



COURSE CATALOG

January 1, 2021 – December 31, 2021

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Section 1: About the Company

MISSION STATEMENT:

Project Heartbeat’s mission is to “Save Lives Through Education”.

Since 1996, Project Heartbeat has served the greater San Francisco Bay Area with a stimulating and collaborative learning environment that focuses on quality healthcare education, integrity, and service.

Project Heartbeat believes in fostering a culture of collaboration, accountability and performance to meet the workforce development needs of the healthcare community. We take pride in ensuring our students gain the confidence and expertise in their chosen field by offering the highest quality training that will lead to successful employment.

Project Heartbeat’s core values:

- 1) Quality Education - Students will develop the intellectual, analytical and critical abilities through a supportive learning environment
- 2) Integrity – We will abide by the highest levels of ethical standards with experienced and qualified instructors delivering course content that is up to date and exceeds industry standards
- 3) Service – all educational courses have full administrative oversight to support our high standards of service for each individual student

For over 20 years, Project Heartbeat has been a premier provider of American Heart Association and Emergency Nurses Association training, offering certifications in:

ACLS	12 lead EKG interpretation	TNCC
BLS	Basic EKG and Pharmacology	ENPC
PALS	Heartsaver CPR and First Aid	NRP

(5,CCR §71810(b)(2))

PROGRAM LOCATION

All didactic coursework will be conducted at the either of the main Project Heartbeat offices below unless otherwise specified:

Project Heartbeat, Oakland Campus
333 Hegenberger Rd, Suite 855
Oakland, CA 94621

Project Heartbeat, Sacramento Campus
2033 Howe Ave, Suite 150
Sacramento, CA 95825

(510) 452-1100, Ext 0
info@projectheartbeat.com
www.projectheartbeat.com

The main program location is well maintained and meets all building licensing requirements for HVAC, lighting, along with permits on file for proper business operation. Permits available upon request

(CCR §71735(2b)) (CEC §94909(a)(1,4))

FACULTY/STAFF

All Project Heartbeat faculty meet the requirements for 5 C.C.R. Section 71720 and are required to have a minimum of three (3) years field experience in their area of expertise, have attended a 40 hours instructional methodology class or equivalent, and maintain a current professional license in their field license. In addition, all faculty and lecturers posses practical field experience, are knowledgeable, current, and skillful in the subject matter as demonstrated by a baccalaureate or higher degree and have validated teaching experience in the subject matter.

Chief Executive Officer: Josh Burke, RN MSN FNP

Chief Operations Officer: Allan Bulda, RN, MSN - 15 Years Emergency Department Nursing Experience, 4 Years CCT RN, 4 Years EMS experience

Medical Director: Carter Clement, M.D.

EMT-B Coordinator: Eric Kim, EMT – 8 years EMS field experience, 8 years EMT Instruction Experience

Phlebotomy Technician Coordinator: Allan Bulda, RN – 15 years Emergency Dept Nursing Experience

EMT PROGRAM FACULTY/LECTURERS

Cindy Abercrombie, Paramedic, 15 years EMS working experience

Brian Velasquez, EMT-B – 5 years EMS working experience

Johanna Mattox, Paramedic, 10 years EMS working experience

Rick Segura, Paramedic, 11 years EMS working experience

Bill Paganelli, Paramedic, 25 years EMS working experience

David Kinsbourne, Paramedic, 25 years EMS working experience

Eric Kim, EMT-B, 8 years EMS working experience

Jason Funaro Paramedic, 10 years EMS experience

PHLEBOTOMY TECHNICIAN PROGRAM FACULTY/LECTURERS

Erika Carter, Phlebotomist, 11 years Lab experience

Mykel Mallillin, Phlebotomist, 7 years Lab Experience

(CEC §94909(a)(7))

FACILITIES AND EQUIPMENT

Project Heartbeat owns a large inventory of state-of-the-art education and late model training equipment designed specifically for each program offered. This equipment simulates equipment currently used by professionals in the field on a state and national level. The equipment includes anatomical models, human-like manikins, defibrillators, simulators, and specialized equipment available for hands-on training. Outside of class time, students will have access to all equipment and resources for purposes of practice and study during business hours. All students also have access to free tutoring provided they call and make an appointment during normal business hours. The facility in which the program will be conducted is well maintained with all necessary equipment on site.

Lectures are provided in a classroom setting utilizing presentations on a flat screen monitor and/or projector. Skills training is provided in a simulated skills laboratory. Skills lab is equipped with phlebotomy draw chairs, simulated venipuncture arms, hematocrit centrifuges, and skin blocks. Equipment is also utilized for learning to manage airways and ventilate patients, treat shock and administer medications on a limited basis. All equipment available to students are actual models used in real work settings.

The facility is classroom style with tables and chairs and white boards with audio visual equipment. The tables and chairs will be moved around and set up into draw stations that are conducive to training in the art of venipuncture. Mannequins, posters, audio visual equipment will be used in training. The facility in which each program will be conducted is well maintained with all necessary equipment on site.

During skills lab for the Phlebotomy Technician Program, students will be exposed to live demos, a variety of laboratory supplies, processing equipment, and hands-on experience running key laboratory tests, including blood smears

Inventory of the Equipment used in teaching Phlebotomy Course:

- Charts of Vascular and Arterial Systems
- Medical Models
- Venipuncture Kits
- Film Phlebotomy Safety
- Stretcher
- Linen
- Arm Mannequin
- Blood Draw Chair
- Alcohol Wipes
- Band aids
- Sterile Bandages
- Adhesive Medical Tape
- Cotton Balls
- Biohazard Sharps Container
- Blood Culture Bottles
- Culture tubes
- Finger Stick Lancet
- First Aid Kit
- Gloves
- Eye Protection (Goggles)
- Gowns (Disposable and Fluid Resistant)
- Microtainers
- Syringe/Needle Holder
- Safety Needles
- Safety Butterfly
- Stainless Steel Tray

(5,CCR §71810(b)(9))

LIBRARY & OTHER RESOURCES

Project Heartbeat has 10 laptop computers available for rental. Students may use the laptops to access the online library www.thefreelibrary.com. The Free Library has literature and periodicals from hundreds of leading publications and newly- published articles are added to the site daily. The Free Library is an invaluable research tool and the fastest, easiest way to

locate useful information on virtually any topic. Students can explore the site through a keyword search. The computer allows students to use technology when learning and studying. The online resource provides an inter-active approach for the student that aids in retention of the subject matter. The computer is made available to students and faculty during normal business hours and by appointment for after business hours. Students can make an appointment request to their instructor or Project Heartbeat staff.

In addition to the textbooks that are supplied to each student, Project Heartbeat maintains a small library of resource textbooks, manuals, and study guides. The Program Director is available during business hours to loan books out to students.

(5,CCR §71810(b)(10))

STUDENT RECORDS

All records required by Article 9 of the Act will be kept in a locking fire resistant file cabinet and electronically stored on a secure server. The hard copy documents contained in the files will be all registration/contract documents, all academic documents, and all financial documents. Complete files (resumes or CV and certifications) are also kept on all staff employed at Project Heartbeat. All student and staff records shall be considered strictly confidential and the exclusive property of Project Heartbeat. Project Heartbeat shall maintain, for each student granted a certificate by Project Heartbeat, permanent records of all of the following:

1. all registration/contract documents
2. all academic documents including transcripts
3. all financial documents

5,CCR §71810 (b)(15))

RECORDKEEPING PROCEDURE

Project Heartbeat shall maintain all personnel, academic and financial records for students currently enrolled and formerly enrolled at Project Heartbeat.

Students shall contact the Program Director to have transcripts/records sent to them. There is no fee for having records forwarded or processed. Student electronic transcripts are kept indefinitely. Paper records will be securely destroyed after 10 years of storage. Request for records must be made in writing by a currently enrolled or formerly enrolled student.

