



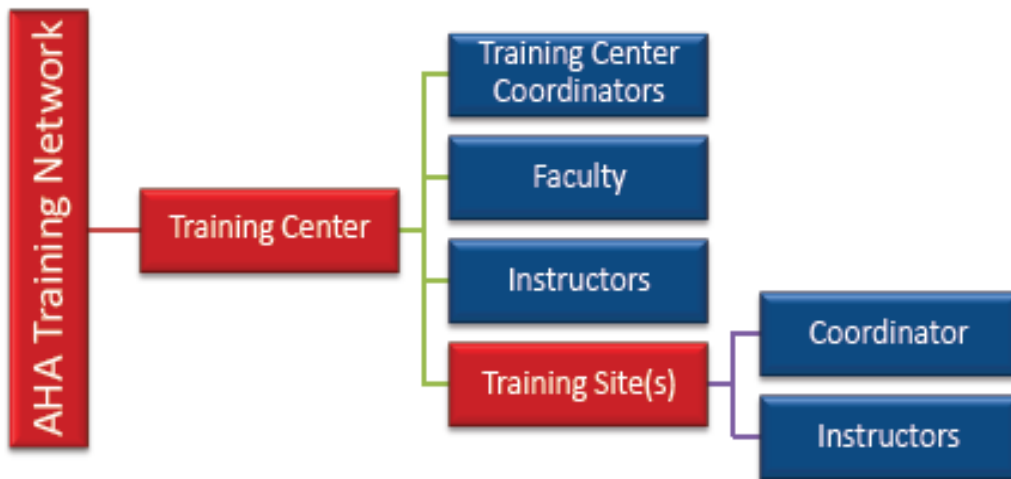
TRAINING USA

Policies & Procedures

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Structure of the AHA Training Network

The AHA Training Network includes Training Centers, Training Sites, Training Center Coordinators, and instructors. The following image represents the structure of the AHA Training Network



Acronyms

ACLS Advanced Cardiovascular Life Support

ACLS EP ACLS for the Experienced Providers

AED Automated external defibrillator

AHA American Heart Association

BLS Basic Life Support

CE Continuing education

CEU Continuing education units

CME Continuing medical education

CPR Cardiopulmonary resuscitation

ECC Emergency Cardiovascular Care

EMS Emergency medical services

HCP Healthcare provider

HSFC Heart and Stroke Foundation of Canada

IN Instructor Network

ITC International Training Center

MTN Military Training Network

PALS Pediatric Advanced Life Support

PAM *Program Administration Manual*

PEARS Pediatric Emergency Assessment, Recognition, and Stabilization

PROAD Program Administration

RF Regional Faculty

TC Training Center

TCC Training Center Coordinator

TCF Training Center Faculty

TS Training Site

Electronic Resources

The following electronic resources are available to the ECC Training Network:

| | |
|--|---|
| <p>Training USA Website www.trainingusa.org</p> | <ul style="list-style-type: none"> • Course Calendar • ELearning • Forms • Notices, Bulletins, Memos • Quicklinks |
| <p>American Heart Association Instructor Network (IN): www.ahainstructornetwork.org: All instructors are required to be aligned on the IN, and a user agreement is required during registration. AHA reserves the right to delete or deny alignments on the IN.</p> | <ul style="list-style-type: none"> • Available to all instructors • Provides up-to-date reference information on ECC programs and science • Requires password for access |
| <p>AHA eLearning website: www.OnlineAHA.org</p> | <ul style="list-style-type: none"> • Provides the ECC online courses |
| <p>AHA student website: www.heart.org/ccstudent</p> | <ul style="list-style-type: none"> • Provides general information about AHA programs and services. • Offers students the ability to search for ECC courses in a specific city or zip code |

Our Mission Statement

The mission of Training USA is to provide highest quality instruction and education in Cardio-Pulmonary Resuscitation and Emergency Cardiac Care thereby reducing disability and death from respiratory and/or cardiovascular event by providing the most effective methods thus improving the Chain of Survival.

General information

Our faculty and staff of Training USA have been involved with Advanced Life Support medicine for more than twenty five years. We have established a network of quality affiliate instructors who are dedicated to assisting us in meeting our mission.

We feel that expanding our instructor network and providing training to medical professional, teachers, industry and community leaders, citizens of Tuscaloosa and surrounding counties, we will have a better chance of surviving any sudden arrest, thus making our communities a safer and better place to live.

Training USA has not only provided training for the Basic Life Support level but also provides advanced level training in Advanced Cardiac Life Support, ACLS for the Experienced Provider and Pediatric Advanced Life Support. We will continue this effort as well as be in the forefront by actively supporting the Public Access Defibrillation program.

Training USA demands high quality training and dedication from its faculty, staff and affiliate instructors. All instructors shall become familiar with this manual and meet all standards set by the American Heart Association and Training USA by working together and ever increasing standards. We together can truly make a difference when someone falls prey to a sudden and life altering event.

We at Training USA expect all instructors to read Currents in Emergency Cardiac Care in order to stay updated on useful information from the American Heart Association. Members of the AHA ECC training network can register to receive Currents by phoning (877) 800-2010 or may download from the internet by visiting www.cpr-ecc.americanheart.org.

The Role of Training USA

The American Heart Association has established a network of Training Centers to broaden its outreach of ECC educational courses and strengthen the Chain of Survival. Training USA is proud to be a part of this network.

Training USA is responsible for:

- The proper administration and quality of their ECC courses.
- The day-to-day management of their instructors.
- Providing all their Instructors and Training Sites with consistent and timely communication of any new or updated information about National, Regional, or TC policies, procedures, course content, or course administration that could potentially affect an Instructor in carrying out his or her responsibilities.
- Serving as the principal resource for information, support, and quality control for all AHA ECC Instructors aligned with Training USA.

Keeping the Training Network Connected

Training USA is committed to quality communication with instructors. This section covers the many resources available to the instructors to accomplish this goal.

Electronic Resources

Training USA website: www.trainingusa.org

- Provides contact information to your Training Center Coordinator and Staff
- Provides link to eLearning courses
- Provides course calendar for classes taught at Training USA

American Heart Association Instructor Network: www.ahainstructornetwork.com

- Available to all Instructors
- Provides up-to-date reference information on ECC programs and science
- Requires password for access
- Periodically offers surveys and electronic submission of reports

AHA eLearning: www.onlineaha.org

- Provides the ECC online courses

AHA website: www.americanheart.org

- Provides general information about AHA programs and services
- Offers students the ability to search for ECC courses in a specific city or ZIP code

International Training: eccinternational@heart.org

- Primary public email for the Training Network outside the United States

Print Communications

Currents in Emergency Cardiovascular Care is a quarterly newsletter published by the Citizen CPR Foundation, Inc and financially supported by the AHA. Currents provide information on recent developments in emergency healthcare services. It is available free on the Internet. Training USA strongly encourages Instructors to read Currents to stay updated on useful information from the National Subcommittees and other ECC professionals. To register to receive Currents, visit the AHA Instructor Network to subscribe to the electronic or print version.

Training Center Position Descriptions

Training Center Coordinator

The Training Center Coordinator is a representative of Training USA and is the primary contact for the AHA. Training USA is responsible for selecting the Training Center Coordinator. The AHA expects the Training Center Coordinator to have the appropriate skills to either perform or manage all Training Center responsibilities as described in this manual. It is recommended but not mandatory that the Training Center Coordinator be a current Instructor in at least one discipline.

