



**STUDENT INFORMATION
PACKAGE
AND
POLICIES & PROCEDURES**

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WE CANNOT SUGGEST STRONGLY ENOUGH THAT YOU READ ALL OF THE INFORMATION CONTAINED IN THIS GUIDE AS IT CONTAINS ESSENTIAL INFORMATION FOR YOUR SUCCESS DURING ANNUAL SKILLS UPDATES.

PROGRAM INTRODUCTION

The Annual Skills Update (ASU) system of certification maintenance offers NUEC 3 / NUOFA 3 Providers (Providers) the opportunity to update, renew, and demonstrate competency in required NUEC 3 / NUOFA 3 skills, knowledge, procedures and protocols. It also offers Providers the chance to improve their clinical skills and ensure that their knowledge and skills are kept current.

The ASU system of certification maintenance is divided into 4 distinct Cycles ('A' – 'D'); essentially designed to review the entire course curriculum over a 3-year period. Specifically, Cycles 'A' through 'C' each covers one-third of the original NUEC 3 / NUOFA 3 course curricula. Cycle 'D' involves a *formative evaluation process* which includes a written and practical evaluation.

Specifically, the ASU system of certification maintenance is intended to:

- a. Ensure that a Provider's knowledge is current and well-honed.
- b. Provide a method for verifying a Provider's competency in NUEC 3 / NUOFA 3 knowledge, skills, procedures and protocols.
- c. Shorten the length of time required for recertification which significantly reduces training and labour costs.
- d. Act as pre-season first aid training; a Mountain Resort Industry best practice. Emergency response teams working in the Mountain Resort Industry generally conduct a minimum of 2-3 days of first aid training prior to the start of a new season. The ASU system of certification maintenance serves not only to maintain an individual Provider's certification but also provides a framework for operators in the Mountain Resort Industry to adopt industry best practices and maintain high standards, an essential element of effective risk management.

This guide has been designed to assist the Provider in preparing for an ASU. It will provide you with the necessary information to assist you to familiarize yourself with the content to be reviewed during a specific ASU Cycle. Should you happen to have any questions, comments or concerns regarding this guide, please do not hesitate to contact us at admin@peakemergencytraining.com.

SECTION 1: TERMS AND CONDITIONS OF REGISTRATION

PROGRAM ELIGIBILITY & RESPONSIBILITY

Prerequisites for the ASU training program:

- a. Providers must have an acceptable level of physical and mental fitness; you will be required to sign a medical self-declaration attesting to such.
- b. Providers must have a current NUEC 3 or NUOFA 3 certification.
- c. Providers must ensure that they have the most up-to-date editions of the following resources: Outdoor Emergency Care (5th edition) and Non-Urban Cardiac Arrest Management (October 2014).

CONDITIONS OF REGISTRATION

- a. You have obtained or are in the process of obtaining a **current** OEC textbook.
- b. PEAK reserves the right to alter or cancel any service at any time without notice due to any condition that may impact the safety of both students and staff. This is at the sole discretion of PEAK. PEAK is not responsible to students for non-course related fees, associated costs or expenses incurred by a student(s) as a result of a cancellation of a service by PEAK.
- c. PEAK reserves the right to deny participation to anyone who is deemed unfit, or poses a threat to their safety or to the safety of the other students or staff.
- d. Health related problems or conditions that may affect your participation in this course must be declared to PEAK and cleared by a doctor prior to attending the course.
- e. In the event of an emergency, it is understood that participants are responsible for the costs associated with any medical, rescue or evacuation of themselves.
- f. Audio recording devices and/or the use of cameras during PowerPoint Presentations or lectures are not permitted unless prior authorization of PEAK's Operations Director is obtained.

REFUNDS

PEAK does not have a student cancellation policy. In **very exceptional circumstances** students **may** be granted the opportunity to reschedule for an alternate training program. This is solely at the discretion of PEAK's administration. Should PEAK find it necessary to cancel a program a full refund will be made.

ATTENDANCE

To receive credit for completing an ASU requires that a Provider attend the **entire** course. Should you fail to attend 100% of the course, **for any reason**, you will not receive credit and you will have to re-register and re-attend another ASU at your expense to maintain certification.

PUNCTUALITY

We ask that you avoid being late for class as this practice disrupts the flow of the course and may detrimentally impact not only you but the other students and instructional staff. Should you be late for a class, we request that you not enter the classroom until the next break is taken. This will ensure that there are no unnecessary interruptions or distractions to other students. Instructional staff may at their discretion alter this policy.

