



# Policy Manual

Primary Care Paramedicine

**OLS ACADEMY**

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Policy No.: 2122-1.0	Policy Title: <b>Academic Integrity Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To ensure that all academic work at OLS Academy is conducted with honesty and integrity, promoting a fair and ethical academic environment.

**Policy:**

A violation of the *Academic Integrity Policy* is a Level 2 or 3 violation (as outlined in *Disciplinary Policy*)

A violation of the *Academic Integrity Policy* refers to any form of cheating that occurs in relation to a formal submission of student work (e.g., research papers, essays, homework, assignments, quizzes, exams etc.). Forms of cheating are listed below, but not exclusive:

1. Plagiarism – the use of words or ideas from another’s work without crediting the original source to obtain an academic advantage.
2. Cheating – attempts to gain or give assistance without appropriate acknowledgement.
3. Deception – providing false information regarding a formal submission. For example, this could include false reasoning for not submitting an assignment.
4. Bribery or paid services – providing or receiving information for academic advancement with monetary value or some other non-monetary exchange is involved and has altered the behavior of the recipient or influenced the action of an Academy employee.



Policy No.: 2122-2.1	Policy Title: <b>Attendance Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To outline the attendance expectations and requirements for students, ensuring consistent participation and engagement in the academic program.

**Policy:**

A violation of the *Attendance Policy* is a Level 3 violation (as outlined in *Disciplinary Policy*)

Due to the intensive nature of the OLS Academy program, all students are required to maintain a minimum standard of attendance. Students, who miss  $\geq 5$  scheduled classes per course, may face dismissal from the program. Students will be required to provide explanations for absences however, this does not equal an ‘excused absence’.

All absences will count toward the 5 permissible absences **per course**. Students experiencing undue hardship or who have experienced a catastrophic event (e.g., death of a family member) may appeal to have 1 or more days of absence excused.

An absence includes, but is not limited to, the following:

1. Unscheduled, unexplained absences
2. Late arrivals to class or early departures from class
3. Attending a morning session and not the afternoon session, or vice versa



Policy No.: 2122-3.1	Policy Title: <b>Virtual Attendance Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To establish guidelines for student participation in virtual learning environments, ensuring accountability and engagement during online instruction.

**Policy:**

OLS Academy is committed to the success of all its students and as such has placed a high priority on class attendance. It is recognized, however, that from time to time, situations may arise where a student must unavoidably be absent from class but is still available to attend the class virtually. This policy is designed to provide guidance around virtual class attendance. Virtual class attendance will be an option to students when **ALL 3** of the following conditions have been met:

1. Unavoidable obstacles (weather, government lockdown, etc.) that do not prevent the instructor from attending the class to present virtually.
2. The class for which the student(s) will be absent is an instructor lead, lecture-based class.
3. The student(s) have made arrangements with the class instructor to attend virtually.

Academy faculty and management believe that in-person learning promotes more student interactivity, focus, and knowledge retention than does virtual presence learning. In short, the OLS Academy team believes that in-person learning offers advantages that simply cannot be realized through virtual class attendance. For that reason, in-class attendance will always be preferred and promoted over virtual attendance. Students wishing to attend a class virtually must be granted permission prior to the start of the class. All requests for virtual attendance that have not been received and approved prior to the start of the class, will result in the student being marked as absent for that class.

**Procedure**

1. Please refer to the OLS Academy *SOP: Virtual Learning* for detailed instructions on how to access classroom lectures virtually and the necessary technological requirements to do so.



No.: 2122-4.2	Policy Title: <b>Classroom Protocol Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To define the expected behavior and procedures within the classroom setting, promoting a respectful and conducive learning environment.

**Policy:**

A violation of the Classroom Protocol Policy is a Level 1 or 2 violation. (As outlined in *Disciplinary Policy*)

Students are expected to be courteous and respectful of others, and mindful that a classroom is a shared working space with the primary goal of learning course material. Unnecessary distractions are to be minimized – that includes turning off cell phones and other distracters during lectures unless permission has been granted by the instructor.

Tardiness

Tardiness is strongly discouraged as it is in the Paramedic workplace. If for some reason you arrive late, please wait and enter the class during break. Tardiness will result in the student being marked as absent for that class.



Policy No.: 2122-5.1	Policy Title: <b>Disciplinary Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To provide a clear framework for addressing student misconduct and disciplinary actions, ensuring fairness and consistency in handling infractions.

**Policy:**

The primary goal of the OLS Academy *Disciplinary Policy* is always to pursue the full restoration of student privileges to the students involved in disciplinary action. With this goal in mind, the expulsion of a student is not a desired result but may occur in extreme cases. Intermediate consequences are employed whenever possible to avoid expulsion. Each incident is reviewed on a case-by-case basis, with consideration of the following:

- the severity of the violation
- the context of the incident
- a history of prior misconduct
- the responsiveness of the accused to confrontation
- the degree to which the individual displays genuine repentance.

Guidelines for Imposing Consequences:

The following guidelines are designed to establish a system of continuity for administering consequences for policy violation. The administrator(s) should typically employ the following guidelines in determining an appropriate consequence, unless there are exceptional circumstances that warrant an alternative response.

1. Level 1 Violations: These are minor violations. Customary action would include, but is not limited to, a verbal or written warning with the possibility of additional sanctions.
2. Level 2 Violations: These are intermediate violations that may indicate a breach in judgment or character on the part of the violator. Customary action would include, but is not limited to, behavioral probation with additional sanctions and/or a limited-term suspension of student privileges.
3. Level 3 Violations: These are major violations and will be dealt with accordingly. Customary action would include, but is not limited to, expulsion. When appropriate, OLS Academy will refer the incident to law enforcement authorities.



Note: Disciplinary action is customarily cumulative. Consequently, multiple individual lower-level violations could result in a higher level of consequence.

### **Disciplinary Process**

Should a student fail to meet the standards or spirit of this policy and it becomes necessary to impose disciplinary action, the following remedies will be used:

- Corrective Measure: The failure of a student to meet a standard or the intent of a standard may be brought to the attention of the student by faculty or staff. The goal of a corrective measure is for the student to recognize his or her failure to meet the standard, to take immediate action to meet the standard, and to agree to comply with the standard in the future. This remedy is commonly warranted when dealing with Level 1 violations.
- Restorative Action Plan: A student who does not meet the standards at OLS Academy following the correction measure, will be required to meet with the Academy Director. The purpose of this meeting is to develop a restorative action plan to resolve the issue. Restorative action may include specific task assignments, restrictions and/or accountability meetings. This remedy is commonly warranted when dealing with Level 2 violations. If the student does not agree to the restorative action plan, or if the student fails to meet the objectives and specific goals of the restorative action plan, the student progresses to the next step in the Disciplinary Policy.
- Voluntary Withdrawal: A student's failure to meet the objectives and specific goals specified in the restorative action plan will be reviewed by the Academy Director. If the student believes that he or she could be best served by withdrawing from the program, this option may be discussed with program faculty and administrators. At the time of this voluntary withdrawal, OLS Academy administration will define specific administrative requirements that must be fulfilled for the readmission of the student to OLS Academy. Documentation of this voluntary withdrawal and the requirements for readmission will be placed in the student's file.
- Expulsion: If, in the opinion of the OLS Academy Director, a student's behavior so disqualifies him or her from continuing with the program, the Academy Director will direct that the student be expelled indefinitely. A student who is expelled will receive a failing grade in all classes and is not encouraged to apply for readmission.

Appeal: If a student has new information that might affect the decision to expel, the student may submit an appeal in writing, within five working days of notification of the expulsion or of the time that the new information came to light. All new information will be carefully considered.



Policy No.: 2122-6.1	Policy Title: <b>Grade Appeal Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To outline the process by which students can appeal their grades, ensuring that evaluations are conducted fairly and transparently.

**Policy:**

OLS Academy provides an opportunity for students to dispute and appeal grades in a fair and equitable manner. A student will not be subject to any form of retaliation as a result of filing a complaint. The policy applies to all current students.

Students wishing to appeal marks must submit their dispute, in writing, to the Academy Director within 10 days from the date the mark was received. Grades on the following assessment methods may be appealed:

- assignments
- projects
- exams

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted, he/she should discuss the issue with his/her Instructor. The Instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the Instructor, he/she should submit a written appeal to the Academy Director.
3. The Academy Director will obtain a copy of the assessment from the Instructor and will have the assessment re-marked by another Instructor.
4. If the assessment achieves a higher grade on the re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on the re-mark, the original grade will be retained.
5. If the Academy Director reviews the grade appeal, the grade assigned following the re-mark and review will be final and cannot be appealed further.

<b>Policy No.:</b> 2122-7.4	<b>Policy Title:</b> <b>Immunization Policy</b>
<b>Effective Date:</b> August 2021	<b>Latest Review Date:</b> July 2024

**Purpose:**

To ensure that all students are immunized according to health guidelines, promoting a safe and healthy learning environment.

**Policy:**

A violation of the Immunization Policy is a Level 2 violation. (As outlined in *Disciplinary Policy*)

Prior to the start of Term 3, students are required to submit proof of vaccination or proof of immunity to:

- MMR (Measles, Mumps, Rubella)
- Pertussis (Whooping Cough)
- Tetanus
- Diphtheria
- Hepatitis B
- Varicella
- COVID-19 (*Nova Scotia placements only*)

Students must also submit:

- Proof of a negative result on a two-step TB test

Students are responsible for the cost of vaccines. Timing is everything – Start Early. Some vaccines often require several doses which may take several weeks to complete the process.



Policy No.: 2122-8.2	Policy Title: <b>Mature Student Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To address the unique needs and circumstances of mature students, providing appropriate support and accommodations.

**Policy:**

OLS Academy understands that changes in life’s trajectory can occur at any stage. It is strongly felt that no individual should face undue challenges in changing that trajectory, no matter the timing of their decision to do so. Individuals classed as Mature Students will have the opportunity to enroll into OLS Academy’s Primary Care Program via an alternate admissions path.

A Mature Student is an applicant who:

- Is at least 21 years of age AND
- DOES NOT meet the admission requirements for direct acceptance via the regular admissions pathway

Eligibility for Mature Students will be evaluated on a case by case basis. The following will be considered:

- Work experience
- Panel interview results
- Comportment
- Proof of Highschool Diploma or G.E.D will be required



Policy No.: 2122-9.2	Policy Title: <b>Student Crisis Intervention Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To provide guidelines for responding to student crises, ensuring timely and effective support for students in distress.

**Policy:**

OLS Academy is committed to the success of all of its students including those experiencing a mental or emotional crisis resulting from an abnormally stressing event or accumulation of events related to program experiences. This policy is designed to provide advice or guidance to:

1. Students who are experiencing a mental health crisis
2. OLS Academy faculty who have a role in advising and supporting students experiencing a mental health crisis
3. Students who may have a concern regarding another student’s mental health.

While OLS Academy faculty are not certified counsellors, a certified Crisis Counsellor is available to support students facing a mental health crisis.

OLS Academy is committed to:

- Creating a stigma-free environment
- Maintaining privacy and confidentiality (outside the chain of Academy support)
- Encouraging students to seek help
- Ensuring that the physical and mental safety of Academy students is a priority
- Covering the fees associated with the certified Crisis Counsellor, to a maximum of two sessions.

