



**Spearfish Emergency Ambulance Service, Inc.**  
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# **American Heart Association Training Center Policies and Procedures**

Revised March 29, 2011

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## **Mission & Goals**

The American Heart Association's mission is to reduce disability and death from cardiovascular disease and stroke. Steps toward achieving that goal include 1) improving the chain of survival and acute care treatment, 2) enhancing prevention and disease management, and 3) generate the resources to achieve the goal by increasing the number of instructors, providers, revenue, partnerships, training materials, and programs.

Spearfish Emergency Ambulance Service's (SEAS) Training Center supports the AHA mission and goals through administrative, educational, and quality assurance support of the AHA Instructor members. Our Training Center supports this mission and purpose through the provision of quality AHA classes to healthcare professionals and the community and by educating and informing the AHA instructors on new skills or AHA programs.

## **Scope of Organization**

A training center (TC) is an organization, which has contracted with the American Heart Association (AHA) to provide basic and/or advanced adult and pediatric life support training courses to the community it serves. The training center is a focal point in the community of ECC training. Operating under a written agreement with the AHA, the relationship between the AHA and the TC is strengthened for mutual benefit.

## **Training Center Functions**

This training center is responsible for the administration and quality assurance of Emergency Cardiovascular Care (ECC) courses. Our functions will include:

- Keeping an individual file for each Instructor assigned to the TC.
- Issuing Course Completion/Participation cards in accordance with the AHA guidelines.
- Assuring that the Training Site is functioning according to the areas of the AHA contract.
- Assuring that all affiliates are adhering to AHA ECC guidelines and procedures. This includes timely monitoring of courses and Course Directors/Instructors for quality assurance by Regional Faculty as needed.
- Reviewing Training Sites on an initial and annual/biennial basis to coincide with the TC's review, using the Training Site Review Checklist
- Serving as a liaison to the Regional Program Office and the AHA. This includes being accessible by phone and responding to all AHA correspondence in a timely manner.
- Providing all record keeping required by the AHA Regional and National Office, in accordance with the TC contract.
- Updating the training network with the latest information on AHA courses, science guidelines, policies, and procedures. The TC will also provide instructors with information on subscribing to the AHA newsletter "Currents in Emergency Cardiac Care".
- Providing copies to all instructors aligned with the TC of all appropriately designated memos, information regarding availability of new and revised training materials and most recent ECC materials order form within 21 days of receipt from the Regional Program Office.
- Completing and forwarding a Training Activity Report form to the Regional Program Office by January 5 and July 5 of each year.
- Active participation in the TC's initial and biennial site reviews.
- Submitting a completed Annual Self-Review form according to the time line set forth by the Regional Program Office.
- Compliance with AHA procedures when working to resolve complaints/problems documented by the AHA or Regional Staff Member, class participant, Instructor, Training Center Faculty or Regional Faculty.

- Attending ECC meetings and/or forums when offered. (A representative may be designated.)
- Ensuring that the TC has access to the Regional Faculty assigned by the AHA for each program offered at all times and notifying AHA staff of any changes.
- Adherence to AHA ACLS/BLS/PALS program guidelines including management, program content, equipment decontamination, and course participation and/or completion guidelines.
- Conducting as many BLS courses as time and resources will permit. At least 20% of the total training conducted by any TC will consist of “non-healthcare” provider training (e.g. training of lay persons).
- Scheduling BLS/ACLS/PALS provider courses on a yearly basis and actively promotes the existence of these courses, both internally and externally.
- Establishing a reasonable and competitive provider course fee structure, using the appropriate AHA disclaimer statement regarding income.
- Responsibility for BLS/ACLS/PALS programs with the Coordinator being the primary AHA contact at the TC. The TC Coordinator will work with the assigned primary RF resource(s) as designated in the Letter of Agreement.
- Submitting a completed Training Center RF Checklist and RF nomination packet(s) to the AHA Office at least five (5) working days prior to the local ECC ask Force meeting at which the TC wishes the nomination to be considered.