PERSONAL PREPAREDNESS

The practical component of an ASU course is approximately 65% which is conducted mainly in the outdoors. Please ensure that you are well prepared for all weather conditions including heat, cold, wind, snow, rain, mud and insects. Many of the course locations have limited eating facilities and we strongly recommend that participants bring food and fluids with them to class.

PARTICIPATION AND COURSE TIMES

The ASU course is a demanding and intense program that will challenge you mentally and physically. Typically, unless otherwise notified, classes begin at 0800 hrs. and generally end at 1800 hrs. **or until the course day's objectives have been met.** This may be later or earlier than 1800 hrs. and, because of this, we strongly encourage you to avoid working or attending other courses during the ASU course as it will likely impact your experience and success in this course. Rest is essential to ensure maximum retention and learning.

COURSE LOCATIONS

We typically hold ASU course(s) at the same locations (see below); however, at times it is necessary to change course locations due to a number of factors. If it is necessary to change a course location you will be notified by email.

| BRITISH COLUMBIA | | |
|-------------------|--|--------------------------------------|
| CITY / TOWN | FACILITY NAME | ADDRESS |
| Vancouver / Delta | Earthwise | 6400 3 rd Avenue, V4L 1B1 |
| Fernie | Fernie and District Search & Rescue | 102 Commerce Road, V0B 1M5 |
| Golden | Golden and District Search & Rescue | 210 Fisher Road, V0A 1H0 |
| Kimberley | Kimberley Alpine Resort | 301 Northstar Blvd., V1A 2Y5 |
| Panorama | Panorama Mountain Village | Panorama Mountain, V0A 1T0 |
| Vancouver | Grouse Mountain | 6400 Nancy Greene Way, V7R 4K9 |
| ALBERTA | | |
| Lake Louise | Lake Louise Sport & Recreation Centre | 101 Village Road, T0L1E0 |
| Crowsnest Pass | Kanata Inn | 11217 21 Ave, Blairmore, T0K 0E0 |
| Crowsnest Pass | Crowsnest Municipal Library | 2114 127 St. T0K 0E0 |
| WASHINGTON STATE | | |
| Point Roberts | Point Roberts Fire Hall | 2030 Benson Road, 98281 |
| Oroville | Oroville Fire Department | 1300 Appleway, 98844 |
| Northport | Northport Community Connections Center | 405 Center Ave, 99157 |

NUEC 3 & NUOFA 3 CERTIFICATION MAINTENANCE

A Provider must attend an ASU annually. Specifically, NUOFA 3 Providers, prior to the expiration of their certification, **must also** complete an NUOFA 3 Review & Evaluation Course (see NUOFA 3 Student Information Package, Policies & Procedures for further information).

Example:

Initial Certification Date: 01/01/2012

| YEAR | DATES | ASU CYCLE | CURRICULUM |
|-------------|-------------------------|------------------|---|
| 1 | 01/01/2012 – 31/12/2012 | A | Annual Skills Update – see page 7 |
| 2 | 01/01/2013 – 31/12/2013 | B | Annual Skills Update – see page 7 |
| 3 | 01/01/2014 – 31/12/2014 | C | Annual Skills Update – see page 7 |
| 4 | 01/01/2015 – 31/12/2015 | D | Formative Evaluation Process - Includes a written and practical evaluation |
| 5 | 01/01/2016 – 31/12/2016 | A | Annual Skills Update – see page 7 |
| 6 | 01/01/2017 – 31/12/2017 | B | Annual Skills Update – see page 7 |
| 7 | 01/01/2018 – 31/12/2018 | C | Annual Skills Update – see page 7 |
| 8 | 01/01/2019 – 31/12/2019 | D | Formative Evaluation Process - Includes a written and practical evaluation |

SHOULD A PROVIDER FAIL TO ATTEND AN ASU ANNUALLY CERTIFICATION IS SAID TO BE TERMINATED FOLLOWING THE YEAR OF THE MISSED ASU. TO RE-ESTABLISH CERTIFICATION A PROVIDER MUST ATTEND AN NUEC 3 OR NUOFA 3 COURSE-OF-INSTRUCTION (i.e. BRIDGING OR FULL COURSE) &/or SUCCESSFULLY COMPLETE AN NUEC 3 / NUOFA 3 REVIEW AND EVALUATION.

