

**HealthPro EMS Training, Inc**  
**Course Catalog**

**EMT Training Program  
In-Class and Hybrid Training,  
EMT Preparatory Program  
January 1, 2024-December 31, 2024**

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Item Number 1	XX

Item Number 2	<b>Annual Updates of HealthPro EMT Catalog</b>
	If there are any changes in HealthPro’s educational programs, educational services, procedures, or policies required to be included in this catalog, by statute of regulation or implemented before issuance of annually updated catalog, those chapters shall be reflected at the time they are made in supplements or inserts accompanying this catalog.

Item Number 3	<b>HealthPro’s Statement for Providing this Catalog to Prospective Students or any interested Person</b>
	This catalog is available to anyone seeking information about our program. If you wish to request a copy through email, please notify <a href="mailto:info@hpemt.org">info@hpemt.org</a> . If you request a printed copy, please call our EMT Center at 951-729-6499. The catalog is also on our website <a href="http://www.hpemt.org">www.hpemt.org</a> under the Student Resources Box.

Item Number 4	<b>HealthPro Name</b>
	<b>HealthPro EMS Training, Inc.</b>

Item Number 5	<b>All EMT class sessions are held at:</b>
	<ul style="list-style-type: none"> <li>• Primary Site: <ul style="list-style-type: none"> <li>○ 2900 Adams St. Suite C5, Riverside, CA 92504</li> <li>○ Phone: (951)729-6499</li> </ul> </li>   <li>• Satellite Site: <ul style="list-style-type: none"> <li>○ 625 The City Drive S., Suite 250, Orange, CA 92686</li> <li>○ Phone: (949) 365-7363</li>   <li>▪ <a href="mailto:info@hpemt.org">info@hpemt.org</a></li> <li>▪ <a href="http://www.hpemt.org">www.hpemt.org</a></li> </ul> </li> </ul>

Item Number 6	<b>Catalog Dates</b>
	This catalog covers the period of January 1, 2024 Through December 31, 2024

Item Number 7	<b>Private Institution Approval</b>
	<p><b><u>Approval to Operate for EMT Prep, EMT Hybrid, or EMT In-class Training Courses</u></b></p> <p>HealthPro EMS Training is a private institution that is approved to operate by the Bureau of Private Postsecondary Education (BPPE), the Riverside Emergency Medical Services Agency and the Orange County EMS Agency. Approval of operating means compliance with state standards as set forth in the CEC and 5 CCR. HealthPro does not imply that the Bureau endorses HealthPro programs or that approval means this institution exceeds minimum state standards.</p>

Item Number 8	<b>HealthPro Financial Disclosure</b>
	<p>HealthPro as a Corporation located in the state of California, has no pending bankruptcy, is not operating as a debtor in possession, has not filed a petition within the last 5 years or has had a bankruptcy filed against it within the previous five years that resulted in reorganization under Chapter 11 of the United Bankruptcy Code (11 USC.Sec 1101 et seq) HealthPro EMT Training Inc. operates under no debt.</p>

Item Number 9	<b>Provisions to Encourage Students to Review the Catalog and SPFS prior to Signing the Student Enrollment Form</b>
	<p><b><u>This Advisory is emailed to the students upon registration of each EMT course, it is given to them again on the student Enrollment Form.</u></b></p> <p><b><u>As A PROSPECTIVE STUDENT YOU ARE ENCOURAGED TO:</u></b></p> <ul style="list-style-type: none"> <li>• Review this catalog prior to signing an enrollment agreement.</li> <li>• Review the School Performance Fact Sheet which must be provided to you prior to signing an enrollment agreement.</li> </ul>

Item Number 10	<b>HealthPro EMT In-Class Room and Hybrid and Prep Course Mission Statement</b>
	<p>The mission of HealthPro EMS Training is to improve the health and well-being of individuals and populations through our innovative educational EMT program. HealthPro EMS strives to implement this mission with the highest professional and ethical standards in a culture of diversity and inclusiveness. We envision sharing our knowledge and expertise by promoting values, attitude and professional behavior in an environment that enables the individual to develop his or her full potential.</p>

	<b>HealthPro EMT In-Class Room/Hybrid Objectives:</b>
	* To prepare EMTs that are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession * Educate professionals that are able to solve problems, through the use of highly developed assessment skills, backed by solid understanding of pathophysiology and reinforced by clinical experiences.
	<b>HealthPro EMT Prep Course Objectives</b>
	<ul style="list-style-type: none"> <li>• To Build a solid foundation:</li> <li>• Build a strong base of knowledge that prepares you to get the most out of your EMT training.</li> <li>• To Learn effective study habits: Learn how to study smarter, not harder, with our unique study session</li> <li>• Builds confidence by being better prepared to start the EMT program</li> </ul>

<b>Item Number 11</b>	<b>HealthPro Facilities</b>
	Center at 2900 Adams St C5: This facility is 3800 sq feet of classroom space, 2 skills labs, library, kitchen (with refrigerator, microwave, sink and coffee pot), lobby, administrative office, 2 toilet rooms and Disabled parking.
	Center at 625 The City Drive Suite 250: This facility is 6,000 sq feet of classroom space, 3 skills labs, BLS classroom, 4 administrative offices, kitchen ( with refrigerator, microwave, coffee pot, sink), toilet room, conference space, Disable Parking.
<b>Classroom availability: Monday through Saturday 0800-1700 upon appointment to all interested persons.</b>	

## Equipment and Materials

- The following is a list of equipment and material used in the delivery of instruction for both face-to-face and the hybrid educational program.

### Diagnostic Equipment

- Individual Vitals Kits-Blood Pressure Cuffs (Infant, Child, Adult, and Large Adult) Stethoscope and Trainer Stethoscope
- Glucose Monitoring Device w/strips
- Pulse Oximeter
- Penlight
- Bandage Scissors
- Body Substance Isolation o Gloves- Assorted sizes (latex and latex-free)
  - Face and Eye Protection
  - N95 Masks

### EQUIPMENT cont.

- Gowns- Assorted sizes

### Airway Devices

- Oropharyngeal Airways (Infant, Child, Adult sizes)
- Nasopharyngeal Airways (Infant, Child, Adult sizes)
- Bag-Valve Mask Resuscitators (Infant, Child, Adult sizes)

### EQUIPMENT cont.

- N95 Fit Testing Equipment
- Oxygen Delivery Devices
- High Concentration Mask (Adult and Pediatric)
- Nasal Cannula (Adult and Pediatric)
- Simple Mask (Adult and Pediatric)
- Venturi mask
- Oxygen Supply Tubing
- Pocket Mask
- BVM
- Portable Oxygen tanks w/regulator
- Suction Unit
- Suction Catheters (Soft and Rigid) (Various Sizes)
- Suction Tubing
- Portable Suction Device

### Cardiac Monitoring

- AED Trainer (With Pads)

- EKG Monitor, EKG Simulator
- 12 Lead Cables

#### Bandages and Dressings

- Abdominal Pad
- Elastic Bandage (Various sizes)
- EQUIPMENT cont.
- Adhesive Bandage with a non-stick center
- Elastic gauze
- Burn Sheet (Sterile) or Clean Wrapped Sheets
- Gauze Pads (Sterile and non-sterile) (4X4 and 2X2)
- Multi-Trauma Dressing
- Sterile Eye Pads
- Triangular Bandage
- Petroleum Gauze
- Adhesive Tape – Assorted sizes

#### Immobilization

- Splints – Arm and leg (various types)
- Cervical Collars – Assorted sizes or adjustable
- Head Stabilization Devices
- Traction Splint (Adult and Pediatric)
- EQUIPMENT cont.
- Long Spine Boards w/3 straps
- Scoop Stretcher
- Short Immobilization Device (Vest type)
- Pediatric Immobilization Device

#### Pharmacological

- Poison Antidote Kit w/ Activated Charcoal)
- Epi-Pen Trainer
- Naloxone Trainer

#### Mannequins/Simulators

- Airway Mannequins (Infant, Child, and Adult sizes)
- CPR Mannequins (Infant, Child, and adult sizes)
- Defibrillation Manikins
- EQUIPMENT cont.
- Intubation Manikins (Adult, Infant) (4)
- Intubation Kits
- OB Manikins (4)

#### Miscellaneous

- Alcohol Prep
- Chest Wound Seals
- Blankets
- Cold and Hot Chemical Packs
- Cotton Swabs
- Water Based Lubricant
- Linen
- Positive Pressure Ventilation Device
- Motorcycle Helmet (Open and Closed)
- Infant Car Seat
- Fire Blanket
- Hemostatic Agents

Item Number 12	<b>Learning Resources</b>
	<p><b><u>NOTE:</u></b> Students are expected to have the required textbook with them during class, either the physical book or the e-text. Students can either obtain the book on their own or purchase it through HealthPro. <b>Students will need computer/internet access outside of class for assignments and exams assigned through JBLearning. It is the responsibility of the student to ensure computer/internet access for any outside assignments,</b> as HealthPro does not offer such services. All assignments and due dates are outlined in the syllabus at the beginning of the course. (HealthPro maintains several copies of required manual for student use in library)</p>
	<b><u>Library</u></b>
	<p><b><u>Educational Resources Available in Student Library</u></b></p> <ul style="list-style-type: none"> <li>• EMT Skills Made Easy, John M ISBN-13: 978-1549591280</li> <li>• Anatomy and Physiology, Morris and Ody, ISBN-13: 978-11193 45237</li> </ul>

