



Student Handbook for EMS Education Programs



Academic Catalog For EMS Education Programs

**Life Support Training Institute
School Catalog**

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Introduction

Thank you for choosing Life Support Training Institute to provide you with your emergency medical education. LSTI is a member of Beaumont Hospital in Farmington Hills, Michigan. Beaumont Hospital FH recently gained accreditation as a Level II Trauma Center by the American College of Surgeons and offers a robust Emergency Medicine Residency Program through affiliation with the Michigan State University School of Osteopathic Medicine. Beaumont Hospital and LSTI are known throughout the Southeast Michigan region as a center of excellence for EMS training and education. LSTI has been providing quality Emergency Medical Services education since 1986. In that time we have successfully trained thousands of EMS providers. Our former students can be found in almost any public or healthcare setting, including fire service, law enforcement, nursing, emergency medicine, allied health and all areas of Emergency Medical Services. Some of our graduates have also returned here as members of our faculty. In 2019 we opened a new campus in Toledo Ohio that offers a curriculum of EMT initial education training courses, EMS continuing education courses and is an approved AHA Training Facility.

The goals and objectives at LSTI are approved and supported by our Physician Medical Directors and our Advisory Board which oversees all program curriculum and program administration.

The LSTI Program Goals and Outcomes which define our minimum expectations are reflected in the following statements:

- Paramedic
 - Demonstrate entry-level competency in the psychomotor domain of paramedic education
 - Demonstrate entry-level competency in the cognitive domain of paramedic education
 - Demonstrate entry-level competency in the affective domain of paramedic education

- Emergency Medical Technician (EMT)
 - Demonstrate entry-level competency in the psychomotor domain of paramedic education
 - Demonstrate entry-level competency in the cognitive domain of paramedic education
 - Demonstrate entry-level competency in the affective domain of paramedic education

- Emergency Medical Responder (EMR)



- Demonstrate entry-level competency in the psychomotor domain of paramedic education
- Demonstrate entry-level competency in the cognitive domain of paramedic education
- Demonstrate entry-level competency in the affective domain of paramedic education

A career in EMS begins with solid training by highly qualified instructors. Our faculty is composed of experienced EMS practitioners dedicated to your success. Each instructor is licensed as an EMS instructor coordinator by the State of Michigan or the State of Ohio and/or certified through the American Heart Association. Our instructors are prepared to deliver the highest quality education you demand. Furthermore, LSTI is committed to providing all students with a safe and healthy educational environment. Our corporation meets or exceeds all regulatory requirements as set forth by OSHA and MIOSHA.

This academic manual details what is expected from you as a student. It also defines what services we will provide to you during your course of study. If you should have any questions about the course, this manual is the first place to look for an answer. In addition, your instructor will be able to help with any issues that may concern you.

Best wishes to you during your course of study! We look forward to counting you among the proud professionals that serve in the EMS industry.

Life Support Training Institute Staff



Admission Policy

Open Enrollment

Enrollment and course registration typically occurs on or prior to, the course start date. Admission into EMS programs at LSTI is contingent upon the following criteria -

- You must be at least 18 years old by course completion.
- You must have your high school diploma or GED.
- Pre-requisite EMS certification as necessary.
- You must not have been expelled from any LSTI program.
- You must not have an outstanding financial obligation to LSTI.

Note: When applying for National Registry examination, and Michigan licensure, you will be asked if you have a criminal history other than a traffic violation. A background check may be done as well. Having a criminal history may prevent you from becoming licensed as an EMT. Please contact the Emergency Medical Services Department in your state for more information (see below). Additional student resources to assist with program entry can be found at www.students.gov, www.free.ed.gov, or www.eduguide.org.

Michigan Department of Health & Human Services at www.michigan.gov/ems or call (517) 373-3740

Ohio Department of Public Safety, Division of Emergency Medical Services at www.ems.ohio.gov or call (614) 466-9447

Tuition, Fees, Payments, and Refunds

LSTI offers payment plans and a scholarship program. LSTI tuition rates and tuition payment plans will help you obtain your education.

In the event you wish to withdraw from your course **prior** to the beginning of the course, please inform LSTI in writing so that we may begin the refund process. Refer to your payment plan agreement for specific details about your financial obligation. Additional (not required) supplies and materials will be at the students' expense.

NOTE: If you drop out of your course after the first class session due to personal reasons, termination from corporate employment, academic withdrawal or administrative withdrawal you will be responsible for payment of all outstanding tuition and fees. LSTI reserves the right to pursue collection of any unpaid tuition or fees. All tuition and fees paid shall be refunded consistent with the LSTI EMS Program Tuition & Fees Refund Policy. All costs for books and Clinical Student Shirts will be deducted from any refund of tuition. **No refunds will be offered after the first day of class.**

Admission Decisions

The administrative staff and faculty approve or deny admissions to LSTI programs as needed



to maintain the academic standards of the school. Appeals of admission decisions are handled in accordance with the Complaint and Appeal Policy.