**Procedure**

1. Students who are experiencing difficulties as a result of a traumatic event or experience are encouraged to speak, when possible, to an OLS Academy staff member at their earliest convenience
2. A student who has spoken to an OLS Academy staff member will be referred to the Academy Director at which point, the Academy Director will contact the Academy’s Crisis Counsellor

3. Staff and students, who observe a student who is exhibiting “at-risk” behavior, suicidal gestures or is known to have contemplated suicide will be referred to the Academy Director at which point, the Academy Director will contact the Academy’s Crisis Counsellor
4. Students who are in crisis and in immediate need for Critical Incident Stress Management (CISM) can navigate via a web browser to their Student WorkSpace and initiate a CISM activation as follows:
  - a. Once on the Student WorkSpace, the student will click the “Emergency Mental Health Button.”
  - b. They will then be directed to the appropriate page where they will be asked to input their preferred contact number.
  - c. This page also contains a statement reminding the student that they “are not alone” and provides them with contact information for the Academy and the New Brunswick Mental Health Crisis Line. (The New Brunswick Mental Health Crisis Line is monitored 24/7 and includes a Live Chat function.)
  - d. Once the student inputs their phone number, they will click ACTIVATE.
  - e. The Academy will then receive an email notification that a CISM Activation has been requested and the CISM counsellor will be tasked to follow-up with the student without delay.
5. All crisis counselling services provided are on a voluntary basis and it remains the student’s decision whether or not to seek the services. If a student does not seek the provided counselling services, OLS Academy will make efforts to reach out to the student to encourage him/her to do so.
6. In the event of a medical emergency, 911 may be called if required. In the event that a student is sent to the hospital, the student’s emergency contact person will be notified.



Policy No.: 2122-10.2	Policy Title: <b>Privacy Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To protect the privacy and confidentiality of student and staff information, ensuring compliance with relevant privacy laws and regulations.

**Policy:**

OLS Academy collects students’ personal information for the following reasons:

- To maintain student records
- To issue T2202s in accordance with Canada Revenue Agency

Students’ personal information is not used for any other purpose. OLS Academy retains student records in a locked file cabinet until December 31<sup>st</sup> of the student’s final year of study. Student files are then scanned and stored electronically for a period of twenty-five (25) years on a secure, encrypted server.

OLS Academy will store an electronic copy of the students’ contract and transcripts indefinitely. Requests for Official Transcripts will be processed within 24 hours. The cost of official transcripts is \$12.00, and payment is the responsibility of the student. Unofficial transcripts will be emailed to the student at no cost within 24 hours.

Procedure for authorizing release of information:

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing, using the Records Access Request Form.
2. The Academy will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Procedure for student to access information:

1. If a student wishes to view their student file, he/she must request access in writing using the Records Access Request Form, which can be obtained from the Registrar’s office.
2. Once completed, the Records Access Request Form must be submitted to the Registrar in-person or via email. Within 48 hours, the student will receive email notification of approval with date and time options for viewing.
3. Students can view records in the presence of an OLS Academy faculty member for a period of 30 minutes. No changes can be made to the records by the student.  
\*Changes to student records based on a successful appeal, will be added to the student file following Academy Director’s review (see Grade Appeals Policy)

Any party who, through their engagement with the program and its’ students, comes into contact or possession of student information, is to protect that information in accordance with this policy and any applicable learning agreement(s).

<b>Policy No.:</b> 2122-11.1	<b>Policy Title:</b> <b>Respectful Environment Policy</b>
<b>Effective Date:</b> August 2021	<b>Latest Review Date:</b> July 2024

**Purpose:**

To promote a respectful and inclusive environment for all members of the academy, preventing discrimination and harassment.

**Policy:**

A violation of the Respectful Environment Policy is a Level 2 or 3 violation. (As outlined in *Disciplinary Policy*)

OLS Academy is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and staff. This policy reflects an understanding of the contribution needed to ensure the successful achievement of the students’ desired goals and promotes respectful and fair treatment for both students and staff.

OLS Academy’s Commitment to the Student:

- Work with you on an individual basis with respect for your needs and abilities.
- Facilitate your learning in an interesting, safe, supportive and positive manner.
- To grade and evaluate your performance fairly and impartially.
- To report your grades on tests and projects in a timely manner.
- Clearly state information relating to the assessment process, assignment requirements, timetable and textbooks.
- To start all classes on time with prepared faculty.
- Provide access to appropriate members of staff to discuss related concerns.
- Display respect for personal dignity, which includes sensitivity towards cultural needs and freedom from any form of harassment.

Student Commitment to OLS Academy:

- Complete the enrollment process and make arrangements for the payment of any applicable fees before attending classes.
- Attend punctually to all scheduled classes.
- Complete all homework assignments on time and to a designated standard.
- Demonstrate integrity at all times.
- Follow standards of hygiene and dress according to OLS Academy’s Dress Code Policy.
- Request assistance when necessary.
- Turn mobile phones and other audio devices off during class.



- Have a positive attitude, to show respect and consideration toward the Academy, other students, the faculty, and staff.
- Take a professional approach while engaging in all assignments, projects, teamwork, and work experience components.
- Comply with expectations for completion of assessments.
- Refrain from harassment of, abuse of, or discrimination against any person or group of people.
- Observe current legislation that prohibits the use or possession of illegal drugs. Any student suspected of carrying illegal drugs on OLS Academy property will be reported to the police and will be subject to the expulsion.
- Refrain from bringing alcohol and/or illicit drugs onto OLS Academy property, and not to attend any class under the influence of alcohol and/or illicit drugs.
- Adhere to all policies outlined in the Student Handbook.

While on Academy premises or during activities or events hosted by OLS Academy, the student is required to behave in a professional manner, outlined in the commitments noted above.



<b>Policy No.:</b> 2122-12.3	<b>Policy Title:</b> Severe Weather Policy
<b>Effective Date:</b> August 2021	<b>Latest Review Date:</b> July 2024

**Purpose:**

To establish procedures for handling severe weather conditions, ensuring the safety of students and staff.

**Policy:**

In the event that weather creates conditions that are not suitable for travel, the class may be cancelled or postponed. Cancellations/delays will be communicated through email, posted on our social media pages, and reported to Moncton radio stations.

Note: Failure to show up for class without notifying the Academy (via voicemail or email) will result in the student being marked absent.



Policy No.: 2122-13.0	Policy Title: <b>Harassment Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To prevent and address harassment within the academy, ensuring a safe and respectful environment for all.

**Policy:**

A violation of the Harassment Policy is a Level 2 or 3 violation. (As outlined in *Disciplinary Policy*)

OLS Academy’s Harassment policy is intended to maintain a working and learning environment free from the harassment of its students and employees. Any behavior determined to constitute harassment will be viewed as neither complimentary nor humorous and will be subject to disciplinary action.

OLS Academy recognizes that the perception of harassment is often subjective and that the circumstances surrounding the conduct, as well as its pattern, frequency, and severity, need to be considered to assess the behavior. Harassment may be verbal, written or physical in nature, each of which may be grounds for disciplinary action. For the purposes of this policy, harassment constitutes the following:

Behavior that is known or ought reasonably to be known to be unwelcome. It includes, but is not limited to, the following:

- Behavior that intimidates, isolates or even discriminates against a targeted individual.
- Inappropriate or insulting remarks, gestures, jokes, innuendoes, bullying or taunting about a person based on:
  - Race
  - Family lineage
  - Origin of birth
  - Citizenship
  - Religious beliefs
  - Sex
  - Sexual orientation
  - Gender identity
  - Disability
- Repeatedly making unwanted, unsolicited contact
- Gossiping or spreading rumors
- Belittling an individual’s opinion(s).

If a student believes that he or she has been harassed or continues to be harassed, he or she should provide a detailed written complaint to the Academy Director as soon as possible after the incident(s). If it is determined that harassment did occur, action will be taken in accordance with the circumstances involved.

Any administrator, faculty member, staff member or student determined by this investigation to be responsible for harassment will be subject to appropriate disciplinary action, up to and including dismissal, termination, or legal remediation.

Note: For sexual harassment, please refer to OLS Academy’s *Sexual Harassment Policy*.



Policy No.: 2122-14.0	Policy Title: <b>Sexual Harassment Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To specifically address and prevent sexual harassment, providing clear guidelines for reporting and addressing such incidents.

**Policy:**

A violation of the Sexual Harassment Policy is a Level 2 or 3 violation. (As outlined in *Disciplinary Policy*)

OLS Academy’s Sexual Harassment policy is to maintain a working and learning environment free from the sexual harassment of its students and employees. Any behavior determined to constitute sexual harassment will be viewed as neither complimentary nor humorous and will be subject to disciplinary action.

OLS Academy recognizes that the perception of sexual harassment is often subjective and that the circumstances surrounding the conduct, as well as its pattern, frequency, and severity, need to be considered to assess the behavior. Sexual harassment may be verbal, graphic, written or physical in nature, each of which may be grounds for disciplinary action.

For the purposes of this policy, sexual harassment constitutes the following:

Such behavior as sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed towards an employee, student or applicant. For example:

- Making unsolicited written, verbal, physical or visual contact with sexual overtones.
  - Written examples: Suggestive or obscene letters, notes, and invitation.
  - Verbal examples: Derogatory comments, slurs, jokes, epithets
  - Physical examples: Assault, touching, inappropriate embracing, impeding or blocking movement
  - Visual examples: Leering, gestures, display of sexually suggestive objects in pictures, cartoons, or posters
- Continuing to express sexual or amorous interest after being informed that the interest is unwelcome. (Reciprocal attraction is not considered sexual harassment.)

If a student believes that he or she has been sexually harassed, he or she should provide a detailed written complaint to the Academy Director as soon as possible after the incident. If it is determined that sexual harassment did occur, action will be taken in accordance with the circumstances involved.

Any administrator, faculty member, staff member or student determined by this investigation to be responsible for sexual harassment will be subject to appropriate disciplinary action, up to and including dismissal, termination, or legal remediation. If a student feels that the above stated policies regarding sexual harassment have not been carried out, he or she is encouraged to follow the procedures set forth in the grievance policy.



Policy No.: 2122-15.2	Policy Title: Student Dress Code Policy
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To define the dress code expectations for students, promoting professionalism and safety.

**Policy:**

A violation of the Student Dress Code Policy is a Level 1 or 2 violation (Level 3 if continued) (as outlined in *Disciplinary Policy*)

**Pre-uniform arrival:**

It is OLS Academy’s policy that all students must adhere to the Student Dress Code. Prior to the arrival of student uniforms, professional attire will be compulsory at all times. Students will present themselves in a professional and polished manner. It is expected that students will adhere to the policy to and from the Academy, during the day, and off campus while they are representing the Academy in an official capacity.

It is understood that students will use good taste and judgment with respect to their overall presentation and will avoid wearing garments that are damaged, revealing, or poorly fitted. Garments will be well fitted, in good condition and clean all times.

**Post-uniform arrival:**

Once students have received their uniforms, the following will be expected:

- Uniform shirts will be clean and pressed
- Uniform shirts will be buttoned to the second button at all times
- A clean white t-shirt or white long-sleeve shirt will be worn under the uniform shirt
- Uniform pants will be clean and hemmed
- Boots will be clean and laced up with black laces
- A black uniform belt will be worn
- Hair will be worn in a manner that, without headdress, the entire face is visible
- Accessories including, but not limited to, watches, glasses, rings, and piercings must present a professional and uniform decorum and not negatively interfere with student responsibilities:
  - OLS Academy reserves the right to restrict a student from wearing any accessory, while in the OLS Academy uniform.

Uniforms will be worn during class/labs and while representing the Academy in an official capacity. At no times will a uniform be worn in public without expressed approval of Faculty and/or Administration.

Students are expected to meet basic hygiene requirements during regular class hours for the duration of their program such as but not limited to:

- Maintain personal cleanliness by bathing daily
- Oral hygiene (brushing of teeth)
- Use deodorant / anti-perspirant to minimize body odors
- No scented perfumes, colognes, body sprays, lotions are permitted. These can cause allergic reactions, migraines and respiratory difficulty for others. Students who disregard this policy may be asked to wash off strong scents or possibly sent home if they are unable to do so.
- Clean and trimmed fingernails. ( $\frac{1}{4}$  inch long or less)
  - Students are only permitted to wear nail polish that is clear/transparent.
- Wash hands after eating or using the restrooms.