	<ul style="list-style-type: none"> <li>• Human Body: An Illustrated Guide to Every Part of the Human Body and How It Works Page, Martyn ISBN-13: 978-0789479884</li> <li>• Prehospital Emergency Pharmacology, Sixth Edition: Bledsoe, Clayden, ISBN-</li> <li>• Guide to Physical Examination and History Taking, Ninth Edition, Bickley, ISBN-9781609137625</li> <li>• Principles of Pathophysiology and Emergency Medical Care, Myers, Neighbors, Johns, ISBN-97801315071</li> <li>• Human Anatomy and Physiology, Marieble and Hoehn, ISBN-0321743261</li> <li>• AAOS Emergency Care and Transportation of the Sick and Injured, Student Workbook, 12th Edition</li> </ul>
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Item Number 13	<b>Contact BPPE with Questions or Concerns</b>
	<p><b>Any questions a student may have regarding this catalog, that have not been satisfactorily answered by HealthPro, may be directed to the Bureau for Private Postsecondary Education at:</b></p> <p><b>1747 N Market Blvd, Suite 225, Sacramento, CA 95834</b>  <b>or P.O. Box 980818, West Sacramento, CA 95798-0818,</b>  <b>Website: <a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a>,</b>  <b>Telephone: (888)370-7589 or by Fax: (916)263-1897.</b></p>

Item Number 14	<b>Filing a Complaint with the Bureau</b>
	<p>Bureau for Private Postsecondary Education:</p> <p>*A student or any member of the public may file a complaint about the institution with the Bureau for Private Postsecondary Education by calling: Toll Free number: 888-370-7589 Or by completing the complaint form found on <a href="http://www.bppe.ca.gov">www.bppe.ca.gov</a></p>

	<p>*The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting <a href="https://www.osar.bppe.ca.gov/">https://www.osar.bppe.ca.gov/</a>.</p>

Item Number 15	<p><b>Transferability of Credits and Credentials</b></p>
	<p><b><u>Transferability of Credits and Credentials Earned at Our Institution</u></b></p> <p>The transferability of credits you earn at HealthPro EMS Training for In-Classroom EMT Training, EMT Prep Training or attendance in the EMT Hybrid program is at the complete discretion of HealthPro to which you may seek to transfer. Acceptance of the EMT Certificate you earn in HealthPro EMS Training Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at HealthPro is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this HealthPro will meet your educational goals. This may include contacting an institution to which you seek to transfer after attending HealthPro to determine if your certificate will transfer.</p>

Item Number 16	<p><b>Provisional Approval</b></p>
	<p>HealthPro EMS Training, Inc is <b>not</b> under any provisional approval and is not a degree program, has not included a Notice to Prospective Degree Program Students regarding this.</p>

Item Number 17	<b>Admission Policy for EMT In-Classroom and Hybrid course</b>
	<p>To be admitted to HealthPro EMT Training the participant must:</p> <ul style="list-style-type: none"> <li>• Be at least 17 years old</li> <li>• Complete a student application</li> <li>• Have a high school diploma or GED before graduation day, (or college transcripts)</li> <li>• Provide an AHA BLS Provider card</li> <li>• Have a TB test less than 6 months old</li> <li>• Provide HealthPro with a Hepatitis B vaccination record, Hepatitis B titer, or proof of presently obtaining Hepatitis Vaccines.</li> <li>• Complete a background screening through Castlebranch Background Checks.</li> </ul>
	<p>HealthPro EMT does not accept credits earned at other institutions. HealthPro does not have an articulation agreement with any other schools or training programs.</p>
Item Number 17 Cont.	<p>HealthPro does offer Challenge Exams as required by the state of California. Challenge Exam Described in this Catalog</p>

Item Number 18	<b>Prior Experiential Learning</b>
	<p>HealthPro EMT does not accept or award credit for prior experiential learning, including assessment policies and procedures.</p> <p><b>Provisions for Appeal:</b> HealthPro recognizes the rights for students to appeal decisions regarding the award of credit for prior experiential learning. This ensures transparency and fairness in the assessment process. Appeals procedures typically</p>

	<p>specify the grounds for appeal, the process for submitting an appeal, and the timeline for resolution.</p> <p>In the Appeal Process: HealthPro may require students to submit documentation or evidence of prior experiential learning to support their application for credit. This documentation could include resumes, work samples, letters of recommendation, or certificates of completion from relevant training programs.</p> <p><b>Charges and Fees:</b> In the appeal process HealthPro may require students to pay fees associated with the assessment and awarding of credit for prior learning. The charges will include application fees, assessment fees, and administrative fees of \$250.00.</p>
Item Number 19	<p><b>Visa Services</b></p>
	<p>HealthPro EMS <b>does not</b> offer Visa services. HealthPro EMS Training <b>does not allow</b> students that are not currently US citizens. It is not the responsibility of HealthPro to check the immigration status of our prospective students. A Department of Justice background check will be required for any EMT wishing to become licensed in California.</p>
19 cont.	<p><b>Language Services</b> All instruction and audio/visual aids will be delivered in English. Proficiency in English will be documented by the submission of a USA based High School Diploma or GED. English proficiency is also determined by oral interview and written student application. ● <b>No language services</b> are offered to EMT Prep, EMT Hybrid or EMT In-class Training courses. TOEFL results will be accepted</p>

Item Number 20	<p><b>Description of Programs Offered - EMT In-Classroom</b></p>
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	<p>The EMT In-Classroom Program includes the knowledge and skills necessary to provide emergency medical care at a basic life support level in accordance with the National Standard Curriculum and the guidelines set forth by the State of California. This course is completely instructor-based and taught in HealthPro classrooms. This two-part course consists of a combination of Didactic (Lecture)/Practical (Hands-on Skills) exercises and Clinical Observation (Ambulance Ride-along and/or Hospital Clinical Shifts). The course is a total of 184 hours. Successful completion of this program requires completion of all courses pre-requisites and requirements. Students must maintain an average of 80% on all exams and homework assignments, obtain a minimum score of 80% on the written final exam and have successful completion of all skills evaluations.</p>
	<p><b>Course Description-EMT Hybrid Course</b></p>
	<p>The EMT Hybrid Program includes the knowledge and skills necessary to provide emergency medical care at a basic life support level in accordance with the National Standard Curriculum and the guidelines set forth by the State of California. This course consists of self-learning on our online software: Advantage access on JBLearning. All skills are taught in HealthPro classrooms. This two-part course consists of a combination of Didactic (Lecture)-Online homework and quizzes and Practical (Hands-on Skills) exercises along with Clinical Observation (Ambulance Ride-along and/or Hospital Clinical Shifts). The course is a total of 184 hours. Successful completion of this program requires completion of all course's pre-requisites and requirements. Students must maintain an average of 80% on all exams and homework assignments, obtain a minimum score of 80% on the written final exam and have successful completion of all skills evaluations. Upon completion of the course and all its requirements, students will receive an EMT Certificate.</p>
	<p><b>EMT Prep Course</b></p>
	<p>The Emergency Medical Technician preparation course prepares the prospective EMT student for the rigors of the full EMT program. The goal of this course is to provide students with an overview of the EMS field, and to provide additional support to assist the students in their endeavor toward EMT certification.</p>

	<p>Areas of study include an introduction to emergency medical services, general anatomy and physiology, reading comprehension strategies, documentation strategies, and test taking skills. The course uses a final examination to verify learning.</p> <p>Teaching-learning methods in this course may include, but are not limited to, assigned readings, presentations, discussion, critical thinking exercises, labs, and class activities. Evaluation procedures include quizzes, examinations, and assignments. ●</p> <p>Course Grading: ○ Item Total # Assigned Pts Each Total Possible Pts % of Grade ○ Homework 45%, Quizzes 45% ○ Professionalism 5% ○ Successful Achievement: Minimum of 80%</p>
Item 20	<b>Challenge Exams</b>
	<p>The course is aimed at RNs or other Healthcare Professionals who wish to expand their clinical skills and qualifications to include prehospital emergency care. It allows the participant to obtain EMT certification, which is crucial for providing emergency medical services in various settings.</p> <p>Challenge-completing all California skills testing and challenging the final Exam: <b>Cost \$250.00</b></p>

Item Number 21	<b>Eligibility for Licensure</b>
	<p>Successful completion of the EMT Program and subsequent request for licensure will be contingent upon completion of the following:</p> <ul style="list-style-type: none"> <li>○ The student successfully passes the final written examination with a minimum score of 80%.</li> <li>○ The student adheres to the attendance policy, completes, and submits all course assignments.</li> <li>○ The student successfully passes all final practical skill evaluation stations.</li> <li>○ The student successfully completes a minimum of 24hrs clinical observation time, with 10 documented patient contacts.</li> <li>○ The student completes all pending course requirements within 30 days from the last day of the didactic/Practical phases of the program.</li> </ul>

	<ul style="list-style-type: none"> <li>● Additionally, students must also complete the following Pass/Fail (P/F) items:</li> <li>○ Course participation</li> <li>○ Attendance</li> <li>○ All practical (skills) exams</li> <li>○ Attendance at mandatory Clinical Orientation Day</li> </ul>
Item Number 22	<p><b>US Department of Education</b></p> <p>HealthPro EMS Training, Inc is not accredited by the US Department of Education</p>

