



Hartford HealthCare



Emergency Medical Services Network

HUNTER'S AMBULANCE

Training and Education

SCHOOL HANDBOOK

2025

CONTACT INFORMATION

LOCATION

Hunter's Ambulance Service Training Center

1319 East Main St.

Meriden, CT, 06450

| Instructor | Title | Direct Phone | Email |
|----------------------|------------|----------------|------------------------------------|
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Hunter's Ambulance Service is a member of the Hartford Healthcare Emergency Medical Services Network. David Poach serves as the Director of Operations for Hunter's Ambulance Service. He can be reached at David.poach@hhchealth.org.

SCHOOL OVERVIEW

MISSION STATEMENT

The Hunter's Ambulance Training Center is dedicated to providing exceptional education and training for current and future emergency medical services professionals. Our mission is to equip individuals with the knowledge, skills, and ethical foundation necessary to deliver compassionate, high-quality care. Through innovative instruction, hands-on experience, and a commitment to lifelong learning, we strive to strengthen our community's emergency preparedness and promote the highest standards of safety and patient care.

PURPOSE

The purpose of the Hunter's Ambulance Training Center is to advance emergency medical education by delivering high-quality training that prepares individuals to respond effectively in times of crisis. We are committed to fostering excellence, professionalism, and integrity in EMS practice while supporting the health, safety, and well-being of the communities we serve.

FACILITY DESCRIPTION

The Hunter's Ambulance Training Center is a modern, fully equipped educational facility designed to support high-quality emergency medical services (EMS) training. Located in Meriden, Connecticut, the center features a spacious classroom with advanced audiovisual technology, simulation space for hands-on skill development, and dedicated areas for scenario-based learning. Our facility includes state-of-the-art medical equipment, training mannequins, and a functional ambulance to provide realistic experiences that prepare students for the challenges of prehospital care. Ample parking, accessible entrances, and flexible learning spaces ensure a welcoming environment for learners of all backgrounds.

SCHOOL OVERVIEW

CALENDAR

A class schedule will be issued at the beginning of each program. The schedule will accurately list when there is no school due to holidays, vacations, and other days off that may not be listed here.

| SCHOOL HOLIDAYS | |
|----------------------------|------------------------|
| New Year's Day | Thanksgiving Day |
| Dr. Martin Luther King Day | Day After Thanksgiving |
| Memorial Day | Christmas Eve |
| Independence Day | Christmas Day |
| Labor Day | New Year's Eve |

Weather Cancellations

During severe weather conditions the class may be canceled. If an inclement weather event is expected, the Supervisor of Education and Training or his designee makes it a practice to monitor weather conditions and consult with Hunter's Ambulance operations. We will generally not make a call to cancel night classes until 1400 on the day of class. If a decision is made to cancel classes and clinical rotations, that information will be posted in the following ways:

- A phone call will be made to each student individually
- An email will go out to the entire class

If the school is closed, all school related activities are canceled. This includes clinical and field rotations scheduled for the day or night. In the event we have not canceled or delayed classes and you do not feel comfortable driving in poor weather conditions, please contact your instructor or call the office to let us know you will not be attending class due to the weather. You will be responsible for all missed work if the class is not canceled.

SCHOOL OVERVIEW

DRESS CODE

To ensure safety, professionalism, and full participation in all hands-on activities, students attending courses at our training center are expected to adhere to the following dress code:

- Closed-toe shoes are required at all times. Sneakers or work shoes are recommended to protect your feet during practical exercises.
- Clothing must not be revealing. Please wear attire that provides appropriate coverage while standing, bending, kneeling, or lifting.
- Clothing with vulgar, offensive, or inappropriate language, symbols, or imagery is not permitted.
- Wear clothing that allows free movement. You should be able to bend, kneel, lift, and work comfortably on the floor during skills practice.
- Avoid loose or dangling accessories that could pose a safety hazard during hands-on activities.

Students who arrive in attire that does not meet these guidelines may be asked to change before participating in class activities. These requirements are in place to maintain a safe and respectful learning environment for all.

