

Student Policy Manual

**2026/2027 Edition
Version 7**

Catalog certified as true and correct for content and policy.

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Health Training Education Program Information

Providence Health Training is a Washington State EMS Training Program. Our Training Program Credential Number is 60114613-PRO. For questions or concerns, please contact Health Systems Quality Assurance customer service at (360) 236-4700 or by email at HSQA.CSC@doh.wa.gov

CAAHEP/CoAEMSP Information

The paramedic program at Providence St. Luke's Rehabilitation Institute is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions.

Commission on Accreditation of Allied Health Education Programs
1361 Park Street
Clearwater, FL 33756
(727) 210-2350
www.caahep.org

Program Information:

Sponsor:
Providence St. Luke's Rehabilitation Institute
1313 N Atlantic, Suite 4900
Spokane, WA 99201

Program Number: 600537

For questions, call Providence Health Training at (509) 473-6007 or email healthtraining.wa@providence.org.

The AEMT Program at Providence St. Luke's Rehabilitation Medical Center

The AEMT program has been issued a Letter of Review by the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This letter signifies that a program seeking initial accreditation has demonstrated sufficient compliance with accreditation standards through the Letter of Review Self-Study Report (LSSR) and other documentation. The Letter of Review is not a guarantee of eventual accreditation.

WA State Vocational Education Information

This school is licensed under Chapter 28C.10 RCW. Inquiries, concerns, or complaints regarding this school may be made to:

Workforce Board

128 – 10th Ave. SW, Olympia, Washington 98501

Web: wtb.wa.gov

Phone: 360-709-4600

Email: workforce@wtb.wa.gov

Selected programs at Providence are approved by the Workforce Training and Education Coordinating Board's State Approving Agency (WTECB/SAA) for enrollment of those eligible to receive benefits under Title 38 and Title 10, USC.

Sponsor Accreditation Information

Providence St. Luke's Rehabilitation Institute is accredited by the Joint Commission. The Organization ID Number is 101448. Information about accredited organizations may be obtained directly from The Joint Commission at 1-800-994-6610 or via their website at www.jointcommission.org.

Providence Health Training Administrative Facilities

Administration Office

1313 N Atlantic, Suite 4900

Spokane, WA 99201

(509) 473-6007

Hours: Monday to Friday, 8:30 am – 4:30 pm

VA Student Point of Contact:

Emily Fleury – Certifying Official

Email: emily.fleury@providence.org

Phone: (509) 473-6007

Providence Health Training Auxiliary Facilities (Additional Auxiliary Sites are Listed in Program Addendums)

Providence Sacred Heart Medical Center

101 W. 8th Ave.

Spokane, WA 99204

Providence Holy Family Medical Center

5633 N. Lidgerwood St.

Spokane, WA 99208

Providence St. Luke's Rehabilitation Institute

711 S Cowley St.

Spokane, WA 99202

Providence Health Training Faculty

Medical Director: Jacob Rabe, MD

Director and Dean of Students: Emily Fleury

Program Director (COAEMSP Accredited programs only): James Akramoff, BS, EMT-P, SEI

Administrative Lead: Karleen Kettleson

Paramedic Instructor: Charles Freeman, EMT-P

EMT, EMT IV & AEMT Instructors:

- Jason McKenzie, EMT-P, SEI
- Joshua Bradbury, EMT-P
- Rebecca Berg, EMT-P
- Olivia Logan, BS, EMT-P, SEI

Nursing Assistant Instructors:

- Amberley Havercroft, RN
- Crystal Garcia, RN
- Gabby Rouse, RN

Phlebotomy Instructor:

- Melissa Town, MA-P
- Leah Daily, MA-P

Find a current list of Providence Leadership, including hospital leaders, Community Ministry Board of Directors, and the Central Division Executive Leadership online at: [About Us | Sacred Heart Medical Center | Spokane, WA | Providence](#)

Vacation/Holidays/Schedule

Providence Health Training administrative office operates Monday through Friday, 8:30 am to 4:30 pm, with additional hours when night or weekend classes are in session. Providence recognizes the following holidays. Classes will not be conducted on these holidays, and students will not be assigned to clinical or field rotations unless mutually agreed upon by the student, preceptor, and program officials. See the addendum for course-specific schedule information.

Observed Holidays:

- New Year's Day
- Martin Luther King Jr. Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Weather Policy / School Closures

Occasionally, it may be necessary to postpone, switch learning modalities, or cancel classes due to bad weather, hazardous driving, or emergency situations. Should Providence deem action necessary, students can expect one of the following status decisions:

1. **Classes Are Postponed** – Classes will occur, but the start time will be delayed.
2. **Classes Move to Virtual Setting** – Classes will occur through a virtual platform. Times and duration may vary.
3. **Classes Are Cancelled** – No classes will occur for that day.