Item Number 23	<p><b>Classroom and Hybrid Course Charges</b></p>
	<p>Hybrid and EMT In-classroom Training Programs</p> <ul style="list-style-type: none"> <li>● Registration Fee: \$350.00</li> <li>○ \$250.00 will be retained by HealthPro if student drops or fails</li> <li>● Tuition: \$800.00</li> <li>● Included in the tuition is the following: <ul style="list-style-type: none"> <li>○ HealthPro Polo Shirt (Required for wear during all clinical rotations)</li> <li>○ Use of all equipment and supplies need for skills check-off</li> <li>○ State-imposed assessment for the Student Tuition Recovery Fund (STRF), whenever applicable. This fee is included in the tuition for those that are required to contribute (please see the Student Tuition Recovery Fund” section below for requirements). There is no deduction from the tuition for students not required to contribute to the STRF. This assessment is non-refundable. Current assessment rate: Zero (\$0.00) per \$1,000.00</li> </ul> </li> <li>● Not included in the tuition is the following: <ul style="list-style-type: none"> <li>○ Required access to Navigate with e-text (see Student Services for details approx. \$150-250)</li> <li>○ Any additional recommended resources (i.e.- Medical Dictionary, test prep materials)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Any fees incurred to obtain the required background check (Castle Branch approx. \$55)</li> <li>○ Vitals kit (stethoscope, bp cuff) (\$30.00)</li> <li>○ Any fees incurred to obtain the required immunizations and/or CA DL-51 physical examination required prior to clinical rotations. HealthPro does not offer any immunization or physical examination services. Cost will vary depending on the medical provider with which the student chooses to obtain these services, as well as the insurance coverage the student maintains. No money will be paid to HealthPro in relation to this requirement. It is advised for students to assess how much these services will cost based on their medical provider of choice and personal insurance coverage prior to signing this enrollment</li> </ul>
	<b>EMT Prep Course Charges</b>
	<b>Total Charges: \$ 250.00</b>

Item Number 24	<b>Student Tuition Recovery Fund (STRF)</b>
	<ul style="list-style-type: none"> <li>● 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 obligation to do so, student must pay the</li> </ul>

	<p>state-imposed assessment for the STRF, or it must be paid on your behalf, if student is 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. Students are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if students are not a California resident, or are not enrolled in a residency program.</p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education at: <ul style="list-style-type: none"> <li>○ 1747 N. Market Blvd. Ste. 255, Sacramento, CA 95834 ○</li> <li>(888)370-7589</li> </ul> </li> <li>● To be eligible for STRF, you must be a CA resident or be enrolled in a residency program, have prepaid tuition,</li> </ul> <p><b>STRF cont.</b> paid or deemed to have paid the STRF or suffered economic loss.</p>
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Item Number 25	<b>Cancellation, Refund and Withdrawal Policies</b>
	HealthPro cancellation, withdrawal, and refunds policies will include an explanation that the student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or seventh day after enrollment, whichever is later.
	<p><b>HealthPro EMS Training Refund Policy:</b></p> <ul style="list-style-type: none"> <li>● Cancellation Procedure: To cancel the Enrollment Agreement, students must first complete a cancellation form</li> <li>● Cancellation forms can be found at <a href="http://www.hpemt.org">www.hpemt.org</a> under Student Resources</li> <li>● Cancellation Confirmation After Cancellation Form Submission</li> </ul>

	<ul style="list-style-type: none"> <li>• Notify the following administrators of your intention to cancel by phone, email or mail (If the preferred method is mail, please mail your intent to cancel to HealthPro’s primary site - page 4).</li> <li>• Joan Battersby: e-mail: joan@hpemt.org , phone: (949)381-2039</li> <li>• Ros Brown: e-mail: ros@hpec.org , phone: (949)291-4521</li> <li>• The date your cancellation form is received will start the refund period</li> <li>• A refund will be issued within 2 weeks of cancellation.</li> <li>• Refunds will be issued through Enrollware Pay or by check to the address on Enrollware Registration Form.</li> <li>• Refunds will be issued through Enrollware Pay or by check to the address listed at the time of enrollment.</li> <li>• Student’s name will be removed from our attendance record, JBL record and Enrollware record. Students will receive an official letter of acceptance of cancellation.</li> </ul>
	<p><b>Withdrawal Procedure</b></p> <p>To withdraw from the EMT course after the 7th day of class please follow these procedures: Withdrawal forms can be found at <a href="http://www.hpemt.org">www.hpemt.org</a> under Student Resources.</p> <p>Notify the following administrators of your intention to cancel by phone, email or mail (If the preferred method is mail, please mail your intent to cancel to HealthPro’s primary site).</p> <ul style="list-style-type: none"> <li>■ Joan Battersby: e-mail: joan@hpemt.org , phone: (949)381-2039</li> <li>■ Ros Brown: e-mail: ros@hpec.org , phone: (949)291-4521 <ul style="list-style-type: none"> <li>• The date the withdrawal form is received will start the refund period.</li> <li>• Refund amounts will be issued according to the date of withdrawal.</li> </ul> </li> </ul>
	<p><b>Refunds for Cancelled Classes:</b></p> <p>If tuition and fees are collected in advance of the start date of a program and the institution cancels the class, 100% of the tuition and fees collected must be refunded. The refund shall be made within 45 days of the planned start date.</p>
	<p><b>Refund Chart:</b></p> <p>HealthPro shall refund 100% of the amount paid for institutional charges less a reasonable deposit or application fee not to exceed \$250.00, if notice of cancellation is made through attendance of the first-class session or the 7th day after enrollment, whichever is later. - Refunds for EMT In-class and EMT</p>

Hybrid include payment placed at enrollment (minus nonrefundable \$250.00 deposit) along with any add on charges for services and or materials not rendered.

**Refund Chart:**

EMT In-Class & EMT Hybrid Full refund prior to first day of class minus deposit and non-refundable charges:

- Days 1-7            \$900.00
- Days 8-13         \$610.00
- Days 14-20       \$450.00
- Days 21-27       \$330.00
- Days 28-32       \$240.00
- >Day 33         No refund

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- EMT Prep Course - Based on 8-4 hour classes - 32 hours of didactic lecture Full refund prior to first day of class - \$250.00
  - 80% issued for week 1 - \$225.00
  - 40% issued for week 2 - \$125.00
  - 25% issued for week 3 – \$62.50
  - 0% issued for week 4 - \$0.00

Item Number 26	<b>HealthPro Faculty</b>

	<p><b>Board of Directors</b></p> <ul style="list-style-type: none"> <li>● President &amp; Chief Executive Officer: Joan Battersby - RN, MSN ○ joan@hpemt.org</li> <li>● Chief Operating Officer, Riverside County &amp; Orange County Program Director: Ros Brown, BSN, RN, MICN, EMT-B ○ <a href="mailto:ros@hpec.org">ros@hpec.org</a></li> <li>● Custodian of Records &amp; Secretary: Michele Vrem Brown - BSEd. michele@hpec.org Faculty &amp; Rosalise Fenter-rosie@hpemt.org</li> <li>● Chief Academic Officer: Ros Brown - BSN, RN, MICN, EMT-B</li> <li>● Chief Executive Officer: Joan Battersby - RN, MSN</li> </ul>
	<p><b>Faculty:</b>  Primary Instructor: Riverside-Trevor Douville- EMTP  Primary Instructor: Orange – Zachary Fenter EMTB</p> <p><b>Skills Instructors:</b>  Colin Ku-EMTB  Theodore Mikhail-EMTB  Corbin Lenhert-EMTB</p>

Item Number 27	<p><b>Federal and State Financial Aid</b></p>
	<p>If a student in the EMT In-class Training Program, EMT Hybrid Program or the EMT Prep Program obtains a loan to pay for an educational program, they have the responsibility to repay the full amount of the loan, plus interest less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of money not paid from federal financial aid. A loan is by and between the financial institution(s) from which you obtain the loan and has no relation or legal binding to HealthPro EMS Training.</p>

Item Number 28	<b>Federal Loan Repayment</b>
	If you obtain a federal or state loan to pay for any portion of your tuition and fees and you default on your loan, both of the following may occur: 1. The federal or state government or a loan guarantee agency may act against the student, including applying any income tax refund and charging interest on the unpaid amount

Item Number 29	<b>HealthPro Financial Aid for EMT Courses</b>
	HealthPro EMS Training <b>does not provide</b> financial aid programs in any way. All costs that are associated with the enrollment into our program shall be between the student and their financial institution. Title IV- HPEMT does not participate in Federal or State Financial Aid Programs. If a student in the EMT In-class Training Program, EMT Hybrid Program or the EMT Prep Program obtains a loan to pay for an educational program, they have the responsibility to repay the full amount of the loan, plus interest less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of money not paid from federal financial aid. A loan is by and between the financial institution(s) from which you obtain the loan and has no relation or legal binding to HealthPro EMS Training.

Item Number 30	<b>Standards for Student Achievement</b>
	<p>Successful completion of the EMT Program will be contingent upon completion of the following:</p> <ul style="list-style-type: none"> <li>○ The student successfully passes the final written examination with a minimum score of 80%.</li> <li>○ The student adheres to the attendance policy, completes, and submits all course assignments.</li> <li>○ The student successfully passes all final practical skill evaluation stations. <ul style="list-style-type: none"> <li>○ The student successfully completes a minimum of 24hrs clinical observation time, with 10 documented patient contacts.</li> </ul> </li> <li>○ The student completes all pending course requirements within 30 days from the last day of the didactic/Practical phases of the program. <ul style="list-style-type: none"> <li>● Additionally, students must also complete the following Pass/Fail (P/F) items: <ul style="list-style-type: none"> <li>○ Course participation</li> <li>○ Attendance</li> <li>○ All practical (skills) exams</li> <li>○ Attendance at mandatory Clinical Orientation</li> </ul> </li> </ul> </li> </ul>

Item 30 cont	Grading Scale
98-100	A+
94-97	A
90-93	A-
87-89	B+
83-86	B
80-82	B- Minimum Passing Grade
77-79	C+
75-76	C
70-74	C-
60-69	D

<b>Grading Breakdown</b>	
2.5%	Homework (Mandatory)
2.5%	Quizzes (Mandatory)
2.5%	Professionalism (includes Attendance)
2.5%	Case Study
22.25%	Block 1 Exam
22.25%	Block 2 Exam
22.25%	Block 3 Exam
2.250%	Block 4 Exam
Pass/Fail	Final Exam
Pass/Fail	Final Skills