## Satellite Training Site

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

- Has own equipment.
- Develops, advertises and conducts most, if not all, courses at a location separate from the TC.
- Is a separate business, organization etc from the TC.
- Relies on the TC primarily for record keeping and/or processing course rosters for issuance of course completion/participation cards.
- Training Site Record Keeping Responsibilities:
  - Training Sites will maintain an easily accessible file with the following course documents for each course, filed by month and year. This information is to be kept for three (3) years. The Training Sites and TC Coordinator record keeping responsibilities include the following, but are not limited to:
    - Provider Course Documentation - Documentation is to be sent to the TC within two (2) weeks after the provider course and should be provided on the appropriate roster.
    - Instructor Course (New and Renewal) Documentation - Documentation is to be sent to the TC within two (2) weeks after the instructor course. Another copy of the completed course roster and course completion requirement forms are to be sent within ninety (90) days after the course and should include, but not limited to instructor agreement of affiliation with TC and instructor monitoring form.
  - Miscellaneous Documentation - The Training Site will keep the following documents easily accessible for review:
    - Signed original of the current TC Training Site contract.
    - Appropriate documentation that the Training Site has minimum \$1,000,000 liability insurance coverage for ACLS/PALS courses and \$300,00 general liability insurance coverage for BLS courses for the Training Site and its instructors.
    - Memos from the AHA.
    - Any correspondence from the AHA ECC Committee and the AHA office.
    - Semi-annual Statistical Reports.
    - Manikin cleaning instructions and records.
    - Records of grievances and complaints (including reconciliation).

- Course schedules.
- Schedule of Fees.
- Any other information deemed appropriate by the TC.

## **Training Center Positions**

### ***Training Center Regional Faculty (RF)***

The primary RF resource person for the TC working with the TC Coordinator, is responsible for:

- Assuring the TC's fulfillment of its responsibilities.
- Assuring the TC's adherence to AHA Guidelines.
- Implementation of the current ECC Training Network for the program in which they are RF. This includes ensuring that instructors have a copy of and understand the current appropriate Network and have received all appropriate educational materials.
- Active participation in the TC's initial and annual/biennial site reviews.
- Complying with AHA procedures when working to resolve complaints/problems, which have been documented by AHA or Regional Staff Member, TC Coordinator, Training Site Coordinator, class participant, instructor, IT or Regional Faculty.
- Comply with and maintain Instructor status requirements.

### ***Training Center Faculty (TCF)***

Spearfish Emergency Ambulance Service's TC will have at least one Training Center Faculty member (TCF) for BLS, ACLS, and PALS. The TCF is responsible for providing ECC quality/performance improvement, updates, monitoring, and teaching Instructor courses. TCF members are recruited by the TC Coordinator and will have responsibility to and for the TC only. TCF members will serve as an expert resource on ECC issues and protocols to the TC, its Instructors, and staff. Training Center Faculty is a current AHA provider and instructor appointed by the TC to each discipline. The Training Center Faculty responsibilities include the following, but are not limited to:

- Serve as mentor and resource for TC.
- Conduct update courses for instructors.
- Teach instructor courses.
- Monitor instructor candidates.
- Assist with quality improvement of TC.
- Be an active Instructor (BLS, ACLS, or PALS) for a minimum of two years before appointment.
- Supports community Chain of Survival initiatives
- Teaches at least one Instructor Course every two years TCF members report to the TC Coordinator for internal TC issues and Regional or National Faculty for program and/or science issues. There is a separate TCF card issued by the AHA. This is not an AHA appointed position. Training Center Faculty status automatically expires on the same date Instructor status expires.

### ***Course Director (ACLS/PALS only)***

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

designated Lead Instructor for the course. This is not an AHA appointed position. Course Director responsibilities include the following, but are not limited to:

- Assisting course coordinator in selecting course faculty.
- Monitoring appropriateness of educational presentations.
- Supervising student performance and evaluation by Instructor faculty.
- Monitoring Instructor performance.
- Sending a course notification form or training calendar to the TC at least sixty (60) days prior to the course date if not already done by lead instructor/course coordinator.
- Following AHA guidelines and LTC TC policies.