Training Center Faculty

The TCF are responsible for quality assurance and is the educational leadership of Training USA. All TCs should appoint at least one TCF member in each discipline they teach. The purpose of this appointment is to ensure that the TC is able to conduct quality Instructor Courses within the TC. The number of TCF members is determined by the needs of the TC. TCF members serve only in the TC from which they are appointed. A TCF member's status is not transferable between TCs. TCF members who move from one TC to another must reapply for TCF status in their new TC and are subject to acceptance by that TC.

Criteria

Must be a current Regional Faculty member or meet the following criteria:

- Active Instructor (BLS, ACLS, or PALS) for a minimum of two years
- ACLS and PALS TCF members must also be a Course Director
- Willing to participate in a TCF orientation and AHA regional updates
- Has received positive evaluations of teaching ability from students
- Completion of orientation by Regional Faculty before conducting first Instructor Course

Method of Appointment/Reappointment

Appointed and reappointed by TC, which sets the term served by TCF members.

Responsibilities

- Serves as an expert resource on ECC issues and protocols to the TC, Instructors, and staff.
- Conducts Instructor Courses for TC while adhering to AHA guidelines.
- Cannot serve as Regional Faculty member for his/her own TC
- Acts as a change agent to facilitate transitions in the ECC Program.
- Supports Chain of Survival initiatives in the community.
- Responsible for TCF development by conducting updates/training for TC.
- Oversees quality assurance at the TC level.
- Monitors Instructors' teaching abilities and completes required documentation.
- 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.
- May act as a mentor to TC Coordinator.

Reporting Structure

- To TC Coordinator for internal TC issues
- To RF/NF for program and science issues

Course Director (ACLS and PALS)

ACLS and PALS Course Directors are members of the TC's faculty, and responsible for quality assurance and management of AHA courses offered by the TC. The Course Director is an AHA Instructor appointed by the TC. The number of Course Directors is determined by the needs of the TC. Course Directors are required to be on-site throughout the course.

Criteria

- Active Instructor (taught at least eight courses) in the same discipline as the Course Director appointment
- Completion of TC Course Director Orientation
- Positive evaluations of teaching ability from students
- Successful monitoring by TCF or RF member in the same discipline

Method of Appointment

Appointed by TC Coordinator

Responsibilities

- Selects course faculty with Lead Instructor and TC Coordinator/Faculty
- Monitors appropriateness of educational presentations
- Supervises student performance and evaluation by Instructors
- Is readily available during the course to answer student questions
- Monitors Instructor performance
- Monitors Instructor candidates after an Instructor Course
- Resolves disputes that may arise during the course in accordance with the TC dispute resolution policy and the AHA Dispute Resolution Procedure
- Identifies and recommends potential Instructors for Instructor Courses
- Cultivates and mentors TC Instructors, new instructors, and, potential candidates for future Instructor/Course Director/TCF positions
- Remediates or oversees remediation of students during the course serves as an Instructor as needed

Reporting Structure

- To TC for course administrative and management issues
- To RF/NF/TCF for program and science issues

Specialty Faculty

Specialty Faculty are content experts in a particular area of the program being presented, eg, pulmonologist, anesthesiologist, perinatologist. All specialty faculty must hold current or recent provider status in the discipline in which they are instructing. Specialty Faculty may teach in skills stations but may not evaluate students or be involved in the evaluation process. Specialty faculty must be willing to attend a program orientation before teaching in the course.

Criteria

- Must be an expert in content required by course discipline
- Must be a current or recent past provider in appropriate discipline
- Willing to participate in a program orientation by Course Director before teaching in the course
- Positive evaluations of teaching ability from students

Method of Appointment/Reappointment

Appointed and reappointed by the TC on an as-needed basis. The TC sets the term served.

Responsibilities

- Serves as a content expert required by the course discipline.
- Provides necessary content while adhering to AHA guidelines.
- Completes a program orientation by Course Director before teaching in the course.
- Does not evaluate students or participate in the evaluation process.

Reporting Structure

- To TC Coordinator for internal TC issues
- To NF/RF/TCF/Course Director for program and science issues

Following Policies and Procedures

Smoking is prohibited in classrooms and training facilities during all AHA ECC training programs.

The instructor must perform its duties in a manner consistent with the AHA mission and guidelines. This includes the following responsibilities:

- Each student who successfully completes an AHA ECC course must be issued the appropriate course card that bears the AHA logo. The TC of the Instructor who conducts the Provider course is responsible for card issuance and security through its Instructors.
- If an Instructor is invited to teach at a second TC or with an instructor from another TC, the course cards are issued by the sponsoring TC.

Course Notification

The instructor will notify Training USA of class they wish to teach with as much advanced notice as possible to obtain a course number. You will inform Training USA of:

- type class
- location of class
- number of students projected to attend
- additional instructors which will be involved in the course

Submitting Rosters

All rosters should be submitted to Training USA in a timely manner of not more than one week from class completion.

*****COURSE ROSTERS MUST BE LEGIBLE. IF NECESSARY ATTACH A TYPED OR PRINTED COPY TO THE ORIGINAL.*****

In order to have the course cards printed the lead instructor will be responsible for sending to Training USA the following either by mail or fax:

- Course roster front complete with training site, course location, course director(if applicable), start and end time, lead and assisting instructors, course dates, billing address, shipping address, type of course completed(BLS healthcare provider, Heartsaver CPR etc.) and signature of lead instructor.
- Course roster back complete with name, address, email (if applicable) and phone number, if applicable include the students Alabama Board of Nursing license number for upload to ABN (We are currently only set up for Alabama), test scores in appropriate space provided on the roster (if applicable for course taught)
- Summary of course evaluation unless there is a negative evaluation for which you will send in each one that is negative.

*****Signature of instructor verifies that all information is accurate and complete*****

Replacement of Lost Cards

- A replacement card is as valid as the original card.
- Uses the same dates as the original card
- Training USA will issue a replacement card if a card is lost or mutilated or becomes otherwise unusable. In such cases the Course Director or Instructor must advise students to contact Training USA. The card re-issuance fee will be \$10.00.
- Training USA will verify course completion before issuing a replacement card.
- Do not refer students or instructors to the AHA for replacement cards.

Damaged Cards

- Cards damaged in shipment must be returned to Training USA.

- Keep all shipping documents and packaging and contact Training USA for details on the return.
- Reimbursement and/or exchange will not be made if the cards are damaged by other means outside of shipping.

Written and Skills Test

Written Tests for AHA Course Completion

The most current written tests and skills tests are the only tests used to determine successful course completion. Use of any other written test to determine a student's completion of an AHA ECC course will jeopardize the Instructor's status.

Note: Not all AHA courses require a written test.

Test Security

To prevent possible compromise of test contents, the AHA issues tests to TC Coordinators only.

Each test should be accounted for and returned to the Instructor at the end of the test or course.

Printed tests should be stored under lock and key, electronic files should be stored on password protected computer or media and should not be distributed.

Skills Tests for AHA Course Completion

Skills tests are a primary determinant of the student's success in mastery of material.

The Instructor must:

- Administer these tests as designed and outlined in the applicable curriculum, without prompting the student. Prompting and coaching students during testing undermines the purpose of the evaluation and the student's confidence in his or her ability to perform the required skill.
- Use the skills test sheets as described in the curriculum. Completed sheets for students who have not yet succeeded in performing the skill will be kept in the course file.

