

**Policy Statement:**

This policy gives guidance on the processes that are followed when an allegation is brought to any EMS Office staff related to a Vermont approved, initial EMS education course.

**Relevant EMS Rule:**

EMS Rule 9.0: Conducting Initial EMS Training Courses

EMS Rule 10.0: EMS Instructor Licenses

EMS Rule 14.0: Standards and Procedures for Issuing, Restricting and Revoking Service and Personnel Licenses:

EMS Rule 14.1.7: For Instructors

**Procedure:**

Below are the steps that will be taken when the EMS Office is notified of an allegation against any student, Instructor Coordinator (IC), or other personnel involved in an Initial EMS course.

1. Complaint process and Reporting:

- a. The Course Medical director will be notified of any allegations brought to the EMS office related to an EMS course they oversee.
- b. Any concerns regarding student or IC performance- whether knowledge based, skills based, or professional behavior- should be documented and sent to the EMS Programs Administrator who will forward it to the appropriate individuals on a case-by-case basis.
- c. An individual with concerns related to an EMS course may report their concerns to the EMS Office; however, they are encouraged to relay the concerns to the course IC in accordance with that program's policy.

2. Investigation Procedures:

- a. If it is deemed by EMS Office staff that a full investigation is necessary for the allegation, the EMS Programs Administrator will lead the process going forward.

3. Disciplinary Actions:

- a. The Department may condition, suspend, or revoke a personnel or instructor license or certification in accordance with EMS Rule 14.0

4. Protection of Rights:

- a. If a license or certification is conditioned, suspended, or revoked after investigation of an allegation, the individual should refer to [EMS Policy- EMS Hearings and Appeals](#) found on the VT EMS website.

**Rationale:**

Initial EMS Education courses have a significant impact on the EMS system. It is imperative that all allegations related to an EMS course- whether it be staff or student related- are reviewed appropriately.

**Effective Date:** August 2024