Class status decisions will be made at least 2 hours before class start time, including both day and evening classes and on-campus or offsite classes. Student notifications will be made via email by Providence or direct communication from your instructor. Email addresses will be collected from initial course paperwork.

When the weather is bad, students are urged to evaluate driving conditions carefully, regardless of whether classes are canceled. If conditions are not safe, students should inform their instructor of their inability to attend class and will be subject to the attendance policy.

Admission Requirements and Procedures

Applicants wishing to be considered for a Providence Education Program must register and make a payment online or by calling the administrative office. Applicants must also submit the following that are required for all vocational education programs:

- Vaccination Requirements
- Criminal Background Check
- Hold Harmless Agreement
- Signed Enrollment Agreement
- Patient Privacy Statement Acknowledgement

All student application materials and records will be kept on file per Washington state policy.

See the addendum for additional course-specific requirements and procedures for admission.

Graduate Placement

When available, information on open positions is posted with specific information on job availability, entrance requirements, salaries, and fringe benefits. Job openings are made known to the students, and assistance is provided when requested by the student in preparing applications or preparing for interviews. This information is updated periodically to maintain the most current information for our students.

Providence hires from many of our educational programs, and open positions within the company are posted at providence.org/careers.

Outside hiring agencies are invited to recruit students during a course whenever possible. Providence cannot guarantee job placement upon graduation.

Student Conduct & Professional Behavior

Students are representatives of the Providence Health Training education program from start to finish. The patients and staff of the clinical and field sites will develop an opinion of your professional behavior. The opinion they form of you is the opinion they form of Providence. Therefore, acceptable professional behavior is expected from all students at all times.

The following examples of unacceptable behaviors and the recommended discipline are not intended to cover every possible situation. Providence reserves the right to determine what behaviors are unacceptable and subject to appropriate disciplinary action. There are three progressive levels of disciplinary action:

- Verbal Warning (VW)
- Written Warning (WW), including email
- Termination (T)

Unacceptable behaviors include:

1. Cheating (T)
2. Absenteeism or tardiness (VW, WW, T)
3. Insubordination (WW, T)
4. Thievery (T)
5. Use of illicit drugs and/or alcohol during or affecting education-related activities (T)
6. Profane language and interruption (VW, WW, T)
7. Sleeping during didactic/clinical/field rotations (VW, WW, T)
8. Inappropriate behavior at a clinical or field site resulting in dismissal from the site (T)
9. Leaving clinical/field premises without permission (VW, WW, T)
10. Failure to follow established department, clinical, or field site policies or procedures (variable)
11. Failure to report injuries during clinical or internship rotations (VW, WW, T)
12. Breach of patient confidentiality (T)
13. Damaging training facility or clinical/field property (WW, T)
14. Distribution of unauthorized material, such as literature or pornography (VW, WW, T)
15. Failure to meet dress code (VW, WW, T)
16. Improper grooming (VW, WW, T)
17. Falsification of documentation (T)
18. Affective domain/professional behavior (VW, WW, T)

When any disciplinary action is taken, the student will be advised in writing of any time limits that may apply to the individual circumstance.

When termination is considered, the Lead Instructor, Program Director, Dean, and Medical Director(s) may be involved in the decision-making process.

Withdrawal/Readmission

Students who find it necessary to withdraw or are requested to withdraw may have an exit conference with an instructor or program coordinator or manager before leaving.

Students who withdraw either voluntarily or are dismissed are subject to the refund policy timeline.

Students who have withdrawn for acceptable personal reasons may reapply for admission into a subsequent course with the Dean's approval. Readmission involves starting the program completely over and will not give credit for prior learning.

Providence reserves the right to terminate any student whose conduct, academic achievement, clinical work, or field work is not satisfactory or in compliance with the policies contained in this manual.

Students dismissed from the class due to poor academic achievement may be allowed to enroll in a subsequent class at the discretion of the Dean and based on class space availability. Tuition for subsequent classes will be the current tuition for that class and is subject to change.

Appeal and Grievance Process

If a student is dismissed from the program for academic reasons, *there is no option to appeal.*

A student dismissed from the program for non-academic reasons may utilize the following process to appeal the dismissal:

File an appeal or grievance in writing (email is acceptable). A written appeal should be sent to the Dean within 5 business days of the program termination date.

The Dean has 10 business days to respond in writing (email is acceptable) to the complaint or grievance. The Dean may discuss the complaint or grievance with the Program Director, Program Instructor(s), Clinical Supervisor(s), Field Internship Preceptor(s), and/or the Medical Director to determine the status of the student's complaint or grievance. The Dean's decision is final and binding with all parties involved. Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 or workforce@wtb.wa.gov at any time with a concern or complaint.