LSTI does not accept or allow transfer students unless entering as a new admission. LSTI does not offer Advanced Placement credit.

Former Students

LSTI reserves the right to deny admission to former students who have been expelled under the Student Discipline Policy, have unmet academic or financial obligations to the institution, or have demonstrated an incompatibility with the academic standards or other policies of LSTI.

Non-Discrimination and Diversity

LSTI fosters an environment in which the free flow of ideas and a rich diversity in thoughts and opinion exist within an atmosphere of tolerance and respect for others. LSTI does not discriminate based on race, skin color, sex, national origin, sexual preference, religious preference, age, physical appearance, or disability in any of its educational programs, activities, admission procedures, or employment practices. LSTI maintains a zero tolerance policy for any act of harassment or intimidation, on any of the above-enumerated grounds by our instructors or students.

LSTI fully complies with the requirements of Title IV of the Higher Education Amendments, Title IX of the Civil Rights Act, Section 502 of the Rehabilitation Act, and all provisions of the Americans with Disabilities Act of 1990.

Disclosure

Information on whether a student successfully completed a course will be made available to the Michigan Department of Health & Human Services, or the Ohio Department of Public Safety and the National Registry of EMT's. LSTI will not release any other information without a signed consent. EMS program faculty members are allowed to share information regarding your progress when appropriate. LSTI complies with FERPA and HIPAA requirements.

Program Evaluation

Course evaluations will be reviewed at the conclusion of each course. Each evaluation reflects areas of focus for each course that define a quality educational and training experience for each student. A review by the Course Coordinator shall be completed for each course related to the quality of instruction, classroom environment, equipment and other facets of learning. The Course Coordinator, Director of Education and the Instructor will formulate an Action Plan for a change of process if needed, based on the evaluations and the objective and subjective feedback provided by these evaluations.

Academic Standards



General Guidelines

Successful EMS providers share some common traits. Some of those traits include a substantial knowledge base, proficient skill performance, the ability to deal with a broad range of people and personalities, and a desire to serve customers and the public. One goal of all LSTI EMS training programs is to cultivate those traits. In order to reach our goal, we set, and strictly enforce, stringent academic standards for our students. At no time will a student be substituted for staff during a clinical, field or internship experience.

EMS education programs are demanding. While enrolled, the student is expected to be an active participant in class, and put forth their best effort to master the didactic and practical objectives of the course. In addition to the time spent in class, the student will be expected to complete assignments on their own time. These assignments may count toward your final grade, enhance retention of classroom lessons, and improve the student's knowledge base. Between homework and routine study, the EMR and EMT student should plan to spend 1 hour studying outside of class for every hour spent in class each week. Advanced EMT and Paramedic students should reserve more time for study.

In summary, we expect you to complete all assignments as directed by your instructor(s), to take responsibility for your own learning experience by listening and actively participating in class, and to dedicate enough time to study outside of class to ensure all course objectives are met. Every student is strictly required to meet these standards in order to successfully complete the course and be eligible to take the National Registry Examination.

Attendance

Absence is defined as not attending a scheduled class meeting, clinical rotation or internship. Tardiness is defined as arriving after the class's or clinical rotation's scheduled start time. Four episodes of tardiness is equal to 1 absence. Excessive absenteeism or tardiness will result in administrative probation and may lead to course suspension or expulsion. Excessive absenteeism is defined below.

Course	Number of absences	Student expelled when absences
MFR (EMR)	8 clock hours	8 clock hours
EMT	20 clock hours	20 clock hours
AEMT	12 clock hours	12 clock hours
Paramedic	40 clock hours	40 clock hours
EMS I/C	8 clock hours	8 clock hours

You may make up the missed class session(s) by scheduling a tutoring session at your expense. Missed clinical sessions must be rescheduled. Please contact our business office and/or your instructor to coordinate.



Leave of Absence

Circumstances may arise that may make it difficult for you to continue or complete your course. **If you feel your circumstance will prevent your successful completion, we urge you to seek a leave from your class.** Leaves allow you to take consecutive class days off without penalty for the absences. If you have missed no more than four (4) consecutive class sessions, you may re-enter your program at its current point. You will need to make up all missed assignments within the number of days of your leave (if your leave was four (4) days, you will have four (4) days to complete the missing assignments). **If you have missed more than four (4) consecutive class sessions, you will need to start a new course of the same level of license. No refunds will be given. Your paid tuition will be applied to a future course of the same level if begun within one (1) year of your approved leave of absence and you will be responsible for payment of any outstanding balance prior to the beginning of your new course.**

A Leave of Absence request must be submitted in writing (via email, fax or personal delivery letter) to the business office prior to the requested leave. The Director and Course Coordinator will review and determine approval or denial of the requested leave in consultation with the student's instructor and LSTI leadership team.

If you are requesting a medical leave of absence you will be required to submit your initial written request for a medical leave of absence along with support documentation from a physician that states you are unable to continue as a student at LSTI due to your medical circumstance.