Copyright of AHA Materials

Copyright / Copying of AHA Material

The American Heart Association owns the copyrights to AHA textbooks, manuals, and other ECC training materials. These materials may not be copied, in whole or in part, without the prior written consent of the AHA. Permission to reprint, copy, or use portions of ECC textbooks or materials must be obtained in writing from the copyright specialist at the AHA National Center. For more information, see the Copyright link at the bottom of the AHA website www.americanheart.org

Quality Assurance Plan

Quality Assurance Program

Quality assurance is the key to an effective ECC training program. Training USA has a Quality assurance monitoring plan for all instructors which include:

- Current AHA tests are used in all courses that require testing for issuance of a course completion card.
- The instructor ensures that each student has the current appropriate textbook and accompanying CD readily available for use before, during, and after the course.
- Every course teaches AHA core content.
- Written examinations are stored securely.
- The instructor has adequate resources to complete the contracted program requirements.
- The appropriate course card is issued to every student.
- The required equipment is used in every course.
- The instructor maintains equipment used to ensure that it is clean and works properly.
- Course completion records are complete properly.

Alignment with Training USA

An Instructor Candidate must complete all requirements and align with an approved primary TC before teaching a course other than the initial monitored course. An Instructor who is not aligned with a TC is not authorized to act as an AHA Instructor.

Instructor Alignment

- No fees are paid to the AHA for this alignment.
- No fees are required to align with Training USA at this time.
- The TC Coordinator may require a meeting with or monitoring of the Instructor applicant before acceptance. The TC Coordinator decides whether or not to accept the Instructor for alignment. This decision is final.
- Training USA may revoke the alignment privilege of any Instructor who fails to act in accordance with AHA course policy.
- An Instructor may teach with more than 1 TC
- An Instructor may align with a second TC if employed by a TC (or if the employer specifies a TC for alignment) that will not support the instructor's non-employment-related courses. The Instructor may have to meet additional teaching and monitoring requirements as determined by the second TC.

Instructor Status Revocation

The following are key points on Instructor status revocation:

- If Training USA revokes an Instructor's alignment, then Training USA will report its decision to the Regional ECC Committee, which may then determine whether the Instructor is eligible for active status or should have his or her Instructor status revoked.
 - The Regional ECC Committee has authority on all matters related to Instructor status. The Regional ECC Committee determines Instructor status, whether remediation or monitoring is needed, and whether Instructor status should be revoked.
 - If Instructor status is revoked, the Regional ECC Committee is not authorized to revoke the Instructor's Provider card unless the Instructor obtained the Provider card without meeting the curriculum requirements, ie, not completing all required skills and tests, or cheating. Revocation of Instructor status (an Instructor card) does not erase the individual's history of having taken the classroom course of instruction; it only removes the privilege of claiming Instructor status, aligning with a TC, and issuing AHA course completion cards.
- Instructor cards are the only acceptable documents for proof of eligibility to conduct courses and issue course completion cards. Instructor cards must be

returned to Training USA or the AHA on demand if Instructor alignment privileges are revoked.

Grounds for Revocation

Instructor status is only valid if the instructor is aligned with Training USA. Instructor status may be revoked by the Regional ECC Committee. Revocation may occur as a result of the findings of a Dispute Resolution. The following are reasons for revocation, but this list is not all-inclusive of infractions that can result in revocation:

- Falsification of class records
- Non-adherence to AHA guidelines and curricula
- Continued instruction inconsistent with AHA standards for the course/program after remediation by Training USA, ECC staff, or Regional Faculty
- Using non-AHA examinations, inappropriate activities, language, harassment, or conduct during courses or directed toward other Instructors, students, ECC staff, or volunteers.

Training Boundaries

Within the United States and Puerto Rico

The AHA recognizes the potential of TCs to expand their training market into neighboring states. TCs may conduct ECC courses and authorize their Instructors to conduct courses outside the TC's geographic territory according to the TC Agreement. When an ECC Instructor wishes to offer training outside the TC's geographic territory, the Instructor must obtain permission from Training USA.

International

The AHA acknowledges that many AHA Instructors and TCs have opportunities to form relationships in the international medical community. AHA Instructors and TCs may not conduct training and issue AHA course completion cards outside of the Geographic Territory specified unless the instructor has first obtained approval in writing from Training USA.

*****Failure by an Instructor to follow these policies may cause revocation of instructor status*****

Prohibited Countries List

As a U.S. corporation, the American Heart Association abides by the U.S. State Department's rules and regulations that prohibit or restrict conducting business transactions with certain countries and entities. All American Heart Association Training Centers, International Training Centers and their sites must abide by the U.S. State Department directives regarding such transactions.

Recognition of Status

Overview

The AHA ECC Program recognizes the mobility of its Providers and Instructors and encourages them to remain active in the ECC Training Network wherever they move.

The following section details recognition that you must grant to current cards issued in compliance with AHA ECC course curriculums in the ECC Training Network.

The following describes recognition of status within:

American Heart Association (AHA)

AHA Provider Card

- Recognized internationally by AHA ITCs.
- A current Provider card is valid anywhere.

AHA Instructor Card

Recognized nationally and internationally where possible. Note the following requirements:

- Instructors must align with a TC.
- Training USA is responsible for maintaining Instructor records and updating Instructors on ECC guidelines and policies.
- An Instructor may teach for more than 1 TC.
- When an Instructor moves to another area, it is recommended that he or she ask Training USA to transfer his or her Instructor records to the new TC.
- The new TC may provide the Instructor with an update and monitor the Instructor's performance.
 - The new TC may impose additional requirements or require that the Instructor attend an orientation before he or she is placed on active status.
- TCs cannot require a current Instructor to repeat an entire Core Instructor Course or discipline-specific Instructor Course unless his or her teaching performance has been monitored and is considered unacceptable or student evaluations question the efficacy of the instruction that the instructor provides.
- TCs are not obligated to accept all Instructors who apply for alignment. The TC has the sole right to determine which Instructors to keep on its roster based on its criteria.
- An Instructor card supersedes a Provider card. Provider status (for the same discipline) is deemed current as long as the Instructor card remains valid.

Training Center Faculty Cards or Certificates

- A TCF appointment is not transferable between TCs.
- A TCF member who transfers to another TC will need to work with the new TC to establish TCF status.

Regional Faculty Cards

- A Regional Faculty appointment is not transferable between regions.
- A Regional Faculty member who moves to another region should contact the ECC Customer Support Center for specific information about applying for RF appointment in the new region.

Military Training Network

Overview

Since 1984 the AHA has recognized the Military Training Network (MTN) for Resuscitative Medicine Programs as equivalent to an AHA ECC Region and national TC. The MTN coordinates resuscitative medicine programs for the uniformed services. The Department of Defense (DoD) Health Council at the Uniformed Services University of the Health Sciences (USUHS) established these programs for the uniformed services.

The following describes recognition of status with the MTN:

MTN Provider Certificates/Cards

- MTN Provider cards for AHA courses are the equivalent of the corresponding AHA Provider card (MTN uses the AHA curricula)
- Recognized within the DoD.
- May not bear the AHA logo.
- Should be recognized by AHA TCs, Training Sites and Instructors when renewing *DoD personnel*.
- The MTN may issue AHA Provider cards.
- If someone with an MTN Provider card needs an AHA Provider card for employment outside the military network, he or she may attend the discipline-specific renewal course.

MTN Instructor Cards

- The MTN issues AHA Instructor cards.
- MTN instructors who wish to teach outside the MTN must align with a TC and meet its affiliation requirements. These instructors will have dual instructor status and alignment and will issue cards appropriate to their audiences.