Item Number 31	<b>Attendance Policy</b>
	<p>Attendance during all phases of the program is extremely important because of the nature of the material. During the program, all lectures and skills are based on material from prior lectures and skills sessions. Without having a strong foundation in this prior material, it is extremely difficult to attain and master the new material or skill. In addition, due to state requirements for EMT training, all EMT programs are required to consist of no less than 184 hours of instruction (including skills sessions) and 24 hours of supervised emergency room clinical or ambulance patient care experience. Therefore, attendance is mandatory, not optional. The following are the attendance requirements expected for students while in attendance of the program:</p> <ul style="list-style-type: none"> <li>● Any absence requires advance notification to the Program Director, Program Coordinator and/or the Principal Instructor, in writing or by phone. Absences must only be in the event of severe medical illness, family emergency or comparable occurrence. Students who miss more than 16 cumulative hours of class will not be eligible for EMT course completion and may be dropped from the course. If a student is dropped due to attendance and wishes to attend a subsequent EMT program to make-up hours, prior approval must be obtained from the Program Director. Approval is considered on a case-by-case basis.</li> <li>● Students who have medical illnesses will be required to show proof from a California licensed physician of said illness.</li> </ul>

- It is the responsibility of the student to obtain the information from any session missed. This must be arranged through the Program Director or Principal Instructor. Additionally, the Program Director may require the student to perform additional assignments to cover information missed.
- Students arriving more than one hour late to class will be considered absent. This will count as a missed session for the purposes of the attendance policy
- Students who sleep in class may be recorded as absent. If you are having trouble staying awake, you are encouraged to stand in the back of the classroom, without obstructing or interfering with other students or the course instruction.
- If an exam is missed due to tardiness or absence, the exam grade will be a zero (0) and the student will still need to pass the exam to progress through the program. To make-up for the missed exam, the student must schedule to take the exam during office hours within 1 week of the original exam date.

Item Number 32	<b>Probation and Dismissal Policies</b>
	<p><b>Academic Probation</b> A student on academic probation may be required to complete additional assignments or tasks, as assigned by the instructor. Grounds for academic probation include, but are not limited to:</p> <ul style="list-style-type: none"> <li>● Failure of two or more quizzes or exams</li> <li>● Failure to maintain an overall average 80% on exams</li> <li>● Failure of four or more practical skills stations</li> </ul> <p><b>Disciplinary Probation</b> Grounds for disciplinary probation include, but are not limited to:</p> <ul style="list-style-type: none"> <li>● Failure to comply with standards of ethics, professional behavior and conduct set forth in this Manual</li> <li>● Failure to comply with the attendance policy</li> <li>● Failure to comply with the dress codes during the clinical phase of training</li> <li>● Failure to comply with the rules of classroom, clinical site or field station decorum</li> <li>● Failure to comply with the exposure control policy</li> <li>● Failure to meet the documentation requirements of course requisites prior to start of clinical rotations</li> </ul>

Item Number 32 cont	<b>Probation and Dismissal-Termination</b>
	<p>Termination from the Program - A student may be terminated from the program for not satisfying the academic or disciplinary policies and rules outlined in the Course Catalog, with or without being placed on probation, as follows:</p> <ul style="list-style-type: none"> <li>● On Academic Grounds</li> </ul>

- Failure to meet academic standards as outlines in the grading policy
- Continued academic failures after being placed on academic probation
  - Failure to meet all conditions of a remediation program
- Failure to meet course requirements during any phase of the Program
- On Disciplinary Grounds:
  - Substantial or repeated violation of the standards of ethics, professional behavior and conduct set forth in this manual
  - Repeated absences, tardiness or early departure as outlined in the Attendance Policy 35
  - Repeated or substantial failure to comply with the rules of classroom, clinical site or field station decorum
  - Continued administrative violations after being placed on administrative probation
    - Repeated or substantial failure to comply with the exposure control policy
  - Failure to meet the documentation requirements of course requisites prior to start of clinical rotations –

Upon termination, the student will be notified in writing of the reasons for the termination. This documentation will also be placed in the student's file. The Program Director may require an exit interview at the time of termination.

**Appeal of Disciplinary Termination**

32 cont.

If a student is terminated on disciplinary grounds, he or she may file a written appeal. The appeal must be filed within ten (10) days of the effective date of the termination. It must include an explanation of the circumstances of the termination, and specific and detailed reasons why the student believes the termination was unjustified. The student may also submit any relevant witness statements. An appeal lacking this information will be summarily denied without further action. The program faculty will review the appeal and take any action reasonably necessary to reach a decision, including interviewing the student and any relevant witnesses. A decision will be reached on the appeal within 45 days of the date it is filed. The decision will be final and binding.

**Grievance Procedure**

If you feel that your rights have been violated:

● **Informal Process:**

- Notify instructor and or Administrative Faculty
- If unresolved, file a formal complaint

● **Formal Process:**

○ Send a written complaint to the HealthPro EMS Training, Program Directors or CEO-Joan Battersby. If unresolved the Investigative process will continue

● **Investigation/Decision:**

○ HPEMT will investigate grievances and respond within 2 weeks of receiving a formal complaint. If unresolved, file an appeal within 5 days of decision.

● **Appeal to HPEMT Board:**

- Send a written appeal to the HPEMT Board through the Program Director, a decision will be given to the student within 30 days of receiving the written complaint
- Appeal to the Bureau of Private Postsecondary Education for final disposition.

**Conditions for Re-Enrollment**

Re-enrollment or re-entrance will be approved only after evidence is shown to the satisfaction of the program directors that the conditions that caused the student's probation and/or termination have been rectified. A student is not guaranteed re-enrollment into his/her original enrollment program, but if re-enrollment is granted, he/she may have to enroll in the next available program.

**Voluntary Withdrawal**

- A student wishing to voluntarily withdraw from the program must discuss his/her decision with the Program Director in the form of an exit interview.
- All requests for withdrawal must be made in writing and signed with an original signature.

Item Number 33	<b>Leave of Absence Policy</b>
	<p>Any student who is absent for more than 2 (8hr) class sessions without contacting HPEMS will be dropped from the class. Any student who is absent or will be absent for more than 2 class sessions, has the right to request a leave-of-absence if prior notice is given to HealthPro. All requests must be made in writing; requests are not guaranteed approval. HPEMS will take into consideration extenuating circumstances when deciding whether to approve the request. The student is responsible for making up time lost, by scheduling class time with the instructor, at the expense of the student. Students may also register for a future class, using the monies already paid for the present course, going toward the future course.</p>

Item Number 34	<b>Student's Rights-Grievance Process</b>
	<p>According to HealthPro's philosophy regarding student's rights:</p> <p>Students have certain rights and expectations that are generally governed by HealthPro policies and educational standards. Here are some typical rights that students in EMT school can expect:</p> <ol style="list-style-type: none"> <li>1. <b>Quality Instruction:</b> Students have the right to receive instruction that meets the standards set by accrediting bodies and regulatory agencies. This includes having qualified instructors who provide accurate and up-to-date information relevant to emergency medical care.</li> <li>2. <b>Access to Resources:</b> Students should have access to necessary learning resources, such as textbooks, training equipment, and facilities, to facilitate their learning and skill development.</li> <li>3. <b>Fair Evaluation:</b> Students are entitled to fair and transparent evaluation of their academic and practical performance. This includes receiving clear criteria for grading and feedback on their progress.</li> </ol>

4. **Safety:** Students have the right to learn and practice in a safe environment. This includes appropriate safety measures during practical training and clinical placements.
5. **Privacy and Confidentiality:** EMT students, like all students, have the right to privacy regarding their personal information and educational records. They also have the right to confidentiality in medical and patient-related information encountered during training.
6. **Accommodation of Disabilities:** EMT schools should provide reasonable accommodation for students with disabilities, in accordance with relevant laws and regulations, to ensure equal access to education and training.
7. **Grievance Procedures:** If a student believes their rights have been violated or they have a concern related to their education or training, they have the right to access and utilize formal grievance procedures provided by the institution.
8. **Professional Conduct:** Students should be informed of and expected to adhere to professional standards of conduct and ethics relevant to the practice of emergency medical services.
9. **Non-discrimination:** Students have the right to be free from discrimination based on race, color, religion, sex, national origin, disability, age, or other protected characteristics, in accordance with applicable laws and institutional policies.

It's important for students entering EMT school to familiarize themselves with the specific policies and guidelines of their institution or program regarding these rights. Each educational institution may have its own variations or additional specific rights and responsibilities outlined in their student handbook or code of conduct.

