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## **COURSE OVERVIEW**

*PCP-105 Operations* will be delivered in the classroom setting using an interactive, student-centered blend of lecture and group discussion formats. In *Operations* we will introduce students to industry standard operational procedures. The student will receive a generic representation of industry-accepted practices for safely operating an ambulance, managing mass casualty incidents, managing terrorist threats and attacks, participating in rescue operations, managing hazardous materials incidents, and working in and around crime scenes.

Specific topics include orientation to land ambulance and associated equipment, emergency vehicle operations, ambulance staffing and deployment models, medical incident command systems, terrorism and weapons of mass destruction, general rescue scene procedures, hazardous materials incident response, and crime scene awareness.

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## **MEETING TIMES & INSTRUCTIONAL METHODS**

In-class sessions (virtual when warranted)

Lecture/Group Discussion:                      Tuesdays                                      08:30 – 10:00

Total hours:    23

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## **REQUIRED MATERIALS, PREREQUISITES, & COREQUISITES**

### **Textbook**

Caroline, N. (2021). *Emergency Care in the Streets, Canadian Edition 8<sup>th</sup> edition*. Burlington, MA, Jones and Bartlett Learning.

### **Class Materials**

Students will be expected to come to class prepared to take notes and complete in-class activities. Instructors may also specify the use of mobile phones and laptops for some activities.

**Supplemental materials to be posted on the private members' area of the Omni Life Support website.** Materials related to *PCP-105* (such as in-class presentations and assignments) will be available for student access on this website. Academy faculty does not authorize the posting of *PCP-105* materials on other sites. Each student is responsible for their own learning. This includes staying current with postings on the Omni Life Support website.



**OLS  
Academy**

**Primary Care Paramedicine 2024-25**  
**Term 1 | Block 1 & 2**  
**PCP-105 Operations**  
OLS Academy  
Course Outline

**Prerequisites:**

None

**Corequisites:**

PCP-101, PCP-107, PCP-112, PCP-113, PCP-114, PCP-116,  
PCP-117, PCP-119, & PCP-11PT

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## **INSTRUCTOR(S)**

**Instructor:** Chelsea Greene, PCP

E-mail: [chelsea.greene@omnilifesupport.com](mailto:chelsea.greene@omnilifesupport.com)

Voice: (506) 830-4277

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## **LEARNING OUTCOMES**

Upon successful completion of this course, it is expected that students will have gained sufficient knowledge and skill to safely perform Primary Care Paramedic duties in environments of varying degrees of risk to health and safety. By the end of the course, the student will be able to:

- Locate ambulance equipment and perform a pre-shift ambulance readiness check
- Describe various ambulance types and deployment models
- Function effectively as a responding paramedic within an incident command situation
- Explain the structure of a mass casualty incident response
- Identify terrorist acts and potential risks from chemical agents, biological agents, and radiological devices
- Describe the roles that paramedics may play in a rescue operation
- Utilize resources to identify hazardous materials and determine an appropriate response
- Describe the risks and proper procedures associated with dangerous/violent environments and crime scenes



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## INTENDED LEARNING OBJECTIVES

Learning objectives for *PCP-105 Operations* are guided by the *National Occupational Competency Profiles (NOCP)* for paramedics. Each objective, indicated by the prefix “O”, is linked to the corresponding *NOCP* sub-competency with the matching alpha-numerical code (e.g., O1.1.a is the learning objective tied to sub-competency 1.1.a of the *NOCP* for paramedics). As per the *NOCP* guidelines for paramedics, to succeed in this course, you must demonstrate competence in the following areas:

| <b>Learning Objectives</b> | <b>Embedded Knowledge and Skills</b>  |
|----------------------------|---|
| <b>O1.7.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"><li>○ <b>1.7.a.1 - Describe</b> criminal law as it applies to paramedic practice.</li><li>○ <b>1.7.a.2 - Describe</b> common characteristics of real or potential crime scenes.</li><li>○ <b>1.7.a.3 - Describe</b> the role of the paramedic in the management of real or potential crime scenes</li><li>○ <b>1.7.a.4 - Manage</b> patients in real or potential crime scenes.</li><li>○ <b>1.7.a.5 - Adapt</b> scene management, to the specific needs of a crime scene.</li><li>○ <b>1.7.a.6 - Identify</b> the potential roles of a paramedic, in a specialized law enforcement team.</li><li>○ <b>1.7.a.7 - Describe</b> the benefits of accurate note taking, in real or potential crime scenes.</li><li>○ <b>1.7.a.8 - Maintain</b> notes appropriate to real or potential crime scenes.</li><li>○ <b>1.7.a.9 - Describe</b> the requirements of legal testimony.</li></ul> |
| <b>O1.7.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"><li>○ <b>1.7.b.1 - Describe</b> the ethical and legal requirements for reporting real or suspected situations of abuse, from ethical and legal perspectives.</li><li>○ <b>1.7.b.2 - Comply</b> with reporting requirements.</li><li>○ <b>1.7.b.3 - Adapt</b> care and scene management, to fulfill reporting requirements.</li></ul>   |



| <b>Learning Objectives</b> | <b>Embedded Knowledge and Skills</b>   |
|----------------------------|--|
| <b>O3.2.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.2.c.1 - Describe</b> situations where emergency evacuation may be required.</li> <li>○ <b>3.2.c.2 - Describe</b> emergency lifting and moving techniques.</li> <li>○ <b>3.2.c.3 - Distinguish</b> alternative techniques and conditions for use.</li> <li>○ <b>3.2.c.4 - Demonstrate</b> emergency lifting and moving techniques.</li> </ul>  |
| <b>O3.3.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.a.1 - Define</b> “scene safety.”</li> <li>○ <b>3.3.a.2 - Describe</b> factors contributing to scene safety.</li> <li>○ <b>3.3.a.3 - Apply</b> techniques for assessing scene safety.</li> <li>○ <b>3.3.a.4 - Integrate</b> techniques for the assessment of scene safety.</li> </ul>  |
| <b>O3.3.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.b.1 - List</b> potential occupational hazards.</li> <li>○ <b>3.3.b.2 - Describe</b> ways to manage occupational hazards.</li> <li>○ <b>3.3.b.3 - Adapt</b> to occupational hazards.</li> </ul>  |
| <b>O3.3.e</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.e.1 - Describe</b> applicable legislation and regulations as they relate to the Workplace Hazardous Materials Information System.</li> </ul>  |
| <b>O3.3.f</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.f.1 - Describe</b> common routes for transmission of disease and infection.</li> <li>○ <b>3.3.f.2 - Define</b> “infection control precautions”.</li> <li>○ <b>3.3.f.3 - Apply</b> infection control precautions.</li> <li>○ <b>3.3.f.4 - Describe</b> the appropriate procedures for the disposal of sharps and contaminated supplies.</li> <li>○ <b>3.3.f.5 - Describe</b> personal protective equipment utilized in practice.</li> <li>○ <b>3.3.f.6 - Integrate</b> infection control precautions and safe handling procedures.</li> <li>○ <b>3.3.f.7 - Demonstrate</b> proper use of personal protective equipment.</li> </ul> |



| <b>Learning Objectives</b> | <b>Embedded Knowledge and Skills</b>  |
|----------------------------|---|
| <b>O3.3.g</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.g.1 - List</b> equipment and supplies required to clean / disinfect equipment.</li> <li>○ <b>3.3.g.2 - Describe</b> techniques to clean and disinfect equipment.</li> <li>○ <b>3.3.g.3 - Demonstrate</b> correct equipment cleaning and disinfecting techniques.</li> </ul>  |
| <b>O3.3.h</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>3.3.h.1 - List</b> equipment and supplies required to clean and disinfect work environment.</li> <li>○ <b>3.3.h.2 - Describe</b> methods to clean and disinfect work environment.</li> <li>○ <b>3.3.h.3 - Demonstrate</b> correct cleaning and disinfecting techniques.</li> </ul>   |
| <b>O4.1.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>4.1.a.1 - Discuss</b> triage and identify circumstances under which triage is required.</li> <li>○ <b>4.1.a.2 - Evaluate</b> a triage system.</li> <li>○ <b>4.1.a.3 - Apply</b> the equipment and materials used to sort patients.</li> <li>○ <b>4.1.a.4 - Perform</b> targeted patient assessment based on a triage system.</li> <li>○ <b>4.1.a.5 - Communicate</b> with other responders.</li> <li>○ <b>4.1.a.6 - Adapt</b> triage decision-making processes.</li> </ul> |
| <b>O4.1.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>4.1.b.1 - Distinguish</b> between the EMS practitioner roles involved when managing a multiple patient incident.</li> <li>○ <b>4.1.b.2 - Describe</b> the principal responsibilities of each role during a multiple patient incident.</li> </ul>   |
| <b>O4.1.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>4.1.c.1 - Apply</b> management principles to a multiple patient incident.</li> <li>○ <b>4.1.c.2 - Modify</b> procedures, to meet the needs of a specific incident.</li> </ul>  |
| <b>O7.1.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.1.a.1 - Identify</b> components of a maintenance check.</li> <li>○ <b>7.1.a.2 - Perform</b> a maintenance check.</li> <li>○ <b>7.1.a.3 - Perform</b> a safety check.</li> </ul>  |