Course Director status automatically expires on the same date that his or her Instructor status expires. There is NOT a specific Course Director card.

### ***Lead Instructor (ACLS/BLS/PALS)***

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

- Working with the Course Director and staff of the sponsoring institution to ensure quality of the course.
- Selecting the course faculty and course site.
- Assembling the necessary equipment.
- Choosing the course materials.
- Approving all schedules for monitoring Instructor performance in addition to general supervision by the Course Director.
- Submitting a course notification form or training calendar to the UMHC TC at least sixty (60) days prior to the course date.

The Lead Instructor and staff handle registration. The Lead Instructor is to be present throughout the course to answer questions and resolve logistical and equipment problems.

### ***Instructor (ACLS/BLS/PALS)***

This status is gained through successful completion of an AHA ECC program provider and instructor course. A completed Instructor Candidate form must be provided to the Course Director for approval before the Instructor course in order to apply. The instructor responsibilities include the following, but are not limited to:

- Responsibilities as stated in the corresponding Instructor's manual.
- A firm working knowledge of the current provider course materials, which is maintained by teaching on a regular basis.
- For ACLS and PALS Instructors, an in-depth knowledge of adult and/or pediatric ECC.
- Instructing students using the objectives of the entire program and evaluating students' progress toward the objectives.
- Training provider candidates according to AHA guidelines.
- Up-to-date knowledge of program discipline in accordance with current Instructor's manual and AHA requirements.
- Sending a course notification for or training calendar to the LTC TC at least two weeks prior to the course date.
- Teaching at least one (1) course per year for their TC. It is the Instructor's responsibility to contact the LTC TC and arrange to teach a class.
- If teaching for more than one TC, transmitting data regarding training activities to the LTC TC for accurate record keeping.
- Adhering to policy and procedures, guidelines, and other requirements set forth by the AHA, LTC TC and affiliated Training Sites.
- Sending a copy of the completed course roster within two (2) weeks after the provider course is completed.

- Attending Instructor meetings and/or updates as required by the AHA, TC or affiliated Training Sites.
- Following the LTC TC or affiliated Training Site guidelines for cleaning and decontamination of manikins.
- Keeping the LTC TC informed of status change (i.e. name, address, phone number, email).
- Using Instructor ID # on correspondence and rosters.

### **Instructor Renewal (ACLS/BLS/PALS)**

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

- Hold a current Instructor card (ACLS and PALS must also hold a current BLS Healthcare Provider or Instructor card.)
- Attend an Instructor Renewal course.
- Maintain a minimum score of 90% on provider and 84% on instructor written examinations.
- Evidence of teaching at least two (2) provider courses per year. (Four (4) courses in two (2) years).
- Evidence of attending any updates or meetings offered by the SEAS TC, AHA or affiliated Training Sites.
- Recognition as a current AHA Instructor is for two (2) years.

### **Instructor Status Revocation**

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

### **AHA Course Information & Description**

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

- The core curriculum taught will be the curriculum set out in the most current edition of the AHA textbook(s) and/or Instructor's manual(s), and the core student written evaluation (exam) used for course completion, will be the most current evaluations developed and distributed for that program.
- The Instructor teaching the course will be a current AHA recognized instructor or instructor candidate.
- Non-AHA instructors (specialists) for AHA courses will present AHA science and core course content.
- Smoking or use of tobacco products will NOT be allowed during any AHA ECC training program.

### **AHA Course Materials**

#### ***Textbooks and Course Materials***

In all AHA courses the student will have access to and be provided with a copy of the appropriate textbook beforehand. Materials should be available in the courses so that students retain a current edition of the appropriate course material for future reference and review because skills retention may be lost over a reasonably short period of time. Note: In renewal courses, the course textbooks need be provided only to those participants who do not already have the current edition(s). To help in the distribution of ECC materials, the AHA has partnered with several companies that provide the highest quality of

customer service and support. Please contact any of these distributors for current materials and prices available. These distributor's phone numbers and addresses are on the back of ECC textbooks. Please refer to Appendix 3: DISTRIBUTORS OF AHA MATERIALS for a list of these distributors

### ***Manikin & Equipment Cleaning Procedure***

All instructors will follow these approved guidelines on cleaning between manikin and equipment use. Manikins are not to be used if appropriate cleaning/disinfection cannot be verified. When disassembling, cleaning, and reassembling make sure to keep the parts for each manikin separate. Refer to Appendix 1: MANIKIN & EQUIPMENT CLEANING PROCEDURE for the specific procedure steps.