All records will be kept at the following address for a minimum of five (5) years:

Project Heartbeat
333 Hegenberger Rd, Suite 855
Oakland, CA 94621

STUDENT HOUSING

Project Heartbeat is a non residential campus and does not offer dormitory facilities. The school is not responsible for assisting students with their lodging needs. The school has compiled the following list of hotels within a two mile radius area that students may contact:

Best Western (510) 633-0500, \$169-\$209/night

Marriot (510) 568-7600, \$149-\$199

Oakland Airport Executive Hotel (510) 635-5300, \$139-\$189/night

Holiday Inn (510) 638-7777, \$114-\$139/night

Hilton Airport (510) 635-5000, \$149-\$181/night

Springfield Suites (800) 246-8357, \$149-\$169/night

(5,CCR §71810 (b)(13)(A)(B)(C))

ADDITIONAL STUDENT SERVICES

Students are encouraged to seek assistance with issues that may inhibit academic success. Tutorial sessions are regularly available and conducted at the instructor's discretion. Students are encouraged to discuss concerns with instructors and Program Directors

As students begin training and looking for employment, Project Heartbeat provides limited career services support. Career services offers free assistance on a variety of topics to all current students and graduates, including: 1) Course and Exam Tutoring, 2) Resume writing assistance, 3) Job interview assistance, 4) Job Search assistance

Please keep in mind that job placement is never guaranteed

ENGLISH AS A SECOND LANGUAGE

Project Heartbeat does not provide services or documents for English as-a-second-language students. All courses will be conducted in English. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the program and enrollment agreement, the student has the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language. Translation services must be provided as student's own expense. Test of English as a Foreign Language (TOEFL) is accepted as an indicator of proficiency in English. ESL language services are not provided.

(5,CCR §71810(b)(4)(5))

Section 2: Program Overview

EMERGENCY MEDICAL TECHNICIAN PROGRAM

EDUCATIONAL OBJECTIVES:

Project Heartbeat's Emergency Medical Technician program objectives have been established based upon the California EMS Authority and the National Registry of Emergency Medical Technicians and adhere to the Department of Transportation's National Standard Training Curricula:

1. To develop the EMT student to understand what it means to be an EMT. This includes the career field of Emergency Medical Systems and the Roles and Responsibilities of the EMT in the EMS field. [SEP]
2. To provide the EMT student the knowledge, skills, and ability to provide top level care and function safely and effectively in the pre-hospital environment.
3. The EMT student will be able to demonstrate competency and proficiency in both basic EMT skills with each patient he/she will encounter.
4. To prepare the EMT student to successfully complete the National Registry Licensure Examination.

(5,CCR §71810(b)(2))

COURSE DESCRIPTION

The Project Heartbeat EMT Training Program fulfills the training requirements set forth by the State of California in Title 22 of the California Code of regulations Division 9, Chapter 2, for Emergency Medical Technician Basics.

Through lectures, interactive presentations, skill labs and simulations, this interactive requires hands- on participation to enhance the learning environment. The course curriculum includes all items outlined in Title 22, and the program is designed to guide students to successful completion of

National Registry EMT-Basic Exam, which is the final step in obtaining EMT- Basic licensure in the State of California.

Additionally, this course conforms to the National Standard EMT-Basic Curriculum formulated by the U.S. Department of Transportation. The course is divided into two phases: didactic instruction, clinical hospital and/or field ride-along. Upon successful completion of all phases of training, a completion certificate will be awarded that will allow the student to apply for National Registry Certification and subsequent state certification as an EMT-Basic.

COURSE CONTENT – EMT-B

Project Heartbeat’s EMT- Basic program includes three components which incorporate the following hours of lecture, recitation, laboratory skills training, and externships:

1. Didactic (160 Hours): technical, theory and practical hands-on education
2. Clinical (24 Hours): field training (2 EMS ride-alongs) with a minimum of 10 patient contacts
3. Testing (16 hours, Includes Didactic Hours): lecture quizzes, weekly tests, midterm, and final exam

Total Hours for completion: 200

ACADEMIC CALENDAR:

5 weeks full time program:

The full-time program schedule is 8:30 am – 7:30 pm, Fridays and Saturdays. 8:30am-8:30pm. Sundays

- 5 weeks classroom attendance (15 class dates, 11-12 hour class duration)

- 2-3 days at externships (approximately 24 hours)

10 weeks part time program:

The part-time program meets nightly 6:00 pm – 10:00 pm on Tuesdays and Thursdays. And from 8:30 am – 7:00 pm every other Saturday.

- 10 weeks classroom attendance (30 class dates, 4 hour classes on Tues and Thurs, 10 hour classes on Saturdays)
- 2-3 days at Externships (approximately 24 hours)

2021 Start Dates – Full Time Program
See Online schedule for updates. Schedule subject to change due to Governmental COVID Restrictions.

TEXTBOOK

All students must have the required textbook: Emergency Care and Transport of the Sick and injured (11th Edition) – Jones and Bartlett. It is the foundation for the didactic curriculum, and therefore an essential tool for every student.

PROGRAM APPROVAL

Alameda County Emergency Medical Services 510-267-8000 or by web at www.ems.acgov.org

Sacramento County Emergency Medical Services 916-875-9753 or by web at dhs.saccounty.net/PRI/EMS/Pages/RL-Approved-Training-Programs.aspx

EMT CERTIFICATION PROCESS

Completion of Project Heartbeat's EMT course is the first necessary step in the three-step process:

Step 1. Graduate from an approved EMT Training Center

Step 2. Pass National Registry of Emergency Medical Technicians (NREMT) Exam^[SEP]

Step 3. Obtain State License (Submit EMT Application & Live Scan Background Report)

State EMT certification is issued by EMS Medical Director and is recognized statewide and is valid for 2 years from the date of certification issued by the County EMS Agency.

To be eligible for certification, an individual must be a minimum of 18 years of age at the time of application, successfully complete an EMT course, pass the NREMT Exam, have current BLS certification and not be precluded from certification based on reasons defined in Section 1798.200 of the Health and Safety Code.

Please note that certain types of criminal records could preclude you from EMT certification. On July 1, 2010 California instituted new criminal background regulations for EMT certification. The regulations are extremely strict. All felonies are automatic preclusions and many misdemeanor offenses (including some which have been expunged) have been added for certification denial. Any student concerned about something in their background should consult with the EMS Agency for more information. An offense on your driving record may not necessarily preclude you from EMT certification but could preclude you from employment with many EMS service providers.

(CEC §94909(a)(5))

GRADUATION/COMPLETION REQUIREMENTS

A course completion certificate is awarded to each student who successfully meets all grading requirements and successfully completed the required number of clock-hours and all required competencies. Upon satisfactory completion of the program and payment of all fees/tuition, students will receive a certificate of completion. The certificate serves only as evidence that all requirements of the program have been completed. It is not intended or implied that the certificate of course completion in any way licenses or certifies the student to perform skills as an emergency responder. Completion of all course requirements and attainment of the certificate of completion makes the graduate eligible to sit for licensure examination at the level of the program completed.

All course requirements must be completed in the timeframe published for the course. It is the student's responsibility to satisfactorily complete all clinical externship hours and competencies within the designated period. Taking into consideration the resources available in the community, the program faculty will work with the student to secure ride along externships that allow for on-time graduation.

JOB PLACEMENT

Project Heartbeat does **NOT** guarantee or represent any claim that completion of any training program will include job placement or assignment of gainful employment.

Project Heartbeat's EMT-B Program does prepare its graduates in the following job classification using the United States Department of Labor's Standard Occupational Classification codes, at the Detailed Occupation (six-digit) level:

29-0000: Healthcare Practitioners and Technical Occupations

29-2042 Emergency Medical Technicians

(5, CCR §74112 (d)(3))

NATIONAL REGISTRY EXAMINATION

To obtain EMT-Basic certification in the State of California, all students are required to pass the National Registry of EMT's Exam. The National Registry Exam consists of two parts – cognitive and psychomotor. To be eligible to take the National Registry Exam the student must successfully complete the following phases of the program:

Didactic Phase – 144 hours

Field Internship Phase – 24 hours minimum, with at least 10 patient contacts

Once all phases of the program are successfully completed the student will be given a course completion certificate that will be used as proof of meeting the requirements to take the National Registry Exam.

EMT-BASIC: NATIONAL STANDARD CURRICULUM

COURSE DESIGN

Module	Title	Hours
Module 1	Preparatory	16
Module 2	Airway	16
Module 3	Patient Assessment	24
Module 4	Medical Emergencies	24
Module 5	Trauma	24
Module 6	Infants and Children	16
Module 7	Operations	8

Module 8	Advanced Airway Management	8
Module 9	MCI- Mass Casualty Incident	8
Module 10	National Registry Skills Final	16
Module 11	Written Final/ Skills Testing	16
Assigned Skills Hours	Included in modules	64
Clinical/Field Externship		24
Total Hours		200

MODULE 1 PREPARATORY

- Lesson 1-1 Introduction to Emergency Medical Care Familiarizes the EMT-Basic candidate with the introductory aspects of emergency medical care. Topics covered include the Emergency Medical Services system, roles and responsibilities of the EMT-Basic, quality improvement, and medical direction.
- Lesson 1-2 Well-Being of the EMT-Basic Covers the emotional aspects of emergency care, stress management, introduction to Critical Incident Stress Debriefing (CISD), scene safety, body substance isolation (BSI), personal protection equipment (PPE), and safety precautions that can be taken prior to performing the role of an EMT-Basic.
- Lesson 1-3 Medical/Legal and Ethical Issues Explores the scope of practice, ethical responsibilities, advance directives, consent, refusals, abandonment, negligence, duty to act, confidentiality, and special situations such as organ donors and crime scenes. Medical/legal and ethical issues are vital elements of the EMT-Basic's daily life.
- Lesson 1-4 The Human Body Enhances the EMT-Basic's knowledge of the human body. A brief overview of body systems, anatomy, physiology and topographic anatomy will be given in this session.