Leave of Absence

Voluntary Leave:

Providence Health Training recognizes that situations may arise when a student may want to voluntarily interrupt his or her academic studies. We are committed to handling reasonable requests for leave responsibly. This policy may not be used in lieu of disciplinary action to address any violations of rules, regulations, policies, or practices. A student granted voluntary leave while on academic and/or disciplinary status will return to that same status.

Definition:

A voluntary leave is defined as a student's request to separate from Providence Health Training temporarily. A voluntary leave may be requested for national service or a serious illness.

A student granted voluntary leave is still required to complete all requirements within the specified enrollment time. Leaves do not extend the specific time period for obtaining a certificate unless a waiver is granted by the Dean.

This policy does not exempt students from financial obligation/payment plan arrangements. Before taking a voluntary leave of absence, a student should contact his or her lender regarding repayment obligations that may arise due to their leave.

Procedures:

- The student should discuss a leave of absence with the Lead Instructor.
- The student must complete a "Leave of Absence Form" and provide supporting documentation. The "Leave of Absence Form" is submitted to the Dean or the Dean's designee.
- If the student is seeking a voluntary leave due to a medical or psychological condition, a medical evaluation of the student may be required by a physician.
- The student will be notified in writing by the Dean or the Dean's designee of the approval or denial of the leave request. If approved, the terms and conditions of the leave shall be set forth in the approval letter.
- The Dean will be responsible for notifying the appropriate administrators and instructors of the leave approval.
- The notation "Leave of Absence" will be entered on the student's transcript.

Return from Voluntary Leave/Re-enrollment:

If the voluntary leave was due to a psychological or medical condition, the student must have his or her healthcare provider complete a doctor's note to return. Students may have to re-enroll in a future cohort due to time missed.

Involuntary Leave:

Providence Health Training may place a student on an involuntary leave of absence from that student's academic program when that student: (1) poses a direct threat to health and safety of self or others; and (2) is not able or not willing to take a voluntary leave of absence.

This policy may not be used in lieu of disciplinary actions to address any program rules, regulations, policies, or practices. A student placed on involuntary leave while on academic and/or disciplinary status will return to that same status.

Procedures:

- When involuntary leave is under consideration, the Program Director will notify the Dean.
- Following the review, a decision will be reached by the Dean or the Dean's designee. The student will be informed in writing of the decision and the terms and conditions of the leave and re-enrollment.
- The student may not visit the campus and any other Providence facilities without written permission of the Dean or the Dean's designee. Such permission may be set forth in the letter notifying the student of involuntary leave. Otherwise, the student must be off the campus during the approved leave period.
- The Dean will be responsible for notifying the appropriate Providence offices, administrators, faculty advisors, and instructors of involuntary leave.
- The notation "Leave of Absence" will be entered on the student's transcript.

Appeal of an Involuntary Leave Decision:

A student placed on involuntary leave may appeal the decision to the Dean within 10 business days of the involuntary leave. The appeal should be made in writing and should set forth the basis for the appeal. The Dean shall review the record and any additional information submitted by the student. The Dean has 10 business days from receipt of the appeal to affirm or reverse the decision, which is then considered final. The Dean may extend the time limits set forth above as necessary.

Return from Involuntary Leave/Re-enrollment:

If the leave was due to a psychological condition, the student must have his or her healthcare provider complete a doctor's note to return. Otherwise, the student and the Dean will together devise a plan for return to the school if/when appropriate. Depending on the length of the leave, a student may be required to re-enroll in the next course and not allowed to continue with their cohort. This policy does not exempt students from financial obligation/payment plan arrangements.

Other Leave Issues

Confidentiality of Information Regarding Leaves:

Providence will maintain the confidentiality of information regarding voluntary and involuntary leaves in accordance with federal, state, and local law, and to the greatest extent consistent with processing such leaves.

Confidentiality of Records:

All records concerning both voluntary and involuntary leaves of absence are confidential, and the official copy of such records shall be retained by the Dean or the Dean's designee of the program. Access to these records is limited by appropriate federal, state, and local law.

Employment During the Vocational Education Class

Students may be counseled regarding employment if it interferes with their performance.

While involved in the clinical or field component of the training program, students may NOT be used in lieu of professional or non-professional staff.

Smoking & Tobacco

The Rockpoint East Building (1313 N Atlantic) does not allow smoking in stairwells or in front of building entrances and air intake locations. Smoking is only permitted in approved outdoor locations where ashtrays are present, never within 25 feet of any door or window.

Providence hospitals are completely tobacco/smoke-free, both indoors and outdoors, for all employees, customers, students, and patients. This includes parking areas and the vehicles parked there. This covers all tobacco products, including e-cigarettes and chewing tobacco.

Attendance

Students are expected to attend all scheduled classes, clinical, and field rotations. If a student needs to leave a scheduled area early or report late, it is the student's responsibility to obtain prior approval from the Lead Instructor for the classroom segment and the clinical and internship segments.

