

Southeast Community Training Center

Polices and Producers Manual

Any information in this document that conflicts with the AHA PAM is superseded by the AHA PAM

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What are policies and procedure?

Policies and Procedures in the Training Network:

The Ultimate Guide A policy is a set of general guidelines that outline the organization's plan for tackling an issue. Policies communicate the connection between the organization's vision and values and its day-to-day operations. A procedure explains a specific action plan for carrying out a policy

MISSION STATEMENT

The mission of the American Heart Association (AHA) Emergency Cardiovascular Care (ECC) program is to reduce disability and death from cardiac and respiratory emergencies and stroke by improving the Chain of Survival in every community. The mission of the Training Center (TC) is to establish, promote, and maintain quality training networks that further enhance early implementation of the Chain of Survival and quality training programs in the community.

GLOSSARY

ACLS Advanced Cardiac Life Support. Medical interventions used to treat victims of respiratory and/or cardiac emergencies and stroke, including invasive techniques such as intubation, defibrillation, and drug administration.

AED Automated External Defibrillation. A noninvasive medical intervention that has been shown in medical literature to dramatically increase the potential for reduction of disability and death from cardiac emergencies.

AHA American Heart Association

AHA Region / Alabama Region One of more than 50 separately incorporated nonprofit organizations affiliated with the American Heart Association, Inc., and chartered to carry out the AHA's programs within its geographic area.

Biannual occurring twice a year

Biennial Occurring every two (2) years

BLS Basic Life Support. Noninvasive assessments and interventions used to treat victims of respiratory and/or cardiac emergencies and stroke.

CDC Centers for Disease Control

Conflict of Interest AHA policies require a high standard of conduct for AHA officers, directors, and committee and council members to scrupulously avoid any conflict between their own personal, professional, or business interests and the interests of the association. In the event of any direct or indirect conflict, the volunteer is to disclose the actual or potential conflict and abstain from any discussion and voting on the matter. Volunteers also are required to disclose all personal, professional, and business interests that could result in a conflict with the interests of the AHA.

Course Director (ACLS/PALS only) An AHA Instructor responsible for course content, scheduling, registration, faculty assignments, and all other preparations and conduct of an AHA training course. Course Directors are assigned by a TC. (See Course Directors responsibilities in the policy manual and AHA Instructor's Manual.)

CPR Cardiopulmonary Resuscitation

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ECC Emergency Cardiovascular Care ECC Committee Group of volunteers, nominated by their AHA peers, responsible for the ECC program. This group exists at the National, Regional and local levels.

ECC Training Centers Facilities or groups of instructors which provide training for individuals in one or more of the following: ACLS, BLS and PALS and have a current, signed "Letter of Agreement" with a TC.

FBAO Foreign Body Airway Obstruction

HCP Healthcare Provider. An AHA ECC course designed for the professional who provides health care. This course includes information on using equipment not available to the general public.

Heartsaver an AHA ECC course designed for lay people who serve as first responders to cardiac emergencies in the workplace or other environment.

IAW In accordance with Instructor An individual who has received AHA provider and instructor training and who is qualified to teach provider courses to other individuals.

Lead Instructor An AHA instructor who acts as course manager and who will be on site at all times during the course. The lead instructor will be responsible for logistics and quality assurance during the course.

Letter of Agreement Training Center contract

PALS Pediatric Advanced Life Support. Advanced medical assessment and interventions used to treat pediatric victims of respiratory and/or cardiovascular emergencies, including invasive techniques such as intubation and drug administration.

PAM AHA Program Administration Manual

Provider An individual who successfully completes an AHA provider level course in ACLS, BLS or PALS.

Regional Faculty Instructor who, because of exemplary service to the ECC program, has been appointed by the Regional ECC Committee upon recommendation of the local ECC Task Force. Regional Faculty serves as an advisory resource for ECC Training Centers.

SECTC Southeast Community Training Center

Specialist Non-AHA instructor assigned by an AHA course director or lead instructor to teach a specific section of an ACLS or PALS course. These individuals must be informed about AHA science, policies, and procedures prior to the course.

Training Center (TC) The Training Center is a key component of the ECC Training Network. TC Contract The TC signs an agreement with the AHA to provide ACLS, BLS, or PALS courses to the community.

TC Coordinator The TC Coordinator is a representative of the TC and is the primary contact for the AHA.

Training Center Faculty Appointed by the TC Coordinator. The TCF members will serve as an expert resource on ECC issues and protocols to the TC, its Instructors, and staff.

Training Site (TS) is an independent component of the TC. The Training Site conducts ECC courses under the authority of the TC. Training Sites are required to follow all AHA training guidelines and policies of the aligned TC.