<b>Policy No.:</b> 2122-16.0	<b>Policy Title:</b> Tuition & Fee Refund Policy
<b>Effective Date:</b> August 2021	<b>Latest Review Date:</b> July 2024

**Purpose:**

To outline the conditions and procedures for refunding tuition and fees, ensuring transparency and fairness.

**Policy:**

OLS Academy’s Tuition & Fee Refund Policy has been established in compliance with New Brunswick’s *Private Occupational Training Act and Regulation*.

“(6.6(2)) *The Private Occupational Training Organization must remit the student protection fee to the Minister within fifteen (15) days of commencement of training. After that period, the student protection fees are non-refundable.*”

1. Notice of Withdrawal:
  - a. Students who have decided to withdraw from the program must officially do so in writing and deliver such notice to the OLS Academy Program Director
  
2. Tuition Installments:
  - a. Tuition is paid in two installments to OLS Academy
    - i. 50% of tuition is paid on Day 1 of Term 1
      - i. The 1% Student Protection Fee is also charged at this time
    - ii. 50% of tuition is paid on Day 1 of Term 2
  
3. Refund of Fees Paid:
  - a. Should OLS Academy receive notice of a student withdrawal prior to 4:30 pm on Day 10 of a given term, fees collected for that term will be returned to the student (less the cost of textbooks, uniforms, personal equipment purchased and the First Responder course fees.
  - b. Should OLS Academy receive notice of a student withdrawal later than 4:30 pm on Day 10 of a given term, fees collected for that term will not be returned to the student
  - c. No refund will be issued for textbooks, uniforms, personal equipment purchased and the First Responder course fees.
  
4. Student Protection Fee:
  - a. By law, OLS Academy must remit a Student protection Fee to the Minister of Post-Secondary Training and Labour. This fee is added to the total tuition and equates to 1% of the total tuition before HST. This fee is refundable to the student within 15 days of the commencement of the program, should the student withdraw.



Policy No.: 2122-17.1	Policy Title: <b>Quality Assurance Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To ensure the continuous improvement of academic programs and services, maintaining high standards of quality.

**Policy:**

Quality is of utmost importance at OLS Academy and as such, OLS Academy’s Primary Care Paramedic program will be subject to a rigorous, continual quality assurance process. To ensure quality, a program review process has been developed.

Program faculty will implement quality assurance mechanisms to ensure adherence to standards, requirements and best practices in program development, delivery, and review.

The administration of the Primary Care Paramedic Program Quality Assurance process will endeavor to monitor the following:

- Attainment of learning objectives
- Opportunities for curricular improvements
- Overall delivery of the program and other support services
- The sufficiency of resources to support delivery
- The attainment of **external** validation (Licensing, accreditation, employability etc.)
- Student, graduate, industry, and employer satisfaction

The process by which the above areas of focus will be monitored will be multi-pronged. Program faculty and administration will utilize the following 3 methods for identifying opportunities for quality improvement.

**1. Program Advisory Committee**

The Program Advisory Committee will provide an ongoing exchange of information between stakeholders and OLS Academy to update, promote, assess and advise on the development, maintenance and renewal of the Primary Care Paramedic program.

The establishment of the Primary Care Paramedic Program Advisory Committee creates a link between OLS Academy and the various stakeholders that will enable program administrators to identify opportunities to improve upon the following:

- Curricula
- Program delivery methods
- Student, graduate, industry, and employer satisfaction



## **2. Bi-weekly Student Satisfaction Meetings:**

Every second week, program faculty and administrative staff will meet to discuss program delivery, student performance and ease of operations. A student representative(s) will have allotted time at the beginning of the meeting to express student perspectives and concerns. These meetings will serve to highlight opportunities for improvement in the following areas:

- Attainment of learning objectives
- Resources
- Student satisfaction and well-being

## **3. Stakeholder Surveys**

Stakeholder input and feedback is a crucial and valued asset to the continuous Quality Assurance process. Not only will program stakeholders be given an opportunity to guide and shape OLS Academy's Primary Care Paramedic program through their participation in Program Advisory Committee meetings but they will also be surveyed for outcome data such as, but not limited to the following:

- Student participation and engagement in the clinical environment
- Student participation and engagement during preceptorship
- Licensing exam results
- Graduate hiring rates amongst local operating companies
- Employer satisfaction

Information gained from each of these processes will be reviewed by Academy faculty members, actioned where immediate intervention is required and presented for Program Advisory Committee consideration and advice.

<b>Policy No.:</b> 2122-18.1	<b>Policy Title:</b> <b>Program Advisory Committee Policy</b>
<b>Effective Date:</b> August 2021	<b>Latest Review Date:</b> July 2024

**Purpose:**

To guide the formation and operation of the Program Advisory Committee, ensuring stakeholder involvement in program development and evaluation.

**Policy:**

OLS Academy is committed to the success of all its students and the continuous growth and improvement of its Primary Care Paramedic program. This policy is designed to guide the collection of relevant stakeholder input and educational program performance data for continuous quality improvement purposes.

**Mandate**

The Program Advisory Committee will provide an ongoing exchange of information between stakeholders and OLS Academy to update, promote, assess and advise on the development, maintenance and renewal of the Primary Care Paramedic program.

**Procedure**

**1. Membership**

- Candidates for membership on The Primary Care Paramedic Program Advisory Committee will be identified through referrals, or invitation by the Academy Director (or designate).
- The term for committee members will be three years, renewable once.
- Renewal of a member’s term will be determined by the Academy Director (or designate) and the Program Advisory Committee Chair.
- Advisory committee membership will consist of a cross-section of individuals who have direct interest in, and a diversity of experience and expertise related to the formative education of Primary Care Paramedic students. Sought after committee members will include but not be limited to representative members of the following stakeholder groups:
  - Local operating companies
  - Health authority
  - Long-term care home
  - Current student body
  - Recent graduates (after 1<sup>st</sup> year)
  - Fitness industry
  - Regulatory body
  - Faculty
  - Allied professionals
- Committee membership is on a volunteer basis and as such, members will not be remunerated for participation.

- The Program Advisory Committee will have a minimum of 6 members. All appointed members will have voting privileges. A quorum for motions and resolutions will be represented through a clear majority of voting members (50 percent plus one). Voting can be conducted electronically, when appropriate.
- Program Advisory Committee members who perceive that their private or personal interests' conflict or have the potential to conflict with an issue under discussion at a Program Advisory Committee meeting will have an obligation to excuse themselves from the discussion and to abstain from voting on the specific issue.

## **2. Advisory Committee Chair**

- The Program Advisory Committee will be chaired by an Academy designate.

## **3. Orientation and Engagement**

- New Program Advisory Committee members will be provided with this policy.
- The Academy Director (or designate) will review the membership and engagement of the Program Advisory Committee members on an annual basis. Required updates to the membership or re-engagement strategies will be implemented as appropriate.

## **4. Meetings**

- Program Advisory Committee meetings will take place at least two times per year and will be run according to conventional rules of order.
- The Academy Director (or designate) will draft meeting agendas for approval by the Program Advisory Committee Chair. The Program Advisory Committee Chair will provide leadership to the committee and preside over all meetings.
- Minutes of meetings will be taken by an OLS Academy team member. Approved meeting minutes will be distributed within two weeks of each meeting to Program Advisory Committee members, and students in attendance. Minutes will be filed and stored onsite.
- The Academy Director (or designate) will be responsible for actioning requests and recommendations arising from Program Advisory Committee meetings.



Policy No.: 2122-19.1	Policy Title: <b>Incident Reporting Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To establish a system for reporting and addressing incidents, promoting safety and accountability within the academy.

**Policy:**

OLS Academy’s senior management team takes the health and well-being of its faculty and students seriously and as such, endeavors to create an environment of “Safety First.” As a part of this endeavor, an incident reporting system has been put in place that is not only in step with guidelines set forth in the New Brunswick Occupational Health & Safety Act, but it also extends to students and visitors.

This policy will help to assure proper communication, reporting and investigation following any incident occurring at the Academy. All incidents resulting in harm to a faculty member, student or visitor will be thoroughly investigated, ensuring opportunities to effect change to prevent reoccurrence are taken. All OLS Academy employees are responsible for ensuring that all incidents, involving themselves, their students or guests are reported according to this policy.

**Reporting**

In the event that an incident has occurred, and a person is disabled from performing his or her usual work or requires medical attention, or has been grieved by another, the following must be undertaken as soon as possible but at the latest, within 24 hours of the incident occurrence:

Faculty/Staff	Student/Visitor
1. A senior management team member must be notified immediately	1. A faculty member or senior management team member must be notified immediately
2. All incidents must be reported using the OLS Academy Incident / Action Reporting Form located at the front office	2. All incidents must be reported using the OLS Academy Incident / Action Reporting Form located at the front office

**Emergent Situations**

In any case of the following or any condition deemed as threatening to life or limb, the priority is to obtain prompt treatment for the individual(s) involved:

- an injury that places life in jeopardy,
- produces unconsciousness,
- substantial loss of blood,
- involves a fracture of a bone,
- loss of sight in an eye,
- burns to a major portion of the body

After appropriate treatment has been rendered, the incident manager (responder) should ensure that the OLS Academy Incident / Action Reporting Form is completed.

### **Remediation**

The faculty team shall review any incidents at the next bi-weekly faculty meeting. The circumstances of the incident will be carefully considered, and recommendations will be made for preventive measures.

### **Off-site Incidents**

Any incident taking place during the course of Academy-sponsored off-site activities shall be promptly investigated by the appropriate area supervisor and an OLS Academy Incident / Action Reporting Form shall be completed. In the case of a critical injury or incident, a member of the senior management team shall be immediately informed. A copy of the report shall be sent to a member of the senior management team as soon as possible.



Policy No.: 2122-20.1	Policy Title: <b>Needlestick Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To ensure a safe environment by providing guidelines and procedures for reporting and managing needlestick injuries.

**Policy:**

At OLS Academy, the faculty and staff are acutely aware of the level of risk that inherently exists with tasks performed by Paramedics and taught to Paramedic students. Naturally, these risks are amplified in the formative learning environment and as such an added level of due care and consideration needs to be given to the prevention strategies.

One particular mishap that carries a high level of risk for short and long-term (disease transmission) health implications is the needlestick. Many professions are faced with this risk. However, Paramedics face an added layer of risk in the performance of tasks requiring the use of a sharp in that, they are often expected to perform these tasks in uncontrolled environments and at times, in a moving vehicle. All the more reason to instill strong prevention habits early and to have a response guided process in place to help give the students and faculty the tools to safely deal with the incident in the unfortunate event that a needlestick does occur.

**Prevention**

Whenever possible, prevention of an injury is most desirable. The following best practices for safe handling of sharps will strongly be adhered to by all faculty and students.

1. Any patient or simulated patient expected to undergo a procedure (real or simulated) dealing with a sharp, should be assessed for calmness and compliance. Further to that, the patient should be coached to remain calm and still throughout the procedure.
2. Individuals performing a skill requiring the use of a sharp (needle and syringe, IV needle and catheter) will be expected to adequately prepare for the skill and have everything needed to perform the skill (in its entirety) within arm’s reach while performance of the skill is underway
3. Always wear gloves when handling potential biohazardous material and equipment including sharps
4. When required to re-cap a needle, use the one-handed needle recapping method
5. Do not recap a used needle. As with all sharps, immediately discard the used needle and attached syringe in a designated sharps container
6. Seal and dispose of sharps containers when they are no more than  $\frac{3}{4}$  full. Sealed sharps containers should be disposed of by a contracted third party that specializes in the removal and disposal of full sharps containers.

## **Management**

1. Allow the wound to bleed freely, “milking” the wound if possible
2. Wash the puncture site liberally with soap and water
3. For any mucosal areas less accepting of soapy water, rinse immediately and thoroughly using water or a saline solution
4. If the potential exists that the sharp had been contaminated, immediately report to a hospital to be assessed.