- Lesson 1-5 Baseline Vital Signs and SAMPLE History Teaches assessing and recording of a patient's vital signs and a SAMPLE history.
- Lesson 1-6 Lifting and Moving Patients Provides students with knowledge of body mechanics, lifting and carrying techniques, principles of moving patients, and an overview of equipment. Practical skills of lifting and moving will also be developed during this lesson.
- Lesson 1-7 Evaluation: Preparatory Module Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 2 AIRWAY

- Lesson 2-1 Airway Teaches airway anatomy and physiology, how to maintain an open airway, pulmonary resuscitation, variations for infants and children and patients with laryngectomies. The use of airways, suction equipment, oxygen equipment and delivery systems, and resuscitation devices will be discussed in this lesson.
- Lesson 2-2 Practical Skills Lab: Airway Provides supervised practice for students to develop the psychomotor skills of airway care. The use of airways, suction equipment, oxygen equipment and delivery systems, and resuscitation devices will be included in this lesson.
- Lesson 2-3 Evaluation: Airway Module Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 3 PATIENT ASSESSMENT

- Lesson 3-1 Scene Size-Up Enhance the EMT-Basic's ability to evaluate a scene for potential hazards, determine by the number of patients if additional help is necessary, and evaluate mechanism of injury or nature of illness. This lesson draws on the knowledge of Lesson 1-2.

- Lesson 3-2 Initial Assessment Provides the knowledge and skills to properly perform the initial assessment. In this session, the student will learn about forming a general impression, determining responsiveness, assessment of the airway, breathing and circulation. Students will also discuss how to determine priorities of patient care.
- Lesson 3-3 Focused History and Physical Exam - Trauma Patients Describes and demonstrates the method of assessing patients' traumatic injuries. A rapid approach to the trauma patient will be the focus of this lesson.
- Lesson 3-4 Focused History and Physical Exam - Medical Patients Describes and demonstrates the method of assessing patients with medical complaints or signs and symptoms. This lesson will also serve as an introduction to the care of the medical patient.
- Lesson 3-5 Detailed Physical Exam Teaches the knowledge and skills required to continue the assessment and treatment of the patient.
- Lesson 3-6 On-Going Assessment Stresses the importance of trending, recording changes in the patient's condition, and reassessment of interventions to assure appropriate care.
- Lesson 3-7 Communications Discusses the components of a communication system, radio communications, communication with medical direction, verbal communication, interpersonal communication, and quality improvement.
- Lesson 3-8 Documentation Assists the EMT-Basic in understanding the components of the written report, special considerations regarding patient refusal, the legal implications of the report, and special reporting situations. Reports are an important aspect of prehospital care. This skill will be integrated into all student practices.
- Lesson 3-9 Practical Skills Lab: Patient Assessment Integrates the knowledge and skills learned thus far to assure that the student has the knowledge and skills of assessment necessary to continue with the management of patients with medical complaints and traumatic injuries.
- Lesson 3-10 Evaluation: Patient Assessment Module Conduct written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 4 MEDICAL/BEHAVIORAL EMERGENCIES AND OBSTETRICS/GYNECOLOGY

- Lesson 4-1 General Pharmacology Provides the student with a basic knowledge of pharmacology, providing a foundation for the administration of medications given by the EMT-Basic and those used to assist a patient with self-administration.
- Lesson 4-2 Respiratory Emergencies Reviews components of the lesson on respiratory anatomy and physiology. It will also provide instruction on assessment of respiratory difficulty and emergency medical care of respiratory problems, and the administration of prescribed inhalers.
- Lesson 4-3 Cardiovascular Emergencies Reviews of the cardiovascular system, an introduction to the signs and symptoms of cardiovascular disease, administration of a patient's prescribed nitroglycerin, and use of the automated external defibrillator.
- Lesson 4-4 Diabetes/Altered Mental Status Reviews of the signs and symptoms of altered level of consciousness, the emergency medical care of a patient with signs and symptoms of altered mental status and a history of diabetes, and the administration of oral glucose.
- Lesson 4-5 Allergies Teaches the student to recognize the signs and symptoms of an allergic reaction, and to assist the patient with a prescribed epinephrine auto-injector.
- Lesson 4-6 Poisoning/Overdose Teaches the student to recognize the signs and symptoms of poisoning and overdose. Information on the administration of activated charcoal is also included in this section.
- Lesson 4-7 Environmental Emergencies Covers recognizing the signs and symptoms of heat and cold exposure, as well as the emergency medical care of these conditions. Information on aquatic emergencies and bites and stings will also be included in this lesson.
- Lesson 4-8 Behavioral Emergencies Develops the student's awareness of behavioral emergencies and the management of the disturbed patient. Restraining the combative patient will also be taught in this lesson.
- Lesson 4-9 Obstetrics/Gynecology Reviews the anatomical and physiological changes that occur during pregnancy, demonstrate

- normal and abnormal deliveries, summarize signs and symptoms of common gynecological emergencies, and neonatal resuscitation.
- Lesson 4-10 Practical Skills Lab: Medical/Behavioral Emergencies and Obstetrics/Gynecology Draws on the knowledge and skills learned thus far in this practical lab. Students will be given the opportunity to assess and treat a variety of patients with various medical complaints.
 - Lesson 4-11 Evaluation: Medical/Behavioral Emergencies and Obstetrics/Gynecology Conducts a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 5 TRAUMA

- Lesson 5-1 Bleeding and Shock Reviews the cardiovascular system, describes the care of the patient with internal and external bleeding, signs and symptoms of shock (hypoperfusion), and the emergency medical care of shock (hypoperfusion).
- Lesson 5-2 Soft Tissue Injuries Continues with the information taught in Bleeding and Shock, discussing the anatomy of the skin and the management of soft tissue injuries and the management of burns. Techniques of dressing and bandaging wounds will also be taught in this lesson.
- Lesson 5-3 Musculoskeletal Care Reviews of the musculoskeletal system before recognition of signs and symptoms of a painful, swollen, deformed extremity and splinting are taught in this section.
- Lesson 5-4 Injuries to the Head and Spine Reviews the anatomy of the nervous system and the skeletal system. Injuries to the spine and head, including mechanism of injury, signs and symptoms of injury, and assessment. Emergency medical care, including the use of cervical immobilization devices and short and long back boards will also be discussed and demonstrated by the instructor and students. Other topics include helmet removal and infant and child considerations.
- Lesson 5-5 Practical Skills Lab: Trauma Provides practice of the assessment and management of patients with traumatic injuries.

- Lesson 5-6 Evaluation: Trauma Module Conducts a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 6 INFANTS AND CHILDREN

- Lesson 6-1 Infants and Children Presents information concerning the developmental and anatomical differences in infants and children, discuss common medical and trauma situations, and also covered are infants children dependent on special technology. Dealing with an ill or injured infant or child patient has always been a challenge for EMS providers.
- Lesson 6-2 Practical Skills Lab: Infants and Children Provides the EMT-Basic student with the opportunity to interact with infants and children, and to practice the knowledge and skills learned thus far concerning this special population.
- Lesson 6-3 Evaluation: Infants and Children Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 7 OPERATIONS

- Lesson 7-1 Ambulance Operations Presents an overview of the knowledge needed to function in the prehospital environment. Topics covered include responding to a call, emergency vehicle operations, transferring patients, and the phases of an ambulance call.
- Lesson 7-2 Gaining Access Provides the EMT-Basic student with an overview of rescue operations. Topics covered include roles and responsibilities at a crash scene, equipment, gaining access, and removing the patient.
- Lesson 7-3 Overviews Provides the EMT-Basic student with information on hazardous materials, incident management systems, mass casualty situations, and basic triage.
- Lesson 7-4 Evaluation: Operations Conduct a written and skills evaluation will be done to determine the student's level of

achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 8 ADVANCED AIRWAY

- Lesson 8-1 Advanced Airway Instructs students on how to maintain an airway by means of orotracheal intubation. Included is a review of basic airway skills, nasogastric tube insertion for decompression of the stomach of an infant or child patient, and orotracheal intubation of adults, infants and children. This lesson should be presented prior to the medical and trauma modules.
- Lesson 8-2 Practical Skills Lab: Advanced Airway Demonstrates the skills of advanced airway techniques for the EMT-Basic. This includes insertion of the nasogastric tube in infant and child patients and orotracheal intubation of adults, infants and children.
- Lesson 8-3 Evaluation: Advanced Airway Conduct a written and skills evaluation to determine the student's level of achievement of the cognitive, psychomotor and affective objectives from this module of instruction.