TRAINING CENTER RESPONSIBILITIES (ACLS/BLS/PALS)

TRAINING CENTER RESPONSIBILITIES

A training center (TC) is an organization, which has contracted with the American Heart Association (AHA) to provide basic and/or advanced adult and pediatric life support training courses to the community it serves.

The training center is a focal point in the community of ECC training. Operating under a written agreement with the AHA, the relationship between the AHA and the SECTC is strengthened for mutual benefit.

The SECTC and Training Center Coordinator responsibilities include the following, but are not limited to:

Serve as a liaison to the Regional Program Office and the AHA. This includes being accessible by phone and responding to all AHA correspondence in a timely manner.

Provide all record keeping required by the AHA Office, IAW the with the AHA PAM.

Update the training network with the latest information on AHA courses, science guidelines, policies, and procedures. The TC will also provide instructors with information on subscribing to the AHA newsletter "Currents in Emergency Cardiac Care".

Providing copies to all instructors aligned with the SECTC of all appropriately designated memos, information regarding availability of new and revised training materials and most recent ECC materials order form within 21 days of receipt from the Regional Program Office.

Compliance with AHA procedures when working to resolve complaints/problems documented by the AHA or Rclass participant, Instructor, Training Center Faculty or Regional Faculty.

Attend TCC meetings and/or forums when offered. (A representative may be designated.)

Adhere to AHA ACLS/BLS/PALS program guidelines including management, program content, equipment decontamination, and course participation/completion guidelines.

Conduct as many BLS courses as time and resources will permit. The SECTC will train an aggregated total of not less than 250 BLS providers per year. At least 20% of the total training conducted by any TC will consist of "non-healthcare" provider training (e.g. training of lay persons).

Schedule BLS/ACLS/PALS provider courses on a yearly basis and actively promote the existence of these courses, both internally and externally.

Establish a reasonable and competitive provider course fee structure, using the appropriate AHA disclaimer statement regarding income.

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TC FACULTY RESOURCE PERSON

SECTC will have at least one Training Center Faculty member (TCF) for BLS, ACLS, and PALS. The TCF is responsible for providing ECC quality/performance improvement, updates, monitoring, and teaching Instructor courses. TCF members are recruited by the TC Coordinator and will have responsibility to and for the TC only. TCF members will serve as an expert resource on ECC issues and protocols to the TC, its Instructors, and staff.

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TRAINING CENTER RESPONSIBILITIES (ACLS/BLS/PALS)

TRAINING SITE REVIEW

The contract between the Training Site and the SECTC may be renewed on an annual basis. The process for renewal is:

Once the original site visit is complete and the Training Site contract has been signed, a review will be conducted once a year for the first two (2) years of the contract. At the end of two (2) successful annual site reviews, if no concerns have been documented, site reviews can be conducted every two (2) years. However, the SECTC reserves the right to conduct a site review at any time.

Review the Training Site on an annual/biennial basis to coincide with the TC's review, using the Training Site Review Checklist (Form E).

The purpose of the SECTC review(s) of a Training Site is to work with the Training Site staff to ensure compliance with the ECC Program Guidelines between the AHA, SECTC and its Training Sites. It is the responsibility of the SECTC staff to designate and absorb the expenses of a site reviewer.

The Training Site review may include but it not limited to on-site review of the Training Site. Course monitoring is part of a Training Site review, although it does not have to occur simultaneously with the Training Site review. The site review will, at a minimum, include the following:

1. A review of quality assurance documentation and procedures.
2. A consultation with Training Site staff, as requested or appropriate, to ensure understanding of requirements.
3. A review of grievances (if any).
4. A Training Site review by the SECTC staff will precede the TC entering into or signing a written contract with a Training Site applicant.
5. Provide proof of liability insurance annually in the amount of \$300,000 (offering BLS only) or \$1,000,000 (offering BLS, ACLS and/or PALS AHA programs).
6. Provide proof of Business License (if applicable).
7. If problems or potential problems have been identified and documented, the SECTC can recommend to continue annual or more frequent site reviews until the problems have been resolved or to terminate the Training Site contract. The SECTC reserves the right to conduct a site review at any time without prior notice to the Training Site.

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TC RECORD KEEPING RESPONSIBILITIES

The SECTC will keep an individual file for each Instructor assigned to the SECTC.

The SECTC is responsible to its Training Sites for the following services:

Issuing Course Completion/Participation cards to the Training Site in accordance with the AHA guidelines.

Assuring that the Training Site is functioning according to the areas of the SECTC's Letter of Agreement.

Assuring that the Training Site, and its Instructors, is adhering to AHA ECC guidelines and procedures. PAM

This includes timely monitoring of courses and Course Directors/Instructors for quality assurance by Training Center Faculty as needed. Assuring that training records are centralized at the SECTC.