Didactic:

If ill, students must email their instructor and call Providence office voicemail at (509) 473-6007 before class starts. Students are responsible for catching up on missed material. However, there are rules for time that can be missed, therefore absences should not be taken lightly.

Clinical:

If ill or injured, students must email the Lead Instructor before their absence or tardiness. Missed time can only be rescheduled by Providence. All missed shifts must be completed before starting the Field Internship.

Capstone Internship:

If ill or injured, students must notify their preceptor by phone and the Lead Instructor by email before the shift starts. All missed time must be made up before receiving a certificate of completion.

Clinical/Field Schedule Changes:

Student rotation schedules will only be changed in emergencies or special circumstances. There is limited access to our clinical and field sites, so schedule changes need to be minimal to ensure all requirements are met on schedule.

Absenteeism:

Students are required to attend all classes, clinical rotations, and field rotations. It is recognized that there may be an occasion when a student cannot attend a class due to illness, a death in the family, etc. However, students are responsible for all program material and must abide by the following policy regardless of the reason for absence:

Excused Absence:

Each student must attend 95% of all didactic classes. The Lead Instructor will determine whether an occurrence is excused. A doctor's excuse may be requested. If a student misses more than 5% of total classroom or internship time the student may be terminated from the program.

Unexcused Absence:

Unexcused absenteeism will not be tolerated. In the event of an unexcused absence, the student will have a conference with the Lead Instructor and will be given a written warning. If a second unexcused absence occurs, the student may be terminated from the program. If the unexcused absence makes the student fall outside of the 95% required attendance, a written warning will not be given and the student will be terminated from the program.

Tardiness:

Unexcused tardiness is not allowed. An occurrence of unexcused tardiness will result in a conference between the student and the Lead Instructor and a written warning. Subsequent occurrences of tardiness may result in progressive disciplinary action. A student may be terminated from the program if he/she accumulates two occurrences of unexcused tardiness. The Lead Instructor will determine whether an occurrence is excused or unexcused. Tardiness is defined as being 10 or more minutes late for class. Unexcused tardiness after 30 minutes will be classified as an absence.

The Lead Instructor will decide on a case-by-case basis if a student will be allowed to take any exam in which the student is tardy by more than 10 minutes.

Standards of Progress / Grading System

Students are required to progress through the course curriculum at a designated pace to ensure timely completion of all requirements. Students are expected to follow the curriculum progression given to them in the course syllabus and meet all deadlines in the online learning management system (Canvas or JBL). Students who do not complete the required content before lab dates will be subject to disciplinary action up to and including dismissal from the program.

Each course has a required passing grade of 80% or higher. For weighted grade breakdown, see the specific course addendum. In addition to the minimum passing grade requirement, students must successfully complete the assigned clock hours and patient contacts for clinical and/or field internship rotations to be considered to be making satisfactory academic progress.

All quizzes, exams, and tests will be given at the discretion of the Lead Instructor. Exam content will include material discussed during lectures, demonstrations, assigned readings, daily objectives, and handouts. For most courses, a computer or tablet is required to take exams and tests, regardless if class is an in person or online course. See the addendum for more course-specific grading criteria.

Facilities

The Providence Health Training Classrooms are located at 1313 N Atlantic, Ste 4900. Spokane WA 99201.

The location features a reception area, multiple classrooms and consult rooms, laboratories, instructor workstations, and administrative offices. The labs include many training manikins (airway, IV, nursing, CPR, etc.) in addition to both adult and pediatric SimMan (simulation manikins). There are multiple storerooms where all necessary equipment and supplies are stored for student use while in labs.

The school has a small kitchen for students and staff with microwaves, a student refrigerator, and a sink. There is also a large, shared lobby on the main floor with indoor and outdoor seating available for student use. Male and female restrooms are available on each floor of the building along with water bottle filling stations. Free parking is available next to the parking garage or across Normandy Street in the parking lot.

This facility is located in close proximity to public transit and has free, well-lit parking. It is an ADA accessible facility with handicapped ramps and restrooms; reasonable accommodation will be provided upon the request of the student.

When attending classes at our Training Facility, students are not allowed behind the front desk without being accompanied by an instructor. Students must wait in the waiting area for an instructor to accompany them to an office location or consult room. Students are not allowed in the cubicle work area at any time. Students must also be respectful to staff and other guests while using the shared kitchen space and are subject to discipline even if on break from the course.

Class sizes and student/teacher ratios vary depending on the course. Paramedic, AEMT, EMT, and EMT IV have a maximum class size of 32 and a student/teacher ratio of 8 to 1. Nursing Assistant and Phlebotomy have a maximum class size of 10 with a student/teacher ratio of 10 to 1.

Tuition Costs

Tuition for Providence training programs is as follows. Fees are subject to change without notice.