Item Number 35	<b>Student Services</b>
	<b>Office Hours</b>
	Office Hours Administrative office hours are Monday-Friday, from 8:00am-5:00pm. Administrative support and appointments for make-up exams can be scheduled during these hours. If you are unable to come in during our normal office hours, let us know. We may be able to coordinate an alternate meeting time. If you wish to meet with an individual instructor, contact him/her directly to schedule an appointment. It is the responsibility of the student to seek assistance in a timely manner. Please call (951)729-6499 to schedule an appointment with administration staff.
	<b>Library</b>
	<p>Library Notification of the required text is made prior to a student's registration in the course. HealthPro library is equipped with the manuals required for this course. For the purpose of instructional education, HealthPro has listed all required learning resources necessary to be successful for completion of our program. HealthPro has also listed educational material accessible for use during class and available to be checked out of the library for temporary use. The student will sign out the educational resource on our Library Log. The following resource is mandatory for each student to have prior to the first day of didactic instruction:</p> <ul style="list-style-type: none"> <li>● Required Textbook and Materials: SCHOOL DISCOUNT AVAILABLE</li> <li>○ Option 1 - Emergency Care and Transportation of the Sick and Injured Includes Navigate 2 Advantage Access, Twelfth Edition, AAOS ISBN: 9781284243796</li> <li>○ Option 2 - Online Access only includes eText: Navigate 2 Advantage Access Emergency Care and Transportation of the Sick and Injured, Twelfth Edition ISBN: 9781284243758</li> <li>○ This manual is not required for the EMT Prep Course</li> </ul>

<b>35 cont</b>	<b>Student Services</b>
	<b>Students with Disabilities</b>
	<p>Students with Disabilities HealthPro EMS Training may provide reasonable accommodations during a program to students with disabilities (including learning disabilities). Reasonable accommodations are defined as accommodations that do not fundamentally alter the program. All students are required to meet the program's enrollment requirements. If you require special accommodations, you must submit a written request along with your program registration. Upon receipt, you will be contacted by HealthPro personnel to discuss your request and obtain your current disability evaluation. HealthPro EMS Training sites have ADA accommodation for entrance into classrooms and the Hygiene Area. For assistance with any questions concerning special accommodations, please contact us at (951) 729-6499 during normal business hours, or by e-mailing us at <a href="mailto:info@hpemt.org">info@hpemt.org</a></p>
Item Number 36	<b>Placement Services</b>
	<p>Although the program may facilitate information about known vacancies, the program does not offer placement assistance nor is it a guarantee for employment made for our EMT Prep, EMT Hybrid or EMT In-class Training courses. Various Ambulance companies come to HealthPro to discuss job opportunities in the region</p>

Item Number 37	<b>Housing</b>
	<p>HealthPro EMS Training <b>does not</b> offer housing or dormitory facilities, nor do we recommend any housing/dormitory facilities for EMT Prep, EMT Hybrid or EMT In-class Training.</p> <p>We bear no responsibility to find or assist a student in finding housing. It is up to the prospective students to arrange their own housing while attending this EMT program. According to RentJungle.com, the average cost of a 1- bedroom apartment within a 10mile radius of Riverside, CA is between \$2000-12500/month.</p> <p>In Orange County a 1-bedroom apartment is about \$2500-\$3000.00 per month.</p>

Item Number 38	<b>Retention of Student Records</b>
	<p>Record Keeping for EMT Prep, EMT Hybrid, or EMT In-class Training Courses</p> <ul style="list-style-type: none"> <li>● HealthPro EMS Training shall maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program within this institution.</li> <li>● Students and alumni should contact the Custodian of Records for copies of records or transcripts, fees may apply.</li> <li>● HealthPro EMS Training shall maintain, for each student granted any certificate by this institution, permanent records of all the following: <ul style="list-style-type: none"> <li>○ The EMT Hybrid and EMT In-Class Training course Completion Certificate granted and the date on which that certificate was granted.</li> <li>○ The courses and units on which the certificate was based.</li> <li>○ The grades earned by the student in each of those courses.</li> <li>○ NOTE: All student transcripts will be maintained for a period of 7 years</li> </ul> </li> <li>● HealthPro EMS Training shall maintain, for a period of not less than seven years, at its principal place of business in this state, complete and accurate records for EMT Prep, EMT Hybrid, EMT In-Classroom courses of all the following information:</li> </ul>

	<ul style="list-style-type: none"> <li>○ The educational programs offered by this institution and the curriculum for each.</li> <li>○ The names and addresses of the members of this institution’s faculty and records of the educational qualifications of each member of the faculty.</li> <li>○ Any other records required to be maintained by this chapter, including, but not limited to, records maintained pursuant to Article 16. Approval to Operate for EMT Prep, EMT Hybrid, or EMT In-classroom.</li> </ul>
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Item Number 39	<p><b>United States Labor Board Standard Occupational Classification EMT CLASSIFICATION CODE- 29-2040 AND 29-2041</b></p>				
	<p>Job Information for Graduates of HealthPro EMS Training, Hybrid, and In-Classroom EMT Courses State Employment</p>				
	State	Employment	Employment per thousand jobs	Hourly mean wage	Annual mean wage
	California	22690	1.38	\$23.21	\$48,280
	<ul style="list-style-type: none"> <li>● EMT’s and paramedics typically do the following: <ul style="list-style-type: none"> <li>○ Respond to 911 calls for emergency medical assistance, such as cardiopulmonary resuscitation</li> <li>○ (CPR)</li> <li>○ Assess a patient’s condition and determine a course of</li> <li>○ Treatment, such as bandaging wounds</li> <li>○ Provide first-aid treatment or life support care to sick or injured patients</li> <li>○ Transport patients safely in an ambulance</li> <li>○ Transfer patients to the emergency department of a hospital or other healthcare facility</li> <li>○ Report their observations and treatment to physicians, nurses, or other healthcare facility staff</li> <li>○ Document medical care given to patients</li> <li>○ Inventory, replace, and clean supplies and equipment after use 42</li> </ul> </li> <li>● When transporting a patient in an ambulance, one EMT or paramedic may drive the ambulance while another monitors the patient’s vital signs and</li> </ul>				

	<p>gives additional care. Some paramedics work as part of a helicopter or an airplane’s flight crew to transport critically ill or injured patients to a hospital.</p> <ul style="list-style-type: none"> <li>● EMTs and paramedics also transport patients from one medical facility to another. Some patients may need to be transferred to a hospital that specializes in treating their injury or illness or to a facility that provides long-term care, such as a nursing home.</li> <li>● If a patient has a contagious disease, EMTs and paramedics decontaminate the interior of the ambulance and may need to report the case to the proper authorities.</li> <li>● The specific responsibilities of EMTs and paramedics depend on their level of certification and the state they work in.</li> </ul> <p>The National Registry of Emergency Medical Technicians (NREMT) provides national certification of EMTs and paramedics at four levels: EMR, EMT, Advanced EMT, and Paramedic. Some states, however, have their own certification programs and use similar titles</p>
	<p><b>Emergency Medical Responders</b></p> <ul style="list-style-type: none"> <li>● Otherwise known as EMRs are trained to provide basic medical care with minimal equipment. These workers may provide immediate lifesaving interventions while waiting for other emergency medical services (EMS) resources to arrive. Jobs in this category may also go by a variety of titles including Emergency Care Attendants, Certified First Responders, or similar.</li> <li>● EMT <ul style="list-style-type: none"> <li>Also known as EMT-Basic, cares for patients at the scene of an incident and while taking patients by ambulance to a hospital. An EMT has the skills to assess a patient’s condition and to manage respiratory, cardiac, and trauma emergencies.</li> <li>● Advanced EMT <ul style="list-style-type: none"> <li>Also known as an EMT-Intermediate, has completed the requirements for the EMT level, as well as instruction in more advanced medical procedures, such as administering intravenous fluids and some medications.</li> <li>● Paramedics <ul style="list-style-type: none"> <li>Provide more extensive prehospital care than do EMTs. In addition to doing the tasks of EMTs, paramedics can give medications orally and intravenously, interpret electrocardiograms (EKGs)—which monitor heart function—and use other monitors and complex equipment.</li> <li>● NOTE:</li> </ul> </li> </ul> </li> </ul> </li> </ul>

	○ The specific tasks or procedures EMTs and paramedics are allowed to perform vary by state/
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Item Number 40	<b>Distance Learning</b>
	HealthPro EMS Training does not provide distance education for EMT Prep, EMT Hybrid or EMT In-class Training courses

Item Number 41	<b>HealthPro EMS Training, Inc Internet Website</b>
	<b><a href="http://www.hpemt.org">www.hpemt.org</a></b>
	<b>Student Resources Box</b>
	<ol style="list-style-type: none"> <li><b>1. HealthPro School Catalog</b></li> <li><b>2. School Performance Fact Sheet</b></li> <li><b>3. Link to BPPE website</b></li> <li><b>4. Recent Annual Report</b></li> <li><b>5. Student Enrollment Form</b></li> </ol>

<b>HealthPro Documents</b>	<b>Program Information</b>
	<p><b>General Course Description - EMT In-Classroom Training</b></p> <p>General Course Description - EMT In-Classroom Training The EMT In-Classroom Program includes the knowledge and skills necessary to provide emergency medical care at a basic life support level in accordance with the National Standard Curriculum and the guidelines set forth by the State of California. This course is completely instructor based and taught in HealthPro classrooms. This two-part course consists of a combination of Didactic (Lecture)/Practical (Hands-on Skills) exercises and Clinical Observation (Ambulance Ride-along and/or Hospital Clinical Shifts). The course is a total of 184 hours. Successful completion of this program requires completion of all course pre-requisites and requirements. Students must maintain an average of 80% on all exams and homework assignments, obtain a minimum score of 80% on the written final exam and have successful completion of all skills evaluations. Upon completion of the course and all its requirements, students will receive an EMT Certificate</p>
	<p><b>General Course Description - EMT Hybrid Training</b></p> <p>The EMT Hybrid Program includes the knowledge and skills necessary to provide emergency medical care at a basic life support level in accordance with the National Standard Curriculum and the guidelines set forth by the State of California. This course is completely instructor based and taught in HealthPro classrooms. This two-part course consists of a combination of Online Didactic (Lecture)Self Learning/Practical (Hands-on Skills) exercises and Clinical Observation (Ambulance Ride-along and/or Hospital Clinical Shifts). The course is a total of 184 hours. Successful completion of this program requires completion of all course's pre-requisites and requirements. Students must maintain an average of 80% on all exams and homework assignments, obtain a minimum score of 80% on the written final exam and have successful completion of all skills evaluations. Upon completion of the course and all its requirements, students will receive an EMT Certificate.</p>

