Roanoke-Chowan Community College

Training Employees to be Certified Emergency Responders

Over the past six years, Roanoke-Chowan Community College (R-CCC) has worked collaboratively with NUCOR and Hertford County Emergency Management to train employees to be certified as Basic Emergency Medical Technicians. For the convenience of employees, training and continuing education courses are offered on-site at NUCOR and taught by R-CCC instructors. Working with Hertford County Emergency Management, NUCOR is now a part of Hertford County EMS Service. To date nearly 50 employees have earned their EMT Basic certification. The employees are prepared to respond to medical emergencies such as cardiac arrest, diabetic shock, or providing first aid care. Safety conscious employees that are prepared to react in an emergency assist Nucor in creating a safe working environment for all employees.

DETAILS

As newly hired employees were waiting for NUCOR to open in 2000, the employees were sent to R-CCC to receive training as Basic EMTs. Several years after the plant opened there was still a need for employees to have the opportunity to become EMTs. Because NUCOR is located in rural Hertford County, 10 miles away from an EMS station, the NUCOR leadership found it important to prepare their own employees to respond if an emergency situation should arise while waiting for assistance to arrive.

In September 2008, the R-CCC EMS Director worked with NUCOR and Hertford County EMS to bring training to employees at the NUCOR job site to address the need to create a highly skilled NUCOR Emergency Response Team that was prepared to respond properly in the event of an emergency. Under the new partnership between NUCOR, Hertford County EMS, and R-CCC, the first on-site training was offered in 2009. The EMT Basic course meets once a week and employees can complete it in approximately 6-7 months. Since 2009, seven EMT Basic classes have been offered at NUCOR. Nearly 50 employees have completed training and 96% successfully earned their EMT Basic Certification on their first attempt. The program has grown to offer Continuing Education Courses at NUCOR so that employees can maintain their certifications.

Implementation began in September 2008.

Partner Type(s):
- Business/Industry (direct involvement)
- Other: Hertford County EMS Service

Impact/Outcomes
To date nearly 50 NUCOR employees have been certified as Basic EMTs and 50 supervisors have received first aid and CPR training. Approximately 100 Continuing Education courses have been offered and 35 CPR/First Aid classes have been offered.
Team members participating in the training feel more involved at NUCOR and now have the skills and knowledge to help fellow team members in need. Members of the Emergency Response Team are the plant’s best safety advocates to promote safe practices among all team members.

**Funding Source(s)**
R-CCC and NUCOR share instructor costs. Because the NUCOR site is now part of the Hertford County EMS System, students enrolled in the course are fee exempt. Students must pay $53 in course fees including insurance and purchase a textbook that costs approximately $125.

**REFLECTIONS**

**Innovation or Best Practice**
The EMT training course at NUCOR is a best practice because it develops company employees into safety conscious team members who want to help their fellow team members. Team members are able to respond appropriately in emergency situations and decrease response times.

The training course solves a critical problem for NUCOR and Hertford County EMS because it reduces the response time for providing emergency medical care from potentially 30 minutes or more to less than five minutes. Because an initial evaluation and emergency medical care has already been provided on-site, the safety of team members is improved and the County Emergency Medical Services is able to provide more timely transportation to the hospital, which is seventeen miles away from NUCOR.

**Lessons Learned**
It is important to have a single point of contact at the employer organization to work with the training provider. The point of contact provides critical information to the training organization on plant closures, identifies best days to hold courses, communicates upcoming classes to employees, reminds employees about classes they have registered for, and collects employee interest in training courses.

It is important to offer Continuing Education courses after the EMT Basic course so that employees can maintain their certifications. It is best to work with the organization to set an annual schedule that offers multiple classes at various dates and times to meet a wide variety of needs and schedule requests. Continuing education courses are also important so that EMTs stay abreast of the latest advancements and new protocols in emergency medicine.

When developing a new program it is important for the employer to establish training policies that state whether employees are to participate in training on the clock or on their own time, and identify who is responsible for textbook and course fees. In our project, employees take courses on their days off, but receive an annual pay incentive if they maintain their EMT Basic Certification.

**Scalability**
Any employer can create a workforce that is trained to respond to medical emergencies of their own employees or customers. Local community colleges can provide 4-hour CPR/First-Aid/AED training on their campus or at the off-site business location depending on class size. The EMT program is offered at many colleges with a variety of class times, including day and night classes or on-line and hybrid classes.
WORKFORCE LEARNING SUMMIT PRESENTERS
Dr. Michael Elam, President, Roanoke-Chowan Community College
Mr. Terry Harriston, Environmental Manager, Nucor
Mr. James Broglin, Director, Hertford County EMS
Mr. Fred Curley, Director of EMS Services, Roanoke-Chowan Community College

FOR FURTHER INFORMATION
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