### ***Reprinting of AHA Materials***

AHA textbooks and other ECC materials for CPR training are copyrighted by the AHA. They MAY NOT BE COPIED, in whole or in part, without the prior written consent of the AHA, National Center. Permission to reprint, copy or use portions of CPR textbooks or materials is to be obtained in writing from the Vice President of Communications at the AHA National Center. For further information on how to prepare such a request, please contact the AHA Regional office. Should permission be granted from the AHA National Center, a written letter of approval will be forwarded from the AHA indicating any conditions. Permission is granted to copy memos, flyers, notices, applications, etc..., that are issued from the AHA Regional Office. These items are for internal use and should be distributed to appropriate personnel. The only exception to this policy is for BLS Committee Meeting minutes which may not be copied for distribution due to the occasionally personal nature of the information contained within. Please check with the AHA Regional Office for permission to disseminate information contained within BLS Committee minutes.

### ***AHA Trademarks***

The AHA's stylized name and heart-and-torch logo are service marks of the American Heart Association, Inc. and are registered with the United States Patent and Trademark Office. These service marks may only be used by the AHA, and its' Regional (Affiliates) and licensees. These service marks symbolize the identity of the AHA and when placed on publications, materials, and other items serves to distinctly identify the materials as having originated from the AHA. In ECC training, the AHA stylized name and logo may appear only on training materials, including course completion and participation cards, and other ECC materials that have been issued or authorized by the AHA. The AHA name, in stylized format, and logo may not appear on advertising or announcements for courses conducted through AHA recognized TC's. Advertising and announcements may state that a specific course is an AHA course if the AHA Course Criteria are met. Advertising and announcements may not suggest or imply that the AHA sponsors, owns, or manages the TC. Instructors may not use their AHA Instructor title on business cards or other advertising materials.

### ***Training Center & Equipment Rentals & Loans***

The TC and TS may define their own policies on equipment rentals and loans. The policies must be in accordance with the SEAS TC Policies & Procedures as well as all policies & procedures as set out by AHA. Rental fees may be set by the TC/TS in accordance with the Training Course Fees policie noted in this document.

### ***AHA Course Cards***

#### ***Ordering ECC Materials and Cards***

All Training Sites and instructors may order ECC material from any of the distributors or through the SEAS TC. All AHA ECC cards must be ordered from the SEAS TC. SEAS TC will only issue course cards to Training Sites and/or Instructors who have met the requirements. Cards will be issued on receipt of a completed course roster.



### ***Replacement of Lost Cards***

Replacement of lost or damaged cards will be issued directly to the student. To receive a replacement card the student must contact the SEAS TC directly and request the card. The TC will verify the student's attendance on course roster prior to issuing a replacement card. The replacement card will be mailed/delivered to the student directly on receipt of payment for said card in accordance with the SEAS TC cost schedule.