HealthPro Documents	<b>EMT Course Objectives</b>
	<ul style="list-style-type: none"> <li>● Describe the roles of EMS in the healthcare system.</li> <li>● Demonstrate the professional attributes expected of EMTs.</li> <li>● Perform the roles and responsibilities of an EMT in regard to personal safety and wellness, as well as the safety of others.</li> <li>● Perform the duties of an EMT with regard for medical-legal and ethical issues, including functioning under medical direction and within the scope of practice.</li> <li>● Apply principles of anatomy, physiology, pathophysiology, life-span development, and therapeutic communications to the assessment and management of patients.</li> <li>● Identify the need for and perform immediately life-saving interventions to manage a patient’s airway, breathing, and circulation.</li> <li>● Assess and manage patients of all ages with a variety of complaints, medical conditions and traumatic injuries.</li> <li>● Apply principles of emergency medical services operations, including considerations in ambulance and air medical transportation, multiple casualty incidents, gaining access to and extricating patients, hazardous materials incidents, and responding to situations involving weapons of mass destruction.</li> </ul>

<p>HealthPro Documents</p>	<p><b>Clinical Ride-Along Experience</b></p>
	<p>Clinical Observation</p> <ul style="list-style-type: none"> <li>● To successfully complete the EMT training and be eligible for certification, the student must complete a minimum of 24 hours of clinical observation with a contracted general acute care hospital, operational ambulance provider, and/or rescue vehicle provider. In addition, students must have ten patient contacts during the cumulative 24 hours. Students may need to do several rotations to meet the patient contact requirement. Students must complete their clinical rotations and return their check off forms to the HPEMS office no later than 14 days following the last day of class. Exceptions must be approved by the Program Director or Program Coordinator. Students must also attend a clinical orientation and meet the clinical requirements to be eligible for the ride-along component of the course.</li> <li>○ Voluntary during Covid Pandemic.</li> <li>○ Completed shift evaluation forms must be signed and dated by both the crew and student for each clinical/field shift attended.</li> <li>○ Completed Clinical Observation (Ride-Along) forms should be given to the Program Coordinator. Be sure to retain a copy for your own records.</li> <li>○ Do not mail forms.</li> </ul> <p><b>FAQ's Regarding Clinical Observation Hours</b></p> <ul style="list-style-type: none"> <li>○ <b><i>Can I do more than one rotation?</i></b> <ul style="list-style-type: none"> <li>■ You must complete the minimum requirements for clinical observation hours as established by the program; however, you are welcome to do as many rotations as are available.</li> <li>● Availability beyond the minimum requirements will be at the discretion of the contracted hospital, ambulance and/or rescue provider that is providing the observation.</li> </ul> </li> <li>○ <b><i>What if I do not get 10 patient contacts within the 24 hour minimum?</i></b> <ul style="list-style-type: none"> <li>■ You will have to go on another clinical rotation.</li> <li>■ No exceptions are possible; this is a state certification requirement.</li> </ul> </li> <li>○ <b><i>If I go on a rotation and reach my 10 total patient contacts, do I have to stay for the whole shift?</i></b> <ul style="list-style-type: none"> <li>■ Yes, once you start a shift you have to stay for the duration.</li> <li>■ On occasion, a shift will be longer due to the nature of the shift work.</li> </ul> </li> </ul> <p>Students that do not show up to a scheduled Ride-Along that do not report to the Instructor, the Facility or the Program director will lose 2 professionalism points.</p>

HealthPro Documents	<b>Ethics and Standards of Behavior</b>
	<p>Ethics and Standard of Conduct NOTE: Due to the high standards of the EMT Education Program and the EMS Profession, student conduct must reflect professionalism, integrity and responsibility. The following section sets forth ethical standards, standards of conduct, and examples of misconduct subject to disciplinary action (including probation or termination from the Program). Ethical Standards Students are expected to meet the following ethical standards while in the Program:</p> <ul style="list-style-type: none"> <li>● Students must conduct themselves in an ethical manner throughout the classroom and clinical phases of the Program. Failure to adhere to these standards may result in termination from the Program. Violation of these standards 28 includes, but is not limited to, stealing, cheating, and breach of a patient’s confidentiality (HIPAA).</li> <li>● EMTs are health care professionals regardless of whether they receive monetary compensation for their work. Thus, an EMT is bound by the highest standards of professional conduct and ethics. HealthPro EMS Training Program will not tolerate a breach of these standards by its students.</li> </ul>
	<b>Professional Behavior</b>
	<p>The conduct of the EMT student reflects upon the individual, his or her agency, HealthPro EMS Training, and the EMS Profession. Therefore, the student must always conduct him/herself in a professional and responsible manner, as described below:</p> <ul style="list-style-type: none"> <li>● <b>Appearance:</b> Excellent personal grooming and a neat, clean appearance help instill confidence in patients treated by EMTs. Respond to the scene in neat, clean, and complete uniform or appropriate dress. This will help to effectively portray the positive image you want to communicate. Remember, you are on a medical team. Your appearance can send the message that you are competent and can be trusted to make the right decisions.</li> <li>● <b>Knowledge and Skills:</b> To practice as an EMT, you need to successfully complete the training we are providing. In addition, you will also need to know: ○ How to use and maintain common emergency equipment, such as suction machines, spinal immobilization equipment, Automatic</li> </ul>

External Defibrillators, splints, OB kits, and various tools to gain access to the patient.

- How and when to assist with the administration of medications approved by medical control. How to clean, disinfect and sterilize non-disposable equipment.
- Safety and security measures for yourself, your partner and other rescuers, as well as for the patient and bystanders.
- The territory and terrain within the service area to allow expedient response to the scene and to the appropriate receiving facility.
- State and local traffic laws and ordinances concerning emergency transportation of the sick and injured.

● **Physical Demands:** Aptitudes required for work of this nature are good physical stamina, endurance, and body condition that would not be adversely affected by frequently having to walk, stand, lift, carry and balance at times more than 125 pounds. Motor coordination is necessary because of uneven terrain; the well-being of the patients, EMTs, and other workers must not be jeopardized. Prior to professional employment, all EMT candidates must qualify for a Medical Examiner’s Certificate by passing the physical examination specified by the U.S. Department of Transportation standards. Because of this standard, this has also been established as a program requirement, which must be met prior to graduation.

HealthPro Documents	<b>Professional Behavior</b>
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	<p><b>Temperament and Abilities:</b></p> <p>In times of crisis, patients will look toward someone to re-establish order in a suddenly chaotic world. Chances are that someone will be you. It can bring out the best in you as well as cause you a great deal of stress. To be as effective as you can be as an EMT, you should have the following characteristics:</p> <ul style="list-style-type: none"> <li>○ <b>Pleasant temperament:</b> As an EMT you will often be required to perform skills and procedures while speaking in a reassuring and calming voice to a patient who may be agitated, in shock or in a great deal of pain.</li> </ul>
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- **Leadership ability:** You must be able to assess a situation quickly, step forward to take control when appropriate, set action priorities, give clear and concise directions, be confident and persuasive enough to be obeyed, and carry through with what needs to be done.
- **Good judgment:** You must be able to make appropriate decisions quickly, often in unsafe or stressful situations involving human beings in crisis.
- **Good moral character:** While there are many legal constraints on the profession, you also have ethical obligations. You are in a position of public trust and that cannot be wholly defined by statute or case law alone.
- **Stability and adaptability:** Being an EMT can be quite stressful. Exhaustion, frustration, anger and grief are part of the package. You must be able to delay expressing your feelings until the emergency is over. Just as important, you must understand that intense emotional reactions are normal and that seeking support from coworkers, counselors, friends, and family are important aspects of keeping yourself mentally and physically fit.

HealthPro Documents	<b>Academic Integrity</b>
	<p>Students are subject to disciplinary action up to and including termination from the program for misconduct.</p> <p><b>Misconduct</b> can be defined by, but not limited to, the following: 30</p> <ul style="list-style-type: none"> <li>○ <b>Academic Dishonesty:</b> All forms of academic misconduct, including but not limited to cheating, fabrication, plagiarism, or facilitating academic dishonesty. For the purposes of this policy, the following definitions apply: <ul style="list-style-type: none"> <li>■ <b>Cheating:</b> Cheating includes, but is not limited to: the use of unauthorized materials, including any information and/or study aids unless otherwise authorized; leaving the testing area without permission or for a prolonged period of time; helping another student commit an act of academic fraud or dishonesty; or the failure to observe the expressed procedures or instructions of an academic exercise (e.g., examination instructions regarding alternate seating or conversation during an examination)</li> <li>. ■ <b>Fabrication:</b> Fabrication includes, but is not limited to, falsification or invention of any information or citation in an academic exercise.</li> <li>■ <b>Plagiarism:</b> Plagiarism includes but is not limited to; the use of another’s words or ideas as if they were one’s own; including but not limited to representing, either with the intent to deceive or by the omission of the true source, part of or an entire work produced by someone other than the student, obtained by purchase or otherwise, as the students original work; or representing the identifiable but altered ideas, data, or writing of another person as if those idea, data, or writing, were the student’s original work.</li> <li>○ <b>Other Forms of Dishonesty:</b> including but not limited to fabricating information or knowingly furnishing false information or reporting a false emergency to the program or to program officials.</li> </ul> </li> </ul>