Any paid tuition will be applied to a new course registration within one (1) year of your leave of absence. No refunds will be provided. Any tuition still outstanding at the time of the leave of absence must be paid in full and LSTI reserves the right to pursue collection of any outstanding tuition and fees.

If you are on an academic or administrative probation, you may only seek medical leave (physician documentation required). You may elect to restart a future course within one (1) year of an approved Leave of Absence. All necessary documentation will be required.

Academic Honesty

LSTI demands that you do all of your own course work and complete all of your exams without any type of assistance. Cheating, dishonesty, and plagiarism of any type will not be tolerated and may result in disciplinary action up to and including withdrawal from your course consistent with the Student Disciplinary Policy. **Cheating, dishonesty and plagiarism are treated as Major Offenses and will result in immediate expulsion from all current and future LSTI programs.**

Probation

If you fail to maintain at least an 85% course average on all course work you will be placed on **academic probation**. While on academic probation you must increase your class average to at least an 85% average within two exams (excepting the final). If you fail to increase your



course average to at least an 85% average after two exams, or if there are not two upcoming exams (not counting the final exams), you will be withdrawn from your course. While on academic probation, ***you may*** attend class and participate in all related course activities.

If you fail to meet clinical, financial or other administrative requirements you will be placed on **administrative probation**. You will be notified in writing and placed on administrative probation starting with your next scheduled class session. Correction of the causative event will remove you from administrative probation. While on administrative probation, ***you may not*** attend class or participate in course related activities, including exams. Absences accumulate while you are on administrative probation.

Guidance and Counseling

Your instructor or their designee will meet with you throughout your course (and other times as warranted), to discuss your progress. Student strengths, weaknesses, and program progress will be reviewed consistent with fair practice and due process. You may request such a meeting at any time; if your instructor is unable to meet with you at the time of your request, contact the LSTI business office to schedule an appointment with the Course Coordinator. Job placement assistance is available. Contact the LSTI business office for more information.

Cognitive Examination Philosophy

The purpose of written exams is to help LSTI determine if you have mastered the cognitive content for a given portion of the course. Exams are given after each major course module. Refer to the course schedule, and consult your instructor, for specific exam dates. Exams may be reviewed, or discussed, after grading at the instructor's discretion. LSTI utilizes computerized testing through a web-based program that will offer you optimal opportunity to successfully complete your course and adequately prepare for success on the NREMT exam.

Passing Score for Cognitive Exams

You are expected to maintain an average grade of 85% or higher on all cognitive (web-based) examinations. If you do not maintain at least an 85% class average for all course quizzes, tests, and exams you will be placed on academic probation. **If your grade average is below an 85% at the end of the classroom portion you will not be allowed to participate in the final computer adaptive (pass/fail) exam and will constitute failure of the course.**

Make-Up Exams- Cognitive

Missed exams may be made up at the discretion of your Instructor. The Course Coordinator will be available for consultation regarding make-up exams if needed. Your grade for any missed or incomplete exam will be zero (0). Make-up exams are coordinated at the discretion of the Instructor and Course Coordinator. One remedial cognitive exam will be offered to students who fail the final computer-adaptive cumulative comprehensive exam. No additional remedial opportunities will be offered to students who fail this final exam twice (final CAT exam). **Failure of the final cumulative comprehensive CAT exam (pass/fail)**



constitutes failure of the course.

Psychomotor Skill Examination Philosophy

The purpose of psychomotor skill exams is to help LSTI determine if you have mastered the practical skills content for a given portion of the course. Psychomotor exams are conducted after each major course module. Refer to the course schedule, and consult your instructor, for specific exam dates. Exams are reviewed and discussed after grading at the instructor's discretion. Students who fail to maintain a grade average of 85% after the classroom portion will not be allowed to continue in the class.

Passing Score for Psychomotor Skill Exams

You are required to pass each section of a psychomotor skill exam (consistent with NREMT guidelines). If you fail to pass an individual exam section, you will be allowed to re-take the failed section after all other students have completed their initial testing on the failed section. Each student is allowed two attempts to pass each section of a psychomotor skill exam.

Make-Up Exams- Psychomotor Skills

If you miss a psychomotor skill exam for any reason you will not be allowed to make up the exam unless approval is obtained from the course instructor and the LSTI Course Coordinator. Any additional costs incurred by LSTI to conduct a make-up psychomotor exam will be charged to the student unless deemed otherwise by the Director of Education. You will receive a failing grade for any missed exams.