POLICIES

WITHDRAWAL POLICY

A student wishing to withdraw from a program shall notify the Supervisor of their intent and provide reason(s) for the withdrawal. Students shall schedule an exit interview with the Supervisor or his/her designee if feasible.

TERMINATION POLICY

Students enrolled in our programs are expected to conduct themselves in accordance with the highest healthcare standards of professionalism. Students are entering the healthcare profession where one is expected to demonstrate a level of competence and behavior of a professional deserving of the public's trust. As a healthcare professional you assume responsibility for the life, care, and treatment of other human beings and must act accordingly. Failure to do so will result in termination.

POLICIES

TERMINATION POLICY

Prohibited behavior that is subject to immediate termination:

- Cheating or assisting someone cheating.
- Submitting material, assignments, and academic submission of work that is not the work of the student in question.
- Making false evidence, false accusations, and false statements against another person, or regarding one's own behavior and conduct related to clinical, didactic, academic, or field experiences.
- Removal of tests or quizzes from classroom.
- Falsification or misuse of records, permits, identification cards, and documents associated with this course of instruction.
- Conduct or behavior, which is disruptive to the learning process. Threatening assault or battery of students, faculty, or staff associated with this program.
- Conviction of a felony crime while a student in this program.
- Any use of intoxicants or illegal drugs, or distribution of controlled substances on clinical or classroom property.
- Possession of weapons or firearms in the classroom or in the clinical setting.
- Unauthorized entry into, damage or intentional misuse of property used in this program.
- Failure to maintain financial agreement or payment of program.
- Unsatisfactory attendance.
- Unsatisfactory academic progress.

POLICIES

REFUND POLICY

- There will be no refunds of tuition if you are dismissed from the program, do not meet the program requirements, or drop out of the program without notice.
- Students who withdraw from class more than 7-calendar days prior to the first day of class will receive a 100% refund minus a non-refundable seat deposit.
- Students who withdraw less than 7-calendar days up to and including the first day of class will receive a 50% refund minus a non-refundable seat deposit.
- Any student who withdraws after the first day of class will not receive any refund, and will be responsible for the unpaid balance for the program.
- Any student who fails the program and/or is terminated is responsible for all unpaid balances for the program.
- Once a student receives their books they become the property of the student. The school does not accept merchandise returns or make refunds for books. If a student loses a book, it is his or her responsibility to purchase a replacement book.
- Refunds are based on the last date of verifiable attendance and will be issued within 30 days of notification of withdrawal.
- Refunds are paid to the funding source for the student. If the program was paid for by a government agency, the refund will be made to that agency.
- All refunds will be paid within 30 calendar days of the withdrawal from class.

POLICIES

ACADEMIC PERFORMANCE

Students must maintain the minimum grade average set forth by their program to remain in good standing. All students will receive an academic performance review at the halfway point of the program. Students not achieving the minimum grade point average at the halfway point in the program will be placed on academic probation until their grade point average returns to the minimum accepted by the program. If a student does not improve their grade to the minimum accepted by their program at the 2/3 point in their course, they will be dismissed for failure to achieve the minimum level of academic performance. Students not achieving the minimum average will receive a written warning of this unsatisfactory performance.

Students not achieving a minimum average score upon the end of the program will not be awarded a course completion certificate and will not be eligible for certification testing.

POLICIES

PROFESSIONAL CONDUCT

- During lectures and labs, students are expected to be attentive and non-disruptive. Any student who sleeps during class or engages in excessive talking during class will be asked to leave the class. If asked to leave, it will count as an absence. Three offenses will be grounds for dismissal.
- Horseplay, inappropriate conduct, or the destruction of training site property or equipment will result in disciplinary action.
- Respect will be given to everyone you come in contact with during this program. This includes, but is not limited to all instructors, employees, staff/faculty at the field/clinical sites during observation time. Failure to do so will result in dismissal from the program.
- For all rotations you should plan to arrive fifteen (15) minutes prior to your scheduled starting time.
- Clinical sites and prospective employers may perform background checks, which could reveal records of prior criminal activity, which may preclude you from employment or clinical at certain locations.