### ***Issuing Provider Cards (ACLS/BLS/PALS)***

AHA course completion and participation cards are to be distributed only by a TC holding a current signed TC contract with the AHA. These cards may not be altered in any way (including adding module numbers). Cards will be issued by the sponsoring TC and/or Training Site in accordance with SEAS TC policies and the AHA guidelines as described in the corresponding AHA Instructor's manual for each course. The renewal/expiration date is 2 years from the issue date. The Issue Date is to be stamped or typed with month/day/four-digit year. The recommended renewal or expiration date is to be stamped or typed with month/four-digit year. An Instructor may teach courses for more than one TC. However, course completion cards are to be issued by the sponsoring TC/Training Site. It is the responsibility of each instructor to teach at least two courses per year for their assigned TC. This will ensure that they meet the minimum requirement for maintaining their instructor status. Course completion cards will NOT be issued to learners until they are able to successfully complete the core skills and has demonstrated knowledge of core course content. There will be some rare instances where the student, regardless of how much help the instructor is willing to provide, will be unable to successfully complete the performance skills. Under these circumstances the student may NOT be issued a course completion card. A course participation card may NOT be substituted. (See Instructor Manual for more information). BLS course cards may NOT be withheld from a course participant due to errors on the part of the BLS Instructor who was teaching the course. Should incorrect information or techniques be accepted by the instructor, the Lead Instructor or TC Coordinator is to process the cards and re-education of the instructor must occur. Documentation of this re-education will be maintained in the Instructor's file. TC's may NOT issue course completion or participation cards for courses taught outside the region in which they are contracted to provide training courses and/or program management. AHA course completion or participation cards are NOT to be issued for courses taught outside the United States or Puerto Rico except by the Military Training Network in accordance with established procedures.

### ***Issuing Instructor Cards (ACLS/BLS/PALS)***

Upon successful completion of the instructor course, the candidate must be monitored by a current Regional Faculty or Training Center Faculty in the specific discipline while teaching his or her first provider course. An AHA Instructor completion card will be issued by the SEAS TC to the Course Director for his or her signature upon

- successful completion of the course
- receipt of a copied completed course roster
- ACLS/PALS Post Course Summary Form
- Updated Agenda
- Instructor Sign-in Roster with expirations
- summary of participant evaluations
- remediation documentation (if necessary)
- a prepaid card order
- Monitor Forms (if applicable)
- completed ACLS Instructor (or Candidate Instructor) Information Sheet (if applicable)

### **Card Security**

Managing the distribution of all AHA course completion and participation cards is the responsibility of the TC/Training Site through its TC Coordinator. Only the TC Coordinator or designee may keep the AHA course participation/completion cards, and it is the responsibility of the coordinator to distribute AHA course participation/completion cards to instructors. The TC Coordinator is required to account for cards ordered. All Training Sites will need to keep a record of how it maintains card security and in the card issuance process.

### **Training Course Fees**

Training Centers may charge appropriate fees for courses offered. Course tuition should be determined by the Training Center/Site by actual costs and needs of the Training Center/Site with consideration for the continued existence of the program. Costs of providing courses shall be the responsibility of the Training Site. For price comparison, please contact your Training Center Coordinator for current course fees and Instructor pay. The AHA shall not have any responsibility for any costs incurred by the Training Center or Training Site. The following disclaimer will be announced at the course and/or printed on promotional brochures, announcements, or agendas: *“The American Heart Association strongly promotes knowledge and proficiency in CPR and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association, and any fees charged for such a course do not represent income to the association.”* Please refer to Appendix 2: Spearfish Ambulance - AHA Training Center Price List for the current SEAS TC fee schedule.

### **Grievance Procedures**

The Training Center is responsible for managing and resolving disputes, complaints or problems that arise from a course offered by an Instructor aligned with the TC or from other TC activities or business. Grievances are to be documented using the SEAS TC Complaint Record [See: Appendix 4: SEAS TC Complaint Record] including the steps taken toward resolution and a copy forwarded to the TC Coordinator for review and filing. The AHA is not responsible for day to day operations of the TC and its Training Sites, or their business practices and will not become involved in resolution of any disputes, complaints or problems arising from courses taught by the TC. With the exception of disputes, complaints or problems that involve the following, the AHA will consider only issues involving these types of matters. If, after diligent efforts, the TC is unable to resolve any of these issues, it must turn the dispute, complaint or problem over to the AHA according to the responsibility for its employees or Instructors teaching courses offered through or processed by the TC:

- • Course content/curriculum.
- • Instructor qualifications.
- • AHA administrative policies and procedures.
- • AHA ECC science issues.

Complaints regarding these issues may be submitted in writing by:

- • A student who attended the course during which the problem arose.
- • An Instructor, Regional Faculty member or TC with information regarding the problem.
- • An AHA volunteer or staff person with information regarding the problem.