MODULE 9 – MASS CASUALTY INCIDENT (8 HOURS)

- A mass casualty incident (or MCI) is any incident that injures or causes illness in enough people to overwhelm the resources usually available in a particular system or region.
- Course Objectives - Upon completion of the module, students will be able to: 1) Define mass casualty incident, 2) List the three goals of mass casualty incident management, 3) Describe the initial response actions to mass casualty incidents, 4) Triage simulated patients correctly using START algorithm, 5) Tape simulated patients using triage ribbons, 6) Establish an accurate count of casualties.

MODULE 10 – National Registry and Comprehensive Finals Review is 16 hours and is a comprehensive review preparing the student for their upcoming Final Examinations and the National Registry Licensure Exam.

MODULE 11 – Final Written and Skills is 16 hours and tests the necessary skills and knowledge for licensure as an EMT-Basic.

EMT PROGRAM TUITION AND FEES
TUITION AGREEMENT

Upon enrollment in Project Heartbeat’s EMT Program, students have the option to either pay the total tuition fee immediately (including the Non-Refundable Registration Fee).

Registration fee (non refundable)	\$100
Tuition	\$3000
Insurance	\$200
Student Tuition Recovery Fund (non refundable)	\$0
TOTAL TUITION AND CHARGES PAID TO PROJECT HEARTBEAT	\$3300

The student is responsible for certain necessary fees associated with the program. These associated fees are approximated on the table below.

Estimated Additional Fees:	
Lab Supplies Fees and equipment (pen light, BP cuff, Stethoscope, Trauma Shears)	\$50
Uniform (Pants, Button up Shirt, Tee Shirt and name plate. Boots and belt not included in price)	\$150
Textbooks	\$200
Live Scan and Drug Screen Fees	\$124
Immunizations	\$100
Ambulance License Fee	\$25
National Registry EMT Examination	\$90
Physical	\$75
County EMS Certification Fee (costs vary by county)	\$50
Tutoring (if needed)	\$40/hour
ADDITIONAL FEES TOTAL	\$864

ESTIMATED TOTAL FOR ENTIRE PROGRAM: \$4164

**TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD
OF ATTENDANCE: \$4164**

**TOTAL CHARGES THE STUDENT IS REQUIRED TO PAY UPON
ENROLLMENT: \$3300**

Initial and date only after you have had sufficient time to read and understand the information:

_____ (Student Initials)

_____ (Date)

(CEC §94909(a)(9))

PHLEBOTOMY TECHNICIAN PROGRAM DESCRIPTION

EDUCATIONAL OBJECTIVES

This program provides education for motivated individuals wanting a new career in the laboratory as a phlebotomist. The 120-hour Phlebotomy Technician program provides 80 hours lecture / in-class lab and 40 hours clinical training. Onsite training will take place on campus, in the classroom / laboratory area. Students will be trained how to use blood draw equipment as well as preanalytical equipment. Student externships will take place at participating affiliates in the Northern California.

During the externship, patients to be drawn (adults ranging from pediatric to geriatric) for venipuncture and blood draws will be at the discretion of the facility. All students will be observed by an on site supervisor or designated superior. The hours will allow students to complete the state mandated 50 venipunctures and 10 skin punctures prior to licensing. By the conclusion of the course students will have a record of the required 40 clinical hours and 50 blood draws.

The course is designed to prepare the student to become a phlebotomist within the state of CA after successful test completion. Completion of Project Heartbeat's Phlebotomy Training course will provide you with the skills for employment as a Phlebotomy Technician. Individuals who successfully complete the program will receive a certificate of completion from Project Heartbeat allowing students to sit for the Phlebotomy National Certification Examination. Upon passing the phlebotomy examination, graduates are eligible to apply to the state of California for their CPT1 license. State application and testing fees will apply.

Project Heartbeat's Phlebotomy program satisfies the requirements set forth for training individuals in phlebotomy and preparing them for California certification as phlebotomists under the provisions of Chapter 3, Division 2 of the California Business and Professions Code.

(CEC §94837(a)) (5,CCR §71810(b)(2))

COURSE CONTENT – Phlebotomy Technician

Course Description 120 Clock Hours

The Phlebotomy Program consists of 40 hours of didactic theory study, 40 hours of lab practical skills training, and 40 hours of clinical training at a clinical facility under the supervision of a Phlebotomy Instructor approved by the Department of Licensing and Certification. Students must complete the entire 80 hour course in order to receive a certificate. The Phlebotomy course is an approved course under the California Department of Public Health, Laboratory Fields Services Division. Upon completion of the program, students will meet eligibility for the National Phlebotomy Examination Test. Once the student successfully passes the national examination, the student may apply for certification to the California Department of Health Services.

Course Title	Clock Hours
Level I: Didactic Instruction and Lab Practical Skills Training: Legal Aspects pertaining to Phlebotomy; Anatomy & Physiology relevant to blood withdrawal; Methods used for appropriate site selection; Physiological presentation of patient; Types of venipuncture devices; Safety measures utilized during blood withdrawal including universal precautions; Potential complications including appropriate observation and protective measures; Proper hand washing & gloving; Proper care and labeling of specimens; Demonstration of live subjects practicum of blood withdrawal with three (3) successful sticks	80
Level II: Clinical Experience	40

Project Heartbeat’s Phlebotomy Technician program includes three components which incorporate the following hours of lecture, recitation, laboratory skills training, and externships:

4. Didactic and Skills (80 Hours): technical, theory and practical hands-on education
5. Clinical (40 Hours): Supervised demonstration of 50 venipuncture in clinical training.
6. Testing (Includes Didactic Hours): lecture quizzes, tests, midterm, and final exam

Total Hours for completion: 120

(CEC §94837(B))

ACADEMIC CALENDAR:

3 weeks full time program:

The full-time program schedule is 8:30 am – 4:00 pm, Monday through Friday

- 2 weeks classroom attendance (10 class dates, 7 hour class duration):
- 1 week clinical lab externship (5 days, 40 hours)

2021 Start Dates (full time program)
See Online schedule for updates. Schedule subject to change due to Governmental COVID Restrictions.

5 weeks part time program:

The part-time program schedule is 6:00pm – 10:00pm, Tuesday and Thursday. 8:30 am – 5:00 pm on Saturday

- 5 weeks classroom attendance (15 class dates, 8 hour class on Saturdays, 4 hour class on Tues and Thurs):
- 1 week clinical lab externship (5 days, 40 hours)

2020-2021 Start Dates (part time program)	
Jan 30, 2020	Additional 2021 dates postponed due to COVID Restrictions
March 26, 2020	

TEXTBOOK

All students must have the required textbook:

Phlebotomy Essentials, Enhanced Edition (7th Edition) – Ruth McCall, Published 2020. It is the foundation for the didactic curriculum, and therefore an essential tool for every student.

(CEC §94837(c5))

PROGRAM APPROVAL

Laboratory Field Services in the California Department of Public Health
850 Marina Bay Parkway
Richmond, CA 94804-6403
www.cdph.ca.gov

(CEC §94897)

CPT1 CERTIFICATION PROCESS

Completion of this course does not automatically enable a graduate to work as a Phlebotomist in the state of California. Successful completion of this course will enable students to sit for the national exam and after passing it they may apply for their California Certified Phlebotomist Technician (CPT) license.

To work as a Phlebotomist in California, you must, apply for certification and pay application fee to the State.

Completion of Project Heartbeat's Phlebotomy Technician course is the first necessary step in the four-step process:

Step 1. complete a State approved minimum 40 hour phlebotomy training program

Step 2. 40 hour Clinical Externship with a skills check off confirming 50 documented venipunctures

Step 3. pass a State approved phlebotomy certification exam.

