

Reading Emergency Unit Regional Education Academy



Student Handbook 2016-217

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INTRODUCTION

Purpose

The policies of Reading Emergency Unit Regional Education Academy (REA) are intended to help provide a safe, professional, and educational experience for all students. It is of utmost importance for each employee and/or student to understand and follow these policies in order to create the most effective learning environment. Situations may arise which are not specifically outlined in the policies and they will be guided by best judgment, best practices, and professional ethics. Such decisions will maintain the integrity of the REA and will support students and employees alike.

Mission

The mission of the REA is to provide a high quality, challenging, and dynamic education in the areas of prehospital medicine. Dedicated instructors will create rich, diverse, and multifaceted educational experiences to promote academic excellence and success to all students.

Vision Statement

The REA will assist all learners in obtaining success by:

- Providing a learning environment which uses a team approach
- Providing a high quality, balanced curriculum in all areas of study available
- Catering to all abilities and learning styles
- Encouraging independence and confidence
- Promoting curiosity and enthusiasm
- Promoting logical and creative thinking simultaneously
- Providing stimulating and challenging educational experiences

Goals

The REA will prepare students working on various certification and/or licensure levels with the knowledge, skills, and behaviors needed for entry level positions in the field of prehospital medicine. The REA will assist students in reaching these goals through various lecture, practical, and critical thinking activities required in each course. Students will work in each of the three (3) areas (knowledge, skills, and behaviors) so they become competent individuals within their field of practice.

PROGRAM INFORMATION

License & Accreditation

Reading Emergency Unit Regional Education Academy is a licensed proprietary school with the State of Michigan. All programs offered have received prior approval by the State of Michigan and are within the standards set forth by federal and state governing laws.

Curriculum & Clinical Standards

The emergency medical curriculum and clinicals offered through the REA meet or exceed National Curriculum Standards as set forth by the State of Michigan, United States Department of Transportation, and the National Highway Traffic Safety Administration. Other emergency service areas use curriculums that meet or exceed current standards in each field of study. Each certification and/or licensure level holds specific classroom and/or clinical time requirements. See the Education Coordinator or a current course offerings brochure for more information on time commitments. Current edition materials for all courses offered are utilized to maximize student success and preparedness for licensure examination.

Program Effectiveness

Program effectiveness for licensure classes will be determined by the pass/fail rates in class and on National Registry and/or State examinations. The number of times a student needs to take an exam before becoming licensed will also be used when this information is available. This information will assist the REA in determining strengths and weaknesses in programs offered and will allow changes to be made where needed.

Program effectiveness for continuing education classes will be obtained through verbal feedback and written course evaluations obtained from participants. This information will assist the REA in determining strengths and weaknesses in programs offered as well as areas in which the EMS community would like to receive more training.

*Educational objectives established by the State of Michigan and National Registry will be followed in each EMS course.

ADMISSIONS

Admissions Policy

Admission to Medical First Responder and Basic EMT is open to individuals who possess a high school diploma or GED and are at least 18 years of age. Consideration may be made to individuals who are still in high school if they are in good standing with their school and will turn 18 years of age prior to completion of the program. Admission to the Advanced EMT program requires the student to hold a current EMT-Basic license. Admission to the Paramedic program requires a student has completed all of the following: hold a current Basic or Advanced EMT license, pass entrance testing (including written, oral, and practical skills tests), and participate in an interview. There is currently no fee for applying for admissions to the REA.

* Credit for previous education will be assessed on an individual basis and approval is at the discretion of the Education Coordinator. Guidelines set forth by the State of Michigan will be utilized to make a decision.

The REA does not discriminate in the admission or education of students on the basis of race, religion, color, gender, sexual orientation, disability, age, marital status, or national origin; additionally, in the state of Michigan, height or weight.

Enrollment Prerequisites

Individuals applying for enrollment to any program at the REA must provide the following before acceptance can be granted:

- Criminal history background check
- Current drug screen
- Documentation of up-to-date immunizations
- Documentation of Hepatitis-B vaccination (minimally the first inoculation or waiver of refusal)
- Current negative TB test
- Physical exam with back screening
- Current American Heart Healthcare Provider CPR card

(Physical agility will be proven by passing a physical exam which includes a back screen.)

Each student will be required to utilize the internet and to provide certain personal equipment for each level of training. Since each level may require a different set of supplies, the student will need to read each course syllabus or see the Education Coordinator to obtain a current list. This may also include the cost of any non-primary text books which the student may elect to purchase on their own.

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*Please note if you have been convicted of certain misdemeanors or felonies your application for admissions and/or processing of your application may be denied. Furthermore, such convictions may also impact your ability to participate in clinicals, state examinations, and/or to become licensed.

**All costs associated with obtaining vaccinations, medical testing, drug testing, and/or equipment for class and clinical rotations is the sole responsibility of the student.*

Continuing Education:

Acceptance for enrollment in Continuing Education (CE) courses will be granted to any licensed individual wishing to obtain credits for their renewal. All CE's will have been approved by the State of Michigan prior to the courses being offered. Refer to the current posted academic calendar and/or brochures for available lecture and practical topics and course dates.

Enrollment

Each course will have an established deadline for enrollment. Individuals must have their application for admissions approved, all placement tests completed, and all prerequisite documents submitted and reviewed by the Education Coordinator prior to enrolling in a course.

Americans with Disabilities Act of 1990-Title III

The Reading Emergency Unit Regional Education Academy will provide opportunities for an emergency services education to qualified individuals (see Admissions Policy and Prerequisites) with disabilities without discrimination. The REA will make every effort to reasonably accommodate qualified individuals with disabilities who are applying and can perform the essential functions of the program. These accommodations will be made in accordance with ADA 1990-Title III.

Basic Skills Testing

Students will be assessed in the areas of reading comprehension, writing, and basic math prior to the start of all programs at the REA. Results obtained from placement testing will be used to determine proficiency levels in each area. Any student found to need remedial assistance may be directed to the local adult education resources available in the area (i.e. Hillsdale High School, Hillsdale College, or Jackson College.) Placement testing does not disqualify a student from courses at the REA, rather it provides the student and instructor with information to help meet the educational needs of each individual student.