Program	Tuition	Lab Fees	Book Fees	Total
Phlebotomy	\$900	\$250	\$100	\$1,250
NAC	\$1000	\$150	\$50	\$1,200
EMT	\$1,219	\$100	\$325	\$1,644
EMT IV Tech	\$600	\$200	\$30 Rental	\$830
Advanced EMT	\$1,580	\$325	\$350	\$2,255
Paramedic	\$11,880	\$950	\$1,150	\$13,980

All fees must be paid in full prior to the first day of class unless prior arrangements have been made with Providence. The student's professional liability insurance is provided through Providence and is included in the fees for the student.

Financial aid is not available.

Providence does not and will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admission activities or in making decisions regarding the award of student financial assistance.

Cancellation and Refund Policy

Students who voluntarily withdraw from the program, or who are unable to meet the academic requirements of the program and are asked to withdraw from the program, may be eligible for a partial or full tuition refund based on the following:

1. The school must refund all tuition, book, and lab fees paid if the school cancels the course prior to or after the course has started.
2. Monies paid for books and lab fees are not part of tuition fees and are non-refundable.
3. The school must refund all tuition monies paid if the applicant cancels within 5 business days of an initial payment only if training has not begun. (Note that Books and Lab Fees are not tuition).
4. The school may retain an established administrative fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after making an initial payment.

5. If training is terminated after the student enters class, the school may retain book and lab fees, the administrative fee established under (4) of this subsection, plus a percentage of the total tuition as described in the following tables:

In-person courses:

*If the student completes this amount of training:	School may keep this percentage of tuition:
Up to 10%	10%
11% - 24%	25%
25% - 49%	50%
50% or more	100%

**EMT IV is based on 3 weeks of training, EMT is based on 3 months of training, and Paramedic is based on 12 months of training. Phlebotomy and NAC are based on 5 weeks of training. All starting day 1 of class.

Hybrid courses:

*If the student completes this amount of training:	School may keep this percentage of tuition:
Up to 1.4 weeks of studies equaling 10%	10%
1.5 to 3.4 weeks of studies equaling 11% - 24%	25%
3.5 to 6.9 equaling 25% - 49%	50%
More than 7 weeks of studies equaling 50% or more	100%

*EMT/AEMT is based on 14 weeks of studies starting on the virtual orientation day 1.

All refunds must be paid within thirty calendar days of the student’s official termination date. When calculating refunds, the official date of a student’s termination is:

- When the school receives a signed notice of withdrawal form with the student’s intention to discontinue the training program; or,
- When the student is terminated for a violation of a published school policy which provides for termination; or,
- When a student falls below a 95% attendance rate.

Cancellation and Refund Policy for VA Students:

The school agrees that if a veteran student fails to enter the course, withdraws, or is discontinued at any time prior to completion of the course, the unused portion of paid tuition, fees, and other charges will be refunded or the debt for such tuition, fees, and other charges will be canceled on a prorated basis, as follows:

An established registration fee not exceeding \$10 need not be subject to proration. Where the established registration fee exceeds \$10, the amount above \$10 will be subject to proration.

The school will refund the full amount for unissued books, supplies, and equipment when:

- The school furnishes the book, supplies, and equipment,
- The school includes their costs in the total charge payable to the school for the course,
- The veteran or eligible person withdraws or is discontinued before completing the course.

The veteran or eligible person may dispose of issued items at his or her discretion even if they were included in the total charge payable to the school for the course.

Tuition and Other Charges:

If the school adopts an established policy for refunding the unused portion of tuition, fees, and other charges subject to proration, more favorable to the veteran or eligible person than the approximate pro-rata basis provided in this subparagraph, such policy will be applicable. Otherwise, the school may charge a sum that does not vary more than 10% from the exact pro-rata portion of such tuition, fees, and other charges that the length of the completed portion of the course bears to its total length. Exact proration will be determined based on the ratio of the number of days of instruction completed by the student to the total number of instructional days in the course.

Prompt Refund:

In the event that the veteran, spouse, surviving spouse, or child fails to enter the course, withdraws, or is discontinued at any time before completion of the course, the unused portion of the tuition, fees, and other charges paid by the individual shall be refunded promptly. Any institution that fails to forward any refund due within 30 days after such a change shall be deemed, prima facie, to have failed to make a prompt refund, as required by this subparagraph.

Course Descriptions (For full course descriptions, see the course registration site):

Phlebotomy

Our Phlebotomy Training Program is meticulously designed to prepare you for a successful career as a phlebotomist, specializing in the collection of blood samples and handling laboratory procedures. This program combines comprehensive classroom instruction with hands-on clinical experience to ensure you are fully equipped with the knowledge and practical skills required in this field.

Nursing Assistant (NAC)

Our Certified Nursing Assistant (CNA) program is designed to equip you with the essential skills and knowledge needed for a rewarding career in healthcare. Whether you are beginning your journey in the medical field or looking to expand your expertise, our comprehensive program offers both classroom learning and hands-on clinical experience to prepare you for the CNA certification exam. Embark on a fulfilling career path with our CNA program.