Reviewing the Training Site on an initial and annual/biennial basis to coincide with the SECTC's review, using the Training Site Review Checklist

TRAINING SITE

WHAT IS A TRAINING SITE?

If an instructor, group of instructors and/or a physical site fits any two (2) of the following description points, it is considered to meet Training Site prerequisites and could become a Training Site of the SECTC Training Center.

Has own equipment.

Develops, advertises and conducts most, if not all, courses at a location separate from the

TC. Is a separate business, organization etc from the TC.

Relies on the TC primarily for record keeping and/or processing course rosters for issuance of course completion/participation cards. If the Training Site's need for course roster processing, instructor monitoring, etc. exceeds the level of service in which the TC can provide with quality, the TC might consider encouraging the Training Site to contact the AHA Regional office for information on becoming a TC.

TRAINING SITE RESPONSIBILITIES

The SECTC Training Center Training Site and the Training Site Coordinator responsibilities include the following, but are not limited to:

The Training Site Coordinator serves as a liaison to the SECTC. This includes being accessible by phone and responding to all AHA and TC correspondence in a timely manner.

Be present and an active participant in the Training Site's initial and annual/biennial site reviews.

Comply with AHA procedures when working to resolve complaints/problems documented by the AHA or Regional Staff Member, class participant, Instructor, or RF.

Remain current by attending local TC meetings and/or forums when offered.

The Training Site will keep the following hard-copy documents easily accessible for review:

Signed original of the current SECTC Training Site contract

Appropriate documentation that the Training Site has minimum \$1,000,000 liability insurance coverage for ACLS/PALS courses and \$300,000 general liability insurance coverage for BLS courses for the Training Site and its instructors

Memos from the AHA

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TRAINING SITE RECORD KEEPING RESPONSIBILITIES

SECTC Training Sites will maintain an easily accessible file with the following course documents for each course, filed by month and year. This information is to be kept for three (3) years. The SECTC Training Sites and TC Coordinator record keeping responsibilities include the following, but are not limited to:

Provider Course Documentation

Documentation is to be sent to the SECTC within two (2) weeks after the provider/Instructor courses and should include, but may not be limited to:

Computer printout of Course Roster (SECTC course roster are required to be in Myutcm.com 15 days after Course Completion).

Names of assisting Instructors, ID #'s, address, phone number, and email (TC affiliation if primary assignment not with SECTC)

Documentation relating to problem resolution (if applicable)

Instructor Course Documentation

(New and Renewal)

Documentation is to be sent to the SECTC within two (2) weeks after the instructor course. Computer printout of

Course Roster (SECTC course roster are required to be in Myutcm.com 15 days after Course Completion).

Names of assisting Instructors, ID #'s, address, phone number, and email (TC affiliation if primary assignment not with SECTC)

Documentation relating to problem resolution (if applicable)

Appropriate documentation that each instructor candidate has registered with an AHA recognized TC prior to entering the course and/or instructor course completion notice to primary TC

Completed monitoring report form on each new instructor

Completed Instructor Candidate Application for all New Instructors.

(Miscellaneous Documentation within (15) Days

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AHA COURSES

AHA COURSE INFORMATION AND DESCRIPTION (ACLS/BLS/PALS)

CRITERIA FOR AN AHA COURSE

An AHA course in emergency cardiovascular care will meet the following criteria before a course completion/participation card may be issued:

The core curriculum taught will be the curriculum set out in the most current edition of the AHA textbook(s) and/or Instructor's manual(s), and the core student written evaluation (exam) used for course completion, will be the most current evaluations developed and distributed for that program.

The Instructor teaching the course will be a current AHA recognized instructor or instructor candidate. Non-AHA instructors (specialists) for AHA courses will present AHA science and core course content.

Smoking or use of tobacco products will NOT be allowed during any AHA ECC training program.

COURSE DESCRIPTIONS

See the current Instructor Manual(s) for up-to-date information on course titles and descriptions.

COURSE ENROLLMENT CRITERIA

See the current Instructor Manual(s) and/or the AHA Program Administration Manual for enrollment criteria. To take the ACLS or PALS Provider course, SECTC recommends the participant must have a current BLS card.

COURSE COMPLETION CRITERIA

See the current Instructor Manual(s) for up-to-date information on course completion requirements.