The REA offers free tutoring and one-on-one support to all students. Students are responsible for utilizing the resources made available by the REA as they deem necessary. Course completion and passing state and/or national tests is exclusively the responsibility of each student.

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Time Commitments

The REA schedules several programs a year. General schedules are made available in the course catalog and any printed brochures. After enrollment into a program, a student will be provided with a detailed schedule of their course which will include specific class dates, times, and clinical schedule availability.

School Holidays:

Holidays are as follows: New Year's Eve, New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

Course Length:

Emergency Medical Responder.....105 Hours
EMT-Basic.....244 Hours
EMT-Specialist.....128 Hours
Paramedic.....1024 Hours

TUITION & FEES

Payment Plans

Tuition cost for each level of training will be determined at the time the approval for the class has been obtained. Costs may be determined by such variables as class size, location of class, and any changes in the requirements from the State of Michigan. (See the Education Coordinator or REA brochure for current tuition information.)

The REA offers payment plans for course tuition for an additional fee of \$100. All tuition and fees must be paid on or before the first day of class, unless financial arrangements have been made. Personal financing options may also be available through a financial institution of your choice. All financing must be set up and approved prior to the start of class.

Full Pay (100) Plan:

Prior to the start of class, the student pays 100% of the total cost.

Two Payment (50/50) Plan:

Prior to the start of class, the student pays 50% of the total cost with the remaining balance of 50% to be paid by the 4th week of class.

Three Payment (40/40/20) Plan:

Prior to the start of class, the student pays 40% of the total cost, makes a second payment of 40% of the total cost by the 4th week of class, and then pays the remaining 20% of the total cost by the 8th week of class or prior to the last day of class, whichever occurs first.

Monthly Payment Plan:

The student pays an equal monthly payment during their course. This is calculated by taking the total of all tuition and fees and dividing it by the length of the class in months. Courses less than 5 (five) months in length and/or less than \$500 in cost are not eligible for the monthly plan. Employees of Reading Emergency Unit may opt for a payroll deduction with the approval of Management and the Financial Department.

Any student failing to meet the obligations of their payment plan, **e.g. overdue payments of thirty (30) days or more**, will be dropped from the course(s). Reading Emergency Unit and the REA are under no obligation to provide a refund to the student and/or their employer. The REA does understand that undue circumstances can occur. It may be possible for the student to make arrangements with the REA to regain good standing of their financial obligation. Any student in such a situation is encouraged to meet with the Director of Education or the Education Coordinator as soon as possible. In the event a student is dropped from a course(s) for failure to meet the financial obligations, he or she will be notified in writing.

Refund Policy

All tuition and fees paid by an applicant shall be refunded if requested in writing within three (3) business days of signing a contract with the REA. At this time the student will be automatically withdrawn from the course(s).

If written notification is received no later than the third day of the class, the student dropping the class will receive 100% refund, minus a \$50 administrative fee.

Refunds will not be granted to students for the following reasons:

- a) After the third scheduled class day
- b) Failure to show for a pre-registered course
- c) Failure to meet his or her financial obligations to REA
- d) Dismissed or suspended from the REA for disciplinary reasons.

Should the REA have to cancel a scheduled course due to lack of enrollment or an unforeseen circumstance, there will be a full refund of all tuition and fees paid.

All refunds shall be returned within thirty (30) days.

RECORDS & GRADING POLICY

Grading & Course Completion

Students must achieve a minimum grade of 80% (B-) in order to pass the course. Students that do not pass the course are not eligible to take the National Registry examination. Students will be periodically informed of their current class grade, but are encouraged to ask their instructor and/or the Education Coordinator at any time for their current class standing. Completion of programs at the REA does not guarantee licensure; however, students will be provided with the licensure process and will be issued a Certificate of Completion.

Final Class Grade Calculation:

20%- Skill-based competency (“Practicals”)

40%- Tests & quizzes

20%- Other work (homework, class participation, case Studies, etc.)

20%- Final exam

Grading Scale:

4.0	95 - 100%
3.5	90 - 94%
3.0	85 - 89%
2.5	80 - 84% Certification of Completion issued

2.0	75 -79 % Certification of Completion not issued
1.5	70 -74%
1.0	65 - 69%
0.0	00 - 64%

Grade Appeal

Students have a right to a grade review for the purpose of correcting an inaccurate grade or appealing a grade s/he feels may be unjustified. An appeal may be used for any of the following:

1. The assignment of a grade to a particular student on some basis other than academic or measured behavioral performance of the course.
2. The assignment of a grade to a particular student by using more exacting or demanding standards than were applied to other students in the course.
3. The assignment of a grade by a substantial departure from the instructor’s previously announced or written standards.

Grades found to be in error may be changed by the Education Coordinator upon discovery and confirmation of the error. Please note, **under certain conditions such as those indicated above**, changes may need to be approved by the Appeals Committee.

To appeal a grade change, the following procedure is to be followed as reasonably as possible:

1. The student contacts the instructor and requests a review and an accounting of how the grade was determined. If the student is satisfied with the response, the procedure ends.
2. If the student is not satisfied with the instructor's response, s/he contacts the Director of Education. The Director of Education will proceed to review the grade by gathering all needed information from the student and the instructor.
3. If the Director of Education finds an error has occurred and the Education Coordinator is in agreement, the student's grade will be changed accordingly.
4. If the review does not result in a grade change and the student still wishes to appeal, the Director of Education will arrange for the Appeals Committee to meet. The Appeals Committee shall consist of impartial members, two (2) of which shall be instructors in a closely related discipline and knowledgeable of the requirements of the course and one (1) shall be a student. The Appeals Committee will independently and separately consider all information from the student and the instructor, including, but not limited to; the student's work in the course, performance requirements in determining whether the student's grade is in line with the normal course, and discipline and professional guidelines and standards. The Appeals Committee will then discuss their findings and vote.
5. If the Appeals Committee determines the grade to be fair and correct by a majority vote, the change will be denied. If the all procedures have been followed appropriately and no errors detected, the appeal process is complete and the grade will remain unchanged.
6. If the Appeals Committee finds by a majority vote that the grade is not fair and should be changed, its decision will be forwarded to the Education Coordinator, who will amend the grade. In order to prevent further violations, a process of changing the course requirements may be instituted.
7. Students utilizing the grade appeal process are prohibited from using the Grievance Process for the same occurrence.