- MTN instructors must meet all TC and MTN training requirements to maintain their status. All courses may count toward teaching requirements in both systems. It is the Instructor's responsibility to ensure that the MTN site and the TC are provided with course rosters.
- The teaching requirements of an AHA Instructor who is in the military reserve or National Guard may be waived if he or she is called to active duty or the Instructor may align with the MTN.

MTN Training Site Faculty Cards

- The MTN appoints Training Site Faculty rather than TCF or Regional Faculty.
- MTN Training Site Faculty appointments are not recognized outside the MTN and are not transferable to a civilian TC. An MTN Training Site Faculty member who aligns with a civilian TC will need to work with the new TC to establish TCF status.

American Red Cross

The following describes recognition with the American Red Cross (ARC):

ARC Provider Certificates/Cards

- The AHA recognizes the ARC provider course as equivalent in content to the comparable AHA Provider course.
- To see a chart that compares AHA and ARC courses, see www.ahainstructornetwork.org for additional details.

ARC Instructor Certificates/Cards

- ARC CPR instructors can become AHA Instructors of the content-equivalent level.
- An ARC instructor who wishes to become an AHA Instructor must present a valid ARC provider card and do the following:
 - align with an AHA BLS TC
 - complete the Core Instructor Course
 - complete the BLS or Heartsaver Instructor course
 - competently demonstrate skills performance
 - successfully teach a monitored AHA course.
- After completion of these steps, the TC will issue the appropriate Instructor card with the date when these requirements are complete.
- A person who holds dual instructor status and wishes to maintain it must satisfy the requirements of both organizations.

Heart and Stroke Foundation of Canada

Overview

The Heart and Stroke Foundation of Canada (HSFC) is a partner in AHA ECC training. Effective with the release of the 2005 AHA Guidelines materials, the HSFC uses the same materials and course processes as any AHA TC. U.S. TCs and Instructors are not permitted to issue AHA course cards in Canada. The following details recognition with the HSFC.

HSFC provider card

- Recognized by the AHA
- Can be used for admission to an AHA provider renewal or instructor course in the same discipline HSFC Instructor Card
- Recognized by an AHA TC in the same way as an Instructor card issued by any AHA TC.
- It is expected that the TC would provide an orientation for the Instructor and monitor the Instructor before issuing a new card.

International Training Centers

The AHA grants recognition only to providers and instructors from international training organizations (ITCs) that have signed an Agreement with the AHA. Direct questions about ITC course cards to Training USA. When an ITC instructor requests recognition at a U.S. TC, the same procedure is followed for recognition between U.S. TCs. ITCs grant recognition to AHA Providers and Instructors. Contact Training USA for questions about international recognition.

Recognition of Other Organizations Not Listed

For questions about AHA recognition of other organizations not listed above, contact Training USA.

Course Materials

The following disclaimer must be printed on all promotional brochures, announcements, agendas, or other materials distributed to students in courses for which fees are charged:

Use of American Heart Association materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the Association.

Use of AHA Materials

Textbook or Student Manual

All students must have the current appropriate AHA course textbook for their individual use before, during, and after the course. Students should review the textbook before class and have immediate access to their own copy afterward as a reference and review tool. The only exception to this policy is the student who is a healthcare professional who will have access to the textbook for individual study reference before, during, and after the course at his or her facility (**ies**). A library/archive for healthcare professionals is acceptable but does not meet the requirement for lay programs.

Student CD

It is important to note that some AHA course materials contain a CD that is an integral part of the text. If the instructor maintains a supply of these materials, the instructor must ensure that the CD remains with each manual. Student manuals missing the CD must not be distributed to students for use in courses.

Core Curriculum

Each AHA course must follow the guidelines and core curriculum set forth in the most current editions of the course textbook or Instructor's manual. The most current editions of AHA course materials must serve as the primary instructional resource during the course.

Non-AHA Content

Adding non-AHA content to the course is not advisable. There is educational evidence that adding content to the course may actually decrease learning and retention. Although it is not considered a best practice to add to the course, instructors may add related topics as long as none of the required AHA lessons or course content is eliminated or shortened. Any additional topics or information should be added at the *beginning or end* of the course so that the additional information does not disrupt the flow of the required lessons. Additional content will increase course time.

***The Instructor must inform students of any additional information that is from non-AHA sources, and such material must be clearly labeled as not being AHA approved. ***

Any location-specific protocols or procedures that do not comply with AHA process (substituting new medications, specialized techniques, etc) should be identified as location specific and separated from the core content of the course.

The use of non-AHA scientific or course material covering core content or course curriculum is not permitted as a substitute for the AHA core curriculum or course materials. The Course Director must approve any supplementary materials before the course.

Course Equipment

Training USA offers the use of a variety of equipment to teach courses. The cost of using our equipment is added to the card printing fees.

*****Please see Card/Certificate Fees in appendices for price information*****

Managing Equipment

Training USA offers a variety of equipment including videotapes, DVD's, manikins (BLS and ALS), intubation heads, first aid supplies and much more to our instructors to check out for instructing classes.

Anyone checking out equipment must be affiliated with Training USA.

Equipment is loaned on a "first come, first serve basis". It will be the responsibility of the lead instructor to call and reserve all appropriate equipment needed for course being taught as per course instructor manual. The sooner you call the more likely we will be able to hold the equipment.

An equipment check out form must be completed and signed by the instructor and a representative of Training USA. All portions of the form must be filled out including date of when the equipment will be returned.

All equipment must be returned in the same condition as it was checked out by the time agreed upon to return and documented on the form. There will be a \$10.00 per day late fee applied for each day the equipment is returned late.

The person signing for the equipment will be held responsible for any equipment which is damaged, lost or stolen while it is checked out. He/she will be required to reimburse Training USA for repair or replacement of equipment.

*****Note that an extra \$10.00 per bag of manikins will be added if the manikins are not re-lunged.*****

It is the responsibility of the instructor to ensure that:

- Follow the appropriate decontamination of equipment according to the manufacturer's instructions. Instructors are responsible for ensuring that the course equipment is clean and in working condition before the course.
- Appropriate equipment is available in sufficient quantity (as outlined in the Instructor's manual) and in good working order at each course conducted by the Instructors. This will be accomplished by Training USA making site visits.

Course Cards

All AHA course cards are valid for 2 years through the end of the month in which the card is issued.

Issuance of Course cards

This instructor will notify Training USA of class they wish to teach with as much advanced notice as possible to obtain a course number. You will Inform Training USA (preferably through email trainingusa@trainingusa.org) of:

- Type of class
- Location of class
- Number of students projected to attend
- Additional instructors which will be involved

All rosters should be submitted to Training USA in a timely manner of not more than one week from class completion.

The lead instructor will be responsible for sending to Training USA the following either by mail, fax, email, or per instructor roster tool kit in order to have the course cards printed, all must be ELIGIBLE:

- Completed front roster with course date, course type, location, instructor, any assisting instructors, billing information [company name (if applicable), name on account, billing address, *billing email*, phone number], shipping information [att: name, address]
- Completed back roster with name, address, email, phone number, ABN (if applicable) *****Names must be PRINTED. If we are not able to read the handwriting and the name is misspelled, you must pay for the reprinted card card. *******

Replacement cards

- \$10.00
- A replacement card is as valid as the original.
- Use the same dates as the original card

Payments/Billing/Invoicing

****Rosters submitted by instructors should be accompanied with payment.**

****Cards will not be sent out UNTIL payment is received.**

See card pricing in appendices for individual card prices.