Emergency Medical Technician

Our Emergency Medical Technician (EMT) Program offers an online/hybrid option or an in-person class. This course is designed to prepare you for a dynamic and critical role in emergency healthcare services. Through a combination of in-depth classroom instruction and hands-on clinical training, you will learn to provide immediate care in emergency situations, making a difference when it matters most. Ideal for individuals passionate about saving lives and working in fast-paced environments, this program is perfect for those seeking a rewarding career with impactful responsibilities.

Advanced EMT

Our Advanced Emergency Medical Technician (AEMT) Course is designed to expand your expertise and responsibilities in emergency medical services. This course builds upon EMT training, offering more in-depth knowledge and advanced techniques to manage complex medical emergencies effectively.

EMT-IV Course

Our EMT IV (Intravenous Therapy) Course is specifically designed to expand your expertise in IV therapy and fluid administration. This course is ideal for certified EMTs seeking to expand their skill set with specialized IV therapy training, making it perfect for those committed to providing comprehensive and advanced patient care.

Paramedic Training Course

Our Paramedic Program is designed for individuals ready to take the next step in emergency care. This program equips you with comprehensive skills and knowledge to provide high-level pre-hospital care. Through rigorous classroom instruction, hands-on labs, and clinical practice, you'll be prepared to handle complex medical emergencies with confidence and precision. Ideal for certified EMTs seeking to advance their careers, this program is perfect for individuals passionate about providing critical care in high-pressure environments.

Student Performance Guidelines

Students must attend all classes. Absences will be handled as outlined under the Attendance Policy of this manual.

Students must be present for all exams unless prior approval from the Lead Instructor or Program Director has been given. Make-up exams will be administered at the discretion of the Lead Instructor. Under no circumstances will a make-up exam be administered if a student's absence/tardiness is considered unexcused.

Cheating on any exam shall be grounds for immediate dismissal of the student from the program. Removal of any quiz, exam, or answer sheet from the testing room or any reproduction of an exam or quiz will be grounds for immediate dismissal from the program.

Use of cellphones, pagers, and electronic devices other than a laptop or tablet during testing is prohibited. Additional browsers on the testing device must not be open for any reason. Screenshotting questions on test or quizzes is considered cheating and will not be tolerated.

The use of cell phones, pagers, or any other electronic communication devices during didactic sessions is prohibited. These should be in a silent/vibrate mode and answered only outside the classroom during scheduled breaks.

Laptop computers or tablets may be used during the program for educational purposes only. Chromebooks do not work with our learning management system and are not recommended.

Homework is expected to be turned in on or before the due date. Failure to turn in homework on time could result in points being deducted from your overall cumulative score.

Students must complete all didactic, clinical and internship requirements to complete a course.

See course addendums for more specific information.

Clinical and Internship Requirements

Clinical and field internship requirements are determined by the school with input from its Advisory Board, Medical Director, and staff. Minimum objectives are followed by the Washington State Department of Health.

At a minimum, each student should follow the Uniform Policy in this manual and be prepared to perform the minimal entry-level job requirements while in clinical/field experience rotations. Students who fail to exhibit good hygiene habits while the program is in session will be counseled to provide them with an opportunity to correct their habits. Students will arrive on time and stay until the end of the scheduled rotation. The Lead Instructor must clear any changes to the scheduled rotation before the change and will notify the clinical/field site in a timely manner. Clinical and internship hours must be scheduled by Providence within the educational program to receive credit; they cannot be arranged independently.

Students should bring all equipment necessary to perform at the clinical/field site.

See course addendums for more specific descriptions and requirements.

Didactic and Internship Evaluation Forms

Throughout Didactic, Clinical, and Field students will be evaluated on their Affective Domain, or Professional Behavior. Students must continually pass all Affective Domain evaluations at 80%. Students not to standard will be put on a Performance Improvement Plan (PIP) and re-evaluated at the discretion of their instructor, Clinical Coordinator, or Program Director. Students not to standard after the duration of the PIP will be subject to dismissal.

Throughout Clinical and Field students will be evaluated on their daily performance, both self-rated and by their respective preceptors. All evaluation forms are used to determine Affective Domain grades as well as program completion.

Program Completion

A certificate from Providence will be awarded upon successful completion of the program. Successful completion of the program means that:

- All fees incurred by the student must be paid in full or an approved payment arrangement is in place and in good standing.
- All course work is complete and student received a passing grade of 80% or higher.
- All clinical and field internship requirements have been met.
- All required patient contacts have been recorded and signed by the instructor.
- Any required skills testing has been complete to a passing standard.

Upon successful completion of the program, Providence will provide you with a transcript (upon request).

If a transcript is needed, a written request must be emailed to healthtraining.wa@providence.org. Providence must have a written release form on file from the student. A minimum of 14 business days must be allowed for this request.