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**COURSE DIRECTOR
(ACLS/PALS only)**

A Course Director is an AHA instructor appointed by the SECTC to be responsible for course content and faculty assignments. Course Directors should have either two (2) years experience as an Instructor or has taught at least eight courses and has been successfully monitored by an TCC. Course Directors are not required to be on site throughout the course, but they must be readily available to answer questions. If a non-physician is a Course Director, an AHA physician Instructor must be readily available throughout the course either in person or by phone, fax or other means of communication. (See AHA Instructor Manual.) If a Course Director is not on site during the course, an AHA instructor must be designated Lead Instructor for the course. This is not an AHA appointed position. Course Director responsibilities include the following, but are not limited to:

1. Assisting course coordinator in selecting course faculty.
2. Monitoring appropriateness of educational presentations.
3. Supervising student performance and evaluation by Instructor faculty.
4. Monitoring Instructor performance.
5. Following AHA guidelines and SECTC policies.
6. Note: Recognizing a Course Director is at the discretion of the SECTC. This is not an AHA appointed position. Course Director status automatically expires on the same date that his or her Instructor status expires. There is NOT a specific Course Director card.

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**LEAD INSTRUCTOR
(ACLS/BLS/PALS)**

The Lead Instructor responsibilities include the following, but are not limited to:

1. Working with the Course Director and staff of the sponsoring institution to ensure quality of the course.
2. Selecting the course faculty and course site.
3. Assembling the necessary equipment.
4. Choosing the course materials.
5. Approving all schedules for monitoring Instructor performance in addition to general supervision by the Course Director.
6. Submitting a the intent to Teach at least Fourteen (14) days prior to the course date.
7. The Lead Instructor and staff handle registration.
8. The Lead Instructor is to be present throughout the course to answer questions and resolve logistical and equipment problems.

**TRAINING CENTER FACULTY
(ACLS/BLS/PALS)**

Training Center Faculty is a current AHA provider and instructor appointed by the TC to each discipline. The Training Center Faculty responsibilities include the following, but are not limited to:

1. Active Instructor (BLS, ACLS, or PALS) for a minimum of two years before appointment.
2. Serves as an expert resource on ECC issues and protocols to the TC, Instructors, and staff.
3. Conducts TC Instructor Courses and adheres to AHA guidelines.
4. Acts as a change agent to facilitate transitions to the ECC program.
5. Supports Community Chain of Survival initiatives.
6. Conducts TC updates/training.
7. Mentors new TCF members.
8. Oversees quality assurance at the TC level.
9. Monitors Instructors' teaching abilities and completes required documentation
10. Teaches at least one Instructor Course every two years, monitors Course Directors, cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions.
11. TCF members report to the TC Coordinator for internal TC issues. There is a separate TCF card issued by the AHA. This is not an AHA appointed position. Training Center Faculty status automatically expires on the same date Instructor status expires.
12. Individual instructors who will be conducting courses (outside of their employment of the SECTC or outside of their Training Site) for a profit will need to show proof of \$300,000 public liability. Individual instructors who will be conducting courses (outside of their employment of the SECTC or outside of their Training Site) on a volunteer basis will need to sign a waiver.

**INSTRUCTOR
(ACLS/BLS/PALS)**

This status is gained through successful completion of an AHA ECC program provider and instructor course. A completed Instructor Candidate form must be provided to the TCC for approval before the Instructor course in order to apply.

INSTRUCTOR RESPONSIBILITIES (ACLS/BLS/PALS)

This status is gained through successful completion of an AHA ECC program provider and instructor course. A completed Instructor Candidate form must be provided to the Course Director for approval before the Instructor course in order to apply.

The instructor responsibilities include the following, but are not limited to:

1. Responsibilities as stated in the corresponding Instructor's manual.
2. A firm working knowledge of the current provider course materials, which is maintained by teaching on a regular basis.
3. For ACLS and PALS Instructors, an in-depth knowledge of adult and/or pediatric ECC.
4. Instructing students using the objectives of the entire program and evaluating students' progress toward the objectives.
5. Training provider candidates according to AHA guidelines.
6. Serving as Course Director in provider courses as appropriate (see Instructor manual).
7. Up-to-date knowledge of program discipline in accordance with current Instructor's manual and AHA requirements.
8. Sending a course notification for or training calendar to the SECTC at least Fourteen (14) days prior to the course date.
9. Teaching at least two (2) courses per year for their TC. It is the Instructor's responsibility to contact the SECTC and arrange to teach a class.
10. If teaching for more than one TC, transmitting data regarding training activities to the SECTC for accurate record keeping (Form E).
11. Sending appropriate paperwork on Instructor status to the SECTC with a signature on letterhead from the training site with course date.
12. Adhering to policy and procedures, guidelines, and other requirements set forth by the AHA, SECTC and affiliated Training Sites.
13. Sending a copy of the completed course roster within two (2) weeks after the provider course is completed. MYUTCM.COM
14. Attending Instructor meetings and/or updates as required by the AHA, TC or affiliated Training Sites. Following the SECTC or affiliated Training Site guidelines for cleaning and decontamination of manikins.
15. Keeping the SECTC informed of status change (i.e. name, address, phone number, email). Failure to comply will jeopardize the Instructor's affiliation with the SECTC. Maintain a current BLS for Healthcare Provider card.
16. Individual instructors who will be conducting courses (outside of their employment of the SECTC or outside of their Training Site) for a profit will need to show proof of \$300,000 public liability. Individual instructors who will be conducting courses (outside of their employment of the SECTC or outside of their Training Site) on a volunteer basis will need to sign a waiver.

