructors is at the discretion of the Program Director or Advisory Board.
5. Before being approved to teach a course, the SME will sign an Instructor Contract detailing the responsibilities of the Instructor while teaching under the CE Program.
6. Before being approved to teach a course, the SME will establish an account with the TexCom Communication Management System. This system is used as the CE Program's primary mode of communication between the Sponsor and the Instructors.

To register, go to <http://www.texcom.com>

**New TexCom Users**

Select User Signup. You will need to set up your profile and then enter your organization access code, listed below.

**Existing TexCom User**

Log in to TexCom and go to My Profile > Membership > Add New Organization and use the access code provided below. This will add Muskegon County EMS Training Committee to the left column of your TexCom allowing you to use one login for all TexCom organizations.

**Access Code: 478928**

7. Once approved, the SME will be added to the list of approved SME's listed on the CE Program website at [www.wrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP](http://www.wrmcc.org/MCA/Muskegon/EDUCATION/CE-SPONSORSHIP).

The CE Program Sponsor Representative reserves the right to modify and/or waive these requirements at their discretion.

# LESSON PLAN REVIEW AND APPROVAL POLICY

## **Purpose:**

To establish a standardized system for receiving, reviewing and approving proposed lesson plans by the Advisory Board under the Muskegon County Medical Control Authority Continuing Education Program Sponsor.

## **Policy:**

All proposed lesson plans will be reviewed and approved by the CE Sponsor Advisory Board at their regularly scheduled meeting, or special meeting called for that purpose, before being submitted to MDHHS Bureau of Emergency Preparedness, EMS and Systems of Care by the Program Sponsor Representative and Program Director.

## **Procedure:**

1. All lesson plans that are submitted for consideration by the CE Sponsor should contain the items outlined in Appendix A of this policy.
2. All lesson plans should be submitted in Microsoft Word (or similar software) format, electronically to the Program Sponsor Representative and Program Director at least 60 days prior to desired CE training session for review/approval.
3. The CE Sponsor Advisory Board will review lesson plans in the order they are received. Lesson plans will be reviewed for the following items:
  - A. Correct grammar, spelling and punctuation.
  - B. Required content, as outlined in Appendix A of this policy.
  - C. Appropriately formed objectives (Audience, Behavior, Condition, Degree).
  - D. Correct domain of learning (Cognitive, Psychomotor, Affective).
4. Lesson plans will be approved by a vote of the CE Sponsor Advisory Board and should be based on relevance and need of the majority of members and their representatives, and need of the EMS system. Final approval is always at the discretion of the Program Sponsor Representative and Program Director.
5. Once approved by the CE Sponsor Advisory Board, lesson plans will be submitted to the State Bureau of Emergency Preparedness, EMS and Systems of Care Regional Coordinator at least 30 days prior to the first requested training session, along with an updated BHPPA-EMS 202c form.
6. Upon MDHHS approval, lesson plans will be added to the list of available courses for the CE Sponsorship Program.

## Lesson Plan Template

### Lesson Plan: Communicable Diseases

#### Muskegon Couty Medical Control Authority

**Topic:** Communicable Diseases

**Presenter:** Muskegon Couty Medical Control Authority Education Staff

**Location:** Muskegon Couty Medical Control Authority CE Sponsor Locations

**Credit Category:** Preparatory

**License Level:** MFR, EMT, SPEC, MEDIC

**Credits:** 2

**Format:** 1 hour lecture, 1 hour practical

**Objectives:** Upon completion of this CE, the participants will be able to:

#### Cognitive

1. Define...
2. Explain...
3. Discuss...
4. Identify...

#### Psychomotor

1. Perform...
2. Demonstrate...
3. Show...

#### Affective

1. Defend...
2. Judge...

#### Outline for Presentation:

1. Introductions and Overview of Course
2. Step 1...
3. Step 2...
4. Summary and Questions

**Student Evaluation Method: ....**

**Evaluation of Presentation:** Continuing Education Program Sponsor Evaluation Form will be filled out by all participants.

**Rationale for Presentation: ....**

## MEMBERSHIP FEES POLICY

**Purpose:**

This policy is to establish guidelines for the collection of fees/dues from participating CE Program members (agencies).