Academic Probation

Students need to remain in good academic standing throughout the course. In order to remain in good standing, a minimum grade point average of 2.0 is required and course attendance requirements must be maintained. Students failing to maintain a grade of 2.0 or higher and/or have exceeded the allotted number of absences will be placed on academic probation. Once placed on academic probation, the student has 14 days from the grade report to bring his/her grade to 2.0 or higher. The student must then continue to maintain their grade point average at 2.0 or higher or risk dismissal from the program. Students on academic probation for excessive absences will be required to make up class time outside of

regular class hours at the convenience of the instructor and/or Education Coordinator. Students on academic probation due to excessive absences may not miss further days. Further occurrences will result in being dismissed from the program. Students dismissed from the program due to probationary reasons will not be granted a refund.

Students on academic probation will be required to meet with the Education Coordinator or Director of Education for academic counseling on a weekly basis and will include grade check-in, tutoring, and any needed remediation. Students are always encouraged to meet with the Education Coordinator for assistance at any time during their course to help maintain good academic standing.

Student Records

Student records will be maintained in a manner that protects the privacy of students according to the Family Educational Rights and Privacy Act of 1974 (FERPA). A waiver may be signed by the student and placed on file for authorization to release information to the person(s), school(s), and/or company designated by the student. Information will not be released for any reason without this form being completed and on file (see Appendix).

- The REA staff is expected to follow ethical education and information handling practices. No staff member may disclose confidential information unless a student has signed the *Student Release of Information* form. Disclosures can then only be made to the person(s) specified on the form and within the dates defined.
- A “student records file” shall be created and maintained for a minimum of five (5) years for all students enrolled in courses at the REA. Students may request a complete copy of their file by submitting a records request form (see Appendix.) A small fee may be charged for copies of records.
- Continuing Education CHITS records shall be kept on file for a period of no less than five (5) years. Individuals needing copies of CE’s may request copies by contacting the Education Coordinator. A small fee may be charged if requesting more than five (5) replacement copies of CHITS.

** Please note all originals of student CHITS are free and will be promulgated at the end of class, or mailed to students within two (2) business days of the continuing education class in which the credits were received.

STUDENT RESOURCES

Attendance & Make-Up Work Policy

Attendance is important to assist in successful completion of courses at the REA. Furthermore, there are mandated class hour requirements set forth by the State of Michigan which vary depending upon licensure level being obtained.

- Students must attend scheduled classes. It is the responsibility of the student to schedule any make-up time with his/her class instructor and/or the Education Coordinator. Due to specific state requirements, students will need to view their course syllabus for absenteeism guidelines.
- Students must contact the class instructor and/or the Education Coordinator in the event of an absence or arriving late. This may be done by phone, text (if available), or email.
- A student is considered tardy if s/he arrives 15 to 30 minutes late. A collection of three (3) events of tardiness will result in one absence.
- Students arriving 30 minutes late or later and/or leaving early will be marked absent for that date.
- Assignments must be turned in on time and must be complete. Acceptance of late work is at the discretion of the class instructor and/or Education Coordinator and is not typically granted except in extreme circumstances. Students may not use a class absence as an excuse for submitting late assignments. For scheduled and unscheduled absences students may turn work in early, send work in with another student, or email work to the course instructor or Education Coordinator.
- Tests, quizzes, and/or practical skills checks must be made up by the next class date.

Class Cancellations

In the event the REA closes due to inclement weather, it will be announced on radio stations 92.1, 102.5, and 98.5 as early as possible and if needed. The Education Coordinator may also choose to email, text, or call students in case of class cancellation. It is each student's responsibility to provide contact information and preference of contact to their instructor for notification purposes. If class has not been cancelled and you are unable to safely reach the REA, please contact the Education Coordinator or your instructor.

Clinical Time and Locations

All clinical hours and requirements meet or exceed the minimum requirements of the State of Michigan. The Education Coordinator will arrange all clinical schedules. Clinical experiences will be completed using the objectives and hours listed in each course syllabus. Special requirements of each section may be completed, if possible, within the number of hours indicated. The student will not be able to attend clinicals until he or she has received didactic and practical training of the skills to be used in the clinical

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setting. Locations may include Reading Emergency Unit, Inc., Hillsdale Community Health Center, Branch County Community Health Center, Allegiance Health Systems, Somerset Fire Department, Addison Fire Department, Morenci Fire Department, Wright-Waldron Twp. Fire Department, and Life Care Ambulance.

**Each student must provide their own pen light, stethoscope, and a watch with a second hand in order to participate in clinical training. A very limited number of these items may be available for loan from the REA. Please contact the Education Coordinator for availability.*

Clinical Setting Expectations:

- Students are expected to conduct themselves in a professional manner and utilize all clinical time efficiently for practicing skills and/or completing assigned work. All dress code and hygiene policies must be followed to participate in the clinical experience.

Hospital Clinical Internship:

- Upon arrival, students are required to check in with the nurse in charge or preceptor of the department for assignment. Further instructions and expectations will be given as needed. Students must be aware that s/he must work alongside whoever has been designated to supervise clinicals for that day. Students must adhere to all policies put in place by REA and/or the hospital.

Ambulance Clinical Internship:

- Upon arrival, students are expected to check in with the company's dispatch department or supervisor. Further instructions and expectations will be given as needed. Students must be aware s/he must work alongside whoever has been designated to supervise their internship. It is required students follow all policies put in place by the REA and/or the ambulance company.