This procedure also applies to any disputes between the AHA and TC regarding the TC's performance of its responsibilities. If, after diligent efforts, the TC is unable to resolve issues involving the matters listed above within thirty (30) days after notification of the problem, the TC is to send the dispute, complaint or problem to the AHA Regional ECC Office following the steps as outlined in the Dispute Resolution Procedure.

## **Quality Assurance**

The TC is solely responsible for the quality of the programs that are provided and the compliance with the AHA policies and guidelines. The AHA requires courses taught using AHA standards and guidelines are top quality courses. The AHA and the SEAS TC reserve the right to evaluate any course at any time without prior notification. Methods utilized to establish, promote and maintain quality programming will include, but not be limited to the following:

- Following AHA ECC program guidelines.
- Distribute AHA training materials within 120 days of receipt by “Update” means.
- Use the most current AHA training materials.
- Maintain the required liability insurance.
- Provide an Instructor Orientation for affiliating Instructors.
- Establish a means of communication to instructors, sites, and affiliates.
- Maintain software files and hard copy files on affiliated Instructors, Instructor Trainers and Regional Faculty as outlined in “Record Keeping”.
- Card issuance procedures are stringently complied with.
- Training Site site reviews.
- Training Site course monitoring without prior notification.
- Instructor, Instructor Trainer, Regional Faculty monitoring on biennial basis (opposite year of course attendance).
- Compliance with manikin decontamination and maintenance recommendations.
- Maintain current course files as outlined in “Record Keeping”.
- Submission of required reports to the AHA in a timely manner.
- TC Coordinator maintaining communication with other TC Coordinators in geographical area, as well as AHA staff.
- Compliance with grievance policies and procedures.
- Distribute student evaluation/comment form and course evaluation form at courses, summarize and maintain for three (3) years. [See: \*\*\*\*\*]
- Encourage the increase of community training, e.g. aid with development of Mass Training at Training Sites.
- TC Coordinator to approve course material packet contents.
- TC Coordinator to approve provider and instructor course proposals and dates.

## **Reciprocity**

### ***Provider Reciprocity***

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

### ***Instructor Reciprocity***

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

### ***TCF Reciprocity***

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

***Regional Faculty Reciprocity***

Reciprocity between regions is not recognized at the Regional Faculty level. A Regional Faculty member who moves to another region should contact the Regional ECC Office in the new region for specific information.

***American Red Cross***

The AHA will accept the American Red Cross (ARC) Basic Life Support for the Professional Rescuer CPR card if issued within one (1) year as entry into an AHA ECC course. The AHA recognizes ARC Instructors for BLS. However, the AHA Instructor candidate is to have a current ARC Instructor card and is to attend an instructor orientation and be monitored by the TC/Training Site before issuance of an AHA Instructor card by the SEAS TC.

# Appendix

## **Appendix 1: MANIKIN & EQUIPMENT CLEANING PROCEDURE**

All instructors will follow these approved guidelines on cleaning between manikin and equipment use. Manikins are not to be used if appropriate cleaning/disinfection cannot be verified. When disassembling, cleaning, and reassembling make sure to keep the parts for each manikin separate.

### ***Manikin Cleaning Steps***

1. Disassemble the manikin in accordance with the manufacture guidelines
2. Prepare the following solutions
  - a. A basin with a mild detergent and warm water
  - b. A basin with  $\frac{1}{4}$  cup household bleach with 1 gallon of tap water (hypochloride solution)
  - c. A Basing of 70% Ethyl alcohol or 70% Isopropyl alcohol water solution (optional)
3. Place parts in the mild detergent
  - a. Scrub all parts
4. Rinse part with clean water
5. Place parts in disinfection solution (hypochloride solution)
  - a. Swish parts around in solution
  - b. Allow parts to sit for 10 minutes
  - c. Rinse with clean water
6. (Optional) Place parts in alcohol/water solution (this helps water to evaporate)
7. Set parts aside to dry
8. Use same hypochloride solution to disinfect any parts and/or equipment used that can not be cleaned in the above manner. Follow manufacture instructions.
9. After all parts are completely dry, reassemble
10. Return to equipment supply/storage in accordance with the facility policies.