Payment methods accepted include:

- Cash
- Check
- Money order
- Master card
- Visa
- Discover Card
- American Express
-

We continue to receive cash payments in the mail. It is not advisable to send cash by mail. The instructor will be held responsible for payment in the event it is lost during delivery

Companies or individuals in good standing with Training USA can be invoiced. *All invoices will be considered delinquent after 30 days from invoice date and a late fee and finance charge will apply to the second notice invoice.* In the event any invoice has to be turned over to a third party for collection, the cost of collection will be the responsibility of the invoiced party.

Anyone who becomes 90 days past due on an invoice will have their privileges with Training USA suspended and no cards will be processed until payment has been made in full.

In the event your check is returned, a return check fee of \$30.00 will be applied. If you cannot clear up this matter you will be held responsible for amount of check, return check fees, service fees and court cost and fees.

General Course Information

AHA ECC Course Criteria

An AHA ECC course must meet the following criteria before a course completion/participation card may be issued and the course referred to as an AHA course. The intent of this policy is to ensure consistent quality in AHA courses wherever they are taught.

- The course Instructor(s) must be a current AHA-recognized Instructor. Specialty Faculty with expertise in a particular content area may assist AHA Instructors in advanced life support courses.
- The course must be taught according to the guidelines and core curriculum set forth in the most current editions of the AHA course textbook(s) and/or Instructor's manual(s).
- Each student must have the current appropriate course textbook and accompanying CD readily available for use before, during, and after the course. Textbooks are designed for individual use and are an integral part of the student's education before, during, and after the course. Students may reuse their textbooks during renewals until new science guidelines are published.
- The most current edition of AHA course materials, videos, and exams must be used.
- A course evaluation form must be used in each ECC course to obtain feedback from students on course content and Instructors. Each form must indicate how the student can send the form to the ECC Customer Support Center.
- After successful course completion, the appropriate AHA course card must be issued.

Continuing Medical Education/ Continuing Education Units

Training USA is proud to be an Alabama Board of Nursing (ABN) Provider. We offer CE credit to our nursing community by having the ability to transfer nursing CE's directly to state.

We strongly encourage our instructors to obtain nursing license numbers from your students. These numbers should be recorded in the appropriate box on course roster back. For a complete list of maximum continuing education course and hours please see the appendices. Note that these are the maximum hours awarded. The course times listed on the roster will be used to calculate CME's/CE's.

ECC courses do not provide blanket or automatic continuing education (CE) credit. The AHA National Center does provide continuing medical education (CME) credit and continuing education units (CEUs) for some self directed learning programs.

Course Equipment

The use of manikins and equipment that allow demonstration of core skills of the course (ie, airway management, jaw thrust, correct hand placement, etc) is required for all AHA ECC courses. Equipment required for each course is listed in the course-specific instructor manual. All equipment used must be in proper working order and good repair.

Manikins and contaminated equipment must be decontaminated according to the manufacturer's recommendations. The AHA neither endorses nor recommends a particular brand of manikin or other course equipment. The decision on which brand or model of equipment to use is the responsibility of the TC or Course Director.

Compliance with Applicable Laws

Each instructor is responsible for complying with all applicable laws, rules, and regulations relating to the teaching of courses and to the operation of its business. This includes, but is not limited to, the Americans with Disabilities Act (ADA).

The AHA or Training USA cannot provide an instructor with advice of whether you meet the requirements of the ADA or any other laws, rules or regulation.

The ADA requires anyone who offers a service such as CPR courses in a "public place" (as defined in the Act) such as an office building, school, lecture hall, community center, or other gathering place, to make the site accessible to persons with disabilities. In addition, the ADA imposes requirements on any person who offers examinations or courses related to applications, licensing, certification, or credentialing for professional or trade purposes. Whether a person has a disability and the specific steps that must be taken to comply with the law will depend on the facts and circumstances of each case. Therefore, each TC should consult its own attorney, architects, or other professionals for assistance in complying with the law. ECC leadership, through activities such as course monitoring, may be asked to evaluate programs in which ADA accommodations have been made. The core curriculum must be examined to ensure that there are no fundamental changes that would negate the ability of the TC to issue a course completion card. Individual Instructors or TCs must determine on their own what accommodations they must make to comply with applicable laws. The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC course.

Provider Courses

For descriptions of specific AHA Provider Courses, see the AHA website or individual instructor manuals.

Self-Directed Learning

The AHA self-directed learning programs offer Instructors maximum flexibility in educating and training healthcare professionals and first responders. Training USA offers a variety of CD-based, web-based, and personal kit programs.

- Instructors may offer remediation.
- These products may also provide continuing education opportunities for physicians, pharmacists, nurses and EMS personnel. To document the issuance of a course completion card, course registration forms or a course roster must be completed.

Provider Course Faculty

The following guidelines apply to provider course faculty:

- AHA courses must be taught by AHA Instructors with current Instructor status in their specific discipline.
- Specialty Faculty (eg, an anesthesiologist who teaches airway management) may assist in teaching advanced-level courses (ACLS, ACLS for Experienced Providers, PALS, and PEARS) at the discretion of the TC and with the prior approval of the Course Director.
- The total number of Specialty Faculty Instructors may not exceed 50% of the total Instructor staff.
- The Course Director is responsible for monitoring Specialty Faculty in every course in which they teach to ensure that they follow AHA guidelines.
- An AHA Instructor of the appropriate discipline must do the formal assessment or testing of students.

Provider Course Director

The following guidelines apply to Provider Course Directors:

- Each advanced life support provider course must have a Course Director physically present on-site throughout the course.
- The Course Director is responsible for course logistics and quality assurance.
- A physician-instructor must be available for consultation during the ACLS-EP course but does not have to be present at the course.

Provider Course Structure

The following guidelines apply to Provider Course length, lesson maps, agenda, and Instructor-to-student ratios:

- The course educational objectives must be met according to the current guidelines in the course Instructor's manual or the AHA website. All core course content must be included.
- The focus is on interactive learning and evaluation. Course materials allow maximum time for hands-on manikin skills practice and skills evaluation.
- All students will have an opportunity to practice their skills under the supervision of an Instructor who will provide ongoing feedback on their competency.
- The course must adhere to the student-to-Instructor and student-to-manikin ratios outlined in the specific Instructor's manual.
- Participants must attend all course sessions as established by the agenda for successful completion of the course.

Provider Course Completion

To receive a course completion card, the student must:

- attend and participate in the entire course
- pass required skills tests
- pass required written tests as indicated in the course-specific Instructor's manual.

The Course Director is responsible for verifying that the student has met all requirements for course completion.

Provider Course Student Assessment

Provider Course Written Test

Written tests are copyrighted and may not be altered in any way or posted to any Internet or Intranet site

The following rules apply to the written tests:

- The current version of the written test for an AHA course must be used.
- Use of an altered written test or another written test in a course in which AHA course completion cards are issued is not permitted and will jeopardize all involved faculty and instructors.
- Direct requests to administer the written test via a Learning Management System or online education platform should be made to Training USA.
- When an Instructor administers the written test, the test is administered in a proctored setting.
- In some self-directed learning courses, the written test is included in the software program according to the policy for that individual course.
- Instructors may read the test to a student who has a learning disability or language barrier.
- Students must score 84% or higher on the Provider Course written test for course completion.

Some ECC tests are available in other languages. Contact Training USA about these tests.

Provider Course Skills Testing

Instructors will evaluate each student for his or her didactic knowledge and proficiency in all core skills of the particular course. No AHA course completion card is issued without hands-on manikin testing by either an AHA Instructor or an AHA-approved computerized manikin in an AHA eLearning course. Students in advanced life support courses are not required to have a current BLS Healthcare Provider (HCP) card, but they are expected to be proficient in BLS HCP skills.