Grading Scale

All LSTI courses are graded on the following scale:

Mark	Explanation	Final Average
A	Passed	90%-100%
B	Passed Above Average	80%-89%
F	Failed	0%-79%
	Admin / Academic Withdrawal	NA
	Student Withdrawal / LOA	NA
	Student Expulsion	NA

Calculation of Final Grades

Your final grade will be the combination of your average quiz/exam scores and your final cumulative comprehensive exam score. The weighted percentages for grading are as follows:

- Quizzes - 10%
- Chapter Exams - 20%
- Module Exams (CAT) - 20%
- Final Cumulative Comprehensive Exam - 50%





Successful Course Completion Criteria

Successful course completion is defined as meeting each of the requirements listed below:

1. Student has earned a cumulative minimum of 85% on all quizzes, chapter exams, module exams and final exams AND must have successfully passed the final psychomotor exam AND must have successfully passed the final CAT exam (pass/fail). One re-test of the final CAT exam will be permitted if needed.
2. Student is not on administrative or academic probation.
3. Student has completed all clinical requirements prior to the course completion date.
4. Student has no current or past outstanding financial obligation to LSTI.
5. Student has successfully completed all course requirements supported by a final audit conducted by the course instructor, LSTI Course Coordinator, and LSTI business office staff.
6. Your terminal competency has been reviewed and validated by the LSTI Physician Medical Director and LSTI Director of Education.

Once you have successfully completed the course LSTI will provide you a certificate of completion as well as an official course transcript and your name will be placed on an MDHHS course completion roster which will be submitted to MDHHS by the submission date.

If you fail to meet all course completion requirements by the course completion date you will be terminated from the course and will not be placed on a course completion roster to be submitted to the designated state licensing agency nor will you be approved to take the NREMT exam.

(EMS initial education courses conducted under a service agreement may be exempt from these requirements).

LSTI offers employment placement assistance to all LSTI graduates through existing business partnerships which include numerous public safety, EMS, and hospital agencies. LSTI will also provide assistance with the EMS Employment online database which can be located via link to our website at www.lifesupporttraining.org or directly at www.emsemployment.net.

Tutoring Program

LSTI is committed to the academic success of each student we admit. While maintaining the integrity of our academic standards, the tutoring program is designed to meet the needs of students who need or desire more help than what is available during scheduled class time. The program is open to any student upon request. A student requesting tutoring assistance must obtain a written referral from their instructor for the topics they wish to work on.

You may schedule private tutoring based on instructor availability. Additional fees will apply. Contact the LSTI business office for more information or to coordinate additional tutoring services.



Standards of Student Conduct

General Guidelines

LSTI expects students and staff to behave in an appropriate and professional manner at all times while at LSTI campuses or at clinical sites. **LSTI has a zero tolerance policy for abusive, profane, threatening, confrontational, or aggressive conduct by any student.**

Rules Governing Student Conduct (LSTI Code of Conduct for Course Participants)

By enrolling in any program at LSTI the student agrees to behave according to the following standards:

- Professional communication with fellow students, LSTI instructors, and LSTI administration in a respectful manner at all times. Rude behavior will not be tolerated.
- Any threatening, demeaning, degrading, humiliating, or other potentially harmful comments directed to any person affiliated with LSTI or while involved in any LSTI sponsored program will not be allowed.
- Any behavior considered as sexual harassment toward any person affiliated with LSTI or while involved in any LSTI sponsored program will not be allowed.
- Any derogatory remarks regarding the race, sex, ethnicity, religious preference, sexual orientation, or disability of any person affiliated with LSTI or while involved in any LSTI sponsored program will not be allowed.
- Any inappropriate actions or horseplay while on the campus of LSTI or any affiliated site will not be allowed.
- Unauthorized removal of company property or equipment from LSTI campuses or its affiliates will result in disciplinary action up to and including expulsion from any current or future LSTI sponsored programs.
- Any intentional damage to company property or equipment belonging to LSTI or its affiliates will result in disciplinary action up to and including expulsion from any current or future LSTI sponsored programs.
- Inappropriate physical contact toward any person affiliated with LSTI during class will result in immediate expulsion from any current or future LSTI sponsored programs.
- Alcohol or drug misuse or the appearance of being “under the influence” of same while attending a course at an LSTI campus will result in immediate expulsion from any current or future LSTI sponsored programs.
- Eating or drinking in class is only permitted by the instructor on a case by case basis and the participant seating area must be cleaned appropriately after consumption.
- Any criminal action or activity engaged in by the course participant will result in immediate expulsion from any current or future LSTI sponsored programs.
- Smoking is only permitted in designated areas while on LSTI campuses.
- Weapons and/or firearms, including concealed weapons, will not be allowed on any LSTI campuses. Violation of this regulation will result in expulsion from any current or future LSTI sponsored programs.



- Professional appearance while attending an LSTI course offering is required.
- Appropriate personal hygiene and grooming must be maintained by all course participants during any LSTI sponsored programs.
- Use of cell phones and/or PDA's is strictly prohibited within the classroom during the course unless approved by the instructor. Participants may request permission from the instructor to excuse themselves from the classroom in order to use their cell phone / PDA.
- Any picture taking or video / audio recording within the classroom during the course is strictly prohibited without the expressed permission and consent of the instructor and must comply with any / all HIPPA and FERPA regulations.
- Visiting social media and other inappropriate websites while using a personal computer, laptop computer and/or computer tablets in the classroom during a course is strictly prohibited without the expressed permission and consent of the instructor.

