

**Lowcountry Regional EMS Council
American Heart Association
Community Training Center
Policies and Guidelines
July 2013**

Effective: July 1, 2013

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The Lowcountry Regional EMS Council (LREMSC) American Heart Association (AHA) Community Training Center (CTC) exists to provide initial and ongoing training in ACLS, BCLS, PALS and First Aid to the citizens of the Lowcountry Regional and its communities.

General Information

- The LREMSC AHA-CTC will follow the guidelines of the American Heart Association.
- LREMSC will house all records for of AHA BLS, ACLS, PALS and First Aid courses provided under the LREMSC AHA-CTC.
- The LREMSC AHA-CTC will follow card distribution policies set forth in the AHA Program Administrative Manual. The LREMSC AHA-CTC Coordinator and specific designee(s) will provide for security and issuance of cards such that each card is accounted for during a reconciliation of cards purchased and cards issued from rosters and defective cards replaced/duplicate cards issued. Stocks of cards will be maintained in a locked drawer, safe or cabinet.
- The LREMSC AHA-CTC will submit all reports in a timely manner.
- Course evaluations will be solicited from students attending all courses. Evaluations, or an evaluation summary, must accompany all rosters. If summarized, the instructor will maintain original evaluations for follow-up with instructors as indicated. The evaluation used must include the content of the AHA course evaluation.
- Course files will be maintained for at least three years. Instructor records will be maintained as long as the instructor is aligned with the LREMSC AHA-CTC. Course files and instructor records may be kept in software, a hard copy or a combination of the two, but they must be readily accessible for review at any given time and maintained as long as an instructor is aligned with the LREMSC AHA-CTC.
- Current AHA examinations will be used in all completion courses and exams will be maintained in a locked drawer, safe or cabinet when not in use.
- AHA core content will be taught in every course and the appropriate AHA course card is issued to every student following successful completion
- Instructors affiliated with the LREMSC AHA-CTC will have initial, updated and ongoing training as required by the AHA.
- All guidelines set forth by the LREMSC AHA-CTC will dictate instructor status.
- Every effort will be made to notify instructors of needed information to remain in compliance with all guidelines at all times.

Any instructor wishing to be an affiliated with the LREMSC AHA-CTC

- Must have a current AHA instructor and provider card for the discipline for which they are applying
- Must be monitored by an instructor/instructor-trainer/training center faculty member every two years

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- All LREMSC AHA-CTC requested information must be provided to and be on file with the LREMSC AHA-CTC before any instructor can schedule and teach any course.
- Must provide any change of address, telephone number, e-mail address and employer within 30 days of the established change.
- If they requesting to transfer from another AHA-CTC to the LREMSC AHA-CTC, they must provide proof of good standing from their current AHA-CTC

LREMSC AHA-CTC will not bear any responsibly for any updates, new policies or general information not received by an instructor due to incorrect contact information in the instructors file.

Confidentiality

LREMSC AHA-CTC shall keep all student, instructor records tests and documentation in strict confidence.

No student or faculty information may be shared with anyone outside the LREMSC AHA-CTC.

- The only exception to confidentiality policy shall be official reports or information requests required by the South Carolina AHA and National AHA offices.

Instructor Affiliation Requirements

- LREMSC AHA-CTC instructors must maintain a current AHA instructor and provider card in the discipline for which they are teaching.
- LREMSC AHA-CTC instructors must follow the most current AHA instructor manual when teaching. (current AHA Instructor manuals can be purchased through the LREMSC AHA-CTC)
- LREMSC AHA-CTC instructors must teach at least four courses every two years in each discipline for which they are an instructor as either a lead or assistant instructor.
- LREMSC AHA-CTC instructors must attend and/or complete all AHA and LREMSC AHA-CTC instructors' updates as required.
- LREMSC AHA-CTC instructors must be monitored teaching by an LREMSC AHA-CTC approved faculty every two years in each discipline for which they are an instructor.
- To teach any AHA course as an instructor affiliated with the LREMSC AHA-CTC an instructor must contact the LREMSC AHA-CTC Coordinator in writing by e-mail, fax or postal service (telephone notifications will not be accepted) at least two weeks prior to the course start date.
 - No course will be approved nor will cards be issued for any course that has not been approved by the LREMSC AHA-CTC Coordinator at least two week in advance

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- *The American Heart Association does not allow any grace period for expired or invalid instructor cards. If instructor requirements are not met within the appropriate time frames and documented through the LREMSC AHA-CTC instructor status will be immediately terminated.*
- Only forms approved by the LREMSC AHA-CTC Coordinator may be used to document a course, register students monitor instructors and provide documentation to the LREMSC AHA-CTC
 - This shall include but not be limited to:
 - Course Roster/Registration form
 - Instructor candidate application form
 - Instructor agreement form
 - Instructor records transfer form
 - Instructor renewal form
 - Instructor monitor/competency checklist form
 - Course evaluation form

Testing and Evaluation

Only LREMSC AHA-CTC approved current AHA course tests will be used when testing/evaluation is required in all disciplines.