Provider Course Student Remediation

The goal of an AHA course is to prepare students to deliver effective resuscitation. Some students may not meet the course objectives and will need remediation in deficient areas both during and after the course. Instructors may remediate students by monitoring and mentoring them to identify and resolve weaknesses, requesting additional skills practice, assigning additional reading, referring students to other courses, or having students retake the examination or assessment stations to the satisfaction of the Course Director. If remediation is unsuccessful, the Course Director may require students to repeat the entire course. (For more information on remediation, see the course Instructor's manual or contact Training USA.)

If a student scores less than 84% on the first written test, he or she must be remediated to the satisfaction of the Course Director or take a different version of the written test for successful course completion. Students who cannot be successfully remediated through particular sections of the course (or test) at the time of the course will not receive a course completion card until those objectives are met to the satisfaction of the Course Director. Students must complete all remediation sessions, including tests and skill stations, within 30 days of the last day of the original course. The remediation date will be listed as the issue date on the course card. If a student does not achieve remediation within 30 days, the course is considered incomplete and a course card will not be issued.

Provider Renewal Procedure

The recommended renewal interval for all AHA courses is 2 years. Providers who intend to take a renewal course must show a Provider card to enroll in a renewal course.

The Course Director has the final authority for allowing a student to take a renewal course if he or she does not have a current AHA Provider card or an AHA-accepted equivalent card. Students who present an expired Provider card or do not possess a

Provider card may be allowed to take a renewal course but will not be given the option of remediation. These students will need to complete the entire Provider Course if they cannot successfully meet the course completion requirements when tested.

Instructor Courses

Overview

An AHA Instructor Course teaches the methods needed to effectively instruct others in resuscitation courses. The AHA requires that Instructors be at least 16 years of age for Heartsaver Instructor and BLS Instructor courses. ACLS and PALS Instructors must be at least 18 years of age and licensed or certified in a healthcare occupation where such skills are within the provider scope of practice.

Instructor Candidate Selection

The ideal Instructor candidate:

- is motivated to teach
- is motivated to facilitate learning
- is motivated to ensure that students acquire the skills necessary for successful course completion
- views student assessment as a way to improve individual knowledge and skills

Instructor Course Prerequisites

All prospective participants in an Instructor Course must:

- have current Provider status in the discipline they wish to teach
- have completed an Instructor Candidate Application

Instructor Course Faculty

AHA Instructor Courses are taught by TCF members in that discipline. TCF members and/or discipline-specific Regional Faculty members acting as Course Directors teach ACLS, PALS, Heartsaver, and BLS Instructor courses and must be present throughout the entire Instructor Course. Additional Instructor Course Faculty members must be, at a minimum, current AHA Instructors in the discipline being taught.

Instructor Course Content/ Materials

All Instructor Course candidates must own the most current edition of the required AHA Provider textbooks and Instructor's manuals for the courses they wish to teach. Candidates are required to use Instructor's manuals during the Instructor Course. The TCF member who conducts the course follows the discipline specific TC Faculty guide for conducting the instructor course.

Instructor Course Completion

Instructor candidates must demonstrate:

- Satisfactory performance of the skills listed in the Faculty Guide for the course.
- A thorough knowledge of course organization, course content, including appropriate BLS skills, Instructor responsibilities, and the AHA guidelines for the specific discipline.

Instructor Card Issuance Requirements

Instructor status is granted after an Instructor candidate successfully completes the Instructor Course and meets the following requirements:

- Within 6 months of successfully completing the Instructor Course, the candidate successfully demonstrates his or her teaching skills while being monitored during a Provider or Provider Renewal Course. (See the Instructor Monitor Form in appendices) A TCF can extend the time requirement to 1 year if there are extenuating circumstances.
- Aligns with a TC, which issues the Instructor card. A current AHA BLS Regional Faculty/TCF member must monitor new BLS and Heartsaver Instructor candidates. ACLS or PALS Instructor candidates will be monitored by a Course Director, TCF member, or Regional Faculty member in the appropriate discipline. The person who monitored the candidate must complete the Instructor Monitor Form. If a deficiency is noted during monitoring, the reviewer may conduct remediation by using any one or a combination of the following:
 - For a deficiency in skills performance, the candidate may be remediated privately and then successfully demonstrate and teach the skill during the same course or a future course.
 - For a deficiency in content knowledge, the candidate may be remediated privately or asked to review the current Provider’s manual and then successfully teach the content during the same course or a future course.
 - For a deficiency in teaching ability or quality, the candidate may be mentored by teaching with the Course Director or Instructor/TCF member and then monitored again in a future course. The candidate may also be required to repeat the Instructor Course before being monitored again.
 - For a deficiency in content knowledge or skills performance, the Course Director, TCF member, or Regional Faculty member may require the candidate to take an entire Provider or Provider Renewal Course before being monitored again.
- Within 30 days of receiving the completed monitor form, the Instructor candidate’s TC must issue an Instructor card. The issue date of the card is the month and 4-digit year in which the Instructor Course was completed.
- The card will expire 2 years from the issue date.

Instructor Renewal Criteria

Instructors may renew their status in 1 of 2 ways, as follows:

Option 1

- a. **Maintain current Provider status** as evidenced by current Provider card *OR* demonstration of acceptable Provider skills and successful completion of the Provider written examination.
- b. If the Instructor chooses the demonstration route, successful completion must be documented on the Instructor/TCF Renewal Checklist. A new Provider card may be issued at the discretion of the TC or on request of the renewing Instructor but is not required by the AHA.
- c. **Teach** a minimum of **4 classroom provider courses** in 2 years. This requirement can only be waived by the Regional ECC Committee or Area Task Force in rural areas where a limited number of courses are offered. Each day of skills testing sessions for eLearning courses counts as 1 of the required 4 courses; all 4 credits can be earned this way.
- d. **Attend updates** as required within the previous 2 years. Updates may address new course content or methodology and review TC, regional and national ECC information.
- e. **Be monitored** teaching a regular or renewal course in the preceding 2 years. *The first monitoring after the initial Instructor Course does not satisfy this requirement.*

Option 2

Successfully complete the discipline-specific Instructor Course, including monitoring of teaching performance. If deficiencies in content knowledge, skills performance, or teaching ability are noted, the Instructor may be remediated. If renewal criteria are not satisfied within the card expiration period, the Instructor must repeat the Instructor recognition process, including the Core Instructor Course if not already completed.

Special Exceptions to Teaching Requirements

The requirement of teaching a minimum of 4 courses in 2 years to renew Instructor status using Option 1 as listed above may be waived under special circumstances.

These circumstances include but are not limited to the following:

- Call to active military duty (for an Instructor who is in the military reserve or National Guard). Monitoring during duty may be waived if MTN faculty members are not available.
- Illness or injury that has caused the Instructor to take a leave from employment or teaching duties.
- A limited number of courses offered in an area because of lack of audience or delay of course materials. The TC Coordinator, in consultation with the TCF or assigned Regional Faculty, may decide to waive the teaching requirements for the discipline in question. Consideration should be given to the amount of time an Instructor is away from normal employment, the length of delay in materials release, and the number of courses taught in relation to the number of teaching opportunities. Documentation supporting the decision must be maintained in the Instructor's file. All other requirements for renewal must be met as stated

Conflict of Interest and Ethics Policies

General Information

Introduction

The American Heart Association ECC Program provides a variety of resources to all Instructors and ECC leaders on individual course or discipline-specific operations. For questions about course operations check the discipline-specific Instructor's manuals. While serving as an ECC Instructor, ECC leaders must adhere to the responsibilities, policies, and procedures that govern all ECC Instructors. In addition to these requirements, ECC leaders must also follow the procedures outlined.