SECTION 2: PRE-PROGRAM PREPARATION REVIEW

| TOPIC TYPE | TOPIC DESCRIPTION | OEC TEXT (5 TH EDITION) | SUPPLEMENTAL RESOURCE |
|--|---|--|--|
| CYCLE A – Year Ending December 31, 2016 | | | |
| CORE | Airway Management | Ch. 9 (Pg.291) | |
| | Non-Urban Cardiac Arrest Management | | Non-Urban Cardiac Arrest Management Training Guide |
| | Patient Assessment | Ch. 7 (Pg.213) | Practical Scenario Evaluation Checklist (page 11 & 12 this document) |
| CYCLE SPECIFIC | Principles of Trauma | Ch. 17 (Pg.516) | |
| | Head & Spine Injuries | Ch. 21 (Pg.697) | |
| | Altered Mental Status | Ch. 11 (Pg.355) | |
| | Behavioural Emergencies & Crisis Response | Ch. 33 (Pg.1039) | |
| | Cold-Related Emergencies | Ch. 25 (Pg.813) | |
| | Heat-Related Emergencies | Ch. 26 (Pg.838) | |
| | Altitude-Related Emergencies | Ch. 28 (Pg.896) | |
| CYCLE B – Year Ending December 31, 2017 | | | |
| CORE | Airway Management | Ch. 9 (Pg.291) | |
| | Non-Urban Cardiac Arrest Management | | Non-Urban Cardiac Arrest Management Training Guide |
| | Patient Assessment | Ch. 7 (Pg.213) | Practical Scenario Evaluation Checklist (page 11 & 12 this document) |
| CYCLE SPECIFIC | Musculoskeletal Injuries | Ch. 20 (Pg.601) | |
| | Substance Abuse & Poisoning | Ch. 12 (Pg.386) | |
| | Soft-Tissue Injuries | Ch. 18 (Pg.537) | |
| | Burns | Ch. 19 (Pg.579) | |
| | Gastrointestinal & Genitourinary Emergencies | Ch. 16 (Pg.494) | |
| | Obstetrics & Gynaecological Emergencies | Ch. 34 (Pg.1068) | |
| | Face, Eye & Neck Injuries | Ch. 22 (Pg.742) | |
| | Paediatric Emergencies | Ch. 30 (Pg.942) | |
| CYCLE C – Year Ending December 31, 2018 | | | |
| CORE | Airway Management | Ch. 9 (Pg.291) | |
| | Non-Urban Cardiac Arrest Management | | Non-Urban Cardiac Arrest Management Training Guide |
| | Patient Assessment | Ch. 7 (Pg.213) | Practical Scenario Evaluation Checklist (page 11 & 12 this document) |
| CYCLE SPECIFIC | Shock | Ch. 10 (Pg.329) | |
| | Respiratory Emergencies | Ch. 13 (Pg.406) | |
| | Allergies & Anaphylaxis | Ch. 14 (Pg.434) | |
| | Cardiovascular Emergencies | Ch. 15 (Pg.457) | |
| | Thoracic Trauma | Ch. 23 (Pg.770) | |
| | Abdominal & Pelvic Trauma | Ch. 24 (Pg.793) | |
| CYCLE 'D' – Year Ending December 31, 2019 | | | |
| CYCLE SPECIFIC | Cycle 'D' includes a Formative Evaluation Process; this process contains a written and practical evaluation which is based on the course material contained in Cycles 'A' through 'C'. | | |
| | Practical Evaluation | Minimum of 4 practical scenarios; minimum one as a Lead Provider | |
| | Written Evaluation | 50 multiple choice questions | |
| | Skill Stations | Minimum of 2 Skill Stations. Stations include: Airway Management, Splinting & Traction, Spinal Immobilization, CPR/AED, Minor Wound Management, etc. | |

PRE-COURSE CHECKLISTS

| | |
|--|--------------------------|
| Have you read this <i>Annual Skills Update Preparation Guide, Policies & Procedures</i> in its entirety? | <input type="checkbox"/> |
| Have you ensured that your resources are current i.e. OEC 5th edition & NUCAM (Oct. 2014)? | <input type="checkbox"/> |
| Have you completed the suggested Pre-Program Preparation Review (see page 7)? | <input type="checkbox"/> |
| Have you visited the Student Resource Area of the PEAK website and reviewed the following documents? <ul style="list-style-type: none">• <i>Practical Scenario Evaluation Checklist</i>• <i>Spinal Injury Assessment & Immobilization Guideline</i> | <input type="checkbox"/> |
| Do you know the course location, start and end times, and what to bring with you to the course? | <input type="checkbox"/> |