If a student fails to meet all course requirements by the completion date, they will be terminated from the course and their transcript will be marked with “Course Failed”. See individual course addendums for course completion requirements.

Before graduates of any of the Providence training programs can practice the skills, they have learned at their given level, they must have a license from the Department of Health in the respective fields.

Technical Standards for Programs

To achieve the curriculum objectives, a student must be able to:

- Verbally communicate with patients to perform assessments and describe treatment rationale.
- Assist in lifting and carrying injured and/or ill persons to and from the ambulance or hospital bed.
- Walk, stand, lift, carry, and balance in excess of 125 pounds without assistance (250 pounds with assistance) while lifting, pulling, pushing, and carrying a patient.
- Stoop, kneel, bend, crouch, or crawl on uneven terrain to gain access to a patient.
- Climb stairs, hillsides, and ladders to gain access to a patient.
- Communicate verbally in person, via telephone, and radio equipment.
- Work in chaotic environments with loud noises and flashing lights.
- Perform patient assessments, implement treatment, and calculate weight and volume ratios under threatening time constraints.
- Work effectively in low light, confined spaces, extreme environmental conditions, and other dangerous environments while remaining calm.
- Perform fine motor movements to perform procedures within the student's Scope of Practice while in stressful situations and under threatening time constraints.
- Perform major motor movements as required to operate the ambulance stretcher, long spine board, Kendrick's Extrication Device, scoop stretcher, traction splint, long bone immobilization devices, etc.

Uniform / Personal Appearance

During all phases of the program, the student must at all times be clean, neat, and well-groomed.

- Hair, shoulder-length or longer, must be tied back when in clinical and field areas. Facial hair must be kept trimmed.
- Fingernails must be kept short and clean. Subtle nail polish is permitted.
- No jewelry except wedding rings, post earrings, and a watch may be worn during the clinical and field components.
- Tattoos and body art with wording or images that may be perceived as offensive (such as racial slurs, swear words, revealing body parts in a way that a reasonable person could perceive as inappropriate) to patients, families, or other persons must be covered during all program segments.
- Name badges provided by Providence are to be worn at all times. The ID must be worn above the waist, without attachments, and with picture and name forward, immediately visible to patients, visitors, and other staff.
- Closed toed shoes or boots must be always worn
- Students inappropriately dressed will be asked to return home and change their clothes. If attire is not provided by the individual site, use the following as a guide:
- Students must be clearly identified as such from across the room.

Didactic Attire (Program staff will determine acceptability):

- Casual pants
- Casual tops (no offensive words/pictures, no tank tops/sleeveless shirts)
- Appropriate footwear (students must be prepared to work in field situations during a lab)
- Lab scrubs or Internship uniforms may be required at the discretion of the instructor.

Clinical Attire (unless scrubs are required):

- Dark solid color pants (may be EMS style, no shorts or Capri style)
- Program-approved polo shirts (with logo, Dark Blue, Gray, or Black)
- Appropriate footwear – boots for EMS or closed toed shoes at hospital
- Must also meet any specific institutional requirements.

Field Attire (may have to meet site requirements):

- Dark solid color pants (may be EMS style, no shorts or Capri style)
- Program-approved polo shirts or sweatshirt (with logo, Dark Blue or black)
- Dark appropriate footwear (no heels, preferably boots but black shoes can be worn)
- Appropriate outer attire as dictated by weather conditions may be worn with the approval of the field site preceptor.

Student Counseling/Evaluations

A student having specific academic/clinical/field problems will be counseled as needed. There are several ways in which a student's need for counseling becomes apparent, including, but not limited to:

- A student who is having difficulty understanding a portion of the assigned material and asks for assistance will be assigned to an instructor or other personnel who will provide extra assistance.
- Anytime the student displays or is reported to have displayed poor professional behavior/attitude in an academic/clinical/field setting.
- A counseling session, including the development of an individual education improvement plan, will take place for students not performing at an acceptable level during the didactic, clinical, or field portions of the program.
- Prompt consideration will be given to students whose personal problems interfere with their didactic, clinical, or field performance. Such students will meet with the Lead Instructor, Program Director, and Medical Director(s) for counseling.

Dismissal

Dismissal from the program will include, but not be limited to:

- Failure to comply with the Tuition Payment policies.
- Poor attendance demonstrated by excessive unexcused absences and/or reoccurring tardiness.
- Inability to show adequate progression in classroom, lab, clinical, and field activities.
- Not meeting minimum grade requirements set forth in the program addendum.
- Lack of discipline, such as disruption of class, clinical, or field experience.
- Demonstrated lack of medical ethics, such as disclosure of confidential information.
- Failure to follow EMS Service or Hospital policies.
- Failure to complete or meet the requirements of the Clinical and/or Field portion of the program.
- Failure to successfully complete or comply with a Performance Improvement Plan (PIP) developed as the result of any Student Counseling Session.