- Current AHA approved course tests may be obtain from the LREMSC AHA-CTC Coordinator
- All tests must remain in the custody of the course instructor and shall not be shared with anyone.
 - At no time may an instructor share with or copy any course tests for another instructor
 - At no time shall any student be allowed to keep a copy of any AHA course test
- Approved course pre-tests may be given to students prior to the start of a course along with the approved AHA textbook.
- Students must score an 84% or better on the actual course test to received successful completion and be issued an AHA course completion card

Use of AHA Materials

Each student attending an AHA course must have approved current AH course textbook readily available for use before, during and after the course.

Students may reuse their approved AHA textbook during renewals until new guidelines are established and published.

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Ordering AHA Materials

AHA materials may be ordered from any approved AHA vendors. A list of AHA approved vendors is printed in the back of all AHA textbooks.

Orders should be placed at least two weeks prior to the start of a course in order to assure delivery in a timely manner.

The LREMSC AHA-CTC cannot guarantee that they will have the materials needed in stock, nor can they be accountable for vendor backorders.

Rosters

- All rosters must be submitted to the LREMSC AHA-CTC Coordinator within fourteen days of the date of the course.
- All LREMSC AHA-CTC instructors are required to keep copies of all course rosters and evaluation for their records.
- All rosters must be accompanied by a LREMSC AHA-CTC course evaluation to be processed.
- Only the approved LREMSC AHA-CTC Course Roster and evaluations may be used to document a course, and register students through the LREMSC AHA-CTC
- LREMSC AHA-CTC Course Rosters must be filled out completely and be legible. Incomplete or unreadable rosters will be returned to the course instructor and course cards will not be issued until the roster is complete.
 - It is the preference LREMSC AHA-CTC that course roster be typed. If you are not able to type course rosters, please print as clearly as possible.
 - Illegible or misspelled names on course rosters are the responsibility of the course instructor and may result in the course instructor having to replace course cards at their expense.
- The appropriate fees must accompany the completed course roster, unless prior arrangements for invoicing have been made with the LREMSC AHA-CTC Coordinator.
- All rosters will be monitored by the LREMSC AHA-CTC Coordinator to assure that the appropriate manikin/student/instructor ratios are being maintained.
 - The AHA approved student instructor ratio is eight students to one instructor
 - The AHA approved student to manikin ratio is three students to one manikin

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Record Keeping

The LREMSC AHA-CTC shall

- Maintaining an individual file for each Instructor assigned to the LREMSC AHA-CTC.
- Maintain easily accessible files with completed course rosters. This information shall be kept for three years
- Issuing course completion cards in accordance with AHA polices

Card Issuance Procedures

- Course rosters are to be sent to the LREMSC AHA-CTC for processing within two weeks after course completion
- LREMSC AHA-CTC Course Rosters must be filled out completely and be legible. Incomplete or unreadable rosters will be returned to the course instructor and course cards will not be issued until the roster is complete.
 - It is the preference LREMSC AHA-CTC that course roster be typed. If you are not able to type course rosters, please print as clearly as possible.
 - Illegible or misspelled names on course rosters are the responsibility of the course instructor and may result in the course instructor having to replace course cards at their expense.
- All course cards will be processed from the LREMSC AHA-CTC on the average of one to four weeks
- Course cards will be mailed to the address listed in the “Mail cards to:” box on the LREMSC AHA-CTC course rosters.
- LREMSC AHA-CTC instructors are required to issue/send course cards to their students as soon as they are received from the LREMSC AHA-CTC

Replacement Cards

- When a request for a “duplicate” card is received, the LREMSC AHA-CTC will verify course attendance and validity before issuing a duplicate card.
- Course participants will be charged a fee for duplicate cards as set by the LREMSC AHA-CTC

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Payments

The appropriate fees must accompany the completed course roster, unless prior arrangements for agency invoicing have been made with the LREMSC AHA-CTC Coordinator.