Deviation from any aforementioned Standards of Student Conduct may result in disciplinary action up to and including expulsion from any current or future LSTI programs.

Health/Safety Policy

All students are required to practice universal precautions in the classroom and clinical setting. Students who are ill should not attend class or visit a clinical site if there is any danger of transmission of the illness to others. If you are exposed to a communicable disease during your clinical rotations, contact LSTI immediately.

In the event a student is injured in the classroom setting you should inform your Instructor immediately and contact LSTI's Administration Offices. Injuries in the clinical setting are covered in the LSTI Clinical Manual.



Student Disciplinary Policy

General Principles

LSTI is committed to handling rule infractions in a fair, prompt, and thorough manner. Progressive corrective action may be used in situations involving less serious occurrences, however, in those situations deemed to be more serious in nature disciplinary action may include, but not be limited to, immediate suspension pending investigation or immediate expulsion from an LSTI program.

Investigation of Allegations

The instructor, in conjunction with the LSTI Course Coordinator and administrative staff, will conduct investigations of violations involving academic or administrative standards. Criminal activity will be immediately referred to the police for investigation and will result in immediate expulsion from any current or future LSTI programs. Any student who is the subject of an investigation will be permitted to submit a written statement detailing their version of the events surrounding the allegation.

The investigation will result in one of the following determinations:

1. You did not violate any rule
2. You committed a minor infraction with subsequent corrective action.
3. You committed a major infraction with subsequent corrective action.

LSTI reserves the right to immediately suspend any student, pending a full investigation, for conduct deemed to pose a threat to the safety of others, an act of academic dishonesty, or for other violations of a serious nature.

Infractions and Policies

Any violation of the Standard of Student Conduct may result in disciplinary action up to and including expulsion from an LSTI Program. Violations are defined as follows:

Major Violations

- Fighting
- Making threats
- Cheating or plagiarism
- Sexual harassment
- Intimidation or bigotry
- Unauthorized removal of property
- Vandalism or malicious destruction of property
- Violation of patient / student confidentiality
- Abuse or inappropriate behavior with a patient, student, preceptor or staff
- Intoxication on campus or at a clinical site



- Abuse or misuse of alcohol or any illegal or controlled substance
- Bringing a weapon on campus or to any clinical site
- Any conduct deemed by LSTI to be hazardous to the health, welfare, or academic progress of the student body, staff or clinical partners

Disciplinary Steps for Major Violations

1. Expulsion from all LSTI programs.
2. Referral to law enforcement officials for investigation of any alleged criminal offense.
3. Referral to state licensing officials if the student has an EMS license (i.e. Paramedic students, etc.) for disciplinary action relating to any alleged criminal offense or breach of patient confidentiality or misconduct toward students, staff, clinical partners or patients.
4. The student will be held responsible for all unpaid tuition and fees in addition to any damages to LSTI or affiliate property.

Minor Violations

- Rude or disrespectful conduct
- Disruptive behavior in class
- Unprofessional dress or hygiene in class or during clinical rotations
- Not following the established Complaint and Grievance Policy
- Unexcused missing of scheduled clinical rotations
- Failure to maintain academic standards as set forth in this manual
- Failure to meet all financial obligations to LSTI via adherence to the LSTI Payment Plan Policy and/or Payroll Deduction Policy as applicable
- Insubordination to the instructor, LSTI staff or clinical preceptors
- Any other policy violation or misconduct as applicable

Disciplinary Steps for Minor Violations

Offense	Discipline
1 st	Verbal Warning - The student is given a verbal warning in writing by the instructor prior to the next class session. The instructor will document the
2 nd	Probation - A letter of probation will be given to the student prior to the next class session by the instructor and a copy placed in the student's file. The student will be required to attend a counseling session with the Course Coordinator and the instructor
3 rd	Suspension - The student will be given a written suspension letter and will be suspended from class for no more than 1 week. The student will be required to meet with the Director of Education, Course Coordinator and the instructor prior to returning to class. The written suspension letter (final warning letter) will be placed in the student's file
4 th	Expulsion - The student will be given a written withdrawal letter outlining their expulsion from LSTI via certified mail and/or personal delivery. The student is expelled from all current and future LSTI programs. The student will be held responsible for all unpaid tuition and fees.



Complaint and Appeal Policy

Right to Appeal

If you have been subject to disciplinary action you have the right to appeal the decision by following the Complaint and Appeal Policy. Disciplinary appeals begin at the first step in the process in the same manner as any other form of grievance. **If you have been expelled, you will remain suspended from all classes and clinical rotations pending the outcome of your appeal.**

General Guidelines

You are encouraged to take advantage of this policy to address any complaints you may have regarding your experience at LSTI. Though the faculty and administration are always concerned when a student is not satisfied with their course, LSTI strictly requires all complaints to be handled using the steps outlined below. This process allows the school to take a systematic approach to investigating, documenting, and resolving student issues in a prompt, fair, and consistent manner. Most problems can be resolved in one week or less. Students who wish to file a complaint with either State of Michigan may do so at www.michigan.gov/ems. Students who wish to file a complaint with the State of Ohio may do so at www.ems.ohio.gov.