## **Reporting**

If a needlestick has occurred, faculty members will be expected to adhere to the following reporting guidelines:

1. Once First Aid has been rendered, notify a member of the senior management team
2. If the needlestick has the potential for having exposed the injured party to a pathogen, please complete the Incident / Action Reporting Form after or during the hospital visit for assessment. Completion of the form is not to delay progress to the hospital.
3. If the needlestick does not have the potential for having exposed the injured party to a pathogen, an Incident / Action Reporting Form will be completed within 24 hours of the incident occurrence.



Policy No.: 2122-21.1	Policy Title: Fire Safety Policy
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To ensure regular inspections of Academy facilities and fire safety equipment and to make all Academy students aware of fire incident procedures.

**Policy:**

OLS Academy senior management team members are responsible for regular inspections of Academy facilities and fire safety equipment (i.e., fire extinguishers) as well as ensuring all Academy students are aware of fire incident procedures. An easily accessible copy of the plan will be available to all in the kitchen common area.

OLS Academy senior management team members are responsible for developing and updating the OLS Academy fire evacuation plan. Students, faculty, and staff are responsible for orienting themselves to the facilities they use, for making themselves aware of the posted evacuation plans for the building, for conducting activities in the safest possible manner and for adhering to the fire safety policies.

**Prevention**

The following fire prevention strategies must be maintained at all times when in OLS Academy facilities:

- The use of an open flame is strictly prohibited unless pre-approved for a temporary exemption by a member of the senior management team
- The use of pyrotechnics, including fireworks, is prohibited with no exception
- Building light bulbs shall not be replaced with any bulb other than those provided by the facilities manager
- Room switches and outlets shall not be modified.
- The use of electrical space heaters is strictly prohibited by the Academy building management team.
- Natural holiday trees and resinous greenery are prohibited for use as holiday decorations
- Artificial holiday trees or other decorations must be flame proof.
- All lighting used on artificial holiday trees must be safety approved and be checked annually for frayed wires, loose connections, and broken sockets.
- Lighting on artificial holiday trees and other decorations must be disconnected at night or when the area is expected to be vacant for a prolonged period of time.



## **Procedure**

When the fire alarm sounds, OLS Academy students, faculty, and staff **must evacuate the building** using the nearest exit or the exit farthest from the fire. They are not to re-enter the building until authorized by a member of the senior management team. In the event of a fire:

- Close all windows and doors, if possible, prior to leaving the room
- Evacuate the building. Activate the fire alarm system on your way out if possible.
- Muster on the sidewalk in front of the adjacent Allsco building
- Call 9-1-1 to report the incident.
- Perform a headcount and report any missing individuals to the responding fire crew.



Policy No.: 2122-22.0	Policy Title: <b>Accommodation Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To provide equitable access to the educational experience and foster a fair and respectful environment for all students through necessary accommodations.

**Policy:**

OLS Academy is committed to providing equitable access to the educational experience and to fostering a fair and respectful environment for all. To that end, the Academy realizes that accommodations may be necessary to ensure that individual students receive equitable treatment.

To provide equal opportunity for achieving the learning outcomes in the program, accommodations will include, but not be limited, the following services for individuals:

- A quiet place for a new mother to breastfeed
- A quiet place to write evaluations for students with disabilities
- Providing additional time during evaluations for students with disabilities
- Providing assistance with understanding test questions for students with disabilities

Needs Identification:

OLS Academy will endeavor to identify students with potential needs so that they may receive accommodation in a timely manner and help them realize their full potential. Students may be identified in the following methods:

- On day 1 of the program, students are encouraged to self-identify and provide early disclosure of accommodation needs.
- Students may not be forthcoming with information regarding their needs for fear of stigma. It is because of this potential reluctance to self-identify that OLS Academy will take a proactive approach where it becomes evident that a student may require accommodations due to a disability.
- At times, a student may have not disclosed a disability because they have not yet been diagnosed with a disability. In these cases, OLS Academy will privately speak with the student and, if agreed, prompt the student to seek guidance from a specialist in the appropriate field.

### Limitations:

OLS Academy will endeavor to accommodate students with unique needs where possible. However, it is also recognized that there may be barriers and limits to what accommodations can take place in the various phases of the program.

- Industry that serves as ambulance preceptorship and clinical practicum placement providers for students may be subject to certain overriding limitations or restrictions in whether and how they can accommodate students.
- The Academy shall provide accommodation but not beyond the point of undue hardship for applicants and students.
- In the interest of preserving the integrity of the program, the Academy shall not implement accommodations that would fundamentally alter the program requirements or exempt a student from the requirement to demonstrate competency in the subject matter.

### Student Rights and Responsibilities:

- Once accommodation is provided, students are expected to meet the essential requirements of their academic programs.
- The Academy shall not deny an accommodation request on the basis that the student may not be able to access the same accommodations in the workforce or find related employment.
- The Academy will work with the student through the accommodation process and share the responsibilities to work through potential barriers to the successful completion of the program.
- Students requiring accommodation are expected to participate fully in the accommodation process and failure to do so, may result in a discontinuance of the supplemental support provided through the accommodation process
- The student can be assured that OLS Academy is committed to maintaining confidentiality to the greatest extent possible when providing accommodation and related support services to students.

<b>Policy No.:</b> 2122-23.4	<b>Policy Title:</b> Admissions Policy
<b>Effective Date:</b> July 2022	<b>Latest Review Date:</b> July 2024

**Purpose:**

To outline the criteria and procedures for the admission of students to OLS Academy.

**Policy:**

OLS Academy is committed to providing applicants with access to a transparent, objective, consistent, and fair selection process. The Academy’s objective for our selection process is to identify applicants who possess the necessary education, skills, attributes, and experience, which would indicate a high likelihood of success in our program.

**Selection Process:**

Applicants are provided information regarding the selection process and all prerequisites, as outlined in SOP: Selection Process.

Applicants are provided with two admissions pathways. The primary pathway is the Traditional Admissions Pathway. Should the applicant be 21 years of age or older and not meet the requirements as outlined in the Traditional Admissions Pathway, their eligibility to enter the Mature Student Pathway will be assessed by a member of the admissions team.

**Prerequisites:**

The applicant must submit proof that they will be 19 years of age or older, prior to the start of the preceptorship experience. The exact start date of the preceptorship experience varies year after year; however, applicants can anticipate this date to occur during the third week of April.

**Traditional Admissions Pathway:**

- Proof of Grade 12 Diploma or equivalent.
  - If the prospective students are currently in Grade 12, a letter from the school stating that they are a student in good standing, is required.
- Transcript of marks, with a grade of 65% or more, in three or more of the following course domains, at the Grades 11 or 12 level:
  - Science
  - English
  - Math
- Proof of a valid driver’s license or government issued I.D.
- Criminal Record Check with Vulnerable Sector Check, that is valid within the past 30 days.

- Immunization Record or Proof of Immunity to:
  - MMR (Measles, Mumps, Rubella)
  - Pertussis (Whooping Cough)
  - Tetanus
  - COVID-19\* (*Nova Scotia only*)
  - Diphtheria
  - Hepatitis B
  - Varicella
- Proof of two-step Tuberculosis (TB) screening
- Complete the Pre-Selection Package:
  - The Candidate Information Form
  - The Pre-Selection Self-Interview Questionnaire
  - The Interview with a Paramedic Form
  - The Professional Reference Form
- Payment of the \$100 application fee.

**Mature Student Pathway:**

A Mature Student is an applicant who:

- Is at least 21 years of age AND
- DOES NOT meet the admission requirements for direct acceptance via the traditional admissions pathway

The eligibility for Mature Students will be evaluated on a case-by-case basis, with the following taken into consideration:

- Work experience
- Panel interview results
- Comportment

Candidates pursuing the Mature Student Pathway to admission, must submit:

- Proof of High School graduation or GED
- Resume with Cover Letter
- Proof of a valid driver's license or government issued I.D.
- A Criminal Record Check with Vulnerable Sector Check, that is valid within the past 30 days.
- Immunization Record or Proof of Immunity to:
  - MMR (Measles, Mumps, Rubella)
  - Pertussis (Whooping Cough)
  - Tetanus
  - COVID-19\* (*Nova Scotia only*)
  - Diphtheria
  - Hepatitis B
  - Varicella
- Proof of two-step Tuberculosis (TB) screening

- Complete the Pre-Selection Package:
  - The Candidate Information Form
  - The Pre-Selection Self-Interview Questionnaire
  - The Interview with a Paramedic Form
  - The Professional Reference Form
- Payment of the \$100 application fee.

The Academy may issue an invitation to attend Selection, despite not receiving the prerequisites in full.

Cases where this is permitted will be:

- When an applicant is awaiting a final mark in a course or completing academic upgrading.
- When an applicant is awaiting a vaccination record or vaccine boosters.
- When an applicant is awaiting a Two-Step TB Test

All other prerequisite items must be received, prior to an invite being issued to attend selection.

Should the applicant achieve success in selection and be granted an acceptance, the offer will be conditional until the Academy receives all prerequisite items in full. The applicant will be provided with a deadline to submit the items. Should the applicant not submit the items by the established deadline, the offer will be revoked. Otherwise, applicants will be granted admission into the program, based on the process outlined in SOP: Selection Process.

### **Appeals:**

Should an applicant believe they have been unjustly denied admission due to an error or circumstances beyond their control, they may submit a written appeal to the Academy Director within 14 days of receiving the outcome of the selection process. After reviewing the appeal, the Academy Director will render a decision. This decision will be received by the applicant within 14 operational days. The decision is final and binding.

### **Program Cancellation:**

Should a minimum number of students not be admitted for an academic year, the Academy, at their discretion, may opt to cancel the program. In such cases, program personnel will notify each admitted student and refund any fees paid to date.

Students who had been admitted into the canceled program, will be presented the option to have their admission automatically transferred into the next available program date.



Policy No.: 2122-24.0	Policy Title: <b>Anti-Discrimination Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To ensure a learning environment free from discrimination and harassment, promoting equality and respect for all.

**Policy:**

A violation of the Anti-Discrimination Policy is a Level 2 or 3 violation. (As outlined in *Disciplinary Policy*)

OLS Academy is committed to ensuring that its learning environment promotes respectful and discrimination-free treatment of all students and staff. Any behavior determined to constitute discrimination will be viewed as neither complimentary nor humorous and will be subject to disciplinary action.

For the purposes of this policy, discrimination constitutes the differential treatment or undue attention paid to individual(s) based on:

- Race
- Family lineage
- Origin of birth
- Citizenship
- Religious beliefs
- Sex
- Sexual orientation
- Gender identity
- Disability

If a student believes that they have been a victim of discrimination, they should provide a detailed written complaint to the Academy Director as soon as possible after the incident(s). If it is determined that discrimination did occur, action will be taken in accordance with the circumstances involved.

Any administrator, faculty member, staff member or student determined by this investigation to be responsible for discrimination will be subject to appropriate disciplinary action, up to and including dismissal.



Policy No.: 2122-25.2	Policy Title: Appeals Policy
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To provide a fair and transparent process for students to appeal academic and administrative decisions.

**Policy:**

OLS Academy provides a fair and equitable opportunity for students to dispute decisions that affect academic progress and standing. A student will not be subject to any form of retaliation as a result of filing a complaint. The policy applies to all current students.

Students wishing to submit an appeal may do so in writing, to the Academy Director within 10 days from the date of the alleged grievance. Students will have the right to appeal decisions related to the following:

- Final grade
- Discipline (suspension or dismissal)
- Supplemental evaluations
- Accommodations

The onus is on the student to show that the original decision was not just and reasonable.

Note: The OLS Academy Appeals Policy does not include appeals of individual grades, tests or assigned work that are components of a final grade. For appeals relating to individual grades, tests, or assigned work, please see the Grade Appeal Policy.