Other examples are listed in the Conduct and Disciplinary Code.

The Program Director, Lead Instructor, Dean, and Medical Director(s) will review questionable student performance situations for action.

HIPAA/Confidentiality

Providence Health Training requires all students to complete the Confidentiality and HIPAA Online Form.

Providence Health Training realizes the following to be true:

There is a zero-tolerance policy when it comes to any and all HIPAA violations, both verbal and in writing, including but not limited to social media, Platinum reporting, emails, voicemails, texts, and all in-person communication.

Cell phones or photos are not allowed in any area where patients are present, including the training facility's waiting room or hallways.

Cell phone use is strictly prohibited during clinical and capstone field internship time whenever a patient is present.

Student Information Protection

Providence adheres to all state and accreditation requirements regarding student information and the Family Educational Rights and Privacy Act (FERPA).

Providence will disclose information from a student's educational record only with the prior written consent of the student, except that educational records may be disclosed without consent to Providence staff with a legitimate educational interest in the records and to third parties specifically authorized by FERPA.

Student Health

Each student is responsible for their own health needs, including health insurance coverage, which is suggested while enrolled in the program.

Students who become ill or injured during didactic, clinical, or field rotations must report it at once to their instructor or preceptor. If it occurs after normal business hours, the student is to call Providence at (509) 473-6007 and leave a message reporting the illness or injury, along with the student's name and a phone number so a staff member can return the call.

If the student becomes ill or is injured either within or outside the training program, they are responsible for fees incurred for professional services.

Students must report the occurrence of all sore throats, communicable diseases, herpes virus infections, boils, lesions, and broken skin areas (especially on the hands and arms) to their preceptor before beginning clinical/field assignments.

It is suggested that students undergo a physical exam prior to entrance into the program. The student will be responsible for charges.

All accidents and/or injuries that occur during didactic, clinical, or field experiences must be reported to the instructor or clinical coordinator immediately. Students are responsible for fees incurred for professional services.

Religious Accommodation

Providence will make good faith efforts to provide reasonable religious accommodations to students with sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any missed classes. The student shall work with the instructor to determine a schedule for making up the missed work. Examples of religious accommodations may include rescheduling an exam or giving a make-up exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work or arranging for increased flexibility in assignment due dates.

Discrimination and Reasonable Accommodation

Providence Health Training does not discriminate against students or potential students based on race, creed, color, national origin, sex/gender, sexual orientation, age, religion, veteran or military status, or the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a person with a disability in admission to its programs, services, employment practices, treatment of individuals, or any aspect of their operations.

Providence Health Training is committed to providing access, equal opportunity, and reasonable accommodation in its services, programs, and education for individuals with disabilities. Information

Pending Payment Policy for Veteran Students

SEC. 103. DISAPPROVAL FOR PURPOSES OF EDUCATIONAL ASSISTANCE PROGRAMS OF DEPARTMENT OF VETERANS AFFAIRS OF CERTAIN COURSES OF EDUCATION THAT DO NOT PERMIT INDIVIDUALS TO ATTEND OR PARTICIPATE IN COURSES PENDING PAYMENT.

(a) IN GENERAL.—Section 3679 of title 38, United States Code, is amended by adding at the end the following new subsection:

“(e)(1) Notwithstanding any other provision of this chapter, beginning on August 1, 2019, a State approving agency, or the Secretary when acting in the role of the State approving agency, shall disapprove a course of education provided by an educational institution that has in effect a policy that is inconsistent with any of the following:

“(A) A policy that permits any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 of this title and ending on the earlier of the following dates:

“(i) The date on which the Secretary provides payment for such course of education to such institution.

“(ii) The date that is 90 days after the date on which the educational institution certifies tuition and fees following receipt from the student such certificate of eligibility.

“(B) A policy that ensures that the educational institution 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 their financial obligations to the institution due to the delayed disbursement of a payment to be provided by the Secretary under chapter 31 or 33 of this title.

“(2) For purposes of this subsection, a covered individual is any individual entitled to educational assistance under chapter 31 or 33 of this title.

“(3) The Secretary may waive such requirements of paragraph (1) as the Secretary considers appropriate.

“(4) It shall not be inconsistent with a policy described in paragraph (1) for an educational institution to require a covered individual to take the following additional actions:

“(A) Submit a certificate of eligibility for entitlement to educational assistance not later than the first day of a course of education for which the individual has indicated they wish to use their entitlement to educational assistance.

“(B) Submit a written request to use such entitlement.

“(C) Provide additional information necessary for proper certification of enrollment by the educational institution.”.

pertaining to an applicant’s disability is voluntary and confidential and will be made on an individual basis. If this information is presented, Providence Health Training will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator prior to registration for the program; some programs require medical documentation because of the rigors of the curriculum.