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INSTRUCTOR RENEWAL (ACLS/BLS/PALS)

There is no grace period for Instructor status. A grace period of ninety (90) days will be observed in the event of illness or active military duty. Documentation is required. All expired instructors will have to attend a full instructor course to regain their instructor status.

All instructor renewal candidates must meet the following guidelines to renew their instructor status:

1. Hold a current Instructor card and a current Provider card. (ACLS and PALS must also hold a current BLS Healthcare Provider or Instructor card.)
2. Attend an Instructor Renewal course is required.
3. Satisfactory completion of core skills performance evaluations.
4. Maintain a minimum score of 84% on provider and instructor written examinations.
5. Successful demonstration of one cognitive mini lecture (BLS Instructor candidates only).
6. Evidence of teaching at least two (2) provider courses per year. (Four (4) courses in two (2) years) (Forms E and F)
7. Evidence of teaching at least one (1) Instructor or Instructor Renewal course per year. (Two (2) courses in two (2) years for Training Center Faculty only) (Forms E and F)
8. Evidence of attending any updates or meetings offered by the SECTC, AHA .
9. Recognition as a current AHA Instructor is for two (2) years.

INSTRUCTOR STATUS REVOCATION

The AHA reserves the right to revoke Instructor status for disregard of AHA PAM and/or SECTC policies and procedures or failure to comply with the responsibilities as an Instructor.

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**AHA /ECC COURSE MATERIALS AND
CARDS (ACLS/BLS/PALS)**

ORDERING ECC MATERIALS AND CARDS

All Training Sites and instructors may order ECC material from any of the distributors Worldpoint.com.

All AHA ECC cards must be ordered from the SECTC. SECTC will only issue course cards to Training Sites and/or Instructors who have met the requirements to issue provider cards. All orders must be in written form (Email); When SECTC orders cards for training sites the cards must be paid for in advance.

**ISSUING PROVIDER CARDS
(ACLS/BLS/PALS)**

Course completion cards will NOT be issued to learners until they are able to successfully complete the core skills and have demonstrated knowledge of core course content. There will be some rare instances where the student, regardless of how much help the instructor is willing to provide, will be unable to successfully complete the performance skills. Under these circumstances the student may NOT be issued a course completion card. A course participation card may NOT be substituted. (See Instructor Manual for more information.)

BLS course cards may NOT be withheld from a course participant due to errors on the part of the BLS Instructor who was teaching the course. Should incorrect information or techniques be accepted by the instructor, the Lead Instructor or Training Center Coordinator is to process the cards and re-education of the instructor must occur. Documentation of this re-education will be maintained in the Instructor's file.

AHA course completion or participation cards are NOT to be issued for courses taught outside the United States or Puerto Rico

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ISSUING INSTRUCTOR CARDS (ACLS/BLS/PALS)

Upon successful completion of the instructor course, the candidate must be monitored by a current Training Center Faculty in the specific discipline while teaching his or her first provider course.

An AHA Instructor completion card will be issued by the SECTC to the TCC for his or her signature upon successful completion of the Instructor course, only after receipt of a Monitor Forms and Instructor Candidate Application.

CARD ANNOTATION PROCEDURES

Care should be taken when entering the intent to teach and finalize your course ensure information is accurate and utilization of the appropriate participation/completion card.

CARD SECURITY

Managing the distribution of all AHA course completion and participation cards is the responsibility of the TC/Training Site through its TC Coordinator. Only the TC Coordinator may keep the AHA course participation/completion cards, and it is the responsibility of the coordinator to distribute AHA course participation/completion cards to instructors. The TC Coordinator is required to account for cards ordered. Except for the BLS Heartsaver and PBLIS courses it is recommended that cards be issued only upon receipt of a completed course roster.

INSTRUCTOR TRANSFER FEE

The Transfer fee is Ten Dollars(\$10.00) for coping Instructor Folder plus Twenty-five cent per sheet for coping all required records to transfer to new Training Center

TRAINING COURSE FEES

Training Centers may charge appropriate fees for courses offered. Course tuition should be determined by the Training Center/Site by actual costs and needs of the Training Center/Site with consideration for the continued existence of the program.