Clinical Documentation Requirements:

- Students will need to complete the following forms at all clinical sites in order to receive credit for attendance:
 - a) **Clinical Student Evaluation Form**
(This must be signed by the clinical mentor for each day attended.)
 - b) **Patient Contact Log**

See your individual course syllabus or instructor for paperwork due dates. Late paperwork may result in loss of credit for the clinical time. All clinical internships and documentation are given a pass/fail type grade.

Clinical/Internship Attendance Requirement:

- If for any reason a student is unable to attend a scheduled clinical rotation, s/he must contact the Education Coordinator. As a courtesy, students should give 24 hours advanced notice of the absence when possible.

Guidance Counseling & Tutoring

Academic counseling services shall be made available to all students. Counseling services include regularly scheduled meetings/discussions with instructors and/or the Education Coordinator regarding the student's progress in the course in which they are currently enrolled. Student strengths and weaknesses can be addressed as needed to assist in determining the need for tutoring or other remedial work.

The REA offers free tutoring services to meet the varying needs of individuals. Student strengths are relied upon to assist in creating an individualized tutoring plan as needed. Students should contact the Education Coordinator or course instructor to make arrangements for this service. We highly encourage students to work together throughout their course; e.g. study meetings and posing questions to one another. In combination, these items will help ensure student success.

Students are responsible for utilizing the resources made available by the REA as they deem necessary. Course completion and passing state and/or national tests is the sole responsibility of each student.

Employment Assistance

The REA offers interview preparation, resume building services, and direction to outside sources to assist with employment (i.e. South Central Michigan Works, careerbuilder.com, etc.) Students should contact the Education Coordinator to make an appointment for these services.

Leave of Absence

Students who are in good standing and in the current enrolled class may request a leave due to Military Deployment or Family Medical Leave Act. These students are eligible for reinstatement in the next class at the point of instruction at which they left. There will be no further charge and a written request is required for return. Extensive leaves of absence may require students to enroll at the beginning of a new class. Written requests must be received no later than 6 months after a leave begins, even if the leave will extend past that time. This will communicate a student's intent to return and give the Education Coordinator the opportunity to make the proper arrangements.

A student, who has been removed or suspended from any program for any reason, including academic suspension, may not request reentry into a course. These students may be able to re-apply and re-enroll at the REA at a later date and will be required to pay full course tuition.

HEALTH & SAFETY

Student Health & Safety

It is the policy of the REA to provide a safe and healthy learning environment. Each student will be expected to comply with all safety and health requirements established by the REA and/or federal, state, or local laws.

- The Occupational Safety and Health Act (OSHA) of 1970 requires employers to ensure safe working conditions for all of its employees. This act also requires employees to comply with all OSHA rules, regulations, and orders issued in pursuant to the Act. In the instance of the REA, this act shall also ensure student safety in an identical manner.
- The Education Coordinator is responsible for helping Reading Emergency Unit ensure compliance with the requirements of the Act at the REA by investigating and eliminating unsafe and unhealthy working conditions. This also includes working alongside clinical settings to ensure the safety of students when completing clinical hours required by their course.
- All observed non-compliant safety and health standards and/or accidents resulting in injuries to students shall be immediately reported to the instructor or Education Coordinator. In addition, all students are encouraged to submit suggestions to the Education Coordinator concerning health and safety matters.
- The REA will maintain a log and summary of all recordable occupational injuries and illnesses for each calendar year. The records are retained by the REA and are available to students, former students, and/or their representatives for examination.
- No student shall be expelled from the REA or discriminated against in any manner for filing a complaint or using other OSHA rights.

Infectious Exposure Policy & Procedure

The REA intends for all students enrolled in a health related curriculum to meet the objectives necessary for successful completion of the course. This enrollment is inclusive of clinical experience which entails potential exposure to individuals with communicable diseases. All students within EMS courses that are required to participate in a clinical rotation must have a completed physical exam which will be kept on file. This physical examination must be performed by a physician and must attest to the immunization or immunity to Tetanus/Diphtheria, Rubella, Mumps, Measles, Chicken Pox, and Hepatitis B. A negative TB test must also be on file and be in date for the duration of the course and clinical rotations. These immunizations and tests are requirements of the State Health Department and are not negotiable, nor may

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they be deemed unnecessary by a physician. The REA strongly advises students to obtain vaccination against Hepatitis A and Influenza.

The REA requires each student to know how to prevent the spread of infectious diseases for his/her own safety and the safety of others. It is our policy to include the principles of infection control in the curriculum of all health related courses. It is then the responsibility of the student to apply appropriate precautionary measures when providing services to all patients. These measures may include, but are not limited to, hand washing and the use of gloves, masks, protective eye wear, and gowns as indicated by the circumstances involved in the treatment of a particular patient.

Prior to the beginning of any clinical rotation, each student must demonstrate a satisfactory understanding of the importance of body substance isolation, personal protection from airborne and blood borne pathogens, and the reporting/notification process for exposure to infectious patients. Clinical site policies regarding infection control and exposure must be followed during clinical rotations. Students failing to comply with such policies will be required to meet with the Education Coordinator and/or Clinical Site Liaison before being allowed to continue their rotation(s). Students must understand each clinical site may have differing policies and current information on these policies will be made available to students prior to the start of clinicals. As new information on any policy changes become available, it will be promptly shared with students by the Education Coordinator and/or the course instructor.

ACADEMY POLICIES

Student Professional Code of Conduct

The nature of the services Reading Emergency Unit Regional Education Academy is involved with requires professionalism be maintained at all times. Therefore, it is the responsibility of each student to maintain oneself in a professional manner at all times and to continually strive to make good choices that also maintain professionalism. Any student found to have committed the following misconduct is subject to disciplinary sanctions as described in the Discipline Policy.