- A. Membership fees may be applied to each participating agency within the CE Program Consortium. These fees (or dues) are intended to offset the administrative costs of the CE Program Sponsor in administering the CE Program, as well as to be used for the purchase and maintenance of audio visual and training equipment/aids for use by the CE Program membership.
- B. The CE Program Advisory Board will set an annual membership fee schedule at their last scheduled yearly meeting for the following calendar year. Invoices will then be sent to each participating agency by December 31<sup>st</sup> of each year by the CE Program Sponsor.
- C. Fees collected by the CE Program Sponsor are NOT to be used for any purpose other than what is outlined in this policy.

## **NON-COMPLIANCE POLICY**

1. Any LSA, Facility or Instructor that is non-compliant with the CE Sponsorship agreement or policies and procedures will not be approved to conduct CE's under the Muskegon County Medical Control Authority (MCMCA) CE sponsorship program until they meet compliance.
  - A. Any LSA, Facility or Instructor that is non-compliant will be under review by MCMCA CE Advisory Board. Actions dictated on a case-by-case basis.
  - B. Disciplinary actions by the CE Advisory Board may be appealed to the MCMCA PSRO.
2. Any LSA, Facility or Instructor that is non-Compliant with the required CE records will be subject to the following:
  - A. A written notice from the MCMCA office of Non-Compliance will be sent to the LSA, Facility or Instructor.
    - i. Notice, 7 days non-compliant
  - B. Any LSA, Facility or Instructor that fails to become compliant within 10 days of the first written notice will be subject to the following disciplinary action, as instructed by the PSRO:
    - i. Suspension from the MCMCA CE Sponsorship Program Privilege.
      - (1) First offense- Suspension for 6 months
      - (2) Second offense – Suspension for 12 months
      - (3) Third offense- Indefinite Suspension from the CE Sponsorship Program
3. Prior to reinstatement from any suspension of the privilege of the CE Sponsorship Program, the LSA, Facility or Instructor will be required to submit a corrective action plan to the PSRO Committee for review.

## **PROGRAM SITE APPROVAL**

For a site to be approved by the Muskegon County Medical Control Authority (MCMCA) CE Sponsorship Program, a site must demonstrate the following:

- A. The site must ensure that equipment is available to conduct EMS CE courses as required by the State of Michigan.
- B. The site must ensure the classroom meets the State of Michigan's guidelines to conduct EMS CE courses.
- C. The site will adhere to ADA guidelines where EMS CE courses will be conducted as outlined in the Program Handbook.

Once a site has demonstrated the above to a CE Sponsorship Program Advisory Board Member, the site must sign the MCMCA CE Consortium Agreement before the Program Director will submit the information to the State of Michigan for approval of the site to conduct EMS CE courses.

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Chad Lawton  
Program Sponsor

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Scott Wilkinson  
Program Director

## EQUIPMENT REQUIRED

Device	Meets	Does Not Meet
Long Back Board(s) Straps		
Head Immobilizer		
Various sized cervical collars		
Short Backboard or extrication device(s)		
Traction Splint(s)		
Adult airway trainer(s)		
Infant Airway trainer(s)		
Rigid splints		
Stethoscope and BP cuffs		
Sufficient bandaging supplies		
Arterial tourniquet (commercial device)		
Pediatric OPAs, NPAs, BVMs		
Adult OPAs, NPA, pocket masks, BVMs		
Mechanical suction device with rigid and flexible catheters		
Oxygen tank with regulator		
Pediatric nasal cannula		
Pediatric non-rebreather		
Adult Nasal Cannula		
Adult non-rebreather		
iGel® airway		
Pulse Oxymeter		
OB Kits		
Burn Sheet(s)		
CPR Manikens for pediatric and adult		
AED Trainer or simulator		
Narcotic antagonist trainer		
Epi-Pen Trainer		
Glucometer		
Helmets (Motorcycle, football, bicycle, ect.)		
Personal protective equipment		
Hand sanitizer		
N-95 mask(s)		
Supraglottic Airways		
Commercial Tube Holder		