Costs of providing courses shall be the responsibility of the Training Site. For price comparison, please contact your Training Center Coordinator for current course fees and Instructor pay. The AHA shall not have any responsibility for any costs incurred by the Training Center or Training Site.

The following disclaimer will be announced at the course and/or printed on promotional brochures, announcements, or agendas:

"The American Heart Association strongly promotes knowledge and proficiency in CPR and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association, and any fees charged for such a course do not represent income to the association."

TEXTBOOKS AND COURSE MATERIALS

In all AHA courses the student will have access to and be provided with a copy of the appropriate textbook beforehand. Materials should be available in the courses so that students retain a current edition of the appropriate course material for

future reference and review because skills retention may be lost over a reasonably short period of time. Note: In renewal courses, the course textbooks need be provided only to those participants who do not already have the current edition(s).

To help in the distribution of ECC materials, the AHA has partnered with Worldpoint.com that provide the highest quality of customer service and support. Please contact any of these distributors for current materials and prices available. These distributor's phone numbers and addresses are on the back of ECC textbooks.

Refer to the appropriate AHA Instructor's manual to determine the instructor-to-student ratio for the course(s) being provided.

TC's are not required to provide the student with any AHA supplemental materials, but these materials may be listed on a product list given to students. Non-AHA materials may be used to supplement the AHA curriculum if desired but CANNOT be the primary teaching tool.

If not provided free of charge or included as part of the registration fee, these texts may be available for purchase at the course.

TC's and Instructors will be notified of the availability of Spanish-language versions of the AHA ECC training materials.

RE-PRINTING OF AHA MATERIALS

AHA textbooks and other ECC materials for CPR training are copyrighted by the AHA. They MAY NOT BE COPIED, in whole or in part, without the prior written consent of the AHA, National Center. Permission to reprint, copy or use portions of CPR textbooks or materials is to be obtained in writing from the Vice President of Communications at the AHA National Center. For further information on how to prepare such a request, please contact the AHA Regional office. Should permission be granted from the AHA National Center, a written letter of approval will be forwarded from the AHA indicating any conditions.

Permission is granted to copy memos, fliers, notices, applications, etc..., that are issued from the AHA Regional Office. These items are for internal use and should be distributed to appropriate personnel. The only exception to this policy is for BLS Committee Meeting minutes which may not be copied for distribution due to the occasionally personal nature of the information contained within.

AHA TRADEMARKS

The AHA's stylized name and heart-and-torch logo are service marks of the American Heart Association, Inc. and are registered with the United States Patent and Trademark Office. These service marks may only be used by the AHA, and its' Regional (Affiliates) and licensees. These service marks symbolize the identity of the AHA and when placed on publications, materials, and other items serves to distinctly identify the materials as having originated from the AHA.

In ECC training, the AHA stylized name and logo may appear only on training materials, including course completion and participation cards, and other ECC materials that have been issued or authorized by the AHA.

The AHA name, in stylized format, and logo may not appear on advertising or announcements for courses conducted through AHA recognized TC's.

Advertising and announcements may state that a specific course is an AHA course if the AHA Course Criteria are met. Refer to AHA PAM

Advertising and announcements may not suggest or imply that the AHA sponsors, owns, or manages the TC. Instructors may not use their AHA Instructor title on business cards or other advertising materials.

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DECONTAMINATION PROCEDURES (ACLS/BLS/PALS COURSES)

CPR EQUIPMENT CLEANING AND DECONTAMINATION

OBJECTIVE: Minimize the risk of cross contamination between students/instructors by providing step by step instructions on cleaning CPR manikins and equipment.

MANIKIN CLEANING BETWEEN STUDENT USE:

Clean the face, the inside of the mouth, and other parts used by previous student with a saturated, clean hypochlorite solution or 70% alcohol 2x2 or 4x4. The surfaces should remain wet for at least 30 seconds before they are wiped dry with a second piece of clean, absorbent material.

If a protective face shield/plastic airway is used, you will need to change it prior to the next student.

MANIKIN CLEANING AFTER THE CLASS:

Note: Use BSI precautions during cleaning procedures.

Disassemble manikin as directed by manufacturer.

Thoroughly wash all external and internal surfaces (also reusable face pieces) with warm soapy water and brushes. Rinse all surfaces with fresh water.

Wet all surfaces for 10 minutes in a mixture of $\frac{1}{4}$ cup sodium hypochlorite solution to 4 liters of tap water. This solution must be made fresh for each class and discarded after each use.

Rinse with fresh water and dry all external and internal surfaces. Then rinse with alcohol. Let air dry.