1. Acts of dishonesty, including but not limited to the following:
 - Cheating, plagiarism, or other forms of academic dishonesty
 - Furnishing false information to any Reading Emergency Unit Regional Education Academy official or affiliate
 - Forgery, alteration, or misuse of any document, record, or instrument of identification
 - Disruption or obstruction of teaching, research, administration, disciplinary proceedings including any public service functions on or off the campus.
2. Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, and/or other conduct which threatens or endangers the health or safety of any person. This is to include acts or threats to one's personal safety and/or life.
3. Attempted or actual theft of and/or damage to property of Reading Emergency Unit Regional Education Academy and its affiliates, or property of an employee of the Reading Emergency Unit Regional Education Academy and its affiliates.
4. Violation of published policies, rules or regulations of the Reading Emergency Unit Regional Education Academy or its affiliates.
5. Violation of federal, state or local law on premises or during sponsored or supervised activities.
6. Use, possess, manufacture, or distribute any controlled substances except as expressly permitted by law. Random drug testing may be requested at any time.
7. Use, possess, or distribute alcoholic beverages on Reading Emergency Unit property, or intoxication on or at any affiliate premises or appearance while under the influence of intoxication. Random alcohol testing may be requested at any time.
8. Illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals while at the Reading Emergency Unit Regional Education Academy or its affiliates.
9. Conduct which is disorderly, lewd, or indecent; breach of peace or aiding or abetting or procuring another person to breach the peace at the Institute or its affiliates.
10. Theft or abuse of computer time, including but not limited to:
 - Unauthorized entry into a file, to use, read, or change the contents, or for any other purpose
 - Unauthorized transfer of a file or software
 - Unauthorized use of an individual's identification and password
 - Use of computing facilities to send obscene or abusive messages
 - Use of computing facilities to interfere with normal operation of any Reading Emergency Unit Regional Education Academy or affiliates computing system

11. No student shall accept compensation (monetary or gifts) for work performed during clinical hours.

Rules of Conduct

The following are examples of conduct which can result in discipline, as imposed at the discretion of the Education Coordinator or other member of management, based upon the degree and frequency of the offense. Violations of any policy contained within this handbook, including but not limited to:

- Repeated absence or tardiness without prior notice
- Failure to participate in maintaining a respectful learning environment
- Rules infractions
- Damage or loss of company property due to carelessness
- Inappropriate language or conduct toward other personnel, students, patients, healthcare facility staff, guests or vendors, in violation of the “Sexual and Other Harassment” Policy and Non-Discrimination Commitment
- Participating in dangerous practical jokes and horseplay
- Violation of policies pertaining to patient privacy
- Unsatisfactory performance or conduct
- Falsification of records or clinical time paperwork (time sheet and/or patient care reports)
- Insubordination
- Deliberate and willful destruction or misuse of patient information or property
- Possession, use, or under the influence of drugs, in violation of the “Drug & Alcohol” Policy
- Theft or other misappropriation of REU and/or REA property

Any patient care related offense based upon Reading Emergency Unit, REA, or State EMS Agency requirements are considered very serious in nature and will generally result in immediate expulsion.

Classroom & Clinical Setting Etiquette

- Students should display behaviors consistent with public expectations of emergency medical personnel. This includes, but is not limited to; professionalism, empathy, confidence, respect, and a positive bedside manner. Students should also keep in mind all federal, state, and local laws (i.e. HIPAA) which govern behavior.
- Cell phones need to be turned off or placed on vibrate during class and clinicals. Any use of a cell phone during quizzes or tests is not permitted and will result in an automatic zero (0) for the grade. If students need to accept a call or respond to a text during class they will be asked to step out so class can continue without interruption. The REA understands instances may occur when such communications may be necessary, but it strongly encourages social calls/texts to be dealt with on class breaks or after class. Cell phones are not to be used while participating in hospital

clinicals. Students may use cell phones during ambulance clinicals, so long as s/he is not working with a patient or participating in a learning experience where cell phone usage may be a distraction or safety hazard. Students should note, any type of image (photograph, video, or other) shall not be produced of any scene, patient, or working emergency personnel. This is in strict violation of Reading Emergency Unit Regional Education Academy policy.

*A portion of the class grade is based on participation in the course. This includes adhering to the dress code, actively participating in class, handing assignments by the due date, and acting in a professional manner. If any of these requirements are not met, participation points will be deducted.

Pictures, Videos, and Images

Any pictures, videos, or images obtained during REA courses or continuing education classes cannot be transmitted, posted, or shared without the written consent of the REA Director of Education or Education Coordinator. On occasion, pictures, videos, or images may be taken and used as part of the education process. These may be used in promotional materials produced by the REA and only with explicit written permission of the student(s), employee(s), and/or bystander(s) who may be captured within the material to be used.

By request and permission of the REA, students may use images captured while in the classroom setting for personal use such as scrapbooks, Facebook, or other social networking. Any and all images released must be kept within a professional and positive manner in the representation of the REA and/or those within the image.

At no time may a student obtain pictures, videos, or other images while working in the clinical setting. This is viewed as unprofessional and will not be tolerated by the REA.

Dress Code & Hygiene Policy

- Pins, jewelry, hats, name/insignia or other identifying symbols which are not professionally related to authorized uniforms should be worn under garments and out of sight or not at all.
- Tattoos should be covered wherever possible.
- Hair (including facial hair) is to be neat and groomed at all times. If a student has long hair, then he or she must arrange it in such a way it does not present a safety hazard or distract from duties. Wearing of wigs or hairpieces shall be prohibited, unless they conform to all conditions of this policy. Beards are permitted, and to only be 1 to 1 ½ inches in length, must be clean, well-trimmed, and neat, and must not interfere with the wearing of any safety or medical device, including personal protective equipment (PPE). Sideburns shall not extend below the lowest part

of the ear lobe and will end in a clean-shaven, horizontal line. Mutton chop sideburns are not permissible. Mustaches are not allowed to extend more than $\frac{3}{4}$ of an inch beyond the edge of the mouth or not more than $\frac{3}{4}$ of an inch below the mouth.