Step 4. Submit an online application to the State for your CPT-1 License (apply for certification and pay application fee to the State)

(5,CCR §71800(a) through (d))

(CEC §94909(a)(5))

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH CPT1: PHEBOTOMY TRAINING PROGRAM CURRICULUM

Project Heartbeat's Phlebotomy Technician training program provides 80 hours of didactic/skills practicum instruction and a 40 hour clinical lab externship. Curriculum for didactic/skills instruction includes:

Basic phlebotomy curriculum (20 hours)

- Basic infection control, universal precautions and safety
- Basic anatomy and physiology of body systems with emphasis on the circulatory system, and appropriate medical terminology
- Proper identification of patient and specimens and the importance of accuracy in overall patient care
- Proper selection and preparation of skin puncture site, including selection of antiseptic
- Blood collection equipment, types of tubes and additives, proper order of draw when additives are required, and special precautions
- Post-puncture care
- Appropriate disposal of sharps, needles, and waste

Advanced phlebotomy curriculum (20 hours)

- Advanced infectious disease control and biohazards
- Anti-coagulation theory
- Knowledge of pre-analytical sources of error in specimen collection, transport, processing, and storage
- Anatomical site selection and patient preparation
- Risk factors and appropriate responses to complications that may arise from phlebotomy
- Recognition of problems in test requisitions, specimen transport, and processing, and corrective actions to take

- Application of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics, and legal implications of phlebotomy
- Quality assurance in phlebotomy necessary to provide accurate and reliable laboratory test results
- Legal issues related to blood collection

In addition the 80 hours of didactic training, Project Heartbeat’s CPT-1 training program provides 40 hours of practical instruction in a clinical setting that provides access to patients whose blood is being tested by a clinical laboratory. The program’s curriculum for practical instruction in a clinical setting includes:

- Selection of blood collection equipment appropriate to test requisition
- Preparation of a patient and infection control
- Skin punctures for testing purposes from patients of varying ages, including pediatric and geriatric, and of varying health and obesity status
- Venipunctures from patients of varying ages, health, and obesity status
- Post-puncture care
- Processing of blood containers after collection, including centrifugation
- Proper disposal of needles, sharps, and medical waste
- Practical examination showing evidence of successful completion of the above curriculum
- In addition, the program must ensure that
- Phlebotomy Technician students complete in at least 40 hours a minimum of 10 skin punctures and 50 venipunctures and observe arterial punctures.

The student will be provided a certificate of completion upon successful completion the program. The certificate will be signed by the director of the program and will include:

- Name and address of the didactic training program
- Name of the student
- Statement of satisfactory completion of the program
- Hours for each course (basic didactic, advanced didactic, and practical) of instruction
- Dates that training began and ended
- Signature of the program director

(CEC §94911(a))

(5,CCR §71810(b)(9))

PHLEBOTOMY TECHNICIAN PROGRAM TUITION AND FEES

TUITION AGREEMENT

Upon enrollment in Project Heartbeat’s Phlebotomy Technician Program, students have the option to either pay the total tuition fee immediately (including the Non-Refundable Registration Fee).

The student is responsible for certain necessary fees associated with the program. These associated fees are approximated on the table below.

Registration fee (non refundable)	\$100
Tuition	\$2500
Student Tuition Recovery Fund (non refundable)	\$0
TOTAL TUITION AND CHARGES PAID TO PROJECT HEARTBEAT	\$2600

Estimated Additional Fees:	
Lab Supplies Fees and equipment	\$50
Uniform scrubs	\$80
Textbooks	\$80
Liability Insurance	\$100
Live Scan, background check and Drug Screen Fees	\$124
Immunizations	\$100
NCCT Certification Exam	\$135
CPT1 Licensure Application Fee	\$100
Tutoring (if needed)	\$40/hour
ADDITIONAL FEES TOTAL	\$864

Important note: Students who wish to work as a Phlebotomist in the State of California will need to pay for and pass the NCCT certification exam, and apply for licensure by the California Department of Public Health. Fees incurred by immunizations, health exams, uniforms, CDPH State of California Certification, and basic class supplies are the sole responsibility of the student and will not be paid for, reimbursed, or refunded by Project Heartbeat.

ESTIMATED TOTAL FOR ENTIRE PROGRAM: \$3269

TOTAL CHARGES FOR THE CURRENT ENROLLMENT PERIOD OF ATTENDANCE: \$3269

TOTAL CHARGES THE STUDENT IS REQUIRED TO PAY UPON ENROLLMENT: \$2600

(CEC §94909(a)(9))

Initial and date only after you have had sufficient time to read and understand the information:

_____ (Student Initials)

_____ (Date)

Section 3: Admissions

APPLICATION PROCESS:

Students must sign an enrollment agreement before beginning a career training program at Project Heartbeat. The agreement includes information pertaining to prerequisites, tuition and fees, billing, attendance, payment options, and other related matters. As a prospective student, you are encouraged to review the catalog prior to signing the enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement

All interested applicants must submit a completed application along with a \$100.00 non-refundable application fee. Upon acceptance and approval of the application, the applicant will be invited to tour the facility and discuss program information. The enrollment agreement will be executed on the first day of class. All required registration fees and documents must be provided as listed in the enrollment agreement. The enrollment agreement is a legally binding contract. The student's signature certifies that they have read, understood, and agreed to their rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to them. (CEC §94909(a)(3)(B))

Project Heartbeat does not accept credits earned at other institutions or through challenge examinations and achievement tests (CEC §94909(a)(8)(A), and 5, CCR §71770)

Students who successfully complete any of Project Heartbeat's post secondary programs will receive a Certificate of Completion allowing the student eligibility to test for state or national certification. Project Heartbeat does NOT offer programs accredited to provide an Associate, Baccalaureate, Master, or Doctoral degree. (CEC §94909(a)(16))

PREREQUISITE REQUIREMENTS

Prerequisites are DUE BEFORE THE FIRST DAY OF CLASS.

- ✓ Applicant must be at least 18 years of age
- ✓ Applicant must possess a high school diploma or GED equivalent
- ✓ Applicant must possess a current American Heart Association Healthcare Provider BLS card prior to the first day of class
- ✓ Current California Driver's license
- ✓ Current Immunization Records for:
 - TB- Tuberculosis within 1 year
 - Tetanus within 1 year
 - MMR- Measles, Mumps, Rubella (childhood record OK)
 - Varicella Immunity
 - Hepatitis B- At least shot #1 in series
- ✓ Specific prerequisites may apply depending on the program selected
- ✓ **Tuition and fees** Tuition tables for specific courses appear with the course descriptions later in this catalog. Additional costs include: texts, uniforms, and equipment/ diagnostic tools (I.E. stethoscope, penlight, eye protection, safety-shears). Students are also responsible for a background check and health insurance. The fees in the tables in this catalog are effective Jan 1, 2017.
- ✓ Physical considerations- EMT-B students must possess sufficient ability to: Lift at least 50 lbs unassisted, stand, carry and balance on uneven terrain. Stoop, kneel, climb, crouch and crawl as needed to reach patients and safely remove and transport. Carry and utilize emergency medical equipment appropriately. Communicate verbally to patients, physicians, nurses and co-workers. Hear, understand and react quickly to verbal instructions and patient needs. In addition, students must be able to travel to clinical and field sites as assigned and work varying shifts and hours as assigned.
- ✓ Project Heartbeat does not offer "Ability to Benefit" testing. A minimum of a high school Diploma or GED is required for admission
- ✓ Students must be eligible to study in the United States in order to enroll in post secondary programs. Project Heartbeat does not provide any Visa services for foreign students. (5, CCR §71810(b)(3))

PROFESSIONAL LIABILITY INSURANCE

All students are required to carry professional liability insurance for any program enrolled through at Project Heartbeat for the entire duration of their enrollment. Liability insurance can be provided to the student for additional costs (see program fees table)

LIVE SCAN REPORT

A California Department of Justice fingerprint background check is required for all students. This shall be accomplished through the Live Scan system. Students will have their Live Scan Report mailed to them, and must submit a copy of this report to Project Heartbeat prior to the first day of class. Live scan report services can be arranged for the student at additional costs (see program fees table)

Please note, although it normally takes 3-4 business days to receive the report, it can sometimes take several weeks. Consequently, please be sure to allow extra time for processing.

Section 4: Standards for Student Achievement

GRADING SYSTEM

Completion of the each program is contingent on a Pass/Fail Grading System, consisting of three requirements:

1. **Academic Requirement**
2. **Attendance Requirement**
3. **Participation Requirement**

Failure to meet any of the above grading components and/or policies outlined below will result in a verbal warning and student will be placed on probation.

The intent of probation is to allow the student to continue their education while improving performance, attendance, and/or meeting their financial obligation. During probation, the student will continue to attend class. Probation will be lifted when the student has met the conditions of probation. If the student fails to meet the set probation conditions, the student will be dropped from the program and the school. Dropped students wishing to continue in their program of study must petition to re-enter. Students are responsible for additional costs associated with re-taking courses.

ACADEMIC REQUIREMENTS

Academic standards in order to maintain enrollment in the classroom or didactic phase of training, a student must maintain the following:

1. A cumulative average of minimum of **eighty percent (80%)** on all examinations, quizzes and assignments administered throughout the entire classroom program.
2. No more than **(3) examinations scores below 80%**.
3. Complete and pass all skills assignments or skills testing.