**Procedure and Stages of Appeal:**

1. Informal Appeal: In an effort to resolve disagreements in a timely manner, student must first attempt to resolve concerns through an Informal Appeal process where they will meet with the OLS Academy faculty or staff member from which the appeal stemmed. If the issue cannot be resolved at this level, the student has the option to proceed to the next level of appeal, the Formal Appeal.
2. Formal Appeal: Students wishing to submit a formal appeal are encouraged to meet with the Academy Registrar for guidance in the process. In the Formal Appeal process, students will be asked to submit a signed document outlining the following:
  - a. Grounds for the appeal
  - b. All applicable dates
  - c. Names of all individuals involved
  - d. The results from the Informal Appeal
  - e. The student's desired outcome



The written formal appeal will be submitted to the Academy Registrar and the student will be provided with a timestamped receipt. The written appeal will be submitted to the Academy Director for review. The Academy Director will review the formal appeal submission and will meet with the student to discuss possible remedies to the situation. If the issue cannot be resolved at this level, the student has the option to proceed to the next level of appeal, the Appeals Committee.

3. **Committee Appeal:** Students wishing to bring their appeal before the Appeals Committee, the highest level of appeal, may do so if unsatisfied with decisions resulting from lower-level appeals.

The 3-member Appeals Committee will consist of the following members:

- Academy Registrar (Chairperson)
- Instructor from a department other than the Academy
- Student representative

An Appeals Committee hearing will be scheduled so that students may present their arguments and evidence for appeal. If the student so chooses, they may, as a measure of added support, be accompanied by a student representative other than the student representative sitting on the Appeals Committee. The Appeals Committee will consider all evidence presented, vote on the matter, and render a decision that will be final and binding.

Note: Students who, at the end of OLS Academy's appeal process, are unsatisfied with the outcome, may submit a subsequent appeal through the Government of New Brunswick's Student Appeal Process as provided for in The New Brunswick Education Act. (<https://www2.gnb.ca/content/dam/gnb/Departments/ed/pdf/K12/UsersGuideForTheAppealProcess.pdf>)

### **Timelines:**

OLS Academy will work to ensure that all appeals are addressed and given due care and attention in a timely manner. To that end, the following timelines will be adhered to with respect to the review and decision rendering for each stage:

1. Informal Appeal: 5 business days
2. Formal Appeal: 5 business days
3. Committee Appeal: 5 business days

Pending the outcome of an appeal, where no suspension or dismissal from the program has taken place, and there is no risk to the safety of faculty, staff, or students or expected obstruction to Academy operations, a student may continue with full participation in program work and activities while the appeal is pending.

A student with an active appeal, where a suspension or dismissal from the program has taken place, is not permitted to continue with full participation in program work and activities until the appeal is resolved.

Students will have a period of 7 days following an outcome for each stage of appeal, to submit an appeal to the next stage of appeal, as outlined above.



Policy No.: 2122-26.2	Policy Title: <b>Grading Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To establish a consistent and fair grading system that accurately reflects student performance and achievements.

**Policy:**

In an effort to ensure objective and fair grading practices, OLS Academy has created a standardized grading practice. This Grading Policy explains and defines student grades.

Final grades for each course are expressed as a numerical (percentage) value. The passing grade for all courses that are not a pass/fail (i.e., ambulance preceptorship), will be **70%**. All final grades are submitted to the Registrar who will issue grade reports. Grades are not released to students whose tuition or other fees due to OLS Academy are in arrears.

**Supplemental:**

A student may be given an opportunity to improve a failing grade through an examination rewrite, practical scenario retest, or extension of the ambulance preceptorship or clinical phase.

- Examination rewrite: Each student will be granted a total of 3 examination rewrites per term. Students receiving a failing grade on a written evaluation, may opt to use 1 of the 3 rewrites to improve the undesired results.  
(\*Note: The 3 rewrites are a maximum total for the term. Students will not have 3 rewrites per course)
  - Should a passing grade be achieved on the rewrite, the student will be awarded a 70% for that evaluation
  - Should the student fail the second attempt, the higher of the two grades will be taken as the grade for that examination.
  
- Practical scenario testing: Summative scenario evaluations are graded as **pass or fail**. Students receiving a failing grade on a practical examination will be granted a single opportunity to retest following feedback and/or remedial education from the examiners (see SOP: Summative Practical Evaluation).
  - Should a passing grade be achieved on the retest, the student will be awarded a pass for the examination.
  - Should the student fail the second attempt, the student will be awarded a failure for the examination

- Ambulance preceptorship/clinical practicum completion: The student is deemed to have successfully completed the ambulance preceptorship and clinical practicums once all of the following have occurred:
  - The student has completed an appropriate number of attendance hours
  - The student has successfully attained signoffs for all of the required competencies in the appropriate performance environment or higher.
  - The preceptor has no outstanding concerns with the student's ability to perform adequately in the appropriate performance environment.

Supplemental opportunities are awarded at the discretion of the faculty. Students may appeal the decision to not grant supplemental opportunities via the Appeal process.

### **Grading Procedures:**

Final course grades are submitted by the faculty to the Registrar electronically and are then issued in an electronic format to the student. Hard copies of grades will be made available to the students upon request. A student who receives a failing final grade in a course will be notified within one (1) working day of receipt of final grades by the Registrar.

It is the student's responsibility to discuss any discrepancy regarding final marks with the course instructor immediately upon receipt of the marks. If the student and instructor are not able to resolve the disputed course grade, the student may appeal the grade as outlined in the Grade Appeal Policy.

### **Term Progression:**

Each component of each term of study must be successfully completed in order for the student to progress to the next.

### **Graduation Requirements:**

Students must successfully complete all didactic, practical, preceptorship, and clinical practicum components of the program to graduate.



Policy No.: 2122-27.1	Policy Title: Needs Assessment & Remediation Policy
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To identify student needs and provide appropriate remediation to support in the practical and Term 3 environments.

**Policy:**

In the spirit of being proactive in the support of student needs in the practical, and Term 3 environments, a process (*SOP Needs Assessment / Remediation*) has been developed to help students experiencing challenges as it relates to program standards. OLS Academy has developed this Remedial Needs Assessment Policy to guide this process and its use.

Students will participate in formative evaluations regularly throughout the year and summative evaluations at predetermined intervals during the program. These evaluations will occur in the class, in the lab, during the ambulance preceptorship, and the clinical practicum. It is following any one of these evaluations or following a string of evaluations where a potential gap in a student’s skills or knowledge has been identified, that a needs assessment and subsequent remediation plan may be triggered.

Coaching:

At any time during a student’s formative education or following a formative or summative evaluation, a minor gap or “teachable moment” may be identified. At the discretion of the evaluator, verbal coaching on correct performance may serve in the interest of the student’s success more than a more comprehensive intervention such as the creation of needs assessment and subsequent remedial education plan.

Triggers:

A needs assessment and/or the creation of a remedial education plan may be triggered following an academic review, as a result of identified areas for improvement during a summative evaluation or following the completion of more than 2 formative feedback forms.

### Formative Feedback Forms:

Formative Feedback Forms are completed and reviewed with students when a student has performed in a manner that is not consistent with expectations for that phase of the program and not consistent with the general performance level of the class as a whole. Faculty regularly review student records and when more than 2 formative feedback forms for the same issue have been filed, a meeting is scheduled with the student to discuss potential causes and subsequent action plans (See SOP Needs Assessment / Remediation)

### Identified Gaps in Knowledge or Skills Proficiency:

- Focal Remediation: Gaps in a student’s performance or knowledge may be specific and singular in focus. In these cases, a focal remediation plan will be offered. The focal remediation plan will concentrate the remedial training specifically on a particular skill subject. A generalized needs assessment is not warranted in these cases.
- Global Remediation: When a student shows signs of multiple gaps in knowledge and/or displays difficulty in integrating or performing multiple skills and techniques, a global remediation may be required. In these cases, it is difficult to know what gaps have been discovered vs. what gaps have gone undetected to date. For that reason, students showing multiple areas of substandard performance will participate in a “Global Assessment.”
  - Global Assessment: A global assessment will involve evaluating the student on a broad range of knowledge, skill, and skills integration parameters. The global assessment may consist of, but not be limited to, the following:
    - Written medication knowledge evaluation
    - Skills stations
    - Simulated practical scenarios
    - Tabletop discussions



Policy No.: 2122-28.1	Policy Title: <b>Student Evaluation Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To outline the methods and criteria for evaluating student performance throughout the program.

**Policy:**

In an effort to ensure objective and fair evaluation practices (see *SOP: Evaluation Procedures*), OLS Academy has created standardized evaluation practices. This Student Evaluation Policy outlines student and faculty rights and responsibilities as they relate to student evaluation processes.

Students will participate in formative evaluations regularly throughout the year and summative evaluations at predetermined intervals during the program.

Formative Evaluations:

Students will participate in formative evaluations during each course. The goal of formative evaluations is to aid the instructor in assessing student learning progress without risk or penalty to the student. Further, utilizing regular formative evaluations affords the instructor an opportunity to provide ongoing feedback regarding the students’ strengths and weaknesses. The expectation is that this regular feedback will help students identify areas for improvement, realize what is working and subsequently focus their efforts in such a manner that will promote overall success.

Formative evaluations are low stakes, meaning that they have no point value. Formative evaluations will include, but not be limited to the following:

- Question and answer sessions
- Practice skills stations
- Gym and Jiu Jitsu physical challenges
- Practical scenario (excluding end of term practical scenario evaluations)
- Driving practice challenges
- First Responder evaluations
- Preceptorship Mid-point Evaluation

### Summative Evaluations:

Students will participate in summative evaluations during most courses. The goal of summative evaluations is to evaluate student learning at the end of an instructional period. The student will be asked to demonstrate, through written (oral when necessitated by a disability) and practical performances, that they have achieved a predetermined standard or benchmark for that phase and environment in the program.

Summative evaluations are high stakes, meaning that they have a point value that will stand alone or be combined with other summative evaluations to form an overall grade or pass/fail status for that course. Summative evaluations will include, but not be limited to the following:

- Written tests
- Written midterm exams
- Final projects
- Final exams (all inclusive)
- Final practical scenario exams
- Preceptorship Final Evaluation

### Student Rights:

OLS Academy recognizes the importance of an impartial and objective process for evaluating student learning. It is an OLS Academy imperative that students are provided equal and fair opportunity to demonstrate their progress in learning, overall grasp of the subject matter and proficiency with the use and integration of skills. OLS Academy further recognizes that students will enjoy the following rights:

- Students will be made aware of each course's method(s) of summative evaluation.
- Students will be given a course lesson delivery schedule that will outline the dates and weights of all summative evaluations.
- Summative evaluations will have sufficient weight to be meaningful for success in a course.
- Students will be evaluated utilizing instruments which demonstrate students' attainment of objectives.
- All evaluations will be designed and ordered in such a way as to facilitate achievement of course objectives.
- Students will participate in formative and summative evaluations and receive regular constructive feedback about the quality of their performance.
- Upon enrollment, students will receive access to the electronic version of the OLS Academy Policy Manual which will, in the Academic Integrity policy, clearly outline violations to said policy.

The general nature of the evaluations will be provided in the materials given to students at the outset of the program. Students will receive more specific details from the program at the beginning of the term in which the assessment takes place.

### Absence:

Students may, from time to time, be faced with an unavoidable absence from class. OLS Academy faculty and management understand that this can happen. For that reason, students have been granted 5 forgivable absences per course. Provided the student has not exceeded the maximum allowable number of absences (5 per course), the missed Summative Evaluations will be rescheduled at the earliest possible moment.

### Remedial Training:

Findings from the above-mentioned evaluations may result in the identification of opportunities for improvement. Some of those instances may simply require support and coaching. However, some instances may require remedial training to help the student get back on track (See: Needs Assessment & Remediation Policy & SOP: Needs Assessment / Remediation)





Policy No.: 2122-29.0	Policy Title: <b>Dispute Resolution Policy</b>
Effective Date: August 2021	Latest Review Date: July 2024

**Purpose:**

To provide students with a fair and reasonable process to resolve disputes and conflicts.