Conflict of Interest

Overview

The American Heart Association has established a Conflict of Interest policy that applies to all ECC leaders. Throughout the course of performing duties associated with the ECC leadership role, all ECC leaders must comply with these policies.

AHA Statement of Conflict of Interest Policy

The American Heart Association, its affiliates and components, and all officers, directors, delegates, council and committee members scrupulously shall avoid any conflict between their own respective personal, professional, or business interests and the interests of the Association in any and all actions taken by them on behalf of the Association in their respective capacities. In the event that any officer, director, delegate, council, or committee member of the Association shall have any direct or indirect interest in, or relationship with, any individual or organization which proposes to enter into any transaction with the Association, including but not limited to transactions involving:

- a. the sale, purchase, lease, or rental of any property or other asset;
- b. employment, or rendition of services, personal or otherwise;
- c. the award of any grant, contract, or subcontract;
- d. the investment or deposit of any funds of the Association;

Such person shall give notice of such interest or relationship and shall thereafter refrain from discussing or voting on the particular transaction in which he or she has an interest, or otherwise attempting to exert any influence on the Association or its components to affect a decision to participate or not participate in such a transaction

AHA Conflict of Interest Standards

The Conflict of Interest Standards are updated annually by the Board of Directors. An update of the Conflict of Interest Standards will be provided to ECC Regional Committee members during a regular meeting.

Ethics/Code of Conduct

Overview

ECC leaders and Instructors bear a responsibility and expectation of exhibiting a high standard of conduct. The position descriptions for many ECC leadership positions include a statement about the need for the ECC leader to serve as a role model for other Instructors or ECC participants. Because of this requirement, a stringent code of conduct is expected of ECC leaders.

ECC Leadership Code of Conduct

All persons in AHA ECC leadership and Instructor roles are expected to conduct themselves with honesty, integrity, and a commitment to the goals of the AHA and the ECC program. This code is intended to provide standards of professional conduct. The scope of the standards implied in this code includes activities directly related to the discharge of ECC leadership functions, such as committee activities and assignments, as well as actions performed with other AHA programs or activities, such as ECC classes and activities related to AHA affiliate programs. **Furthermore, AHA Instructors and faculty have a special responsibility to maintain neutrality while serving in leadership and educational roles.**

Conduct Description

Competence

ECC leaders must demonstrate a competent knowledge relative to their assigned specific area of responsibility. Leaders must maintain all prerequisites for the position and participate in required educational or informational sessions.

Respect

ECC leaders must respect and treat others fairly, regardless of race, ancestry, and place of origin, color, ethnic origin, citizenship, religion, gender, sexual orientation, socioeconomic status, age, disability, or any other basis protected by law.

Additionally there is no tolerance for sexual harassment, including sexual solicitation, physical advances, or verbal or nonverbal conduct that is sexual in nature that is unwelcome, offensive, or creates a hostile work or classroom environment.

Integrity

ECC leaders must conduct themselves with honesty, fairness, and trustworthiness and must not make statements that are false, misleading, or deceptive. ECC leaders must adhere to all applicable AHA rules and regulations governing the ECC program, course, and TC operations as well as all federal, state, and local laws and regulations in the discharge of their AHA duties.

Neutrality

AHA volunteers should maintain neutrality in terms of specific proprietary products or brand names (eg, drugs, devices, and publications) and in terms of descriptions of other professional individuals and organizations. Specifically, whenever possible, generic names for drugs and devices should be used. While in their volunteer roles, Instructors and faculty should not be advocates for specific brand names or proprietary products outside of AHA recommendations. Furthermore, Instructors and faculty, while in their volunteer roles, should use caution when referring to others, particularly when referring to differences or negative descriptions of other professional individuals or organizations.

Legal Aspects

Overview

This section discusses legal topics relevant to ECC training. It is important for AHA staff, volunteers, TC staff, and instructors to understand laws and policies that apply to the ECC training program.\

Americans with Disabilities Act

Each instructor is responsible for complying with all applicable laws, rules, and regulations including, but not limited to, the Americans with Disabilities Act (ADA).

Training USA cannot provide guidance to an Instructor on the specific requirements for ensuring that a facility accommodates the disabled.

The ADA requires anyone who offers a service such as CPR courses in a “public place” (as defined in the Act) such as an office building, school, lecture hall, community center, or other gathering place, to make the place accessible to persons with disabilities.

In addition, the ADA imposes requirements on any person who offers examinations or courses related to applications, licensing, certification, or credentialing for professional or trade purposes. Whether a person has a disability and the specific steps that must be taken to comply with the law will depend on the facts and circumstances of each case.

Therefore, each TC should consult its own attorney, architects, or other professionals for assistance in complying with the law. Any changes or deletions to items set out in the core curriculum of each AHA course Instructor’s 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. ECC leadership, through activities such as course monitoring, may be asked to evaluate programs in which ADA accommodations have been made. The core curriculum must be examined to ensure that there are no fundamental changes that would negate the ability of the TC to issue a course completion card. Individual Instructors or TCs must determine on their own what accommodations they must make to comply with the Act. The AHA will not authorize any core curriculum changes in a course identified as an AHA ECC Course.

Trademarks

The American Heart Association's stylized name and heart-and-torch logo are service marks of the American Heart Association, Inc, and are registered with the U.S. Patent and Trademark Office and the registries of many other countries. Only the American Heart Association and its Regions/Affiliates may use these service marks. These service marks symbolize the identity of the American Heart Association, and when placed on publications, materials, and other items, they serve to distinctly identify the materials as having originated from the American Heart Association

Dispute Resolution / Disciplinary Action

All disputes, complaints, or allegations within the ECC Training Network will be managed in a clear, respectful, impartial, and organized fashion that is consistent with the ethics, values, policies, and procedures of the AHA. It is optimal that such disputes, complaints, or allegations be resolved at the lowest level of the network. In particular, when a member of the ECC leadership or staff does not comply with the position description requirements, breaches an AHA or ECC conflict of interest standard, or fails to meet the standards of the ECC Leadership Code of Conduct, disciplinary action may be warranted. It is essential that before such disciplinary action is taken the proper procedure is followed so that

(1) A fair investigation has been conducted by the entity to which the individual reports as indicated in the position description and

(2) Opportunity for appeals to higher levels of authority within the ECC structure has been provided.

Note that the Dispute Resolution/Disciplinary Action procedures described below apply to U.S.-based TCs.

Disputes Involving TC's or Instructors in the U.S.