| <b>Learning Objectives</b> | <b>Embedded Knowledge and Skills</b>  |
|----------------------------|---|
| <b>O7.1.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.1.b.1 - List</b> the conditions that require removal of a vehicle from service.</li> </ul>   |
| <b>O7.1.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.1.c.1 - Explain</b> the purpose of all vehicle equipment</li> <li>○ <b>7.1.c.2 - Explain</b> the purpose of all vehicle devices.</li> <li>○ <b>7.1.c.3 - Operate</b> vehicle equipment correctly.</li> <li>○ <b>7.1.c.4 - Operate</b> all vehicle devices correctly.</li> </ul>  |
| <b>O7.2.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.2.a.1 - Describe</b> principles of defensive driving.</li> <li>○ <b>7.2.a.2 - Apply</b> techniques of defensive driving.</li> </ul>  |
| <b>O7.2.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.2.b.1 - Distinguish</b> between driving characteristics of an ambulance and a passenger vehicle.</li> <li>○ <b>7.2.b.2 - Distinguish</b> between emergency driving and driving under normal conditions.</li> <li>○ <b>7.2.b.3 - Apply</b> appropriate driving techniques.</li> <li>○ <b>7.2.b.4 - Describe</b> relevant legislative requirements regarding the operation of an emergency vehicle.</li> <li>○ <b>7.2.b.5 - Discuss</b> potential reactions from other drivers.</li> </ul> |
| <b>O7.2.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.2.c.1 - Describe</b> driving techniques for maximizing the safety of the working environment.</li> </ul>   |
| <b>O7.3.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.3.a.1 - List</b> the required elements of a safe landing zone.</li> <li>○ <b>7.3.a.2 - Describe</b> procedure to create a safe landing zone.</li> </ul>  |
| <b>O7.3.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.3.b.1 - Describe</b> the technique for safely approaching a rotary wing aircraft.</li> </ul>   |
| <b>O7.3.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.3.c.1 - Describe</b> the technique for safely approaching a fixed wing aircraft.</li> </ul>  |
| <b>O7.4.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.4.a.1 - Identify</b> the unique patient care principles for air medical transport.</li> <li>○ <b>7.4.a.2 - Describe</b> the preparation of patient for air medical transport.</li> </ul>   |