4. Complete skills finals stations with a passing score.
5. **Students with a Comprehensive Midterm Grade below 80% will be dropped** from the course immediately after the Midterm Exam.
6. **Students with a Comprehensive Final Grade below 80% will be dropped** from the course immediately after the Final Exam.
7. Students may repeat a skills station only once and only under the approval of the Program Director.

WEIGHTED GRADING SCALE

Project Heartbeat uses a standard grading scale for all tests and quizzes. All cumulative grades must be kept above the National Standard Minimum Acceptable Grade of 80%. All grades are weighted on the following grading scale:

Didactic Grading Scale

100-90 = A Performance exceeds entry level qualification for the field

89-80 = B Performance is above average qualification for the field

79-70 = C Performance is below entry level qualification for the field

<70 = F Failure. Must repeat course

WEIGHTED GRADING SYSTEM	
ASSIGNMENT	TOTAL PERCENTAGE OF GRADE
Lecture Quizzes	25%
Weekly Tests	50%
Exams	25%

ACADEMIC DISHONESTY

Academic dishonesty is grounds for immediate termination from the course. The term “academic dishonesty” includes, but is not limited to:

1. **Cheating** - The improper taking or tendering of any information or material which shall be used to determine academic credit. Taking of information includes, but is not limited to, copying coursework from another student; working together with a student when not specifically permitted; utilizing another student’s work when not permitted; referring to text or notes when not permitted; the acquisition of tests or other academic material belonging to the program without express authorization. Tendering of information includes, but is not limited to, giving academic documents or information to another student without expressed authorization.
2. **Plagiarism** - The attempt to represent the work of another as the product of one’s own thought, whether the work is published or unpublished. “Plagiarism” includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. This applies to speech and electronic media as well. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling or distributing of term papers or other academic materials.
3. **Bribery** - The offering, giving, receiving, or soliciting of any materials, items, or services of value to gain an academic advantage for yourself or another.
4. **Conspiracy** - The planning or acting with one or more persons to commit any form of academic dishonesty to gain advantage for yourself or another.
5. **Fabrication** - The use of invented or fabricated information, or the falsification of research or other findings with the intent to deceive in order to gain academic advantage.
6. **Failure to Cooperate** - Refusal to hand over materials, electronic media, and/or other resources pursuant to a reasonable request by a College official or instructor in their efforts to determine if academic

dishonesty has occurred. Special Learning Requirements: It is policy administer curriculum in a manner that does not discriminate against an otherwise qualified applicant by offering reasonable and appropriate accommodations for those persons with documented disabilities, as required by the Americans with Disabilities Act (ADA). Candidates requesting any accommodation should submit such requests as early as possible to provide adequate time to resolve any documentation issues that may arise.

ATTENDANCE REQUIREMENT

Each program's content is cumulative in nature offering minimal tolerance regarding student's absenteeism. Only 1 absent course date is allowable with conditions that the class is made up by the student

CA Title 22 mandates a minimum hourly attendance requirement for the Program. EMT Students may not miss more than 16 hours of the Emergency Medical Technician Program, including both classroom and clinical hours. Absences totaling more than sixteen hours, regardless of the reason, will result in immediate dismissal from the EMT Program.

1. **Absences:** All lectures, labs and clinical hours are mandatory. Because of the intensive nature of this course, students will not be offered an opportunity to submit late or extra credit work due to lack of attendance or preparation. Make-up classes will be given by approved Project Heartbeat faculty only, the cost of which will be paid by the student (\$50.00 per hour) at the time the makeup class is given.
2. **Tardy:** Arriving more than 15 minutes late or leaving more than 15 minutes early qualifies as incomplete attendance, and will result in a half-day absence. If you are more than one hour late for a lecture class it will be calculated as if you had missed the entire class and must be made up in full at the students own expense. If you are more than 15 min late for a skills day you must make up the skills you

missed with private tutoring. More than 30 min late for a skills day is cause for dismissal from the program.

3. **Failure to Attend Ride-Alongs and/or Clinical Externships** : You must adhere to your assigned ride-along/externship dates, which are scheduled in accordance with your Availability Form. You must arrive at least 15 minutes early to your Ride-Alongs or you risk being left behind, and potentially dismissed from the program. Missed Ride-Alongs/Externships count as 12 hours of absence.
4. **Communicate:** Special circumstances may arise such as sickness or emergencies. As long as you communicate ahead of time and provide reasonable proof, we will do our best to work with you.
5. **Leave-of-Absence Policy:** Due to the accelerated nature of the programs and that it is mandated by the state that the student attend a minimum amount of class time, students are not allowed a leave of absence from the course.

PARTICIPATION REQUIREMENT

Students must comply with all Participation Standards set forth via the following three policies:

1. **Assignment Policy**
2. **Behavior Policy**
3. **Dress Code Policy**

Any deviation from the following policies may result in immediate dismissal from the Program, depending on the severity of the misconduct.

ASSIGNMENT POLICY

Students are required to complete all required assignments by their respective due dates, as outlined in the Class Schedule. Assignments are

subject to change by Administration. Any change to deadlines or requirements will be thoroughly communicated ahead of time.

Assignments include but are not limited to the following:

- **Prerequisites**
- **Flashcards**
- **Adaptive Tests**
- **Peer Reviews**
- **Patient Care Reports**
- **Preceptor Forms**

BEHAVIOR POLICY

Students shall at all times conduct themselves in an exemplary manner, both in and out of school. A student may be dismissed for:

- Unsatisfactory academic progress
- Cheating on any quiz, test, or block exam
- Being under the influence of, or in the possession of, alcohol or illegal drugs of any kind
- Insubordination and/or intolerable conduct
- Making threats or engaging in physical violence
- Willful abuse of school equipment or property
- Excessive absenteeism
- Failure to treat peers, faculty, clinical staff and patients with respect.
- Failure to maintain an alert and attentive attitude at all times during class. When class begins, all students will immediately face forward, come to the position of attention, cease all talking and unnecessary activity, and render the proper respect to the instructor. Dozing off or sleeping in class will not be tolerated. Students shall not talk among

themselves, or otherwise be disruptive, when class is in session.

In addition, students must abide by the following behavior policies:

- No cell phones are allowed during class time. Cell phones must be turned off or kept in silent mode during class, and may not be visible in the classroom.
- Smoking is not permitted while in uniform.
- Use proper procedure when asking questions during class. Students should raise a hand and await acknowledgment from the instructor.
- Eating and drinking may be allowed during class, with certain exceptions. Exceptions include food or drink that is disruptive (due to sound or odor), or excessively messy.
- The classroom and lab shall always be left in a neat and orderly fashion. All trash and recycling shall be placed in the corresponding bins and chairs neatly tucked under tables.
- Do not disrupt class. Do not disrupt any classes in the facility or the routine business of the training center.
- Any conduct that puts students, faculty, clinical staff or patients at risk is cause for immediate dismissal.

DRESS CODE POLICY

Students must comply with the school's dress code at all times. This requirement is mandatory.

The intent of this policy is to promote a professional appearance of all of our students and instructional staff at Project Heartbeat. It is the goal of Project Heartbeat to promote an image to all the Northern California Prehospital Agencies, Hospitals, and staff as well as the citizens they serve, that Project Heartbeat is a professional training program. As such, professional appearance and readiness of equipment is integral at all times.

- Students must wear the assigned uniform (including all required equipment) to all classes and clinical shifts. Exceptions include Open Lab and Office Hours.
- Uniform and Equipment must be clean and in good repair. Shirts will be buttoned and tucked in. Boots will be laced and tied. Equipment must be in proper working order. This requirement serves both professional and safety purposes.

Dress Code Standards:

While attending class or field/clinical experience, students shall wear a proper and clean uniform. Students must comply with the school's uniform standards. This requirement is mandatory.

Student Uniform (supplied by program unless otherwise indicated)

EMT-B Program Uniform

- A school-supplied t-shirt or polo with Project Heartbeat logo (one supplied by program). Additional shirts may be purchased from the school.
- A school-supplied Class B uniform shirt, t-shirt and pant
- Navy blue EMS pants with black leather belt (belt not supplied)
- Black boots or black polished shoes with non-marking soles(not supplied).
- “Flip-flops”, clogs, excessively high heels, and slippers are not acceptable.
- Wrist watch (not supplied)
- 7.5“ Trauma Shears
- Stethoscope
- Blood Pressure Cuff
- Penlight
- Student ID Tag
- N95 Mask
- Safety Glasses
- *Optional: Dark Navy EMS Jacket*
- *Optional: Pulse Oximeter*

Phlebotomy Technician Program Uniform

- Scrub Top with School Badge
- Scrub Bottom
- Lab Coat
- Non slick and non marking shoes. “Flip-flops”, clogs, excessively high heels, open toed footwear and slippers are not acceptable.
- Wrist watch

GROOMING STANDARDS

It is also the goal of Project Heartbeat to provide a set of grooming standards that takes the safety of all students and staff into consideration, as well as addressing a professional image.