It is the responsibility of Training USA to manage and resolve any disputes, complaints, or problems that arise from a course offered by an Instructor employed by or aligned with Training USA or from other TC activities or business. The AHA is not responsible for the day-to-day operations of the TC or its business practices and will not become involved in the resolution of any disputes, complaints, or problems arising from courses taught by the TC unless one or more of the following is involved:

- Course content/curriculum
- Instructor qualifications
- AHA administrative policies and procedures
- AHA ECC science issues
- AHA TC Agreement and program guidelines

If, after diligent efforts, Training USA is unable to affect a resolution, Training USA will turn over the dispute, complaint, or problem to the AHA according to the procedure below. However, this does not diminish the responsibility of Training USA for its employees or Instructors teaching courses offered through or processed by Training USA. Complaints about the issues listed above may be submitted to Training USA in writing by:

- A student who attended the course in which the problem arose
- An Instructor, Course Director, TCF member, or TC with information about the problem
- An AHA volunteer or staff member with information about the problem

If, after diligent efforts, Training USA is unable to resolve the dispute/complaint by 30 calendar days after being made aware of the problem, Training USA will send a description of the dispute/complaint to the ECC Customer Support Center (a TC may be either a complainant or a respondent). All complaints must contain the following information:

- The name and address of the person making the complaint ("Complainant"). The American Heart Association will not permit the individual(s) making the complaint to remain anonymous.
- The name and address of the person and/or organization against which the complaint is made ("Respondent").
- A detailed written description of the dispute, complaint, or problem (eg, who, what, when, where, why). For Training USA related issues, the complaint should contain information on the attempts of Training USA to resolve the matter. Training USA's Coordinator must sign the statement.
- Reference to the appropriate rule, standard, and/or guidelines related to the matter.
- Copies of all related correspondence, records and other documentation.

AHA staff will notify the Regional ECC Committee chair about the need to set up a Review Committee. The Regional ECC Committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least 3 persons with appropriate qualifications to review the written complaint and/or appeal, obtain additional information as appropriate, and render a recommendation to the Regional ECC Committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the Regional ECC Committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter the committee assigned to address the grievance will be referred to as the "Review Committee."

The Review Committee will refer to the current program guidelines for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.

Within 10 business days after receipt of notification of the dispute, AHA staff and the Regional ECC Committee will issue a written notice to the Training USA, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to provide a response to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of notice.

Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or Training USA against whom the complaint has been made or whether the complaint should be dismissed. The Review Committee will research national and/or regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee's recommendation to the Regional ECC Committee.

After reviewing the recommendation of the Review Committee, the Regional ECC Committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible Regional ECC Committee may include 1 or more of the following as appropriate:

- Reprimand or letter of counseling to Respondent and/or TC, including a statement of the corrective procedure/action.
- Agreement by the Respondent and/or TC to take specified corrective procedure/action.
- A probationary period that applies to the Respondent and/or TC, including monitoring of course(s).
- Termination of Instructor status.
- Request for additional information.
- Dismissal of complaint.

If the Regional ECC Committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant, Respondent, and Training USA. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within 10 days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.

If the grievance is not dismissed, the Regional ECC Committee will either:

- Schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
- Issues a decision and inform the parties of their right to request a hearing and further consideration of the matter.

Disputes Regarding ECC Leadership

Complaints against ECC leadership in the Training Network must be submitted in writing to the appropriate committee or entity with authority over that individual. The Regional ECC Committee is responsible for the Regional Faculty, Regional ECC Committee and Subcommittee chairs and members, and Area Task Force chairs and members. The PROAD Committee is responsible for National Faculty and Regional ECC Committee chairs. It is the responsibility of either PROAD or the Regional ECC Committee (whichever is appropriate) to manage and resolve any disputes, complaints, or problems that arise from an issue involving ECC leadership. Complaints about ECC leadership may be submitted to the responsible committee in writing by:

- A student who attended the course in which the problem arose
- An Instructor, Course Director, TCF member, or TC with information about the problem
- An American Heart Association volunteer or staff member with information about the problem

All complaints must contain the following information:

- The name and address of the person making the complaint ("Complainant"). The American Heart Association will not permit the individual(s) making the complaint to remain anonymous.
- The name and address of the person and/or organization against which the complaint is made ("Respondent").
- A detailed written description of the dispute, complaint, or problem (eg, who, what, when, where, why).
- Reference to the appropriate rule, standard, and/or guidelines related to the matter.
- Copies of all related correspondence, records, and other documentation.

The appropriate committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least 3 persons with appropriate qualifications to review the written complaint and/or appeal, obtain additional information as appropriate, and render a recommendation to the responsible committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the responsible committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter, the committee assigned to address the grievance will be referred to as the "Review Committee"

The Review Committee will refer to the current program guidelines or *Program Administration Manual* for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.

Within 10 business days after receipt of notification of the dispute, AHA staff and the Review Committee will issue a written notice to the TC, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to provide a response to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of notice.

Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or TC against whom the complaint has been made or whether the complaint should be dismissed. The Review Committee will research national and/or regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee's recommendation to the responsible committee.

On the basis of the recommendation of the Review Committee, the responsible committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible committee may include one or more of the following as appropriate:

- Reprimand or letter of counseling to Respondent, including a statement of the corrective procedure/action
- Agreement by the Respondent to take specified corrective procedure/action
- A probationary period that applies to the Respondent, including monitoring of course(s)
- Revocation of National Faculty, Regional Faculty, committee chair/membership, Instructor status, or other leadership status
- Request for additional information
- Dismissal of complaint

If the responsible committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant and Respondent. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within 10 days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.

If the grievance is not dismissed, the responsible committee will either

- Schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
- Issue a decision and inform the parties of their right to request a hearing and further consideration of the matter.

The final review committee for all leadership and TC disciplinary actions is the Subcommittee on ECC Program Administration.

Prices

BLS

- BLS provider card: \$8.00
- BLS Instructor Card: \$10.50
- BLS Instructor Package Includes:
(Instructor Manual, Provider Manual, BLS Course DVD Set) \$132.99
- BLS DVD: \$90.68
- BLS Provider Manual: \$16.02
- BLS Instructor Manual: \$47.13

ACLS

- ACLS Provider Card: \$10.75
- ACLS Instructor Card: \$10.75
- ACLS Instructor Package: \$253.55
Includes-Instructor Manual, Provider Manual, 2 ACLS DVD Sets, ACLS Poster Sets (set of 9 folded posters), ACLS Emergency Crash Cart Cards (set of 4 cards)
- ACLS DVD Set: 95.68
- ACLS Provider Manual: \$44.19
- ACLS Instructor Manual: \$55.32
- ACLS Pocket Reference card: \$15.85
- ACLS Emergency Crash Cart Cards: \$26.25
- ACLS Poster Set: \$34.03
- Suspect Stroke Algorithm/PreHosStroke Scale Card: \$23.92

Heartsaver

- Heartsaver CPR AED card: \$8.00
- Heartsaver First Aid card: \$8.00
- Heartsaver First Aid CPR & AED card: \$8.00
- Heartsaver First Aid CPR AED Dvd Set: \$197.34
- Heartsaver Instructor Manual: \$64.58
- Heartsaver First Aid CPR AED Student Workbook: \$18.54
- Heartsaver CPR AED Student Workbook: \$16.15
- Heartsaver First Aid Student Workbook: \$11.96
- Heartsaver First Aid Quick Reference Guide: \$6.58

PALS (you cannot use old PALS materials after 12-05-16)

- PALS Provider Card: \$10.75
- PALS Instructor Card: \$10.75
- PALS Instructor Package: \$253.55
(includes: Instructor & Provider manuals, 2 PALS DVD sets, PALS Poster Set, PALS Emergency Crash Cart Cards)
- PALS Dvd Set: \$95.68
- PALS Provider Manual: \$50.83
- PALS Instructor Manual: \$55.32

Training Sites & Instructor Roster Tool kit user Card Prices:

- BLS Provider/Heartsaver card: \$5.50
- ACLS/PALS Provider Card: \$7.42

Online Courses

- HeartCode BLS 2015: \$54.00
- Heartsaver CPR AED: \$48.96
- Heartsaver FirstAid: \$69.00
- HS Firstaid CPR AED: \$100.98
- HeartCode ACLS: \$239.18
- HeartCode PALS:\$234.58