

Institution #: 03876

Effective date: January 1, 2025

Revision date: February 19, 2025

Introduction

Columbia Paramedic Academy training programs are undertaken by students wishing to pursue a career in paramedicine. Students are required to undertake part of their training in the field. This is a high stress industry where workers may be exposed to critical incidents which can potentially affect their mental and/or physical health. The Academy has resources to support students who find themselves in a critical incident, either in the classroom or in the field.

It is critical that students and staff follow these procedures. Some individuals in training may be employed as paramedics and may be tempted to intervene. However processes must be followed as outlined below in order to ensure the well being of all parties involved.

Policy and Process

If a critical incident occurs in the classroom:

- 1. Call 9-1-1 if an emergency, or 8-1-1 if not an emergency.**
 - If in doubt, call 9-1-1 as they will triage the patient over the phone and can divert the call to 8-1-1 if more appropriate.
 - Students should not bypass the 9-1-1 system by calling a dispatch center directly, even if they are a BCEHS employee. The patient needs to be initially assessed using the MPDS system, and that is only guaranteed to occur if the call routes through 9-1-1.
- 2. Immediately notify the Lead Instructor, or in their absence the most senior instructor present at that time.**
 - This person will be responsible for managing the scene and providing patient care.
- 3. The Lead Instructor (or their alternate) will advise on what, if anything, students can do to help.**
 - Too many hands can introduce confusion and delays. If the Lead Instructor does not require further help, step away from the situation.
 - Students should not take it upon themselves to place additional calls to BCEHS/9-1-1 with updates as this may cause confusion.
- 4. The Lead Instructor (or their alternate) will advise management of the incident as soon as practicably possible.**

In addition to the steps listed above, please note the following points:

- 1. Students in the classrooms are not permitted to provide care in the classroom.**
 - Many students do not yet hold a license. For those that do, there is no medical direction enabling the use of that license in this setting. The Academy's Medical Director provides oversight of curriculum and program delivery only. The role has not been asked to provide oversight for the delivery of paramedic care.
 - Instructors may be able to provide care at the direction of 9-1-1 staff.

2. **Nobody (student or staff) is permitted to use Columbia Paramedic Academy resources to provide care.**
- Equipment is not sterile, nor is it maintained to the same level that would be required of an EHS. It is meant to be used only for teaching and training, not for delivering care. This makes it unsafe to use.
 - Medications are not safe for patient use. Training uses a combination of expired and placebo medications, and while some stock (ex. saline bags) may not be expired, it is not stored in a manner consistent with manufacturer policies (ex. Limiting temperature, exposure to light, etc.) and cannot be used for medical care.

If a critical incident occurs in the field (ie. during precepting):

1. Students are to seek treatment or assessment for any immediate medical needs as may be required.
2. Students are to contact the Paramedic Preceptor Line at 1.866.611.6844 as soon as practicably possible to report the incident and access additional resources as may be required.
 - This line is monitored 24/7 by Academy staff
 - The Academy will set up a referral to the BCEHS CISM program

Other critical incidents:

If students require any additional CISM support, they are to contact either their lead instructor or another trusted instructor or manager. That individual is to report it to a Manager as soon as practicably possible for additional referrals. The Academy's Medical Director is trained to deliver CISM support and will work with the individual student as required.

Other Related Policies

- Respectful and Fair Treatment of Students Policy
- Student Code of Conduct