All complaints and appeals must be submitted in writing, signed and dated (via email or delivered letter). **Verbal complaints will not be accepted under any circumstances.** If you call LSTI to register a verbal complaint, you will be instructed to submit your complaint in writing in accordance with this policy. You should include as many facts and relevant details as possible in your report. You should then submit your written complaint to the LSTI Course Coordinator, and forward a copy to the Director of Education. If the complaint directly involves the Course Coordinator, you may elect to forward the complaint only to the Director of Education. **LSTI strictly enforces a zero tolerance for any faculty retribution or retaliation against a student who issues a complaint.**

The following process is used to handle the appeal of disciplinary and/or administrative actions:

Initiating a Complaint or Appeal

Before initiating a formal complaint, you should discuss the matter with your instructor.

STEP 1

Once your written, signed and dated complaint or appeal is received, an investigation into the facts surrounding the complaint or appeal will be conducted by the LSTI Course Coordinator. LSTI will submit to you a disposition response letter via certified US mail and/or electronic mail (email) within 7 business days from the date the investigation is completed. Please insure that you have a current functional email address during this process.

STEP 2

If you are not satisfied with the outcome of STEP 1, you may proceed to STEP 2 by responding



to the disposition response letter and/or electronic mail with any additional comments to the Course Coordinator within 10 business days of receipt of the initial response letter or email. You may be contacted to appear at the LSTI office to present your grievance in a hearing to the Appeals Committee. The Appeals Committee consists of the Director of Education, Course Coordinator, and one additional LSTI staff member. LSTI will send to you the Appeals Committee determination via certified US mail and/or electronic mail (email) within 7 business days after the hearing date.

STEP 3

If you are not satisfied with the outcome of STEP 2, you may proceed to STEP 3 by responding to the Appeals Committee determination with your additional comments to the Course Coordinator within 10 business days of receipt of the Step 2 response letter or email. You will then be contacted to appear at the LSTI office to meet with the Executive Review Committee consisting of a Beaumont Hospital Medical Administration Executive Staff member or designee, the Director of Education, Course Coordinator and the course instructor. LSTI will send to you the Executive Review Committee determination via certified US mail and/or electronic mail (email) within 7 business days of the meeting.

STEP 4

If you are not satisfied with the outcome of STEP 3, you may proceed to STEP 4 by responding to the Executive Review Committee determination with your additional comments to the Director of Education within 10 business days of receipt of the Step 3 response letter or email. Your complaint, and the related appeals process documents, will be forwarded to the Manager of the Michigan Department of Community Health EMS and Trauma Systems Section or the Section Chief for Investigations and Compliance (OH) for review and disposition. You will also be mailed a copy of the documents that will be sent the State. The State EMS Manager's written response and determination related to this appeals process will be binding upon all parties.



Course Descriptions

LSTI requires a licensed I/C to be present during all EMS Courses.

Emergency Medical Responder (EMR)

60 classroom hours / no clinical hours required (per MDHHS guidelines)

This course is designed to provide the student with the core skills necessary to sustain life, prevent further injury, and reduce pain at the scene of a medical emergency until more advanced help arrives. The course teaches basic safety at the scene of an emergency, fundamentals of patient assessment, basic airway control methods, emergency splinting and hemorrhage control, and other specialty topics. The course includes the American Heart Association BLS for Healthcare Providers training course. Students successfully completing this course will be eligible to challenge the National Registry certification examination for Medical First Responder (EMR).

Prerequisites: 18 years of age.

Emergency Medical Technician (EMT)

162 classroom hours / 32 clinical hours (per MDHHS and ODPS guidelines)

This course is designed to prepare you to pass the NREMT EMT exams and work as a competent entry-level EMT. In this course you will gain the knowledge and skills to properly assess and manage a variety of injuries and illnesses. You will learn emergency scene management, introductory anatomy and physiology, the medical-legal concerns of pre-hospital emergency care, airway management, spinal and bone/joint mechanics, principles of ambulance operation, and many other specialty topics. The course includes the American Heart Association BLS for Healthcare Providers training course. Students successfully completing this course will be eligible to challenge the National Registry certification examination for EMT.

Prerequisites: 18 years of age - High School Diploma - GED

Advanced EMT (AEMT)

84 classroom hours / 50 clinical hours (per MDHHS guidelines)

This course is designed to prepare you to pass the NREMT AEMT exam and work as a competent entry-level Advanced EMT (AEMT). In this course you will gain the knowledge and skills to properly assess and manage a variety of injuries and illnesses that will enhance skills obtained at the EMT level. You will learn enhanced patient assessment and triage techniques, telemetry, respiratory and cardiovascular emergencies, airway management, fluids and electrolytes, IV therapy, introduction to limited pharmacology and other integration methods that support pre-hospital patient care.