Keep CPR equipment clean by storing in a clean area. See the BLS instructor manual for more information. Ref: CDC recommendations

EQUIPMENT
(ACLS/BLS/PALS COURSES)
LOANING AND/OR RENTING EQUIPMENT

The Training Center does not rent or loan out equipment.

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GRIEVANCE PROCEDURES (ACLS/BLS/PALS)

The Training Center is responsible for managing and resolving disputes, complaints or problems that arise from a course offered by an Instructor aligned with the TC or from other TC activities or business. Grievances are to be documented including the steps taken toward resolution and a copy forwarded to the TC Coordinator for review and filing.

The AHA is not responsible for day to day operations of the TC and its Training Sites, or their business practices and will not become involved in resolution of any disputes, complaints or problems arising from courses taught by the TC. With the exception of disputes, complaints or problems that involve the following:

- 1 . Course content/curriculum.
- 2 . Instructor qualifications.
- 3 . AHA administrative policies and procedures.
- 4 . AHA ECC science issues.

The AHA will consider only issues involving these types of matters. If, after diligent efforts, the TC is unable to resolve any of these issues, it must turn the dispute, complaint or problem over to the AHA according to the responsibility for its employees or Instructors teaching courses offered through or processed by the TC. Complaints regarding these issues may be submitted in writing by:

- 1 . A student who attended the course during which the problem arose.
- 2 . An Instructor, Regional Faculty member or TC with information regarding the problem.
- 3 . An AHA volunteer or staff person with information regarding the problem.
- 4 . This procedure also applies to any disputes between the AHA and TC regarding the TC's performance of its responsibilities.

If, after diligent efforts, the TC is unable to resolve issues involving the matters listed above within thirty (30) days after notification of the problem, the TC is to send the dispute, complaint or problem to the AHA Regional ECC Office following the steps as outlined in the Dispute Resolution Procedure.

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**QUALITY ASSURANCE
(ACLS/BLS/PALS)**

The TC is solely responsible for the quality of the programs that are provided and the compliance with the AHA policies and guidelines. The AHA requires courses taught using AHA standards and guidelines are top quality courses. The AHA and the SECTC reserve the right to evaluate any course at any time without prior notification.

Methods utilized to establish, promote and maintain quality programs will include, but not be limited to the following:

1. Following AHA ECC program guidelines.
2. Distribute AHA training materials within 120 days of receipt by "Update" means.
3. Use the most current AHA training materials.
4. Maintain the required liability insurance.
5. Provide an Instructor Orientation for affiliating Instructors.
6. Establish Training Site Coordinators meeting on a quarterly basis to follow local ECC meeting.
7. Training Site site reviews.
8. Training Site course monitoring without prior notification.
9. Instructor, Instructor Trainer monitoring on biennial basis (opposite year of course attendance).
10. Compliance with manikin decontamination and maintenance recommendations.
11. Maintain current course files as outlined in "Record Keeping".
12. SECTC Coordinator maintaining communication with other TC Coordinators in geographical area, as well as AHA staff.
13. SECTC Coordinator's consistent attendance at required meetings as well as local AHA ECC meetings.

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AMERICANS WITH DISABILITY ACT (ADA) (1990)
(ACLS/BLS/PALS)

Many AHA courses will fall under the jurisdiction of the Americans with Disability Act. The Act prohibits discrimination against any individual on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages or accommodations of any place of public accommodation by any person who owns, leases (or leases to) or operates a place of public accommodation.

This means that anyone who offers a service, such as a BLS course, in a public place, such as an office building, school, lecture hall, community center, or other gathering places, must comply with the requirements of the Act.

The Act also requires that person(s) or organization(s) that offer examinations or courses related to applications, licensing, certification or credentialing for professional or trade purposes offer such examinations of courses in a place and accessible to persons with disabilities or offer alternative accessible arrangements for such individuals. Because many institutions, such as hospitals, nursing homes, and daycare centers, require proof of basic or advanced training as a condition of employment, the Act is likely to apply to most AHA courses.

Who must comply? As a general rule, the TC or entity that offers the course or examination is responsible for complying with the Act. When courses are offered by individual instructors, the individual instructors are responsible for compliance. When courses are offered by the TC, it is the TC's responsibility to ensure that it complies with the Act.

At a minimum, the following general guidelines should be followed:

No discrimination. A disabled individual may not be barred from attending a course or taking an examination based solely upon his or her disability.

Make reasonable efforts to accommodate. The entity conducting the course must make a reasonable effort to accommodate the disabled individual. In many cases, the following actions and/or auxiliary aids may be sufficient to accommodate a disabled student:

Rearranging furniture or equipment to accommodate wheelchairs.

Providing sign interpreters for the hearing impaired.

Providing readers or Braille materials for the visually impaired.