COMMONLY USED ABBREVIATIONS

| | |
|------------------------|---|
| ABC | Airway, Breathing, Circulation |
| ACLS | Advanced Cardiac Life Support |
| AED | Automated External Defibrillator |
| ALS | Advanced Life Support |
| AST | Avalanche Skills Training |
| AVPU | Alert, Verbal, Pain, Unresponsive |
| A_x | Allergies |
| BCEHS | BC Emergency Health Services |
| Bg | Blood Glucose |
| BP | Blood Pressure |
| BPM | Beats Per Minute |
| BSI | Body Substance Isolation |
| CAD | Coronary Artery Disease |
| C/C | Chief Complaint |
| CMS | Circulation, Motor, Sensory |
| CNS | Central Nervous System |
| C/O | Complains Of |
| COPD | Chronic Obstructive Pulmonary Disease |
| CPR | Cardio Pulmonary Resuscitation |
| CSF | Cerebral Spinal Fluid |
| CVS | Cardiovascular System |
| D & V | Diarrhea and Vomiting |
| D_x | Diagnosis |
| DCAPBLTS | Deformities, Contusions, Abrasions, Punctures and Penetrations, Burns, Lacerations, Temperature, Skin |
| EHS | Emergency Health Services |
| EMR | Emergency Medical Responders |
| EMS | Emergency Medical System |
| ETA | Estimated Time of Arrival |
| FBAO | Foreign Body Airway Obstruction |
| GI | Gastrointestinal |
| GTN | Nitroglycerin |
| GRAVIDA | Number of Pregnancies (including miscarriages) |
| HACE | High Altitude Cerebral Edema |
| HAPE | High Altitude Pulmonary Edema |
| HEMPBC | Hazards, Environment, Mechanism of Injury / Nature of Illness, Number of Patients, Body Substance Isolation, Condition of Pt. |
| H_x | History |
| H_xCC | History of Chief Complaint |
| ICP | Intracranial Pressure |

| | |
|-----------------------------------|--|
| LLS | Looks-Like-Shock |
| LOC | Level of Consciousness |
| LOR | Level of Responsiveness |
| LZ | Helicopter Landing Zone |
| MI | Myocardial Infarction |
| MOI | Mechanism of Injury |
| NOCP | National Occupational Competency Profile |
| NOI | Nature of Illness |
| NUEMR | Non-Urban Emergency Medical Responder |
| N₂O₂ | Nitrous Oxide (<i>aka</i> Entonox) |
| OFA | Occupational First Aid |
| O₂ | Oxygen |
| OPQRST | Onset, Pain and Provocation, Quality, Radiating, Severity, Time |
| PAS | Person(s) At Scene |
| PEARL | Pupils Equal and Reactive to Light |
| PM | Pocket Mask |
| PPV | Positive Pressure Ventilation |
| PARA | Number of viable births (>20 weeks) |
| PRN | As/When Needed |
| Pt. | Patient |
| PWD | Pink, Warm, Dry |
| RBS | Rapid Body Survey |
| RESP | Respirations |
| ROSC | Return of Spontaneous Circulation |
| RR | Respiration Rate |
| R_x | Medications / Prescriptions |
| SAMPLE | Signs and Symptoms, Allergies, Medications, Past Medical History, Last Meal, Events Leading Up to the Incident |
| SAR | Search and Rescue |
| SCA | Sudden Cardiac Arrest |
| SOB | Shortness of Breath |
| SOC | Signs of Circulation |
| S_PO₂ | Oxygen Saturation |
| T/S | Temperature / Skin |
| T_x | Treatment |
| VF | Ventricular Fibrillation |
| V/S | Vital Signs |
| VT | Ventricular Tachycardia |
| WSBC | WorkSafe BC, <i>formerly</i> Workers Compensation Board of British Columbia (WCB) |

SECTION 3: PROGRAM POLICY AND PROCEDURES

SAFETY WHILE ON COURSE

PEAK takes every reasonable step to ensure the safety of our students and staff; however, we recognize that risk is increased whenever students are taken out of the classroom. Notwithstanding this risk, we fully support our students' efforts to develop their individual potential – but only to the extent that doing so does not infringe upon another's freedom to do likewise. PEAK therefore requires that students follow certain guidelines to help ensure a safe and supportive working and learning environment. We also ask that students conduct themselves in a responsible and mature way at all times.

SCOPE OF PRACTICE – DEFINITION

Scope of Practice is a term used by licensing authorities and certifying bodies for various professions that defines the procedures, actions, and processes that are permitted for the licensed or certified individual. The scope of practice is limited to that which allows for specific education and experience, and specific demonstrated competency. Scope of Practice limits for out-of-hospital care providers is an essential part of health care regulation, and ensures safe and effective patient care as well as reduced legal risk for the provider, their employer, and governing body.