- Perfume, cologne, aftershave, scented lotion, etc., should be used in moderation or avoided altogether. Jewelry should not be excessive and should be limited to items that do not functionally restrict the student or create a danger to personnel or others. Because of safety concerns, earrings may only be worn by students if they are of a stud type nature. Other jewelry should be worn conservatively by both genders. Facial jewelry (i.e. eyebrow rings, nose rings, lip rings and tongue studs) is not permitted to be worn during class or clinicals.
- Extremes of fingernail length, color, or design are not permissible.
- The dress code for class and clinicals consists of an official REA polo shirt and navy blue EMS pants. Solid black, closed-toe shoes are required. Tennis shoes will not be acceptable. The REA suggests investing in a pair of EMS styled boots or solid black work boots. Uniforms (including shoes/boots) must be kept clean and stain-free. Students are to wear their REA I.D. tag on the right side of their shirt at all times when in the clinical setting.
- Gum chewing during practical stations and during time spent in the clinical setting is not permitted.

Tobacco Products

In the interest of providing a safe and healthy environment the use of tobacco products, including but not limited to cigarettes, cigars, pipes, and smokeless tobacco or tobacco chewing products is prohibited. No person(s) shall use tobacco products in any REU owned, managed, operated or leased facility at any time and under any circumstances.

This policy relates to all school and work areas at all times, including before and after normal working and/or class hours. Individuals are permitted to use tobacco products outside of Reading Emergency Unit buildings. A designated smoking area shall be established at each station and building. They are as follows:

- Medic 1/Station 1 – outside north side door
- Medic 2/Station 2 – outside south doors/porch
- Medic 3/Station 3 – outside south bay entry door
- Corporate Office/Education Center – outside west side door

The door(s) to each of these designated areas shall be closed while smoking. Tobacco users are also expected to take a responsible attitude to ensure areas are kept litter free and that they do not stand in close proximity to open doors or windows. A cigarette disposal container will be provided for each building.

- All cigarette butts will be placed in the designated receptacles in the smoking area. Cigarette butts should not be discarded on the ground or in any trash bins.
- Smokeless tobacco residue will be deposited in an appropriate receptacle. There shall be no spitting of tobacco juice on Reading Emergency Unit or REA property, including in sinks or toilets.

This policy applies equally to all employees, independent contractors, members, visitors, vendors, third riders, and students.

Drugs & Alcohol

The misuse of drugs and alcohol impairs the health of students as well as student productivity levels. Additionally, the misuse of drugs and alcohol may result in unsafe working conditions for patients, employees, and students. The REA is committed to maintaining a productive, safe and healthy work environment free of unauthorized drug or alcohol use or abuse.

Drug Policy:

The use, possession, distribution or sale of drugs by students while on the premises or engaged in the business of REU and/or the REA is strictly prohibited. A student under the influence of unauthorized drugs while on the premises or engaged in the business of REU and/or the REA will be in violation of this policy and subject to disciplinary action up to and including immediate expulsion.

Definitions:

Unauthorized Drugs:

- For the purpose of this policy, the term "unauthorized drugs" shall include any substance which affects the body as a narcotic, depressant, stimulant, hallucinogen or cannabinoid. Unauthorized drugs include, but are not limited to marijuana, hashish, tetrahydrocannabinol (THC), hallucinogens (e.g. Mescaline, LSD, and PCP), cocaine, heroin, opium, amphetamines and barbiturates. Drug presence detection levels shall be in accordance with the NIDA established standards in effect at the time of the student's test.

Prescription and over the Counter Drugs:

- Prescription drugs taken pursuant to a physician's instructions, or over the counter drugs taken in recommended dosages and in accordance with cautionary statements, are excluded from the definition of "unauthorized drugs". However, it is the student's responsibility to notify the Education Coordinator when s/he is taking any prescription or non-prescription medicine or substance that may impair judgment or performance or otherwise adversely affect normal mental function of physical abilities. Any prescription drug used by a student within the class

environment and/or clinical settings shall be contained in a pharmaceutical vial in the student's name.

- Reading Emergency Unit and/or the REA has the right to assess, with the assistance of a medical practitioner, whether or not the use of the drug by the student within the class environment and/or clinical setting is consistent with maintaining a safe and efficient workplace. Further, at the discretion of REU and/or the REA, the Education Coordinator or Director of Education may take whatever action is appropriate to promote safety and efficiency. This may include temporary or permanent removal from a clinical setting and/or classroom environment.

Use of Alcohol:

- You shall not report to any class or clinical setting if you have ingested any alcoholic beverage eight (8) hours prior to your scheduled shift or class starting time.
- Any student who drives a personal vehicle to class, a clinical setting, or emergency scene while under the influence of alcohol may face criminal prosecution for driving under the influence and may be reported to the appropriate authorities, including EMS licensing agencies and local law enforcement agencies.
- Students who have consumed alcoholic beverages and, as a result, fail to be able to attend scheduled classes or clinical time will be subject to appropriate discipline.

Students who appear to be under the influence of drugs or alcohol in the classroom, clinical setting, or emergency scene (based on the reasonable judgment of the instructor and/or officer in charge) will be immediately dismissed from the setting and may be required to undergo alcohol and/or drug testing and may face disciplinary action, up to and including expulsion from the REA.

Respectful Environment

The REA strives to create a learning environment which fosters mutual respect and promotes harmonious, productive working relationships. Our organization believes in going beyond what is required by law and expects our students to treat each other in a manner in which they would like to be treated and to give to others the respect that is due to every individual whether it is a patient, fellow student, member of management, vendor, or visitor to our facility. Therefore, the REA prohibits any behavior which is discourteous or demeaning to others. Disrespectful behavior may include, but not be limited to, the following:

- Joking to demean another individual or group of individuals
- Name calling or using offensive nicknames
- Taking credit for another individual's work or ideas
- Refusing to communicate or speak with another individual
- Offensive verbal, visual, or physical conduct
- Repeated negative comments about others either orally or in writing

- Threatening another individual
- Invading another's privacy
- Knowingly blaming other individuals for a mistake they did not make
- Purposely invading another's personal space
- Gossiping about another individual
- Any type of "bullying" behavior

The REA expects everyone will act responsibly to establish a pleasant and friendly learning environment. However, if a student feels s/he has been subjected to any form of disrespectful behavior, the student should report the incident immediately to the Education Coordinator or Director of Education.