- All students must be neatly groomed with clean hair, nails, and clothing.
- Students should avoid excessive use of cosmetics, perfume, and cologne or after shave lotion.
- Hair must not rest on the collar of a Class “B” or polo uniform shirt during any field/clinical experience. If hair must be secured (mechanically restrained) to meet these requirements, the device or method used to restrain must not interfere with the safe and proper use of personal protection equipment (PPE). It must remain restrained under all conditions of work or activity on all field/clinical rotations.
- In no event shall the length of facial hair (sideburns or the style of moustache) preclude the proper wearing of personal protection equipment (i.e. N95/P-100).
- Deviations may be permitted only when facial characteristics are unusual, making stated regulations impossible to administer, or by special permission by the Program Director.

Appearance – Tattoo, Scarification, Branding and Piercings

Many factors influence the community’s confidence in Hospital and Pre-Hospital Personnel and in our training program. The image we present to the community must be one of professionalism. Our appearance is of

utmost importance.

Tattoos, Scarification, Branding

- It is the preference of the Project Heartbeat that should a student or instructional staff member have any tattoo, scarification, or branding, an attempt should be made to cover it/them by the approved uniform during all class meetings.
- Any tattoo, scarification or branding shall NOT be visible while on field/clinical rotations or representing the program in any official capacity. Tattoos, scarifications or brandings must be covered with the school-approved uniform, including, but not limited to, a long-sleeve shirt, jacket, sweater or turtleneck sweater.
- The display of a tattoo, scarification or branding considered inappropriate, unprofessional or offensive, regardless of its location, by any staff member or student of the program, while in class, performing field/clinical experience or representing the program in any official capacity is strictly prohibited.
- The following includes, but is not limited to, the types of tattoos, scarifications or brands prohibited by this policy:
 1. Depictions of nudity or violence.
 2. Sexually explicit or vulgar art, words, phrases or profane language.
 3. Symbols likely to incite a strong reaction in the workplace, i.e., swastikas, pentagrams or similar symbols.
 4. Initials, acronyms or numbers that represent criminal or historically oppressive organizations, i.e., AB, KKK, SS, MM, BFG, HA, MS13, 666 or any street gang names, numbers, and/or symbols.

Piercings / Jewelry

- The following standards for piercing and jewelry are in place for student safety. Students, during skills lab and/or field/clinical experience, may suffer injuries to pierced areas during skills practice labs or patient encounters (i.e., combative/altered patients). These standards are also in place to aid in the professional appearance the

- community expects from medical personnel.
- Conservative jewelry is permitted.
 - Studded earrings only are permitted. The earrings shall be plain and no more than 1/4" in diameter.
 - Hanging, hoops or "plug" earrings are strictly prohibited.
 - Earrings may only be worn in the earlobes.
 - While performing any field/clinical experience, all uniformed students may only wear one set of stud-type earrings with only one earring per ear.
 - The piercing and wearing of associated jewelry in all other visible parts of the body is strictly prohibited

UNLAWFUL HARASSMENT OR DISCRIMINATION

Unlawful Harassment or Discrimination is cause for immediate dismissal. Project Heartbeat is committed to maintaining an educational environment that is free of discrimination and harassment. Any student who alleges discrimination and/or harassment in the program should contact their faculty and/or Program Director.

Project Heartbeat is committed to providing an environment free of unlawful harassment. Our policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation, or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. Project Heartbeat's anti-harassment policy applies to all persons involved in the operation of the School and its students. It also prohibits unlawful harassment by any employee, including staff and faculty, as well as vendors, customers, students, and any other persons. It also prohibits unlawful harassment based on the perception that anyone has and of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to, the following

behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments;
- Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, submit a written complaint to the Program Director or the Owner as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved, and names of any witnesses. Staff will refer all harassment complaints to the management team. Project Heartbeat will immediately undertake an effective, thorough, and objective investigation of the harassment allegations.

If Project Heartbeat determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee or student determined to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination/dismissal. A Project Heartbeat representative will advise all parties concerned of the results of the investigation. Project Heartbeat will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

Project Heartbeat encourages all employees or students to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigates and prosecutes complaints of prohibited harassment in employment. If you think you have

been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

DRUG AND ALCOHOL ABUSE

Project Heartbeat is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee's or student's work performance, efficiency, safety, and health, therefore seriously impair the employee's or student's value to the Training Center. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees or students and exposes Project Heartbeat to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect an employee's or student's job performance and may seriously impair the employee's or student's value to Project Heartbeat.

The following rules and standards of conduct apply to all employees and students either on Project Heartbeat property or during the workday (including meals and rest periods). Behavior that violates policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while engaged in any Project Heartbeat activity;
- Driving a Project Heartbeat vehicle while under the influence of alcohol; and
- Distribution, sale, or purchase of an illegal or controlled substance while on the job.

Violation of these rules and standards of conduct will not be tolerated. Project Heartbeat also may bring the matter to the attention of appropriate law enforcement authorities.

Observed impairment of a student may be evidenced and identified by many factors, including but not limited to reasonable suspicion. Reasonable suspicion is defined as a belief drawn from specific objective and articulated

facts and reasonable inferences drawn from those facts in light of experience. Indicative factors may include, but are not limited to: bizarre and unusual behavior, repeated accidents, unexplained mood swings, an odor of alcohol on the breath, disheveled appearance or poor personal hygiene blatant impairment of judgment, chronic absenteeism or tardiness, unsafe clinical practice to include errors of omission or commission.

Students enrolled in any program are prohibited from reporting to duty in a clinical facility, class, lab, or other program activity under the influence of alcohol, unauthorized narcotics, or controlled drugs. Observed impairment of a student may be evidenced and identified by many factors, including but not limited to reasonable suspicion and/or bizarre and unusual behavior. It is the faculty's responsibility to identify students who display physical and/or emotional conditions which may impede clinical judgment and/or practice. Upon identification, such students will be excused from class, lab, or clinical assignment and may be required to submit to blood and/or urinalysis testing with follow-up referral to the Program Director. Programs may use random drug testing and screening during the student's attendance in the program. The signed signature form indicates the students understanding and compliance of this rule.

Reasonable suspicion that a student is impaired will be documented by at least two faculty members, or one faculty member and a licensed or certified professional at the clinical facility where the student is assigned.

After documentation, the student will be relieved of patient care responsibilities and will be given the opportunity to discuss the behavior with the two witnesses to the behavior. At this time, it is the responsibility of the student to disclose any prescription or nonprescription medications or drugs that the student is taking or any other relevant information.

The faculty member will then contact the appropriate staff members, who, in conjunction with the Program Director, will assess the situation and plan appropriate interventions which may include, but are not limited to, dismissal from the program, counseling, drug testing, and referral to the appropriate administrative official. All expenses incurred will be the responsibility of the student.

An employee or student's conviction on a charge of illegal sale or possession of any controlled substance while off School property will not be tolerated because such conduct, even though off duty, reflects adversely on Project Heartbeat. In addition, Project Heartbeat must keep people who sell or possess controlled substances off company premises in order to keep the controlled substances themselves off the premises.

HEALTH AND SAFETY POLICIES

INCIDENTS, INJURIES AND EXPOSURES

Project Heartbeat's faculty and staff are concerned about your health and safety. The Health and Safety Policy is in place to preserve the student's personal wellbeing throughout the Program.

1. All students are required to apply the appropriate Personal Protective Equipment (PPE) when involved in clinical patient contact or any other activities that involve a risk for injury or exposure.
2. If a student incurs or is involved in an activity resulting in an injury, potential injury or exposure, the student is responsible for notifying their immediate faculty whether in the classroom, lab or clinical environment in order to follow appropriate procedures and to complete all appropriate paperwork and an incident report.
3. In the event of an injury or a significant exposure to a disease or illness, the student will notify the preceptor or evaluator at the clinical site ASAP! All the procedures at the clinical site regarding exposure or injury will be followed. Immediate documentation of the event will be required. The clinical coordinator will be called ASAP! If the clinical coordinator is unavailable, the student will contact the lead instructor or Program Director or their designee. ALL paperwork required by the Project Heartbeat shall be filled out within 24 hours of the event (example: an accident/incident report form). It is

recommended that all suggested treatments be followed. It is up to the student to make the final decision about what course of treatment(s) they receive.