POLICIES

MISCELLANEOUS

- All pagers, cell phones, and other electronic equipment will be turned to a silent mode or turned off prior to the start of class.
- Smoking is only permitted in designated areas (OFF COMPANY PROPERTY)
- Any student may request accommodations for disabilities. Those students should speak privately with their instructor or program director.
- Chairs and tables will be left in a neat and tidy manner at the conclusion of each class.
- No one will be allowed to tape record an instructor without permission from the session instructor.

COMPLAINT AND INQUIRY

Hunter's Ambulance Service Training Center is committed to establishing an environment where the learning is safe, free from distractions, and provides for consistency of instruction. This allows the student to achieve the standards set forth by the learning and practical objectives designated by the authorities having jurisdiction.

Any specific concerns regarding any perceived impropriety or improper contact of a Hunter's Ambulance Service Training Center staff member should be reported to the supervisor immediately.

POLICIES

Use of Electronic Devices

The use of notetaking devices, such as laptops and tablets are approved for classroom use. We encourage the use of technology in the classroom, and you will see the instructor's incorporating technology into our lectures.

Cell phones are not permitted during class unless you have prior approval from an instructor, or you are being asked to complete something on your mobile device.

If you need to take an emergency call, please excuse yourself from class and handle it in the hallway before returning to class.

Cell phones should be silent during class so as not to disrupt other students.

If you are found to be utilizing your note taking technology for a purpose other than taking notes or using our online resources, you will be asked to leave for the day and will receive a 0 for your attendance grade.

Policy on Syllabus Changes and Contractual Obligations

This syllabus and course outline is subject to change by the instructor during the course. Changes may be necessary because of students' specific interest(s), general class progression, and class cancellations. If such changes are implemented, they will be announced in class and posted online. This syllabus and any addendums attached shall not be construed by the student as a contract, implied or expressed, between the student and/or the instructor or training center.

POLICIES

PLAGIARISM AND CHEATING POLICY

The following definitions of cheating and plagiarism shall apply to all work submitted by a student.

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were your own, without giving credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived at through independent reasoning or logic or where the thought or idea is common knowledge.

Cheating is defined as the act of obtaining or attempting to obtain or aiding another to obtain academic credit for work by the use of any dishonest, deceptive, or fraudulent means. Examples of cheating during an examination would include, but not be limited to the following: copying, either in part or in whole, from another's test or examination; discussion of answers or ideas relating to the answers on an examination or test unless such discussion is specifically authorized by the instructor; giving or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information or devices inappropriate to the prescribed test conditions, as when the test of competence includes a test of unassisted recall of information, skill, or procedure; allowing someone other than the officially enrolled employee to represent the same.

In the event that Course Faculty have reason to believe that plagiarism or cheating has occurred on an assigned course project, quiz or exam, a grade of zero (0) will be given for that assignment.

At the discretion of the Supervisor, Lead Instructor or Instructor in charge of the class, the student can be removed from the class and required to meet with the Training Center Supervisor and Course Coordinator prior to readmission to the program.

POLICIES

RACISM AND ACTS OF INTOLERANCE POLICY

The Hunters Ambulance Education & Training Center and faculty of this course recognize that an important part of providing opportunity is creating a welcoming environment in which all people are able work and study together, regardless of their uniqueness. Acts of racism or harassment of any kind directed against individuals or specific groups of individuals will not be tolerated and will be dealt with immediately and may result in discipline or termination of the offending parties.

WEAPONS POLICY

The use or possession of weapons, as defined in Section 53-206 of the Connecticut General Statutes, is prohibited at this location or any course related location.

According to the Connecticut General Statutes, weapons are defined as “slug shot, air rifle, BB gun, black jack, sand bag, metal or brass knuckles, any dirk knife, or any switch knife having an automatic spring release device by which the blade is released from the handle, having a blade over one and one half inches in length, or stiletto, or any knife the edge portion of which is four inches or over in length, or any martial; arts weapon or electronic defense weapon.