**Policy:**

OLS Academy recognizes that, when individuals work in close proximity to one another on a regular basis, the likelihood of disputes and conflicts occurring increases. The OLS Academy Dispute Resolution Policy provides the students with an opportunity to resolve disputes in a fair and reasonable manner.

Complaints must be in writing and signed by the complainant. A complaint must be filed with within seven (7) calendar days of the occurrence of the incident or from the date upon which the student became aware of the issue. This is to provide the student and the Academy the opportunity to respond to the issue in a timely manner.

OLS Academy encourages students to discuss issues with a staff member as early as possible to stave off the risk of a situation becoming worse. Should the concern require further investigation and involvement, the staff member will escalate the issue to the Academy Director. The Academy Director will investigate the student's concern and meet with the student to seek a resolution.

**Resolution Process**

Upon becoming aware of a concern or an objection held by a student, an Academy staff member will encourage an informal resolution. If a student has a concern about another student, the program, workload, or any other classroom related matter, the staff member should encourage the student to meet with the appropriate course instructor. If the matter cannot be resolved, the student is directed to the Academy Director where a formal objection may be filed.

If the concern involves an instructor, the Academy, the facilities, financial matters, an Academy employee, health related matters, or a concern of a serious nature and a formal complaint is warranted, the student should meet directly with the Academy Director. The Academy Director will meet with the student, discuss the student's concern, and record the concern and the student's desired resolution using an OLS Academy Incident / Action Report Form.

An OLS Academy Incident / Action Report Form will be completed and signed by both the student and the Academy Director as a means of documenting the conversation, concerns, agreements,

and/or action to be taken, if any. The OLS Academy Incident / Action Report Form will be filed in the student's administrative file.

If the Academy Director and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Academy Director will follow up to ensure the resolution plan satisfactorily resolves the concern.

Complaints directly involving the Academy Director, will result in the complaint being investigated by an Academy owner.

If the student is not satisfied with the Academy's decision after the review process, he or she can file a complaint with the Post-secondary Training & Labour department of the New Brunswick government (email: [dpetlinfo@gnb.ca](mailto:dpetlinfo@gnb.ca), ph.#: (506) 453-2597).



Policy No.: 2122-30.0	Policy Title: <b>Violence Prevention Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To ensure a safe and secure learning environment by preventing and addressing violence and threats.

**Policy:**

A violation of the Violence Prevention Policy is a Level 2 or 3 violation. (As outlined in *Disciplinary Policy*)

OLS Academy is committed to ensuring that its learning environment is safe and violence-free. As such, through this policy, Academy faculty and staff have taken steps to ensure students may learn and thrive in such an environment. All members of the OLS Academy team share the responsibility for creating and sustaining an environment that is free from Violence.

For the purposes of this policy, violence includes, but is not limited to, the following:

- Using force with the intent to cause harm
  - physical attacks (fighting)
  - hitting
  - pushing
  - use of a weapon
- Statements or actions which are intended to intimidate, threaten, or cause fear of harm whether expressed or implied
- Statements made verbally or written that communicate an expressed or implied threat of physical or mental harm

Detection and/or Reporting:

All incidences of suspected or witnessed violence must be reported immediately upon detection. The following are the reporting requirements for individuals or groups that become aware of or have strong suspicion that violence has occurred or is imminent.

- Any person aware of imminent danger or personal injury or violence involving weapons or actual violence should call 911 immediately.

- Any person who is witness to violence must report the incident to an Academy faculty or staff member.
- OLS Academy faculty and staff are expected to report any threat or act of violence that they have witnessed, received, or been informed of, to the Academy Director.
- Employees who commit a violent act or threaten to commit a violent act may be subject to disciplinary action, criminal prosecution and/or civil prosecution as appropriate.

Reporting can be done via the OLS Academy Incident / Action Reporting Form or by verbal report to Academy faculty or staff. Incident / Action Reporting Forms will be submitted to the Academy Registrar.



Policy No.: 2122-31.1	Policy Title: <b>Resource Ratios Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To maintain appropriate student-to-instructor ratios to ensure effective learning and safety.

**Policy:**

Quality is a key focus in OLS Academy’s Primary Care Paramedic program. To that end, OLS Academy is committed to keeping our intake numbers low enough to support appropriate instructor to student ratios and appropriate access to equipment. Students will be training in several different environments and as such, these ratios will vary.

Note: Instructor to student ratios may change slightly based on enrollment numbers but will not exceed the following in the environments below.

- In-class didactic instruction.....1:24
- In-lab practical instruction.....1:8
- Clinical practicum.....1:1
- Ambulance preceptorship.....1:1
- In-gym physical fitness training.....1:12
- In-gym self-defense training.....1:24

**Didactic Class:**

For didactic classes, each student will have an office chair and share a 6-foot, 2-person table with one other student. The instructor to student ratio will not exceed **1:24**

**Practical Lab Instruction:**

For practical lab instruction, the class of 24 students will be divided into 4 groups of 6 students (see SOP: Lab Coordination). 2 groups of 6 students will be attending a physical training session while the remaining 2 groups of 6 students will attend the scheduled practical lab sessions. Lab groups (Gym & Lab) will switch at midday. This division maintains the instructor to student ratio in the lab at **1:6**.

As per “SOP: Student Supervision”:

1. Direct supervision of students occurs during all lab sessions. Should students not actively be participating in the lab activity, they will be required to observe, take notes, and participate in the debriefing.

2. Indirect supervision will occur during Lab Skills classes, as the member of faculty will be actively monitoring student skills practice in a skill station environment. During these times, students will:
  - a. Be permitted to practice skills not requiring the use of sharps:
    - i. Examples of sharps include but are not limited to:
      1. Needles
      2. Blunt Catheters
      3. IV Catheters
  - b. Be permitted to practice skills and non-invasive diagnostics that are being covered during the lab skills session:
    - i. Faculty will ensure, that should a safety concern exist regarding the use of a particular piece of equipment or supply, that students do not practice unless under the direct supervision of the faculty member.
  - c. Be permitted to practice the skill on a manikin or teaching aid.
3. Under no circumstance will a student use a sharp, unless being supervised directly by a member of the faculty.

Equipment: (See OLS Academy Equipment List):

Lab lesson delivery plans take into consideration the number of students and organize the activities, scenarios, and lessons, such that, at no time is a student's progression through the lesson being retarded by another student's use of equipment. (e.g., While student #1 (lead Paramedic during scenario) and student #2 (support Paramedic during scenario) conduct assessments and manage patients appropriately for the phase in the program, students #3, 4, 5, & 6 will participate in various roles (simulated patient, First Responders, bystanders, peer reviewers, etc.) as required. All students will participate in the scenario debrief and once complete, the roles will be shuffled, and a new scenario started.

### **In-Gym Physical Training:**

While 2 groups of 6 students are participating in the Lab, the remaining 2 groups of 6 students will be working in the gym on physical strength and coordination. With the morning and afternoon blocks divided into 4 equal timeslots, the instructor to student ratio in the gym is maintained at **1:6**.

### Gym Equipment:

Resistance training workouts in the gym are tailored so that the gym equipment can easily accommodate 3 groups of 2 students working out in pairs at the various stations.

### **Self-Defense Training:**

For self-defense training, students will attend together as a class. The format and space of the program easily accommodates 24 students. The class is led by 1 instructor and 1 assistant instructor. This brings the instructor to student ratio to 1:12.

### **Ambulance Preceptorship:**

As per NOCP guidelines, the ambulance preceptorship will see each student placed with 1 designated preceptor per 2-person land ambulance crew. This environment offers an instructor to student ratio of **1:1**.

As per “SOP: Student Supervision”:

1. Students will be assigned a preceptor for the ambulance preceptorship environment.
2. These preceptors will be assigned to the student following the procedure outlined in SOP: Clinical & Preceptorship Placement.
3. As is outlined in the applicable Learning Agreements, stakeholders will ensure a preceptor is provided that meets the requirements of the Academy.
  - a. Preceptor requirements are outlined in: SOP: Clinical & Preceptorship Placement - Section 3(8).
4. During their ambulance preceptorship, students will remain under the direct supervision of their preceptor while performing all assessments, diagnostics, and interventions.
5. Indirect supervision of a particular competency may occur in these environments once proficiency has been demonstrated, though the preceptor must be able to provide immediate support and intervene as required.

### Equipment:

All equipment necessary for students to perform appropriately in this environment is provided by the ambulance service provider.

### **Clinical Practicum:**

During the clinical practicum portion of the program, each student will be placed with 1 preceptor. This environment offers an instructor to student ratio of **1:1**.

As per “SOP: Student Supervision”:

1. Students will be assigned a preceptor for the clinical practicum environment.
2. These preceptors will be assigned to the student following the procedure outlined in SOP: Clinical & Preceptorship Placement.
3. As is outlined in the applicable Learning Agreements, stakeholders will ensure a preceptor is provided that meets the requirements of the Academy.
  - a. Preceptor requirements are outlined in: SOP: Clinical & Preceptorship Placement - Section 3(8).
4. During their clinical practicum, students will remain under the direct supervision of their preceptor while performing all assessments, diagnostics, and interventions.
5. Indirect supervision of a particular competency may occur in these environments once proficiency has been demonstrated, though the preceptor must be able to provide immediate support and intervene as required.

Equipment:

All equipment necessary for students to perform appropriately in this environment is provided by the clinical placement site.

**Patient Partner Experience Days:**

During times spent assisting at long-term care facilities or meeting with patient partners at OLS Academy, more than 1 student may be supervised by a single preceptor but the number of students being supervised at one time will not exceed 12.

Equipment:

Any equipment used for assessments will be affixed to stations through which students will rotate.





Policy No.: 2122-32.0	Policy Title: <b>Patient Partners Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To outline the guidelines for the involvement of patient partners in the educational process.

**Policy:**

OLS Academy partners with individuals and organizations to learn from past and potential future patients and hopefully gain the necessary knowledge to help guide a continual quality improvement mechanism for the delivery of Paramedic care and ambulance services.

OLS Academy’s relationships with patient partners are an important and valued component of the students’ training. It is through these relationships that we can gain insights toward the betterment of the services we wish to provide to our communities from the individuals who have or are more likely to benefit from those services being patient centric.

**Roles:**

Patient Partners help shape the OLS Academy program and drive continuous quality improvement by offering the following:

- Thoughts on areas of improvement based on past experience
- Conversation to help our students break the ice and develop cross-generational communication skills
- Opportunities for students to hone assessment skills
- The patient’s perspective as it relates to personal priorities in an emergency
  - Paramedic skills proficiency
  - Emotional support
  - Physical comfort
  - Etc.

**Environments:**

Patient Partners will provide this service in multiple potential environments which will include, but not be limited to, the following:

- Nursing Home (Conversation, advice, physical assessment, and history taking)
- OLS Academy classroom (Conversation, advice, physical assessment, and history taking)
- Program Advisory Committee (Program input from a community member’s perspective)

## **Orientation:**

It is important that our patient partners are properly orientated to their roles if we hope to maximize the exposure students will have to the thoughts, experiences and advice from these valued members of our community. To that end, OLS Academy endeavors to ensure that our patient partners are well-informed and adequately orientated to their role in the environment in which they will be asked to participate.

### Nursing Home Patients:

These nursing home patient partners will play a passive role in OLS Academy's continual quality improvement process. Students will be eligible for signoffs by an OLS Academy faculty member only during this experience. Nursing home staff are hosts only in this environment and may provide guidance from their perspective but will not be able to signoff student competencies. Following consent, they will be interviewed by Paramedic students, have their vital signs assessed and provide any additional feedback they feel is warranted.