Students are not required to approach the person who was disrespectful to them and may bypass any offending member of management. All students should notify the Education Coordinator or Director of Education of any known disrespectful behavior. The REA will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the greatest extent possible. However, Reading Emergency Unit and the REA will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the student. Appropriate corrective action, up to and including expulsion or termination, will be taken promptly against any employee or student engaging in disrespectful behavior.

Discrimination

The REA is committed to providing a learning environment free of discrimination. It is the responsibility of each student to understand equal treatment applies to all students; to respect the rights of fellow students by avoiding any activities that could be viewed as discrimination or harassment. Harassment in any form verbal, physical or visual is strictly against REA policy and will result in corrective action.

Illegal harassment involves conduct which occurs against a patient, employee(s), business associate, visitor, vendor, student, or applicant because of race, color, creed, sex (including pregnancy and conditions related to pregnancy), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, genetic characteristics, sexual orientation, weight, height, veteran status, misdemeanor arrest record or any other consideration made unlawful by federal, state, or local laws.

Anti-Discriminatory Policy:

Discrimination based on race, sex, sexual preference, color, age, religion, marital status, or national origin is illegal and will not be tolerated at Reading Emergency Unit Regional Education Academy. It is the policy of the REA to assure for all students freedom from discrimination.

Reporting Discrimination:

Should a situation exist where a student believes s/he has been discriminated against based on race, sex, sexual preference, color, religion or national origin, it is important that it be brought to the attention of the Education Coordinator, or the Director of Education, if there is a potential for a conflict of interest.

If the charges involve an employee of the REA, the Education Coordinator, or designee, will investigate and determine appropriate sanctions which may include warning, appropriate training, probation, or termination on the advisement of the Human Resource Manager at Reading Emergency Unit, Inc.

If the charges involve another student, the Education Coordinator, or designee, will investigate and, if the charges have merit will refer the matter to the Director of Education or designated student disciplinary personnel for disposition.

Sexual Harassment Prohibition

It is the policy of the REA to prohibit sexual harassment of its students in any form. Violation of this policy will result in disciplinary action up to and including expulsion. Sexual harassment encompasses a wide range of unwanted, sexually directed behavior and has been defined in the following manner:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or communication of a sexual nature when:

- Submission to such conduct is made a term or condition, either explicitly or implicitly, to obtain employment or admission to the REA
- Submission to or rejection of such conduct or communication by an individual is used as the basis for employment or admissions decisions affecting such individual (i.e. performance appraisal, compensation, advancement, assigned duties or any other condition of employment or career development); or
- Such conduct or communication has the purpose or effect of unreasonably interfering with an individual's work or class performance, or creating an intimidating, hostile, or offensive working/learning environment
- Sexually harassing conduct in the workplace or class environment, whether committed by management personnel, co-workers, vendors or agents, students, or visitors of/to the REA, is strictly prohibited.

This includes but is not limited to: offensive sexual flirtations or gestures, advances or propositions, commentaries about an individual's body, sexually offensive language, and the display in the

workplace/class environment of sexually suggestive cartoons, pictures or objects. All students are held responsible for complying with this policy and eliminating conduct which has the purpose or effect of interfering with any student's class performance, or in creating an intimidating, hostile or offensive learning environment.

Reporting Sexual Harassment:

Any student who has a complaint concerning possible sexual harassment should report such conduct to the Education Coordinator or Director of Education. If such conduct involves the Education Coordinator or Director of Education, the student is to report the matter to the Chief Financial Officer and/or Executive Director of Reading Emergency Unit. A confidential investigation of the complaint will be undertaken immediately.

Reporting Procedures:

1. Alleged victims of sexual harassment or persons with knowledge of such incidents should file a report with the Education Coordinator or designee. The REA strongly encourages reporting such incidents as soon as possible after their occurrence. The ability to properly investigate and/or respond to the allegations of sexual harassment will be limited if the victim is unwilling to provide adequate information, and/or request confidentiality, and/or the time lapsed has compromised the evidence. Investigation will commence immediately after the report is filed with the Education Coordinator or designee.
2. The circumstances and nature of an alleged incidence of sexual harassment and the context in which it allegedly occurred will be investigated by the Education Coordinator or designee.
3. The complainant as well as the perpetrator may request updates as to the general progress of the investigation.
4. Student to student complaints will be referred to the Education Coordinator for disposition. A hearing must take place within ten days of the end date of an investigation.
5. If the charges cannot be disposed of by mutual consent, if either party does not adhere to agreed sanctions, or the charges result from a violation or major offense in which suspension or expulsion would be recommended; the Education Coordinator will refer the case to a special subcommittee consisting of two faculty, one student, and a nonvoting chair.
6. At least one member of the voting committee must be of the same gender as the complainant. The Education Coordinator will not serve as a member of the committee or as the chair.
7. Complaints in which a student alleges sexual harassment against an instructor/supervisor will be disposed of by the Director of Education in consultation with the Human Resource Manager of the parent company, Reading Emergency Unit, Inc.

If the charges of sexual harassment are found to have merit, sanctions will be imposed. These sanctions may include one or several of the following: a written warning, probation, expulsion, and academic accommodations, separation of the harasser and the harassed, counseling and/or training. If the offender is an employee or affiliate of the Institute, the Education Coordinator will be responsible for sanctioning which could include warning, training, or termination. If the charges of sexual harassment are found to have NO merit, no sanctions will be imposed.

Either party may appeal the outcome as described in the Appeals Policy.

Rights of the Alleged Victim/Alleged Perpetrator:

Advocates for both the alleged victim and the alleged perpetrator will be allowed during the investigation and or hearing. Confidentiality will be maintained to the extent possible. The alleged victim may withdraw the charges at any time during the process. Retaliation by the alleged victim or the alleged perpetrator will not be tolerated and may result in disciplinary action if it occurs.

Continued Harassment & Bullying

If, following disciplinary action, the unwelcome harassment continues, the victim should report the recurrence of the conduct. Reading Emergency Unit and the REA will take all additional disciplinary measures necessary to end the conduct.