SCOPE OF PRACTICE – PEAK

In this Scope of Practice directive, it is understood that those trained by PEAK agree to abide by the protocol practice limitations prescribed in PEAK's training programs, printed manuals, and Medical Direction Quality Management documentation. The provider may not initiate a protocol for which s/he has not been duly trained and certified to practice and/or where their certification is not current.

STUDENT CODE OF CONDUCT

Students are required to agree in writing (*course registration*) for the terms and conditions of the policy as follows:

- a. Seek to ensure my safety and that of those around me at all times.
- b. Behaviour potentially endangering the safety of any individual will not be tolerated.
- c. Behave in a manner respectful of those around me and of the learning environment.
- d. Violence or threats of violence will not be tolerated.
- e. Conduct disruptive of the learning and working environment will not be tolerated.
- f. Communicate in a manner supportive of those around me at all times.
- g. Abusive and/or demeaning treatment of others that creates an intimidating or offensive environment will not be tolerated.
- h. Theft, defacement, or destruction of property will be dealt with by the police.
- i. Participate fully and responsibly in the learning environment.
- j. Impairment by drugs or alcohol during class will not be tolerated.
- k. Practice good personal hygiene.

DISMISSAL FROM PROGRAM

The following student actions are grounds for immediate course dismissal:

- a. Behaviour posing risk to self or to others.
- b. Physical abuse of PEAK or course host organization's equipment/property.
- c. Behaviour that is repetitively disruptive to students and the learning environment. Cell phone use for speaking, texting, emailing or any other form of social media is not permitted during instruction.
- d. Falsification of certification(s), qualification(s) and/or personal information.
- e. Failure to adhere to the student code of conduct.

The PEAK Operations Director will review all student dismissals with the affected student.

EXITING FROM A COURSE

Should a student need to exit from a course for any reason – including an inability to meet the required competencies – the following procedures shall apply:

- a. The student will address the reason(s) for exiting the course with their Instructor and the course Lead Instructor (if applicable).
- b. Instructors will advise the Operations Director on the student's status.
- c. The Operations Director will advise the student of their options, namely: Audit future courses until such time as they are prepared to re-enter the program they were enrolled in.

DISPUTE RESOLUTION

PEAK maintains a dispute resolution policy that is consistent with the BC Private Post-Secondary Education Commission (section 14.1) as follows:

- a. Designated Staff Member
 - The Operations Director will review any disputes or complaints.
- b. Written Submissions
 - All parties involved in the dispute or named in the complaint and/or conflict, will submit in writing to the Operations Director, all pertinent information and details of events leading up to the dispute or complaint.
- c. Review and Investigation
 - Relevant materials will be reviewed and interviews conducted by the Operations Director who will review all information obtained with the Executive Medical Director. A decision will be rendered by both Directors.
- d. Written Decision
 - The decision, with the reasons, will be provided and communicated in writing by the Operations Director to all parties involved in the dispute.

PROTECTION OF STUDENT PERSONAL INFORMATION

- a. All students enrolled in PEAK courses shall be afforded personal information privacy protection and information access compliant with the BC Government PIPA Act and the National PIPEDA Act.
- b. All student packages shall contain the BC Government, Ministry of Management Services brochure, "Guide to the Personal Information Protection Act" (pdf).
- c. All student registration forms shall state the PEAK policy and procedures with respect to student privacy protection and student records access.
- d. All student registration forms shall require student sign-off authority for the collection, use and disclosure of personal information consistent with PIPA and PIPEDA legislation.
- e. All students shall have informed access to the PEAK Policy and Procedures Manual.

STUDENT SUPPORT SERVICES

This policy covers student support services as follows:

- Website Access
- Counseling Services
- Harassment Prevention
- Human Rights Policies

Student Resources

The 'Student Resource Area' of the PEAK website contains reference materials and other essential documents that you may find helpful.

Counseling

- a. Counseling services will be provided to a student upon request. Fees for this service are the student's responsibility.
- b. The Instructor can arrange for counseling services through the Operations Director should the student so choose.
- d. In the event the course takes place at a post-secondary institution or corporation, counseling services are to be provided by the institution.

Harassment Prevention

Harassment prevention measures are incorporated in the student and instructor codes of conduct.

Human Rights

- a. Students who are employees may take human rights complaints to their employer for remediation.
- b. Students taking a course at a post-secondary institution may have human rights complaints heard under the policies of that institution.