## Appendix 2: Spearfish Ambulance - AHA Training Center Price List

These prices will be charged to the Training Site or Instructor for the listed cards and services. The individual TS and Instructors may set their own course fees in accordance with the SEAS TC policies.

\$4.00/card      Healthcare Provider  
BLS Heartsaver CPR (adult – child – infant)  
BLS Heartsaver AED  
BLS Heartsaver – First Aid

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\$6.00/card      ACLS Provider  
PALS Provider

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\$5.00/card      BLS Instructor

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\$20/year      Provide AHA updates to Instructor's by mail  
(This fee is waived if we can e-mail these updates to you)

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\$8.00/card      Issuance of duplicate card, charged to (all courses)

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### **Appendix 3: DISTRIBUTORS OF AHA MATERIALS**

The AHA guidelines for materials require that all courses use AHA materials. All materials including books, posters, brochures, etc. are available through:

**Channing L Bete**

Address: One Community Place  
South Deerfield, MA 01373-0200

Phone: 1-800-611-6083

Web: [aha.channing-bete.com](http://aha.channing-bete.com)

**Laerdal Medical Corporation**

Address: 167 Myers Corners Rd  
Wappingers Falls, NY 12590-8840

Phone: 1-888-562-4242

Web: [www.laerdal.com](http://www.laerdal.com)

**WorldPoint ECC, Inc.**

Address: 1326 S Wolf Rd  
Wheeling, IL 60090

Phone: 1-888-322-8350

Web: [www.worldpoint-ecc.com](http://www.worldpoint-ecc.com)

For more information on other American Heart Association programs:

Phone: 877-242-4277

Web: [www.americanheart.org/cpr](http://www.americanheart.org/cpr)



### Appendix 4: SEAS TC Complaint Record

Complaint regarding BLS  PALS  ACLS  Date Complaint Received: \_\_\_\_\_

**Specifics of Complaint:**

Class \_\_\_\_\_ Date of Class \_\_\_\_\_

Instructor \_\_\_\_\_

Nature of Complaint (Be specific, i.e., exactly what is it that you don't like?) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Person Reporting Complaint \_\_\_\_\_ Phone: \_\_\_\_\_

**Note:** we are unable to follow-up on a complaint without the name and phone number.

### RESPONSE TO COMPLAINT

**CTC Reviewer** \_\_\_\_\_ **Date of Review** \_\_\_\_\_

Finding from Class Evaluations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommend review by Regional Faculty?** Yes  No

Regional Faculty: \_\_\_\_\_ Date Began \_\_\_\_\_ Date Ended \_\_\_\_\_

Findings from Review of Course Curriculum:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Findings of Class Observation (**Attach TC Class Monitoring Form**)

**NOTE: Attach copies of all correspondence with instructor and reports regarding this complaint.**

Remarks from Follow-up Meeting with Instructor:

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Regional Faculty Recommendation (**be specific**):

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**Training Center - Action Subsequent to Reviews and Follow-up**

Final Action:

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Date of Action \_\_\_\_\_

Categorize the TYPE of Complaint as determined by Regional Faculty & TC Coordinator:

- Instructor Competency in Subject Area
- Instructor Verbal Communication
- Instructor's Use of A-V Equipment
- Adherence to AHA Guidelines
- Organization of Class
- Quality of Equipment
- Quality of Handouts
- Classroom Physical Environment
- Other – specify \_\_\_\_\_

***NOTE: Attach copies of all correspondence with instructor and reports regarding this complaint.***

**Appendix 5: AHA ECC Course Evaluation Form**

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## **Appendix 6: Instructor Candidate Application**

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**Appendix 7: Instructor Course Completion Notice To Primary TC**



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## **Appendix 8: Instructor Records Transfer Request**

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**Appendix 8: Instructor TCF Renewal Check List**

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**Appendix 9: Instructor TCF Teaching Activity Notice To Primary TC**

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**Appendix 10: Training Center Faculty (TCF) Candidate Application**



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