Bullying can be a direct result of Sexual Harassment or other protected characteristics such as race, color, gender, ethnicity etc. Behavior can take the form of:

- Teasing
- Pranking
- Threats
- Giving impossible deadlines
- Cutting an employee or student off from the rest of the team

Students should always be fair and courteous to patients, classmates, suppliers, visitors or people who work on behalf of REU and/or the REA.

Retaliation

The REA prohibits retaliation. Whether it be used by a member of management or any student against any other student who has made a complaint under these procedures. The company will immediately investigate claims of harassment as confidentially as possible and will remedy the situation when an allegation is determined to be valid. Corrective action may take a variety of forms, including expulsion.

Disciplinary Measures:

Where an investigation reveals allegations of unwelcome harassment or discrimination are true, appropriate sanctions will be applied up to and including, termination or expulsion from the REA. All disciplinary measures will be implemented promptly and shall be commensurate with the individual's conduct. The remedies vary depending on the entire facts and circumstances found by the investigation, but may include termination of employment or expulsion from class. The corrective action issued will be proportional to the severity of the conduct. The alleged perpetrator's employment/class history and any similar complaints of prior disrespectful behavior will be taken into consideration. Reading Emergency Unit and/or the REA reserve the right to determine whether any type of behavior is disrespectful and injurious to the morale of the organization.

Conflict Resolution & Problem Solving

The REA will handle and resolve misunderstandings, conflicts, and complaints that may arise in a systematic and non-discriminatory manner to ensure appropriate resolution.

- When a complaint or conflict among students is apparent, students should first discuss the situation with the Education Coordinator, preferably immediately following the event or incident.
- Complaints received by any student coming from other sources (e.g. patients, family members, vendors, hospitals, fire departments, etc., regarding incidents of quality care and poor relations) shall be forwarded to the Education Coordinator as soon as possible.
- The nature of the problem or complaint will be documented by the Education Coordinator and/or Director of Education.
- In the event of a student issue/complaint, an investigation of the problem will be conducted by the Education Coordinator and/or Director of Education.
- In cases where the problem relates to compliance, HIPAA, or raises a question of federal or state law, appropriate persons shall be notified and involved (including but not limited to, the Privacy Officer, the Compliance Officer, and/or legal counsel).

Non-Class Activities

Generally, the REA will not initiate corrective counseling or impose discipline for actions and events which occur during non-class and/or clinical time. However, to the extent unacceptable out-of-class conduct affects Reading Emergency Unit, the REA, or your ability to perform clinical and/or class duties, appropriate discipline may be imposed.

Grievance Policy

A student grievance exists when a student claims a violation, misapplication, or misinterpretation, of an REA policy, procedure, or practice has occurred.

Students are expected to meet with the person who s/he believes has violated, misapplied, or misinterpreted the policy or procedure. If the student is unable to do so, s/he should meet with the Education Coordinator to discuss the incident. This meeting needs to take place no later than five days after the occurrence which gave rise to the complaint.

The following information needs to be given:

1. Name and address of complainant
2. Date complaint filed with Education Coordinator
3. Name of person being charged and a list of specifics against person
4. Description of the incident including date, time, location and persons present
5. A description of evidence
6. A list of all witnesses and what they saw or heard
7. A description of what outcome is expected resulting from this complaint

The Education Coordinator will then investigate the charges and give a written reply within five (5) days from the date complaint was filed. The reply will include a resolution and the method used to reach the resolution. (Such as people talked to, consultation of people and policy consulted, etc.)

If the student is unsatisfied with the resolution/reply from the Education Coordinator, the student can carry it further following the chain of command as follows:

1. Director of Education
2. The Advisory Committee
3. Program Medical Director

DISCIPLINE POLICY

Discipline

Students are expected to provide acceptable levels of performance by meeting the expectations of the position to which they are assigned, as well as maintaining productive working/learning relationships. Discipline is invoked in response to inappropriate student behavior.

Progressive Discipline

The REA *may* follow a progressive discipline approach or elect to expedite discipline depending upon the circumstances.

If progressive discipline is selected as the form of discipline the company deems appropriate it will “usually” follow these steps; verbal warning, written warning, suspension, and expulsion. Regardless of the level of discipline selected, students subject to discipline will have an opportunity to be heard and to present their “side of the story” whenever possible to ensure “due process” is provided.

APPENDIX

Reading Emergency Unit Regional Education Academy
Student Records Release Form

The Family Education Rights and Privacy Act of 1974, as amended, protects the privacy of educational records, establishes the rights of students to inspect and review their educational records, and provides guidelines for the correction of inaccurate or misleading data through informal and formal hearings. This release applies to the disclosure of educational records. The student authorizing the release of his/her educational records must sign this form before Reading Emergency Unit Regional Education Academy can release specified information.

Date: _____

I authorize Reading Emergency Unit Regional Education Academy to: (check one)

- Release to
- Provide Records Access to

Name of Agency/Person	Address	City	State	Zip
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Records of (full name while in attendance):

Last First Middle

Date of Birth _____ Daytime Phone () _____

Last Course Attended _____ Date Attended _____

Records Request (please check):

- All Records (\$5.00)
- Transcript (3.00)
- Immunization Records (\$3.00)
- Test Scores (\$3.00)
- Physical Exam Records (\$3.00)
- CPR Card (\$3.00)

I need _____ transcripts for pick-up

If address other than above, send records request to: _____

Authorization Statement and Signature

I authorize Reading Emergency Unit Regional Education Academy to release or obtain the information specified above to the agency or individual above.

I understand that as a student who is 18 years of age, I have the right to review all records or student information being forwarded to the receiving party prior to release. I have also been informed that I have a right to a hearing to contest any information contained in requested records prior to release. I hereby authorized the release of records or information requested.

Signature _____ Date _____

FOR OFFICE USE ONLY			Amount Received \$ _____
Date Received:	Walk-In Date:	Date Sent:	By:

Reading Emergency Unit Regional Education Academy
30 Monroe Street, Hillsdale MI 49242