<p>HealthPro Documents</p>	<p><b>Personal Integrity/Conduct</b></p>
	<p>● <b>Forgery:</b> alteration, or misuse of any Program document, record, key, electronic device or identification documents. This policy applies to any individual for whom the Program maintains records, regardless of current student status.</p> <p>● <b>Theft:</b> Theft of, conversion of, misappropriation of, or damage to or destruction of any property of HealthPro EMT Training or property of others while on HealthPro premises or at official HealthPro functions; or possession of any stolen property while on HealthPro premises, or at official HealthPro functions.</p> <p>● <b>Unauthorized Conduct:</b> Unauthorized possession of, receipt of, duplication of, or use of the HealthPro name, insignia, or seal. Unauthorized entry to, possession of, receipt of, or use of any HealthPro properties, equipment, resources, or services. Selling or distributing course lecture notes, handouts, readers, or other 31 information provided by an instructor, or using them for any commercial purpose, without the express permission of the instructor.</p> <p>● <b>Physical Abuse:</b> Physical abuse, including but not limited to rape, sexual assault, sex offenses, and other physical assault; threats of violence; or conduct that threatens the health or safety of any person.</p> <p>● <b>“Fighting Words”:</b> The use of “fighting word”; by students to harass any person(s) on HealthPro property, on other property to which these policies apply, or in connection with official HealthPro functions or HealthPro-sponsored programs. “Fighting words”; are those personally abusive epithets which, when directly addressed to any ordinary person are, in the context used and as a matter of common knowledge, inherently likely to provoke a violent reaction whether they actually do so. Such words include, but are not limited to, those terms widely recognized to be derogatory references to race, ethnicity, religion, sex, sexual orientation, disability, and other personal characteristics. “Fighting words” constitute “harassment” when the circumstances of their utterance create a hostile and intimidating environment which the student uttering them should reasonably know will interfere with the victim’s ability to pursue effectively his or her education or otherwise to participate fully in programs and activities. The use of foul language will not be permitted at any time.</p> <p>● <b>Hazing:</b> Hazing or any method of initiation or pre-initiation activity which causes or is likely to cause bodily danger, physical harm, personal degradation or disgrace resulting in physical or mental harm to any student or other person.</p>

- **Obstruction or Disruption:** Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other Program activities.
- **Alcohol & Tobacco:** This is an alcohol and tobacco free zone. This includes E-Cigarettes, chewing tobacco, and nicotine gum but does not include nicotine patches. Disorderly Conduct: Disorderly or lewd conduct.
- **Failure to Comply:** Failure to identify oneself to, or comply with directions of, a HealthPro official or other public official acting in the performance of their duties while on HealthPro property or at official HealthPro functions or resisting or obstructing such HealthPro or other public officials in the performance of or the attempt to perform their duties.
- **Destructive Devices:** Possession, use, storage, or manufacture of explosives, firebombs, or other destructive devices
- **Weapons:** Students with special permits to carry weapons must receive clearance from HealthPro prior to bringing that weapon into any course-sponsored settings.
- **Program Properties:** Using Program properties for the purpose of organizing or carrying out unlawful activity.
- **Violations of Law:** Violation of Federal, State, or local laws. Classroom Decorum The following HPEMS regulations state expected classroom decorum:
- No open toed shoes are allowed in the classroom or practical skills lab

<p>HealthPro Documents</p>	<p><b>Classroom Decorum</b></p>
<p>Classroom Decourm Cont.</p>	<p>The following HPEMS regulations state expected classroom decorum:</p> <ul style="list-style-type: none"> <li>● No open toed shoes are allowed in the classroom or practical skills labs.</li> <li>● Students should wear clothing that is both professional and practical. All dress should be appropriate for the practical lab setting. This includes properly fitting clothing that provides a full range of body movement without exposing the chest, torso, or buttocks or requiring frequent and/or untimely adjustments. (Closed toed shoes, navy blue pants/slacks and a plain t-shirt, button-down or polo are acceptable. We recommend bringing a light sweater/jacket, as our classrooms can be a little cooler than some prefer)</li> <li>● Minimal jewelry worn in the practical labs. Jewelry that may pose a significant risk of snagging or otherwise endangering the wearer or others should not be worn during skills practice. This would include but is not limited to hooped earrings or ear lobe hoops greater than ½ of an inch in diameter or anything dangling around your neck that may cause a strangling risk. No facial jewelry</li> <li>● No hats are allowed to be worn during class instruction or during skills labs unless it is a HealthPro EMT provided hat.</li> <li>● All personal electronic devices (pagers, cellular phones, PDAs, etc.) need to be turned to silent alert mode during class.</li> <li>● Internet access is not allowed during instructional periods. Access is permissible during breaks.</li> <li>● All electronic devices must be powered off and stored during exams and exam review sessions. Nothing will be allowed on the desks.</li> <li>● Regularly scheduled breaks will be given throughout the class period. These breaks should be used for returning texts or phone calls, using the restrooms, obtaining snacks or beverages, or smoking. Disrupting the class for any reason other than an emergency will not be tolerated.</li> <li>● If students decide to stay during the lunch hour, all food and drink items must be eaten in the classroom or to the outside table area.</li> <li>● Smoking or Vaping is not permitted in the building or near its entrances. Smoking and Vaping is only permitted in assigned areas and proper disposal of cigarette butts should occur.</li> </ul>

- Students are not permitted to use facility equipment, including phones, fax machines, computers, or copiers.
- Students should not enter any faculty office or area without faculty permission.
- While on breaks, students should respect other students, faculty, and staff. Bear in mind that the facility is used for many other classes and activities.
- Students should respect the physical property of the facility. At the end of all sessions, all student areas should be neat and clean; desks and equipment must be wiped down with the provided disinfectant.
- Please notify the faculty or staff with any facility issues so that timely maintenance or repair can occur.
- After all breaks, students should return to the classroom or skills groups in a timely fashion.
- Do not prop open, and leave unattended, outside doors.
- Classrooms and equipment are to be put back in their original configuration after skills as directed by the Skills Coordinator or Instructor.
  
- Bicycles and other similar devices are not permitted in the classroom or building.
- No gum is allowed to be chewed in class at any time.
- All information such as grades, attendance, etc. will only be discussed with the student unless a FERPA Consent Form was received for a specific family member to obtain this information. However, information can be discussed with the parent/guardian if the student is under 18 years of age
- . ● NOTE: Students subjected to disciplinary action for misconduct may appeal the sanction as provided in the appeal policy set forth in this manual.

HealthPro Documents	<b>Exposure Control Policy</b>
	<p>● Students are at risk of exposure to infectious disease during the program because they may:</p> <ul style="list-style-type: none"> <li>○ Have direct physical contact with patients</li> <li>○ Work with blood (i.e. venipuncture) and other body fluids</li> <li>○ Potentially have any contact with blood or other bodily fluids</li> </ul> <p>Universal or Standard Precautions</p> <p>● Universal or standard precautions must be taken when in contact with patients and where there is a potential for contact with body fluids. Appropriate barrier precautions must be used to prevent skin and mucous membrane exposure to blood and other body fluids. These precautions include:</p> <ul style="list-style-type: none"> <li>○ Gloves: must be worn for: <ul style="list-style-type: none"> <li>■ Touching blood and/or body fluids, mucus membranes or non-intact skin of all patients.</li> <li>■ Protection of cuts or open lesions on the hands (of health the care provider). <ul style="list-style-type: none"> <li>■ Gloves must be changed when soiled, torn, or punctured and after contact with each patient.</li> </ul> </li> </ul> </li> <li>○ Protective Eyewear &amp; Face Masks must be worn during tasks that are likely to generate droplets of saliva, blood, sputum, or other bodily fluids.</li> <li>○ Protective Barriers must be used to minimize the need for emergency mouth to mouth resuscitation, such as pocket masks or BVM.</li> <li>○ Puncture-Resistant Sharps Containers must be used to dispose of needles and other disposable sharp implements. Clean up of Blood or Body Fluids Prior to initiating clean-up of any bodily fluids or other potentially hazardous substance, students must report the incident to an instructor during class or practical skills lab or to their direct supervisor during clinical/ride along sessions. Any potentially hazardous exposure where such a substance enters the body must be immediately reported to the Administrator on call (see</li> </ul> <p>● Clean up Procedures:</p> <ol style="list-style-type: none"> <li>1. At minimum, gloves must be worn.</li> <li>2. Wipe up any spill with a clean, dry absorbent material, and then discard in a biohazard container.</li> </ol>

3. Vigorously wipe contaminated surfaces with 10% alcohol, a 1:1000 hypochlorite [bleach] solution, or an equivalent disinfectant, for a minimum of 30 seconds. ○ Solutions for cleaning must be mixed fresh daily, following manufacturer's instructions or by mixing 1/4 cup bleach with a gallon of water. Safe Work Practices Students must use safe work practices designed to minimize the chance of exposure to blood borne diseases:

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### **Infectious Disease**

- Students who have, or recently have had, any type of infectious disease should refrain from participatory skills until they are considered well. Examples of diseases include, but not limited to:
  - Open cuts, weeping skin lesions, or sores on face, mouth, or hands
  - Respiratory infection
  - Flu-like symptoms, cough, sore throat, fever
  - Active, acute hepatitis
  - Mononucleosis
  - Tuberculosis
  - Active infections, i.e., herpes, shingles, fungi, conjunctivitis
- Hands and other skin surfaces (as applicable) must be washed:
  - Before and after direct patient contact.
  - After removing gloves.
  - After any accidental contamination with blood or other body fluids.
- Students must wear appropriate personal protective equipment according to guidelines set forth by HealthPro EMS Training, the individual hospital clinical site, ambulance company or the Fire/EMS agency.
- Procedures must be performed in such a manner as to decrease the chance of splashing or spraying of blood or other body fluids .
- Reusable instruments contaminated by blood or other body fluids (such as Stethoscopes) must be placed in designated containers containing disinfectant, for a minimum of 10 minutes.

### **Evaluation of Exposure Occurrences**

- **POLICY:** It is the student's responsibility to follow safe work practices and infection control guidelines.