4. The CDC and the Health Resources and Services Administration have launched a toll-free hotline to provide information, counseling, and treatment recommendations to healthcare workers who have been exposed to blood borne diseases and infections on the job.
5. The National Clinician's Post Exposure Prophylaxis toll-free hotline (PEPLine) is staffed by specifically trained physicians who can be reached from anywhere in the country by dialing (888) 448-4911. This service is supported by the Health Resources and Services Administration Ryan White CARE Act and the AIDS Education and Training Centers and CDC. Recommendation for occupational exposure to HBV, HCV and HIV including post-exposure prophylaxis should be initiated as soon as possible. If there is an associated cost for this treatment, it is the student's responsibility.
6. Any student who poses an immediate threat to the health, safety or welfare of a patient, and/or is involved with patient/client endangerment or harm, may be suspended and/or exited from a clinical setting/situation upon approval of the coordinator, faculty, and/or Program Director. Criteria are included in the clinical evaluation tool used in the program. Behavior that threatens the health, safety or welfare of a patient/client or clinical faculty/site may result in the student being exited from the program per faculty, coordinator and/or Program Director recommendation.

ALLERGIES

Latex: The use of latex and latex-based products may exist in healthcare universal precautions and in environments such as, but not limited to, classrooms and training labs, hospitals, care facilities, laboratories, clinical areas, and medical/dental offices. Individuals with latex allergies should seek expert advice from their healthcare provider so that they may receive

information to make an informed decision regarding exposure to latex.

Immunizations: Immunizations are required in order to participate in clinical education. Individuals with allergies to required immunizations should seek expert advice from their healthcare provider so that they may receive information to make an informed decision regarding their exposure to infectious diseases in the healthcare field. A statement from the student's healthcare provider noting that the student may proceed through the program with no limitations will be required of all students declaring an immunization allergy.

GREIVANCE PROCEDURE

Project Heartbeat takes pride in offering high quality training that effectively serves students and leads to success in their career choices. However, if a student perceives a problem or has a concern, the following steps should be taken:

1. The student should first attempt to resolve the grievance with the instructor. If the grievance is with the instructor, skip to step 2
2. In writing, the student must detail the specific grievance, including examples and dates whenever possible. This statement should be submitted to the Program Coordinator via email or hardcopy delivered to the reception desk
3. The Program Coordinator will contact the student within 3 business days to attempt resolution
4. If the Program Coordinator is unable to successfully resolve the issue, the matter should be taken to the CEO
5. The CEO has the final responsibility for resolving student grievances. There will be no punitive action or negative bias on a student as a result of filing a grievance

Section 5: Program Withdrawal Agreement

STUDENTS RIGHT TO CANCEL

The student has the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. If you choose to cancel this agreement, Project Heartbeat will refund any money that you paid less specified non-refundable fees. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 50 percent or less of the scheduled days in the current program through the last day of attendance.

Cancellation shall occur when you give written notice of cancellation addressed to CE Program Director and sent by US certified mail, facsimile, or hand delivered. The written notice of cancellation is effective on the date received by Project Heartbeat. The refund will be issued within 45 days of the notice of cancellation.

Written notice must be mailed or hand delivered to:

Allan Bulda
333 Hegenberger Rd, Suite 855
Oakland, CA 94621

Project Heartbeat follows refund guidelines set by the California Bureau for Private Postsecondary Education in accordance with 5 CCR 71750. You have the right to withdraw from a course of instruction at any time. If you withdraw from a course of instruction after the period allowed for cancellation of the agreement set forth above, Project Heartbeat will issue a pro rata refund based on the amount owed for the portion of the educational program provided subtracted from the amount paid by the student calculated as follows: total institutional charge divided by the number of days in the program, multiplied by the number of days student attended, or was

scheduled to attend prior to withdrawal, less the amount paid by the student. All amounts paid in excess of what is owed as calculated above shall be refunded within 45 days of the student's withdrawal or cancellation.

The refund will be prorated if the student withdraws after the first class session, or the seventh day after enrollment, whichever is later. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student aid program funds. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

LOANS GUARANTEED BY THE GOVERNMENT

Project Heartbeat currently does not participate in any Federal or State financial aid program. If the student obtains a loan to pay for this educational program, the student has the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- (2) The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

(CEC §94911(g)(1)(2)) (CEC §94909(a)(10)) (CEC §94909(a)(11))

REFUND POLICY FOR WITHDRAWAL AFTER COURSE COMMENCES:

Project Heartbeat calculates refunds according to BPPE guidelines consistent with the requirements of Article 13, Section 94919 . Refunds are calculated as follows:

Tuition divided by Program clock hours =

Cost per clock hour x classroom hours scheduled =

Cost of instruction

PROCEDURE

1. Students who are eligible for a tuition refund must first notify the school in writing of their intent to cancel the agreement or withdraw from the program.
2. Notification shall be made in writing and must be signed by the enrolled student.
3. All requests shall be mailed by US certified mail or hand delivered to:

PROJECT HEARTBEAT
333 Hegenberger Rd, Suite 855
Oakland, CA 94621

WITHDRAWAL

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory academic progress; failure to abide by the rules

and regulations of the institution; absences or tardiness in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the program.

- The student has failed to attend class for more than 3 days.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance.

If the refund conditions are met, Project Heartbeat will refund the amount paid for institutional charges, less the Non-Refundable Registration Fee listed below.

Project Heartbeat Program Non-Refundable Fees:

Registration Fee - \$100

Background Check Fee – \$124

Insurance – \$200

Textbooks - \$200

Uniforms - \$150

Student Tuition Recovery Fee - \$0

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid (less the \$100 non refundable deposit) through attendance at the first class session, or the seventh day after enrollment, whichever is later.

If you are eligible for a refund under the conditions above, it will be granted to you within 45 days after the school receives your written Intent to Withdraw Notice.

In the event the calculated refund amount is less than the student's current unpaid balance, a refund will not be issued. The student remains responsible for the amounts due to the school.

If the student has completed more than 51% of the scheduled classroom didactic hours through their last day of attendance, the student is not eligible for a refund for the didactic portion of tuition.

HYPOTHETICAL REFUND EXAMPLE:

The refund amount is based on the following calculation according to BPPE guidelines. The daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

A student withdraws from the program after completing 12 of 160 hours of instruction. \$3700.00 less \$100.00 registration fee and \$600 books/uniform/lab supplies = \$3000.00 divided by 160 hours = \$18.75 hourly program charge. 12 hours X \$18.75 (cost per clock hour) = \$225. \$3000.00 less \$225 = \$2775 refund.

Hours of training complete	12	24	36	48	60	72	81+
Refund due:	\$2775	\$2550	\$2325	\$2100	\$1875	\$1650	No refund

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

"The transferability of credits you earn at PROJECT HEARTBEAT is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the PROGRAM COMPLETION *certificate* you earn in PROJECT HEARTBEAT is also at the complete discretion of the institution to which you may seek to transfer. If the PROGRAM COMPLETION *certificate* that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain

that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending PROJECT HEARTBEAT to determine if your PROGRAM COMPLETION *certificate* will transfer."

(CEC §94909(a)(15))

Project Heartbeat is a private institution approved to operate by the Bureau of Private Post Secondary Education. Approval to operate means compliance with state standards as set forth in the CEC and 5, CCR. Project Heartbeat has not entered into an articulation or transfer of credit agreement with any college or university. The course does not provide the student with any college credits towards any degree. This includes any credit for prior "experiential learning". Project Heartbeat is not accredited by an accrediting agency recognized by the United States Department of Education.

(CEC §94909(a)(2) and CEC §94897(l)(1)(2))

STUDENT TUITION RECOVERY FUND

"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the

Bureau for Private Postsecondary Education, 1747 N. Market Blvd, Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code.
Reference: Section 94923, 94924 and 94925, Education Code.

(5,CCR §76215(a) and 5,CCR §76215(b))

OTHER FINANCIAL STATEMENTS

Project Heartbeat does not have ANY pending petition in bankruptcy. Project Heartbeat is NOT operating as a debtor in possession, Project Heartbeat has NOT filed a petition within the preceding five years, nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

(CEC §94909(a)(12))

QUESTIONS AND COMPLAINTS

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

Bureau for Private Postsecondary Education
1747 N. Market Blvd, Suite 225, CA 95834
PO box 980818, West Sacramento, CA 95798-0818
Phone Number: (916) 574-8900
Toll Free: (888) 370-7589
Fax: (916) 263-1897
Website: www.bppe.ca.gov

A student or any member of the public may file a complaint about this institution with the Bureau of Private Postsecondary by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Website www.bppe.ca.gov

(CEC §94909(a)(3)(A,C))