An officer of the Federal, State or municipal government charged with enforcing the law is exempt from this policy.

POLICIES

DRUG-FREE ENVIRONMENT POLICY

Since the unauthorized use of controlled substances, in addition to the potential harmful effects it may have on employees and patients, is contrary to state and federal law and regulation, it must be prohibited in any course activity, or on or away from this location. Although the condition of alcohol and drug dependency may be considered disabilities or handicaps under state and federal law regulations, and employees will not be discriminated against because they have these disabilities, all employees are considered responsible for their actions and conduct.

The following provisions will apply to this program:

1. Any student seeking assistance with a substance abuse problem should contact the coordinator.
2. This course strictly prohibits the sale, distribution, possession or consumption of alcoholic beverages at this or any course related location.
3. No student shall knowingly possess, use, distribute, transmit, sell or be under the influence of any controlled substance at this location, or any course related activity or location. Use or possession of a drug authorized by a medical prescription from a registered physician shall not be a violation of the provision.
4. THERE IS A ZERO TOLERANCE FOR ANY USE OF SUBSTANCES THAT ALTER YOUR ABILITY TO THINK, REASON AND PERFORM TASKS WHILE PARTICIPATING IN ANY PROGRAM FUNCTION.

POLICIES

SEXUAL HARASSMENT POLICY

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964 as well as Connecticut General Statutes, Sec. 46a-60 (8). Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, non-verbal or physical conduct of a sexual nature where:

1. Submission to such conduct is made wither explicitly or implicitly a term or condition of any individual's employment or academic status; or
2. Submission to or rejection of such conduct by any individual is used as the basis for employment or academic decisions affecting such individuals; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile or offensive working environment.

It is the policy of this course that there shall be no harassment of any employee or student on the basis of sex. Sexual harassment is as form of sex discrimination. This course will not tolerate sexual harassment of its employees or students by anyone. Solicitations, insults, comments, verbal or physical advances or other sexually offensive activity between members of this course will not be tolerated. Sexual harassment complaints will be swiftly and thoroughly investigated and appropriate disciplinary action taken. Students who believe they have been sexually harassed should report it to the coordinator immediately.

If for any reason the student or employee is uncomfortable discussing the matter with the coordinator, he should contact another person, faculty or administrator, with whom he is comfortable discussing the matter. Said person will then, at the student's or employee's request, act as a liaison.

All complaints will be handled in a timely and confidential manner. Investigations of such matters will usually entail conferring with involved parties and any named or apparent witnesses.

If an investigation reveals that the complaint is valid, prompt action will be taken to stop the harassment immediately and prevent its recurrence, and appropriate disciplinary action will follow.

POLICIES

VIOLENCE PREVENTION POLICY

On August 4, 1999, Governor John G. Rowland signed Executive Order No. 16 instituting a “zero tolerance” Violence in the Workplace Prevention Policy. In accordance with this directive and in an effort to provide a safe environment for all students, faculty, visitors and guests, this course has adopted the application of Executive Order No. 16.

For purposes of this policy, violence is defined as an overt act or threat of harm to a person or property, or any act that poses a substantial threat to the safety of any person or property. Conduct that may violate this policy includes, but is not limited to the following:

- Intimidating, harassing or threatening behaviors
- Physical abuse, including hitting, slapping, poking, grabbing, kicking, punching
- Verbal abuse, including yelling, shouting, use of sexually, racially or ethnically charged epithets
- Vandalism
- Carrying or possessing weapons or dangerous instruments of any kind, unless properly authorized
- Using such weapons
- Any other act that a reasonable person would consider to constitute a threat of violence, including oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm

POLICIES

VIOLENCE PREVENTION POLICY (cont'd)

Any person who feels that he has been subjected to threats or acts of violence as defined herein, or a person who witnesses such threats or acts, must report the incident immediately to the course coordinator. **Serious incidents or serious threats of imminent danger to the safety of persons or property should immediately be reported to proper law enforcement authorities.**

Any individual who has applied for or obtained a protective or restraining order which lists this course location as protected area, must provide the course coordinator a copy of the petition and declaration use to seek the order, a copy of any temporary protective or restraining order that is granted, and a copy of any protective or restraining order that is made permanent. The sensitivity of the information requested is understood and the course coordinator is responsible for treating such information in a manner that recognizes and respects the privacy of the reporting person.