The LREMSC AHA-CTC does not accept personal checks or credit charges under \$25.00

Credit cards (Visa, Master Charge, Discover), cash, money orders, corporate checks, agency checks, cashier's checks may be used to pay course fees. The LREMSC AHA-CTC does not accept American Express credit cards for payments

Equipment Management

- Required equipment (see instructor manuals) will be used in every course.
- All instructors will use and maintain equipment in accordance with manufacturer's recommendations.

Manikin Decontamination

Manikin cleaning between student uses:

- Clean the face, the inside of the mouth and other parts used by previous student with clean absorbent material (4x4 gauze pad with 70% alcohol or an alcohol pad). These 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 or barrier is used, you will need to change it prior to the next student.

Manikin cleaning after the class:

At the end of each class, the procedures listed below shall be followed as soon as possible to avoid drying of contaminated secretions on manikin surfaces. Personnel conducting manikin disassembly and decontamination shall wear protective gloves during these procedures:

- Disassemble the manikin as directed by the manufacturer.
- As indicated, thoroughly wash all external and internal surfaces (also reusable protective face shields) with warm soapy water and brushes.
- Rinse all Surfaces with fresh water.
- With the return of the equipment office personnel will conduct decontamination to ensure that all equipment has been properly decontaminated before reuse and marked "clean".
- Wet all surfaces with liquid household bleach (1/4 cup of bleach to 1 gallon of water) for 10 minutes.

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- Rinse with fresh water and dry all external and internal surfaces.
- Return completely assembled manikin to their appropriate case, ready for use
- Store clean faces in paper sacks until ready to use.

All LREMSC AHA-CTC instructors are responsible for assuring that the manikins used in the courses they teach have been cleaned and decontaminated prior to and after each of their classes and will be required to provide documentation verifying the process with their course roster.

Dispute Resolution Policy

The LREMSC AHA-CTC is responsible for managing and resolving all disputes, complaints or problems that arise from a course offered by an LREMSC AHA-CTC affiliated instructor.

Any grievance with regard to instruction of a course through the LREMSC AHA-CTC shall follow the following procedure:

- Discussion with the course lead instructor who will attempt to resolve the issue and document the grievance and its resolution with the LREMSC AHA-CTC in writing.
- If resolution of the grievance cannot be reached through the course lead instructor the grievance maybe taken to the course director who will have five business days to attempt to resolve the issue(s) and document the grievance and its resolution with the LREMSC AHA-CTC in writing.
- If resolution of the grievance cannot be reached through the course director the grievance maybe taken to the LREMSC AHA-CTC Coordinator who will have five business days to attempt to resolve the issue(s). The LREMSC AHA-CTC Coordinator will document the grievance and its resolution in writing.
 - The LREMSC AHA-CTC Coordinator will work in cooperation with the LREMSC Executive Director to review and attempt to resolve the grievance
- If resolution of the grievance cannot be reached through the LREMSC AHA-CTC Coordinator the grievance maybe taken to an AHA Regional Consultant who will follow the AHA procedures for handling of grievances.
 - The AHA Regional Consultant shall be responsible for informing the party filing the grievance of advanced AHA grievance procedures as outlined in the AHA Program Administration Manual

All documentation related to grievances filed with the LREMSC AHA-CTC will be maintained for a minimum of three years.

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Instructor/Training Center Faculty Criteria

LREMSC AHA-CTC Coordinator affiliated instructor may renew their status on one of the following ways:

1. Meet all of the following criteria
 - Maintain a current Provider care in the discipline they are instructing in
 - Teach a in a minimum of four course every two years. Training center faculty must also teach one instructor or instructor renewal course every two years
 - Attend instructor updates as required within the previous two years
 - Present documentation of successful teaching ability as monitored by LREMSC AHA-CTC in previous two years. Monitoring after initial instructor course does not satisfy this requirement.
2. Successfully complete an Instructor Renewal Course with the following components:
 - Demonstration of provider skills, including a score of 90% or higher on the written provider course examination.
 - Completion of BLS Instructor examination with a score of 84# or higher (BLS instructors only)
 - Review the TC/local ECC/national ECC information
 - Teaching demonstration to satisfy monitoring requirements
3. Successfully complete an entire Instructor Course , including monitoring of teaching performance

If deficiencies in content knowledge, skills performance or teaching ability are noted the instructor maybe remediated.

If renewal criteria are not satisfied within the card expiration period the instructor/TCF must repeat the instructor recognition process

Revocation of Instructor/TCF Status

LREMSC AHA-CTC Coordinator is authorized to revoke an instructor's teaching privileges with the LREMSC AHA-CTC at any time as deemed necessary.