Nursing home staff will be asked to brief patients on their role as a patient partner. The briefing will provide an overview of expectations. Patient partners will be asked to answer questions as openly as they are comfortable doing so, allow non-invasive assessment and provide advice as desired. The purpose of the overview is to raise interest and potentially gain new partners. This briefing will be followed up with a more in-depth orientation provided by the student at the time of the interview and include the following (See the Patient Partner Orientation Checklist):

1. The Paramedic student will introduce themselves to the patient partner and ask for consent. Provided consent is granted, the student will then ask the patient partner to sign a consent form.
2. The student will explain the objectives (Conversation, advice, physical assessment, and history taking) of the encounter to the patient partner and ask if there are any questions.
3. The student will then ask the patient partner if they would be willing to share their first-hand positive and/or negative experiences with Paramedic care, provide suggestions to improve the delivery of Paramedic care, and have their vital signs (e.g., blood pressure, pulse, breathing, lung sounds etc.) assessed by the student.
4. Once the student has completed the objectives, he/she will be encouraged to make general conversation with other patient partners.

### Patient Partner Visitors:

Similar to the patient partners at the nursing home, patient partner visitors will fulfill their role as patient partner while visiting at OLS Academy. These patient partners will be invited members of the families of students, faculty and Academy staff. These patient partners will also play a passive role in OLS Academy's continual quality improvement process by helping our students practice assessment, history taking, and communication skills as well as by providing valuable feedback. Students will be eligible for signoffs by an OLS Academy faculty member during this experience. Following consent, they will be interviewed by Paramedic students, have their vital signs assessed and provide any additional feedback they feel is warranted.

The Patient Partner Visitors will receive an orientation that explains that their expected role is to answer questions as openly as they are comfortable doing so, allow non-invasive assessment and provide advice as desired. They will be explained the following structure (See the Patient Partner Orientation Checklist):

1. The Paramedic student will introduce themselves to the patient partner and ask for consent. Provided consent is granted, the student will then ask the patient partner to sign a consent form.
2. The student will explain the objectives (Conversation, advice, physical assessment, and history taking) of the encounter to the patient partner and ask if there are any questions.
3. The student will then ask the patient partner if they would be willing to share their first-hand positive and/or negative experiences with Paramedic care, provide suggestions to improve the delivery of Paramedic care, and have their vital signs (e.g., blood pressure, pulse, breathing, lung sounds etc.) assessed by the student.
4. Once the student has completed the objectives, he/she will be encouraged to make general conversation with other patient partners.

#### Program Advisory Committee Members:

Community members, who have had previous experience with Paramedic care, will take a more active role in OLS Academy's continual quality improvement process by sitting on the Program Advisory Committee. Their committee role will be to offer their personal past experiences with Paramedic care and offer insights and suggestions for service improvement based on their patient perspective.

Upon consent, patient partners will receive an overview of the OLS Academy Primary Care Paramedic (PCP) program and their role that will include, but not be limited, to the following:

#### Program:

- Duration of program
- Current cohort size and projected future cohort sizes
- Program phase breakdown
- Overview of PCP scope of practice.
- Program Advisory Committee policy
- A tour of the facility and introduction to staff

#### Program Advisory Committee Role:

- Committee mandate
- Membership make up
- Membership commitment, engagement, and expectations
- Meeting structure
- Duration of term
- Explanation of role

Patient Partner Orientation Checklist

Item	Description	Complete?
Patient Partner Consent	Consent to participate as a Patient Partner has been received, prior to the activity. <i>See: Patient Partner Consent Form</i>	[    ]
Learning Objectives	Applicable learning objectives have been reviewed with the Patient Partner, prior to the activity.	[    ]
Overview of the Activity	The Patient Partner has been provided an overview of the activity. Depending on the activity, the patient partner may: <ul style="list-style-type: none"> <li>• Be asked to provide students with their first-hand positive and/or negative experiences with Paramedic care.</li> <li>• Provide students with suggestions to improve the delivery of Paramedic care.</li> <li>• Have their vitals obtained by the students.</li> </ul>	[    ]
Confirmation of Understanding	Faculty has confirmed the Patient Partner understands their role in the upcoming activity.	[    ]



<b>Policy No.:</b> 2122-33.2	<b>Policy Title:</b> Meeting Policy
<b>Effective Date:</b> July 2022	<b>Latest Review Date:</b> July 2024

**Purpose:**

To establish guidelines for the conduct and scheduling of meetings within OLS Academy.

**Policy:**

OLS Academy prides itself on working with faculty, staff, preceptors, students, and other stakeholders (e.g., patient partners) as a team to forward our common goal of training competent and conscientious Paramedics. Communication is essential to the success of any team initiative and as such, OLS Academy believes in regular face-to-face meetings when possible and phone or video chat conversations when face-to-face meetings are not an available option. These meetings will differ in duration and focus depending on their environment and purpose. OLS Academy is committed to employing the following meeting formats on a regular basis and on an as needed basis.

Morning Huddle:

- Timing: Every morning prior to the start of class
- Duration: 5 – 15 minutes
- Format: Face-to-face
- Attendees: Program instructors
- Purpose: This meeting serves the following purposes
  - Brief on the prior day’s events and overall and individual student progress or concerns
  - Recalibrate to ensure that lessons are aligned for proper sequencing and consistency in the lab
  - Bring forward any immediate equipment or stock concerns

Note: The morning huddle is a means to facilitate communication among instructors and therefore minutes are not recorded for these meetings

Pre-lab Briefing and Safety Meeting:

- Timing: Prior to the beginning of each lab session
- Duration: 5 – 15 minutes
- Format: Face-to-face
- Attendees: Program Faculty and Lab Facilitators
- Purpose: This meeting serves the following purposes

- Brief on day plan
- Discussion on potential safety concerns and required safeguards
- Brief on student progress or concerns as it relates to the day's lab plan
- Bring forward any immediate equipment or stock concerns

Note: The morning huddle is a means to facilitate communication among instructors and therefore minutes are not recorded for these meetings

#### Biweekly Student Satisfaction Meeting:

- Timing: Every other Wednesday during lunch hour
- Duration: 30 – 45 minutes
- Format: Face-to-face
- Attendees: Program instructors, Program administration, 4 student reps (rotating)
- Purpose: This meeting serves the following purposes
  - Provide student reps with information (announcements, feedback, concerns, etc.) to be disseminated to the class
  - Provide students to offer feedback about the program, express concerns, & offer suggestions for improvement

#### Quarterly Quality Assurance Meeting:

- Timing: Middle of every third month.
- Duration: As long as necessary
- Format: Face-to-face
- Attendees: Program instructors, Program administration
- Purpose: This meeting serves the following purposes
  - Provide Faculty with information (announcements, feedback, concerns, etc.)
  - Provide faculty with an opportunity to offer feedback about the program, express concerns, & offer suggestions for improvement
  - Discuss new issues of concern
  - Discuss individual student and class progress
  - Highlight any observed negative trends that may warrant the completion of a Formative Feedback form for 1 or more students

#### Ad Hoc Meeting:

- Timing: As the need arises
- Duration: As long as necessary
- Format: Face-to-face (when possible, otherwise by phone)
- Attendees: Contributors necessary to fulfill the meeting purpose
- Purpose: This meeting is called on an as needed basis and serves the following purposes:
  - Discuss an issue or issues that have arisen and that are in need of timely attention
  - Highlight any observed negative trends that may warrant the completion of a Formative Feedback form for 1 or more students

### Ambulance Preceptor Check-ins:

- Timing: Every ¼ of the Ambulance Preceptorship
- Duration: As long as necessary
- Format: Based on Preceptor convenience (Phone, email, or in-person)
- Attendees: Program Manager (or designate), Preceptor, and student (when appropriate)
- Purpose: This meeting serves to closely monitor each student's progress, identify any challenges and coordinate appropriate action when necessary to help the student remain on target for successful completion of the ambulance preceptorship phase of the program.

### Ambulance Preceptorship Midterm and End of Phase Progress Reports:

- Timing: Midway and at the end of the preceptorship phase of the program
- Duration: 20 - 30 minutes
- Format: Face-to-face or virtual
- Attendees: Program Manager (or designate), Student, and Preceptor
- Purpose: This meeting, with the help and feedback of the preceptor, serves to determine if the student is on track to be successful at the end of the phase (Midterm) and to assess whether the student has met the requirements for successful completion of the phase or if supplemental time is needed.

### Clinical Practicum Midterm and End of Phase Progress Reports:

- Timing: Midway and at the end of the clinical practicum phase of the program
- Duration: 15 – 20 minutes
- Format: Face-to-face or virtual
- Attendees: Program Manager (or designate) and student
- Purpose: This meeting is to receive feedback from clinical staff regarding the overall strength of the cohort of students in the clinical environment as well as to address any concerns about any individual student's performance or behavior



Policy No.: 2122-34.1	Policy Title: <b>Professional Development Policy</b>
Effective Date: July 2022	Latest Review Date: July 2024

**Purpose:**

To promote the ongoing professional development of faculty and staff to enhance the quality of education.

**Policy:**

OLS Academy strives to provide our students with the best education possible. To that end, we understand that our faculty is a critical aspect of that endeavor. That is why OLS Academy promotes a working environment where our faculty are encouraged to be life-long learners.

In addition to fostering this environment, OLS Academy provides faculty two annual professional development sessions. Attendance in these sessions is mandatory and faculty members are remunerated for each session, at their normal rate of pay.

These sessions are a minimum standard imposed on faculty. In addition to these sessions, faculty will not reasonably be denied a leave with pay, to attend other professional development activities.

These activities may include but are not limited to:

- Short Medical Courses (Advanced Cardiac Life Support, Pediatric Advanced Life Support)
- Instructor Education (Simulation Based Educator, Adult Education Certification)
- Fitness & Wellness Courses (As hosted by Fitness New Brunswick)

Approval of a leave with pay to attend these activities, will be at the discretion of the Academy Director or designate.



<b>Policy No.:</b> 2324-1.0	<b>Policy Title:</b> <b>Boundaries in Professional Relationships</b>
<b>Effective Date:</b> October 2023	<b>Latest Review Date:</b> July 2024

**Purpose:**

The purpose of the *Boundaries in Professional Relationships* policy is to define and highlight the professional boundaries that must be maintained in relationships between OLS Academy students and OLS Academy representatives, health authority representatives, and/or ambulance service representatives. Relationships that fall outside these boundaries will be deemed as inappropriate.

**Policy:**

A violation of the *Boundaries in Professional Relationships* policy is a Level 2 violation (as outlined in the *Disciplinary Policy*).

OLS Academy’s *Boundaries in Professional Relationships* policy is intended to help maintain a working and learning environment that is free from sexual, amorous, dating, and/or romantic relationships between Academy representatives, health authority representatives, ambulance service representatives and Academy students. Romantic and sexual relationships between a person in a position of authority and a student raise issues of exploitation and conflict of interest. It is therefore OLS Academy’s belief that these types of relationships are not conducive to a productive, professional, and integrous working and learning environment and as such are in violation of this policy.

OLS Academy recognizes that the perception of a relationship’s appropriateness is a subjective judgement. The *Boundaries in Professional Relationships* policy serves to guide OLS Academy’s management team in making such a judgement as well as to provide Academy representatives and students with a code of conduct and standards for behavior when establishing and maintaining professional relationships while operating under the OLS Academy banner.