All reported incidents of violence will be taken seriously and will be dealt with appropriately, including prompt evaluation, investigation and response. An individual who makes a substantial threat of violence or commits an act of violence as defined in policy shall be removed from these premise. Any weapon or dangerous instrument will be confiscated and turned over to appropriate law enforcement authorities. There is no reasonable expectation of privacy with respect to such items.

Violation of this policy, including knowingly providing a false report, or failing to cooperate fully with an investigation, may lead to disciplinary action up to and including dismissal or expulsion from this program. Violations may also result in criminal penalties.

CLINICALS AND RIDE TIME

Emergency Department Observation

Each student is required to complete 8 hours of clinical observation time at the Hospital of Central Connecticut (HOCC) or Midstate Medical Center (MMC).

Students will be paired with an RN/PCT for their shift and the student is there to shadow the RN/PCT and take notes on each patient they encounter.

All students need to submit documentation on patients prior to the end of the course. If the student is unable to have patient encounters during their observation time, they may opt for a second shift in the ED or they will need to make up the remaining patient contacts during in class scenarios.

Uniform

The required uniform for ED observation is business/business casual attire. For example: Khakis, polo shirt, and sneakers.

EMS Observation Time

Each student is required to complete 8 hours of clinical observation time Hunter's Ambulance.

Students will be paired with an EMS Crew for their shift and the student is there to shadow and take notes on each patient they encounter.

Uniform

The required uniform for EMS observation is business/business casual attire. For example: Khakis, polo shirt, and sneakers.

ASSESSMENTS

EXAMINATION & QUIZ

All quizzes and exams must be taken. If an exam or quiz is missed, the student must make arrangements with the instructor to make it up at a time and place that is mutually acceptable to the student and instructor.

Quizzes and exams are the property of Hunter's Ambulance Services, Inc. Removal of any quiz or exam material from the classroom will result in immediate dismissal from the program (this includes photos, electronic or paper copies, handwritten notes, etc.).

Any student caught cheating or allowing another student to cheat from them on a quiz or exam will be subject to dismissal from the program.

The program consists of numerous quizzes and tests, hands-on competencies, and a comprehensive final written exam. Students will be kept apprised of their current scores and GPA after each test during the didactic phase. Specific instruction will be given on what the individual must do to remedy or maintain a satisfactory score. Remediation may include 1:1 tutoring with an instructor (at a cost to the student of \$40.00 per hour), peer mentorship, and/or extra credit projects.

If a written quiz or exam is not taken, the student will receive a score of zero for that quiz or exam.

All quizzes and exams will be given in the English language only. Anyone who may need assistance or has difficulty taking the quizzes or tests should see the program instructor/director assigned to your program.

REPORTS

INCIDENT REPORTS

Incident reports are required when the student demonstrates or encounters certain situations. Incident reports will be kept in the student's file as a permanent record of the incident, behavior, conduct, or situation encountered by the student or demonstrated to the staff, faculty, preceptors, or clinical staff during the program of instruction.

Examples of Incidents Requiring a Report to be filed:

- Excessive absences or tardiness.
- Professional Conduct/Behavior problems (attitude).
- Errors made in Clinical and Field Rotations.
- Patient Care and Relation problems.
- Failure to meet required dress code and personal hygiene issues.
- Failure to comply with hospital, field and didactic rules.
- Impaired behavior.
- Failure to obey directions of staff, faculty, and superiors.
- Changing schedules for practical sessions or field assignments without the proper approval.
- Unsafe practices that endanger others or are capable of harm to others.

Documentation will include corrective actions required, student's deficiency, and the remedy advised. The student will be able to view the incident report within 48 hours of the official request.