- Should a student be exposed, he or she must report it immediately to the Principal Instructor, or other pre-designated personnel.
- Appropriate medical evaluation and testing will be done according to current Centers for Disease Control Guidelines, current medical standard of care for infectious disease exposure, or hospital policy.
- **PROCEDURE:** An Exposure/Injury Report must be written by the exposed student
- This report should document the route of exposure, the circumstances of exposure, and, if known, the HBV and HIV status of the patient.
- This report must be given to the Program Director or designee within 24 hours or as soon as possible after the occurrence.
- **LIABILITY:** Students of the EMT program are covered by the HealthPro EMT Training general and professional liability policy to the extent that the student is acting in the course and scope of his or her education or training. Additional coverage, and uninsurable events including gross negligence, is the responsibility of the student. The student can purchase private supplemental insurance at his/her own cost

HealthPro Documents	<b>Initial Certification and Background Investigation</b>
HealthPro Documents	<p>● After a student successfully completes our EMT program, the student receives an EMT Course Completion Certificate. To become certified as a professional EMT, applicants will be required to:</p> <ul style="list-style-type: none"> <li>○ Successfully complete a certified EMT training course within two years of application for professional EMT certification .</li> <li>○ Successfully complete the final practical exam within 12 months of the last day of class.</li> <li>○ Pass the National Registry of EMTs computer adaptive test within 12 months of the last day of class (it is <b>STRONGLY</b> recommended to complete this exam within 60 days of course completion).</li> <li>○ Undergo and pass a background investigation, and meet all requirements as set forth by the local certifying agency for California.</li> </ul> <p>● Students will need to complete the online application for the National Registry certifying exam. This may be done upon successful course completion by going to <a href="http://www.nremt.org">www.nremt.org</a>. Upon passing this examination, a National Registry certification card will be issued, qualifying the graduate for the State of California certification. The instructions for this certifying process will be included with the Course Completion Certificate. Students must be certified by the State of California to work as an EMT in California. National Registry certification alone does not allow you to work in the State of California.</p> <p><b>The certifying process for EMTs in the State of California is completed through the local certifying agency.</b> Our Local Emergency Medical Services Agency (LEMSA) is the Riverside County Emergency Medical Services Agency. Applications and instructions for certification in Riverside County will be distributed in class and are available for download at:  <a href="http://www.rivcoems.org/downloads/downloads">http://www.rivcoems.org/downloads/downloads</a> Applicants will be required to describe on their application for certification any misdemeanor or felony convictions over one’s lifetime (including juvenile, expunged or sealed violations). Failure to disclose the required information may result in refusal of certification due to</p>

falsification. Conviction of a crime does not automatically mean an applicant is ineligible for certification.

**Recertification Certification:**

As an EMT is valid for two years throughout the State of California. Each certification card will indicate an expiration date. It is the responsibility of the “practicing” EMT to recertify before this two-year period has ended. To recertify, students must successfully complete a prescribed Refresher Course or obtain 24 hours of approved continuing education (CE) for the EMT. In addition to completing a refresher course every two years or meeting the continuing education requirements, EMTs must take the standardized State of California skills exam every two years. Should the EMT fail to recertify before the expiration date, a two-year grace period is extended for recertification, with additional requirements based upon the length of lapse. During this two-year period, an EMT may NOT work as an EMT until the recertification process is completed. Should the two years lapse without successful recertification, the EMT must take the entire primary training program again. Any questions regarding certification should be directed to REMSA at (951)358-5029

HealthPro documents	<p><b>FAQ Regarding Background Checks</b></p>
	<p>● Which criminal offenses WILL exclude an applicant from being eligible for EMT Certification?</p> <ul style="list-style-type: none"> <li>○ Has been convicted of any sexually related offense specified under Section 290 of the Penal Code</li> <li>○ Has been convicted of murder, attempted murder, or murder for hire</li> <li>○ Has been convicted of two (2) or more felonies ○ Is on parole or probation for any felony</li> <li>○ Has been convicted and released from incarceration for offenses during the preceding fifteen (15) years for the crime of manslaughter or involuntary manslaughter</li> <li>○ Has been convicted and released from incarceration during the preceding ten (10) years for any offense punishable as a felony</li> <li>○ Has been convicted of two (2) or more misdemeanors within the preceding five (5) years for any offense relating to the use, sales, possession, or transportation of narcotics or addictive or dangerous drugs.</li> <li>○ Has been convicted of two (2) or more misdemeanors within the preceding five (5) years for any offense relating to force, threat, violence, or intimidation</li> <li>○ Has been convicted within the preceding five (5) years of any theft related misdemeanor</li> </ul> <p>● Which criminal offenses MAY exclude an applicant from being eligible for EMT Certification?</p> <ul style="list-style-type: none"> <li>○ Has committed any act involving fraud, intentional dishonesty for personal gain within the preceding seven (7) years ○ Is required to register pursuant to Section 11590 (Controlled Substance Offender) of the Health and Safety Code ○ Conviction of one (1) misdemeanor within the last five (5) years for a related offense listed within the Health and Safety Code, Section 1798.200</li> </ul>

HealthPro Document	<p><b>Health and Safety Code Violations 1798.200</b></p>
	<p>Any of the following actions shall be considered evidence of a threat to public health and safety and may result in denial, suspension, or revocation of a certificate or license, or in the placement on probation of a certificate or license holder under this division:</p> <ul style="list-style-type: none"> <li>● Fraud in the procurement of any certificate or license.</li> <li>● Gross negligence.</li> <li>● Repeated negligent acts.</li> <li>● Incompetence.</li> <li>● The commission of any fraudulent, dishonest, or corrupt act that is substantially related to the qualifications, functions, and duties of prehospital personnel</li> <li>● Conviction of any crime that is substantially related to the qualifications, functions, and duties of prehospital personnel. The record of conviction or a certified copy of the record of conviction shall be considered conclusive evidence of the conviction</li> <li>● Violating or attempting to violate, directly or indirectly, or assisting in or abetting the violation of, or conspiring to violate, any provision of this division or the regulations adopted by the authority pertaining to prehospital personnel.</li> <li>● Violating or attempting to violate any federal or state statute or regulation that regulates narcotics, dangerous drugs, or controlled substances</li> <li>● Addiction to, the excessive use of, or the misuse of, alcoholic beverages, narcotics, dangerous drugs, or controlled substances.</li> <li>● Functioning outside the supervision of medical control in the field care system operating at the local level, except as authorized by any other license or certification.</li> <li>● Demonstration of irrational behavior or occurrence of a physical disability to the extent that a reasonable and prudent person would have reasonable cause to believe that the ability to perform the duties normally expected may be impaired</li> <li>● Unprofessional conduct exhibited by any of the followings: <ul style="list-style-type: none"> <li>● Mistreatment or physical abuse of any patient resulting from excess force more than what a reasonable and prudent person trained in a similar capacity would use</li> </ul> </li> </ul>

- Failure to maintain confidentiality
- The commission of any sexually related act

HealthPro Documents	<p><b>Questions regarding HealthPro Policies</b></p>
	<p>Frequently Asked Questions Regarding the EMT Programs</p> <ul style="list-style-type: none"> <li>● <b>How much studying do I need to do?</b> <ul style="list-style-type: none"> <li>○ The amount of studying required will depend completely upon the individual. Those who have some medical knowledge or background may grasp material easier than those who do not. The most common hindrance is terminology. Anywhere from 1 to 4 hours per lecture session may be needed.</li> </ul> </li> <li>● <b>When will my phone call or email be answered?</b> <ul style="list-style-type: none"> <li>○ All student correspondence is important to us. We will make every effort possible to answer your email or phone message within 24 hours of receiving them, Monday through Friday, not including holidays.</li> </ul> </li> <li>● <b>How much time do I have to complete my ride-along?</b> <ul style="list-style-type: none"> <li>○ Time will be allotted throughout the course to complete the required clinical observation. If you do not meet the requirements before the last day of class, you may request an extension. Students requesting an extension must do so in writing to the Principal Instructor and / or Program Director. Extensions may be granted only under exceptional circumstances.</li> </ul> </li> <li>● <b>When can I get my HealthPro course completion certificate?</b> <ul style="list-style-type: none"> <li>○ After you complete the course, including submission of your clinical or ride along, we will begin processing your HealthPro EMT Course Completion Certificate. (See section: Verification of NREMT and Issuance of Certificates of Completion for further details.) You must submit a copy of your Course Completion for certification in the State of California.</li> </ul> </li> <li>● <b>When can I take the certifying test?</b> <ul style="list-style-type: none"> <li>○ You may schedule the certifying examination after you have successfully completed our program. You may apply for certification testing by completing the online application at <a href="http://www.nremt.org">www.nremt.org</a>. This application will be verified within one week, if all course completion requirements are met. If you are pursuing certification through the NREMT, it is highly suggested to take the National Registry exam within 60 days of your course completion.</li> </ul> </li> <li>● <b>Can I certify out of Riverside County?</b> <ul style="list-style-type: none"> <li>○ With a HealthPro EMT course completion certificate in hand, a student may attempt to attain State certification anywhere in California, through a local certifying agency, normally the county Department of Health Services.</li> </ul> </li> <li>● <b>Is my county certification good throughout California?</b> <ul style="list-style-type: none"> <li>○ Yes. Individual counties are only allowed to request an additional background investigation above and beyond the one conducted upon initial certification. You may be required to complete additional training (i.e OC Extended Scope of Practice). This practice will vary from county to county.</li> </ul> </li> </ul>

**● Is my certification good in other states?**

○ EMTs must be certified within the state that they take the initial EMT course. Upon becoming California State certified, an EMT may apply for certification in another state. Approximately half of all states are under the National Registry of EMT. These states require that an EMT is nationally registered upon entering the state. A student may request information regarding National Registry certification by calling the National Registry at (614) 888-4484 or visiting [www.nremt.org](http://www.nremt.org).

**● 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 1747 N Market Blvd, Suite 225, Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov](http://www.bppe.ca.gov), (888)370-7589 or by fax (916)263-1897. 4**