| <b>Learning Objectives</b> | <b>Embedded Knowledge and Skills</b>   |
|----------------------------|--|
| <b>O7.4.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>7.4.b.1 - List</b> the environmental factors and stresses experienced in flight.</li> <li>○ <b>7.4.b.2 - Describe</b> how environmental factors and stresses may affect air medical patients.</li> <li>○ <b>7.4.b.3 - Modify</b> techniques of care during flight.</li> </ul>   |
| <b>O8.2.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.2.a.1 - List</b> community emergency response agencies.</li> <li>○ <b>8.2.a.2 - Describe</b> the roles of and relationship to other emergency response agencies.</li> <li>○ <b>8.2.a.3 - Discuss</b> mutual assistance and tiered-response.</li> <li>○ <b>8.2.a.4 - Value</b> collaborative work with other emergency response agencies.</li> <li>○ <b>8.2.a.5 - Perform</b> collaborative work with other emergency response agencies</li> </ul> |
| <b>O8.2.b</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.2.b.1 - Identify</b> a variety of Incident Management Systems.</li> <li>○ <b>8.2.b.2 - Describe</b> the principles of an IMS.</li> <li>○ <b>8.2.b.3 - Explain</b> the various participant roles in an IMS.</li> <li>○ <b>8.2.b.4 - Apply</b> an IMS structure to an incident.</li> </ul>  |
| <b>O8.3.a</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.3.a.1 - List</b> common CBRNE agents.</li> <li>○ <b>8.3.a.2 - Discuss</b> signs and symptoms due to agent exposure.</li> <li>○ <b>8.3.a.3 - Identify</b> potential dissemination devices.</li> </ul>  |
| <b>O8.3.c</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.3.c.1 - Describe</b> how to safely perform CBRNE scene size up.</li> <li>○ <b>8.3.c.2 - Describe</b> agent / hazard avoidance techniques</li> <li>○ <b>8.3.c.3 - Describe</b> how to define and establish inner and outer perimeters.</li> </ul>  |
| <b>O8.3.d</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.3.d.1 - Describe</b> the principles of triage specific to a CBRNE incident.</li> <li>○ <b>8.3.d.2 - Control</b> contaminated casualties.</li> </ul>   |
| <b>O8.3.e</b>              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.3.e.1 - Conduct</b> emergency decontamination procedures</li> <li>○ <b>8.3.e.2 - Assist</b> with the decontamination process.</li> </ul>  |



| Learning Objectives | Embedded Knowledge and Skills   |
|---------------------|---|
| O8.3.f              | By the end of the course, the student will be able to: <ul style="list-style-type: none"> <li>○ <b>8.3.f.1 - Discuss</b> directed first-aid and explain when its use is appropriate.</li> <li>○ <b>8.3.f.2 - List</b> chemical countermeasures.</li> <li>○ <b>8.3.f.3 - Identify</b> precautions to be taken when transporting patients.</li> <li>○ <b>8.3.f.4 - Identify</b> possible support requirements by hospitals.</li> <li>○ <b>8.3.f.5 - Recognize</b> psychological impact of CBRNE incidents on the community resources and first responders.</li> </ul> |

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## GRADING

Students will be evaluated through written examination & class participation. A minimum of **70%** must be attained to receive a passing grade for *PCP-105 Operations*.

|                  |     |
|------------------|-----|
| Class Engagement | 10% |
| Test             | 20% |
| Midterm Test     | 30% |
| Final Exam       | 40% |

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## EXPECTATIONS & TIPS FOR SUCCESS

**Academic Standards and Workload:** Appropriate professional tone is expected on all student submissions and examinations. This is to help build strong professional practice skills.

A typical PCP course should require 1-2 hours per week of out-of-class work. This time may vary depending on how quickly you read and comprehend assigned course materials.

**Classroom Protocol:** 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. This includes turning off cell phones and other distractors during lectures unless permission has been granted by the instructor.

Tardiness is strongly discouraged as it is in the paramedic workplace. If for some reason





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you arrive late, please wait and enter the class during the break.

Unless otherwise notified by the class instructor, attendance of all classes is mandatory. Absences will be dealt with on a case-by-case basis.

**Deadlines and Late Penalties:** Course deliverables submitted after the due date will be assigned a grade of zero (0). This penalty may be waived at the discretion of the instructor in the event of extraordinary or special circumstances (with supporting verification/documentation).

**Engagement Points:** A student's engagement will be graded out of 100 (representing 10% of the overall course mark). Students will be evaluated on their attendance and participation in every class. Each class will be worth an equal portion of the total 100 points. (See: *Engagement Rubric* in the Resource Folder.)

**Absence Due to Special Circumstances or Illness:** Let Ms. Greene know in advance if you need to be away due to special circumstances. If the event conflicts with class examinations, verification of the reason for absence will be required.

**Academic Integrity:** To maintain a culture of academic integrity, members of the OLS Academy community are expected to promote honesty, trust, fairness, respect and responsibility.

**Communication Methods:** Most communications regarding *PCP-105* will be done during class sessions. Special announcements will be posted on the OLS Academy website. Emails sent to students will be sent from [academy@omnilifesupport.com](mailto:academy@omnilifesupport.com). Students can email the instructor at [chelsea.greene@omnilifesupport.com](mailto:chelsea.greene@omnilifesupport.com).

*This outline is subject to change at the discretion of academy administrators.*