A second (repeat) incident or total of three (3) incidents may be grounds for termination. It will be left to the discretion of the Program Director and it will depend on the severity of the incident.

ACCOMODATIONS

Accommodations for Testing or Examinations Due to Disability

Hunter's Ambulance Service Training Center will offer reasonable and appropriate accommodations for the written component of approved training programs for those persons with documented disabilities.

Learning Disabilities

Those persons requesting accommodations for the written component of a training program must submit documented evidence of a learning disability prior to the examination. Documentation should be submitted by an appropriate health/educational professional. Based upon a thorough review and analysis of the written examination by the examination vendors, it has been determined that persons with learning disabilities manifested in the academic areas of reading decoding or reading comprehension may be eligible for special test accommodations. Other areas in which learning disabilities may be evidenced (e.g. mathematical calculations, mathematical applications, written expression, oral expression, listening comprehension) should not negatively impact one's performance on the written examination due to the format (multiple choice) and content.

ACCOMODATIONS

Documentation of a specific learning disability must include one of the following

1. Evidence of a documented learning disability, which would negatively impact one's performance on the written examination, specifically in the reading areas (i.e. reading decoding or reading comprehension). Such documentation must include at least one of the following:
 - A. Diagnosis of a learning disability by an appropriate health/educational professional in the area of reading decoding and/or reading comprehension based upon the result of standardized measure of achievement in reading decoding and/or reading comprehension.
 - B. School and/or work records, which demonstrate that special education services or accommodations were provided due to a learning disability in the area of reading decoding and/or reading comprehension. Appropriate documentation of the learning disability as defined above will also be required.
2. Evidence of Attention-Deficit/ Hyperactivity Disorder (ADHD), which would negatively impact one's performance on the written examination. A childhood history of diagnosis with ADHD is not sufficient to warrant accommodations on the written portion of the examination. While ADHD is frequently chronic, the symptom picture often is changed by the time one reaches adulthood. Therefore, documentation of a current diagnosis of ADHD is required to receive accommodations.

ACCOMODATIONS

Such documentation must include at least one of the following:

- A. Diagnosis of ADHD by an appropriate health professional licensed to perform such examinations. Such documentation may include a developmental history that defines symptom onset, evidence of a negative impact on education (i.e., an individual educational plan), and evidence of a negative impact on current functioning. Additionally, the ADHD symptoms must not be the result of a psychiatric condition alone (i.e., Major Depression, Bipolar Affective Disorder or Anxiety Disorder).
- B. Documentation may include standardized and/or computerized tests of attention such as the Delis-Kaplan Executive Function System, TOVA Gordon Diagnostic Battery or the Connors' Continuous Performance Test. Self-report measures such as the Brown ADD Scales are acceptable, but must be administered by an appropriate health professional.

ACCOMODATIONS

WRITTEN EXAMINATIONS

The types of accommodations, which may be requested by persons qualifying for special accommodations on the written examination due to documented learning disability or ADHD (as described above) are as follows:

Extended Time

Hunter's Ambulance Service Training Center will permit those persons who qualify for special accommodations on the written examination due to a documented learning disability or ADHD, as described above, to take the standard format of the examination but receive an extended amount of time in which to complete the examination. Applicants qualifying for this option will normally receive three (3) hours and forty-five (45) minutes versus the standard two (2) hours and thirty (30) minutes. This accommodation will require prior appointment/arrangements with Hunter's Ambulance Service Training Center in advance of testing.

Distraction – Free Space

Hunter's Ambulance Service Training Center will permit those persons who qualify for special accommodations on the written examination due to a documented learning disability or ADHD as described above to complete the standard format of the examination in an environment that minimizes distraction as much as possible. Depending upon the disability, distraction may result from noise, or movement, or both. Applicants qualifying for this option will result in the placement of the individual alone in a (proctored) room without phones, street noise or other distractions. This accommodation will require prior appointment/arrangements with Hunter's Ambulance Service Training Center in advance of testing.