



WMRMC



WMRMC-CE Training Consortium

PROGRAM HANDBOOK

REVISED 06/29/2022

I. PROGRAM SPONSORSHIP

A. Sponsorship Facility type

- 1. West Michigan Regional Medical Consortium**

B. Program Sponsorship Representative

- 1. Chad Lawton**
1675 Leahy St. Suite 3088
Muskegon, MI 49441

- 2. Brian Michelli**
1675 Leahy St. Suite 3088
Muskegon, Mi 49444

C. Program Sponsor Responsibilities

- 1. Chad Lawton of the West Michigan Regional Medical Consortium take ultimate responsibility for all EMS CE training programs.**
- 2. West Michigan Regional Medical Consortium EMS CEU training programs will be conducted in conjunction with the Fire Departments of the Muskegon County Chief's Association and Professional Med Team Ambulance. The EMS CEU Training Consortium will consist of:**
 - a) West Michigan Regional Medical Consortium***
 - b) Muskegon County Fire Departments.***
 - c) Professional Med-Team, White Lake Ambulance, North Ottawa Community Ambulance***
- 3. West Michigan Regional Medical Consortium names Chad Lawton, of West Michigan Regional Medical Consortium Authority, as its primary representative for the administration of this agreement. It further names Brian Michelli, Fire Chief of the Fruitport Twp. Fire as it's alternate contact.**

4. **West Michigan Regional Medical Consortium 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. **West Michigan Regional Medical Consortium and EMS CE Training Consortium will supply Program Director and IC's with copies of all course materials.**
6. **West Michigan Regional Medical Consortium 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. **West Michigan Regional Medical Consortium and EMS CE Training Consortium shall be responsible for all marketing and advertising of said program courses.**
8. **West Michigan Regional Medical Consortium 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. **West Michigan Regional Medical Consortium and EMS CE Training Consortium shall monitor and maintain all schedules.**

D. Sponsorship Oversight of classes

1. **West Michigan Regional Medical Consortium and EMS CE Training Consortium will provide oversight to all classes offered through classroom visits, interviews, and survey/evaluations.**
2. **West Michigan Regional Medical Consortium 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 Program Director and IC's for professional and course improvement. Record of evaluations will be presented at Advisory Committee meeting and become part of meeting minutes and the Program Director/IC's personnel record.**

3. West Michigan Regional Medical Consortium 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. West Michigan Regional Medical Consortium 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 West Michigan Regional Medical Consortium

Scott Wilkinson EMT-P/IC

1675 Leahy St. Suite 3088

Muskegon, MI 49442

231-788-8202

Email: swilkinson@wrmc.org

1. State of Michigan Paramedic License

a) *See Attachment: Scott Wilkinson State of Michigan Paramedic License*

2. State of Michigan Instructor Coordinator License

a) *See Attachment: Scott Wilkinson State of Michigan Instructor Coordinator License*

B. Licensure Maintenance

1. The Program Director for West Michigan Regional Medical Consortium 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 West Michigan Regional Medical Consortium and EMS CE Training Consortium will maintain a current and up to date status with West Michigan Regional Medical Consortium.

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. The student handbook will then be developed from established 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.

III. INSTRUCTIONAL FACULTY

A. Instructor Coordinator's and Subject Matter Experts (See Attached)

B. Instructor Coordinator/Subject Matter Expert Position Description

- 1. Instructor Coordinator/Subject Matter Expert agree to instruct ALL levels of EMS 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, clinical and internship requirements. Instructor Coordinator/Subject Matter Expert input is vital to a diverse course. The suggestion 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 Objectives/Lesson Outline***
 - b) Chit Sheets***
 - c) Course Roster***
 - d) Course Evaluations***
- 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 West Michigan Regional Medical Consortium 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.

IV. FINANCIAL RESOURCES

A. Declaration of Financial Support

1. West Michigan Regional Medical Consortium accepts financial responsibility for all courses. West Michigan Regional Medical Consortium 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

V. 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 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 light 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 assessable 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.

VI. 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

VII. OPERATIONAL POLICIES

A. Liability Policy

- 1. West Michigan Regional Medical Consortium liability insurance coverage for all registered students and I/C's will be supplied.**

B. ADA Policy

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

West Michigan Regional Medical Consortium 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). West Michigan Regional Medical Consortium 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 accommodations must be received by the administration no less than three (3) weeks after the scheduled first day of class

West Michigan Regional Medical Consortium 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 an 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 courses 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 accommodations are 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. West Michigan Regional Medical Consortium 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 West Michigan Regional Medical Consortium 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 an Accommodation

The Application for Examination Accommodations must be completed in its entirety. Incomplete applications will not be considered for accommodations 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 an 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:

a) 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.

b) Documentation that clearly identifies the nature and extent of the functional limitations that exist as a result of the diagnosed disability.

c) Sufficient evidence to demonstrate that the functional limitation substantially limits the individual in performing one or more major life activity.

d) Specific information about the significance of the impact the disability has on the candidate in the testing environment.

e) Specific recommendations for accommodations.

C. Non-Discrimination Policy

1. West Michigan Regional Medical Consortium 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

1. West Michigan Regional Medical Consortium 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 West Michigan Regional Medical Consortium. 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.

VIII. PROGRAM EVALUATION

A. Course Completion Evaluation

Course Completion Evaluation 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 in order to receive Proof of Attendance. Evaluations will be kept in course paperwork for a period of at least 7 years.

a) See Attachment: Course Evaluation Form

B. Course Feedback Evaluation-While class is in session

1. Program Director will 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 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.

a) See Attachment: 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 minimum quarterly to discuss any and all report 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 occur 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.*

IX. PROGRAM NOTIFICATION TO WEST MICHIGAN REGIONAL MEDICAL CONSORTIUM

A. 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 trainings will be forwarded to the West Michigan Regional Medical Consortium Medical Director via email.

X. Equipment

A. Equipment required

- 1. See Attachment for required equipment list**

XI. 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, textbook, 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.

XII. OPERATIONAL POLICIES AND PROCEDURES

A. Student Records Maintenance Policy

- 1. West Michigan Regional Medical Consortium and EMS CE Training Consortium will maintain student record for a minimum of seven years.**
- 2. Student, currently attending a course, records 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. Student, at completion of course, 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. West Michigan Regional Medical Consortium, EMS CE Training Consortium, Subject Matter Experts, Instructors and Program Director will supply needed resources to develop skill retention and mastery by all students.**

XIII. PROGRAM EVALUATION

A. 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.**

The Course Effectiveness Review will become part of the course paperwork and will be maintained on file for a minimum of 7 years.