Allowing more time to complete an examination or take a course.

Moving manikins from the floor to a higher surface.

However, an appropriate accommodation or auxiliary aid is dependent upon the specific disability and needs of the individual student, as well as the resources available to the entity conducting the course. Therefore, the items listed above should not be considered an exclusive list. Such accommodations are not required if they would fundamentally alter the measurement of the skills being tested, or fundamentally alter the course, or would result in a provable undue burden.

Separate or different course. A disabled individual may not be provided a separate or different course unless it can be shown that it is necessary in order to provide a course which is as effective as those provided to other students.

Opportunity to participate. Even if a separate or different course is offered, the disabled student cannot be denied the opportunity to participate in the regular course.

Course completion card specifically for the disabled. Training Centers should not issue cards which provide a different status to disabled students who complete a course which has been modified or adapted for disabled individuals.

Charges or Fees. The disabled student may not be charged a surcharge to cover the cost of providing auxiliary aids required to comply with the Act.

Notice of disability. In order to make arrangements for appropriate auxiliary aids and/or accommodations, the disabled student may be asked to provide advance notice of the disability and the suggested accommodation which will be required, but this notice may not be required to be given earlier than the date by which other students are required to register for the course. What happens when a disabled student cannot complete the course? Occasionally, a student, even when reasonable accommodations are made, is unable to successfully complete a course or examination, or the accommodations needed to allow the student to complete the course or pass the examination would fundamentally alter the course or exam, or would result in undue burden. When that happens, the student will not be able to receive an AHA course completion card. The TC may not issue a qualified or modified course completion card. (Remember, AHA course participation cards may be issued only for participation courses.) Students that are required by their employers to show evidence of basic or advanced training should be referred back to their employer for assistance. Only the employer can determine whether the training requirement can be waived, or whether it can be met in some other fashion. To facilitate such a decision, the employer might be reminded that the AHA does not guarantee competency by issuing a course completion or participation card. If an employer simply requests some evidence that a student attended a course, the student may be able to provide a copy of his or her course information materials or other registration documents. If an Instructor agrees to provide a note or letter confirming that the student attended the course, the following language should be sufficient to state that a student attended a course. "This is to confirm that (name of student) attended the (name of course) on (date) at (location)."

Core Curriculum. Any changes or deletions to the items set out in the Core Curriculum of each AHA Instructor Manual should be considered fundamental changes to the course and may not be made in a course for which an AHA Course Completion card is issued. The individual Instructor or TC must make its own determination as to what accommodation it must make in order to comply with the Americans with Disabilities Act. The Missouri Region will not authorize individual Instructors or TC's to make any core curriculum changes in a course identified as an AHA ECC course. (Please refer to the Instructor Manual(s) for additional requirements and information.)

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INTERACTIVE LEARNING SYSTEM

The AHA Learning System is an interactive computer/video ECC learning system originally developed by the AHA Emergency Cardiovascular Care Committee. Formerly, Actronics was licensed to produce and distribute the Learning System and now Laerdal will be the company that is licensed to produce and distribute the Learning System. The technology of the CPR/ACLS system includes a microcomputer interfaced with a video-disc player, a CD-ROM player, and a printer. An adult CPR manikin, an infant CPR manikin and an intubation head are equipped with sensors that monitor student performance, such as compressions, ventilation's, or endotracheal tube placement. The microcomputer interprets student performance, and the video-disc player provides audio or visual feedback to the student on how to improve performance. When ready for evaluation, the student enters the evaluation mode and then signs on so that detailed results of the evaluation are recorded. Since the CPR/ACLS Learning System is considered an extension of the training structure, upon successful completion of the course, an AHA BLS or ACLS course completion card is issued to acknowledge that the student has met the guidelines for successful BLS or ACLS course completion as determined by the national AHA ECC Committee. The AHA recognizes students who have successfully completed or participated in an AHA course using the AHA Learning System.

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**RECIPROCITY
PROVIDER RECIPROCITY**

AHA Provider-level reciprocity is recognized nationally. A current Provider card is valid anywhere in the U.S.A.

INSTRUCTOR RECIPROCITY

Current AHA Instructor-level reciprocity is recognized nationally. Instructors must align with a TC in their region. An instructor may teach for more than one TC, but may align with only one primary TC per discipline. When an Instructor moves to another area, he/she must ask the original primary TC to transfer Instructor records to the new primary TC (Form G). The new primary TC must monitor the performance of the Instructor and may impose additional requirements before they can be placed on active status. TC's are not obligated to accept all Instructors who apply for alignment.

TCF RECIPROCITY

Reciprocity between TCs is not recognized at the TCF level. A TCF member who transfers to another TC will need to work within the new TC to establish TCF status.

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