Prerequisites: Successful Completion of an EMT Course - Current AHA BLS for Healthcare Provider Certification - 18 years of age - High School Diploma - GED

Paramedic



649 classroom/lab hours / 250 clinical hours / 20 Capstone classroom/lab hours/ 250 field internship hours

This course is designed to prepare you to pass the NREMT Paramedic exam and work as a competent entry-level Paramedic. This course prepares the student to deliver emergency care to acutely ill and injured patients. The course includes a review of normal human structure and function and the elements of many common emergent conditions. This course provides training in physical assessment and history taking, pharmacology including the mechanism of action, metabolism, and excretion of medications, electrophysiology of the heart and other topics. This course teaches the student important field clinical skills including endotracheal intubation, intravenous line placement, EKG interpretation, defibrillation, and the safe administration of emergency medications, and more. The student will be required to complete specified clinical rotations in order to successfully complete the course. Students who complete this course will be eligible to challenge the National Registry certification examination for Paramedic.

Prerequisites: Current EMT or Advanced EMT certification, current AHA BLS for Healthcare Provider certification, criminal background check, negative drug screen, reading level of 9.0 or above, math score of 80% or above, current flu vaccine, proof of immunizations: MMR, PPD, Hep B series, Tdap, and Varicella.

EMS Instructor-Coordinator

140 classroom hours and 30 student teaching hours (per MDHHS guidelines)

This course is designed to provide you with the core skills necessary to educate adult learners, develop your ability to demonstrate and teach practical skills, become an effective lecturer, and develop educational offerings based on an assessment of your target audience's needs. Students who complete this course will be eligible to challenge the MDCH EMS I/C licensure examination.

Prerequisites: Current Michigan EMS license - 3-years of practice in the field at a licensed life support agency in order to teach EMS courses at that level of EMS licensure - Current AHA BLS for Healthcare Provider certification - 18 years of age - High School Diploma - GED

LSTI Courses Do Not Meet On Specific National Holidays and Will Be Rescheduled If On Those Dates. All EMS Educational Courses Meet MDHHS Guidelines. Specific Dates & Times May Vary.

Please contact our business office at 248.304.6057 or Visit Us On The Web at www.lifesupporttraining.org For Specific Course Dates & Times or further information.



LSTI Administration & Faculty

Administrative Staff

Medical Director

Diane Paratore, D.O., FACEOP, MEd, MBA
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Associate. Medical Director

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Director of Education

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Education Assistant

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Instructional Staff

Eric Alonzo, Sgt, BS, EMT-P, I/C	All Course Levels*, ACLS, PALS & BLS Instructor
Margo Bloomberg, RN, EMT-P, I/C	ACLS, PALS & BLS Instructor
Cenobio Chapa, EMT-P, I/C	All Course Levels*
Leslie Cieplechowicz, EMT-P, I/C	All Course Levels*, ACLS, PALS & BLS Instructor
Jim DeDekere, EMT-P, I/C	All Course Levels*, ACLS & BLS Instructor
Carter Doyle, EMT-P, I/C	All Course Levels
Rob Harmer, EMT-P, I/C	All Course Levels
Ed Heidelback, EMT-P, I/C	EMT Instructor
Mike Kotulak, EMT-P, I/C	All Course Levels*
Brian McLaren, EMT-P, I/C	ACLS, PALS & BLS Instructor
Janet Minchella, PhD, I/C	All Course Levels*
Gene Sanford, LPN	AHA BLS Instructor
Paul Sorrell, EMT-P, I/C	All Course Levels, ACLS, PALS & BLS Instructor

* - Excluding I/C Level.



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Tuition and Fees Refund Policy

LSTI strives to have a fair and equitable tuition and fees refund policy for students who withdraw from an EMS, CE or AHA training program. Refunds are not provided to students who are withdrawn for administrative or academic performance reasons. Appropriate documentation will be required to be submitted by students who withdraw from a course prior to completion and would like to request a Leave of Absence (see Leave of Absence Policy). **No refunds will be offered to students who withdraw from a course after the first day of class.**

To ensure you receive a timely and appropriate refund, if applicable, please note the following matrix that best fits your withdrawal circumstances. Course withdrawal forms and/or email notification may be submitted to the LSTI Course Coordinator / business office for a refund on or before the first day of class. The Course Withdrawal Forms are available from the LSTI Course Coordinator / business office. Refund checks / online payment credits are processed within 30 days of receipt of course withdrawal forms to the address provided on the student registration form. **Cost of Text and Student Shirt will be deducted from the refund as applicable.** If you have questions regarding our withdrawal procedure, please contact the LSTI business office at **866-FOR-LSTI**.