**Definitions:**

- An *Academy Representative* will include any person who serves as an authority figure in any of the following roles/capacities:
  - Management team member
  - Academy employee
  - Didactic instructor (contracted or otherwise)
  - Lab instructor (contracted or otherwise)
  - Ambulance preceptor
  - Clinical preceptor
  - Fitness instructor

- A Health Authority Representative will include any person who is actively employed and fulfills his/her employment obligations at the location where the OLS Academy student is completing his/her clinical preceptorship term.
- An Ambulance Service Representative will include any person who is actively employed with and/or under the direction of the ambulance service provider. This will include but not be limited to the following:
  - Paramedics & EMTs
  - Fleet employees
  - Administration & managerial staff
- An OLS Academy Student will include any person who is enrolled in an OLS Academy program and who has not yet graduated from the program.
- For the purposes of this policy, an Inappropriate Relationship is a personal relationship involving individuals who mutually and consensually understand their relationship to be romantic and/or sexual in nature.

### **Prohibited Conduct:**

Conduct that is outside of the boundaries of professional relationships will be considered prohibited regardless of whether the conduct occurs on or off school property, during or outside of school hours. Prohibited conduct will include but not be limited by the following:

- Engaging in any romantic or sexual relationships including dating, flirting, sexual contact, inappropriate physical displays of affection, or sexually suggestive comments between OLS Academy representatives, health authority representatives, ambulance service representatives, and OLS Academy students.
- Fostering, encouraging, or participating in emotionally or socially intimate relationships through verbal or non-verbal communication.
- Initiating or continuing communications for reasons unrelated to any direct educational purpose, including oral or written communication, telephone calls, electronic communication such as texting, instant messaging, email, chat rooms, or other social networking sites.
- Socializing with students outside of instructional time

OLS Academy is committed to ensuring that Academy representatives and students are able to work and learn in an environment that is productive, professional, and integrous.

### OLS Academy's Commitment to the Student:

- Any and all reports of suspected or witnessed violations of the Boundaries in Professional Relationships policy will be taken seriously and an investigation will be launched immediately.
- Reports will be accepted and remain anonymous where possible.
- Any Academy representative found in violation of this policy will be disciplined swiftly and justly.

- If, following an investigation, an Academy representative is found to be in violation of the Boundaries in Professional Relationships policy, all necessary precautions will be put in place to remove all undue influence held by the Academy representative over the student named in the violation.
- All Academy representatives are required to submit a report, to the Academy Director, that outlines any suspected or observed instances where a student and another Academy representative, a health authority representative, or an ambulance service representative have engaged or continue to engage in a personal relationship that falls outside the boundaries set forth in this policy.
- Any student found in violation of this policy will be disciplined swiftly and justly.

Students' Commitment to OLS Academy:

- All Academy students are required to submit a report, to the Academy Director, that outlines any suspected or observed instances whereby a student and another Academy representative, a health authority representative, or an ambulance service representative have engaged or continue to engage in a personal relationship that falls outside the boundaries set forth in this policy.
- All Academy students are required to submit a report, to the Academy Director, that outlines any instances whereby an Academy representative, a health authority representative, or an ambulance service representative has made improper and/or unwanted advances toward an Academy student with the intention to engage in a personal relationship that falls outside the boundaries set forth in this policy.



Policy No.: 2425-1.0	Policy Title: <b>Student Exiting Policy</b>
Effective Date: July 2024	Latest Review Date: July 2024

**Purpose:**

The purpose of this policy is to establish clear guidelines and procedures for the exiting of students from the OLS Academy Primary Care Paramedicine program, due to academic performance(s) or behavioral occurrence(s).

**Policy:**

1. Academic Exit Criteria:

A student can be exited from the program for failing to demonstrate satisfactory progress towards achieving the program’s competencies and learning outcomes. This includes, but is not limited to:

- Failing to achieve the minimum passing grade in required courses, as outlined in the *Grading Policy*.

2. Behavioral Exit Criteria:

A student may be exited from the program for violating behavioral standards. This includes, but is not limited to:

- Repeated or severe violations of the *Disciplinary Policy*.

3. Notification:

The student will be notified of their dismissal from the program in writing from the Academy Director.

4. Appeals:

Should the student wish to appeal this decision, they will be directed to follow the procedure as outlined in the *Appeals Policy*.

<b>Policy No.:</b> 2425-3.0	<b>Policy Title:</b> <b>Tuition Payment Policy</b>
<b>Effective Date:</b> July 2024	<b>Latest Review Date:</b> July 2024

**Purpose:**

The purpose of this policy is to establish guidelines for the timely payment of tuition and other fees, and to outline the consequences for students who fail to meet these financial obligations.

**Policy:**1. Payment Deadlines:

- All tuition and fees are due by the dates specified in the *Confirmation of Enrolment* document provided to students upon enrollment and available from the Registrar's Office.
- Payment deadlines for each term are as follows:
  - Start of Term 1
  - Start of Term 2

2. Consequences of Non-Payment:

## 2.1. Non-Release of Marks:

- Students who have not paid their tuition and fees in full by the due date will not have their marks released.
- Final grades for courses will be withheld, until all outstanding balances are paid in full.

## 2.2. Inability to Progress to the Next Term:

- Students who have not paid their tuition and fees in full by the due date, will not be permitted to register for or attend classes in the subsequent term.
- Students will not be allowed to participate in any program activities, including offsite tours, the Clinical Practicum, and Ambulance Preceptorship experiences, until all outstanding balances are paid in full.

3. Notification and Communication:

## 3.1. Initial Notification:

- The Registrar's Office will send an initial notice to students with outstanding balances at least one month prior to the end of each term.

### 3.2. Final Notice:

- The Registrar's Office will send a final notice to students with outstanding balances one week prior to the end of each term, informing them of the consequences of non-payment, as per this policy.

### 4. Payment Plans and Financial Assistance:

4.1. Students experiencing financial difficulties are encouraged to contact the Registrar's Office as soon as possible to discuss potential payment plans or financial assistance options:

- Payment plans must be approved by the Registrar and must be in place before the payment due date, to avoid the consequences outlined in this policy.



Policy No.: 2425-4.0	Policy Title: <b>Equipment Use and Abuse Policy</b>
Effective Date: August 2024	Latest Review Date: August 2024

A violation of the Equipment Use and Abuse Policy is a Level 1 or 2 violation. (As outlined in Disciplinary Policy)

**Purpose:**

The purpose of this policy is to ensure the proper use and care of equipment provided by OLS Academy and to outline the consequences for students who abuse or misuse this equipment.

**Policy:**

1. Proper Use of Equipment:

- Students are expected to use all equipment provided by OLS Academy responsibly and in accordance with the instructions and training provided.
- Equipment includes, but is not limited to, medical instruments, simulation tools, personal protective equipment (PPE), and any other items issued by the Academy for educational purposes.

2. Reporting Damaged or Malfunctioning Equipment:

- Students must immediately report any damage or malfunctioning of equipment to a member of Faculty, as soon as possible.
- Failure to report damaged or malfunctioning equipment in a timely manner, may result in disciplinary action.

3. Prohibited Actions:

Students are prohibited from:

- Deliberately damaging or defacing equipment.
- Using equipment in a manner inconsistent with its intended use.
- Removing equipment from the premises without proper authorization.

4. Consequences of Equipment Abuse and Misuse:

4.1. Disciplinary Action:

- Any student found to have abused or misused equipment will be subject to disciplinary action as outlined in the *Disciplinary Policy*.

#### 4.2. Financial Responsibility:

- Students can be held financially responsible for the repair or replacement of damaged equipment, resulting from their misuse or abuse.

#### 5. Procedure for Addressing Equipment Abuse and Misuse:

##### 5.1. Incident Reporting:

- Incidents of equipment abuse must be reported to a member of Faculty immediately.

##### 5.2. Investigation:

- The Academy Director will investigate the incident, including interviewing relevant parties and reviewing any available evidence.

##### 5.3. Decision and Notification:

- Based on the findings of the investigation, the Academy Director will decide on appropriate next steps, including but not limited to disciplinary action, and notify the student in writing.





Policy No.: 2425-5.0	Policy Title: <b>Cleaning Policy</b>
Effective Date: August 2024	Latest Review Date: August 2024

**Purpose:**

The purpose of this policy is to establish guidelines for the cleaning responsibilities of OLS Academy Student Paramedics and to outline the enforcement measures for non-compliance. This policy also serves to empower the Student Coordinators to assign, supervise, and enforce cleaning duties.

**Policy:**

1. Cleaning Responsibilities:

1.1. All students are required to participate in daily cleaning tasks as outlined on the *Cleaning Schedule*.

1.2. Cleaning tasks include, but are not limited to:

- Sweeping, mopping, and soaking mop-heads
- Changing, replacing, and disposing of garbage
- Restocking and tagging response kits

2. Role of Student Coordinators:

2.1. Student Coordinators are responsible for supervising the cleaning duties of their assigned groups.

2.2. Student Coordinators have the authority to assign tasks, ensure compliance, and report any non-compliance to the Program Manager.

3. Consequences of Non-Compliance:

3.1. First Offense:

- A verbal warning will be issued to the student in non-compliance by the Student Coordinator.

3.2. Second Offense:

- A written warning will be issued by the Program Manager and placed in the student's file.

### 3.3. Third Offense:

- The student will be referred to the Academy Director for disciplinary action, as outlined in the *Disciplinary Policy*.

### 3.4. Severe or Repeated Non-Compliance:

- Severe or repeated non-compliance may result in further disciplinary actions, including but not limited to probation or dismissal from the program, as outlined in the *Disciplinary Policy* and *Student Exiting Policy*.

## 4. Procedure for Addressing Non-Compliance:

### 4.1. Incident Reporting:

- Student Coordinators must first issue a verbal warning to the student in non-compliance.
- Should ongoing non-compliance continue, Student Coordinators must report the incident of non-compliance to the Program Manager.

### 4.2. Investigation:

- If appropriate, the Program Manager (or designate) will investigate the incident, including interviewing relevant parties and reviewing any available evidence.

### 4.3. Decision and Notification:

- Based on the findings of the investigation, the Program Manager will decide on the appropriate next steps and notify the student in writing:
  - This can include escalation for review by the Academy Director.



Policy No.: 2425-6.0	Policy Title: <b>Academic Probation Policy</b>
Effective Date: October 2024	Latest Review Date: October 2024

**Purpose:**

To outline the criteria and procedures for allowing qualifying students to progress from the first term to the second term of the OLS Academy Primary Care Paramedic (PCP) Program despite not meeting the standard passing criteria.

**Scope:**

This policy applies to all students enrolled in the OLS Academy Paramedic Program who do not achieve a minimum passing grade of **70% in each course** during the first term.

**Policy:**

Students may be granted the option to progress to the second term of the program under academic probation if they meet the following criteria:

**Eligibility Criteria** (All criteria must be met for eligibility to be granted):

1. Course Failure Limit: The student may have failed only one course during the first term.
2. Minimum Grade Requirement: The failing grade for the course must not be below **60%**.
3. Voluntary Request: The student must voluntarily request to exercise the academic probation option. No student will be coerced into choosing this pathway by any member of the program team.
4. Acknowledgment of Understanding: The student must sign an acknowledgment confirming their understanding that no further accommodations will be provided once the academic probation option has been exercised.
5. They are fully aware of the implications of this decision.
6. Midpoint Performance Requirement: The student must maintain a passing grade (minimum of **70% in each course**) by the midpoint of the second term to remain in the program.
7. Disclaimer of Responsibility: The program accepts no responsibility for any negative outcomes resulting from this option, including potential failure to meet academic standards.
8. Finality of Grades: The student must agree that any failing midterm or final grade received in the second term is final and cannot be appealed. No further pathways will exist for progression to the third and final term of the program.

**Procedure:**

1. Request Submission: Students wishing to opt for this pathway must submit a formal request to the Academy Director within one week of receiving their final grades for the first term. Academic Probation Request Forms are available at the Registrar's office upon request.
2. Acknowledgment Form: Upon submission, the student will be provided with an acknowledgment form that outlines the conditions of the academic probation. This form must be signed and returned to the Academy Director before progression to the second term.
3. Monitoring Progress: The academic performance of students on probation will be monitored closely. Those who do not meet the midpoint requirement will be withdrawn from the program.