<p>Program Cancelled by LSTI REFUND: 100% of all tuition and fees paid. PROCEDURE: Do nothing. Refund check / online payment credits will be processed within 30 days of notice of cancellation or upon request you will be offered placement into</p>	
<p>Program Rescheduled by LSTI REFUND: 100% of all tuition and fees paid will be applied to rescheduled course. You may request a refund if the rescheduled course is not satisfactory. PROCEDURE: If attending a rescheduled course, you do not need to do anything. If you are not attending the rescheduled course, submit a completed Course Withdrawal Form to LSTI before the end of the registration period for the</p>	
<p>Withdrawal Before or On the First Day of Class REFUND: 100% of all tuition and fees paid less an administrative fee of \$200.00. PROCEDURE: Submit a completed Course Withdrawal Form to LSTI no later than the third business day after the registration date.</p>	

- **No Refunds Will Be Offered After The First Day Of Class.**
- **LSTI Reserves the Right to Deny Certification and / or Collect Any Outstanding Tuition or Fees from any student who has an unmet financial obligation to LSTI.**



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EMS Course Tuition and Fees

Please visit our website at www.lifesupporttraining.org to view all course fees under the EMS Education tab or contact the LSTI Business Office at 248-304-6057 to obtain a complete listing of all current course fees or for further information.

General Payment Policy

- All course fees must be paid in full PRIOR to the course start date or by payment plan / payroll deduction dates.
- Payments may be made at our business office during regular business hours: Monday - Thursday 9am -5pm or Friday 9am to 3pm. No payments should be made to the instructor at any time.
- Payments may also be made online at www.lifesupporttraining.org.
- Corporate Employees may utilize payroll deduction to pay for EMS training programs (consistent with the LSTI payroll deduction policy).
- All Payment Plan participants must make their scheduled payments on time. Any missed payments may warrant administrative probation or withdrawal from the course.
- Third party payer students must be paid in full PRIOR to the end of the course.
- All EMR, EMT, AEMT, Paramedic or EMS-I/C students will not be eligible to receive a course completion certificate until all financial and regulatory obligations to LSTI are met prior to the end of the course.
- There will be a \$25.00 fee assessed on all returned checks.
- A 10% Discount will be offered to all Military, Municipal or Corporate employees as applicable.



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Military Veteran Student Addendum

This Academic Manual addendum only applies to those students receiving U.S. Department of Veterans Affairs education (GI Bill) benefits while attending initial EMS education courses at Life Support Training Institute.

Prior Credit Policy

Per, 38CFR 21.4253 (d)(3), previous training and experience will be considered, and granted if appropriate, for veterans and other eligible students. LSTI does not offer Advanced Placement credits.

Attendance Policy

Students are expected to attend all classes. If circumstances prevent attendance at a particular class, prior notification is expected in order to arrange make-up sessions. Per MDCH guidelines, if absences occur above 20 classroom hours for EMT courses, 12 classroom hours for Specialist (AEMT) courses, 40 classroom hours for Paramedic courses, and 8 classroom hours for I/C courses, VA benefits will be terminated. Students whose absences result from **authorized** mitigating circumstances, as determined by the school Director, will not be terminated. Students who have been terminated from the school for unsatisfactory attendance may be re-admitted at the discretion of the Director.

Conduct Policy

Students must conduct themselves in a respectable manner at all times. Disruptive or inappropriate behavior deemed unsatisfactory conduct by school officials will result in termination of veterans' educational benefits, and possible dismissal from LSTI. Re-admittance after conduct dismissal requires reapplication to the school.

Academic Progress Policy

Students receiving VA education benefits must maintain an 85% grade point average on tests and in written practical exams, and satisfactory and timely completion of all assignments, reports, projects, etc. Failure to meet these criteria will result in being placed on probation. If the criteria are not met by the end of the probationary period, VA education benefits will be terminated. Certification to VA for payment will not be resumed until the student has returned to a satisfactory academic status.

Pro-Rata Refund Policy for Veterans and other Eligible Students

Per CFR 21.4255, LSTI has a pro-rata refund policy for the refund of the unused portion of tuition, fees and other charges in the event the veteran or eligible person fails to enter the course or withdraws or is discontinued there from at any time prior to completion.



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VA Candidate Tuition and Fees Exception

As part of the Veterans Benefits and Transition Act of 2018, section 3679 of title 38, United States Code was amended with the following requirements. LSTI will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33. Further, any covered individual is required to submit a certificate of eligibility for entitlement to educational assistance no later than the first day of a course of education to LSTI's Administration Office:

Submit a certificate of eligibility for entitlement to educational assistance no later than the first day of a course of education

Equal Opportunity Statement

LSTI does not discriminate on the basis of race, color, religion, sex, age, disability or national origin.

Program Completion

The student must satisfactorily complete the academic requirements of their chosen field and satisfy all financial obligations to receive a certificate.

Retention of Records

LSTI will retain records and accounts of students receiving VA Educational benefits for a period of three years following course completion. These records will be made available to the student upon request and certification.