



2023-24 American Heart Association

Training Center
Staff Handbook

VERSION 2.0
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American
Heart
Association®

Dear Training Center Instructional Member,

Thank You for joining us in improving the survival rates in our community thru teaching AHA programs. You may never know the individual lives your efforts helped save, however rest assured your contributions helped make it possible. From anecdotal stories, I know our instructors make a difference in the community. Welcome aboard as we journey on this mission to change lives.



Whether or not you are an experienced ACLS instructor, Training Center Faculty, or a beginner, this manual was written to help you be more successful in teaching American Heart Programs through our center. The following pages contain information that will inform you on the policies that you, as a member of our training center, are accountable for.

This handbook is designed to explain how the department works as well as address procedural policies that you may not be familiar with. Most of the time, when errors or mistakes occur with our instructional staff, it is due to a lack of knowledge about how to handle a situation. It is this knowledge gap that I hope is solved by this manual.

If you have any questions regarding the contents of this manual or other instructional questions, please don't hesitate to contact me or one of our staff.

Again, thank you for becoming a member of our center.

Sincerely,

A handwritten signature in black ink, appearing to read "Clark A. Imus II".

Clark A. Imus II, Program Coordinator, EMS Education
Kellogg Community College
AHA Training Center Coordinator

CONTACTS

KCC Public Safety Education

EMS Main Line 269-565-2650
Clark Imus, Program Coordinator (Training Center Coordinator)..... 269-565-2652
TBD, Department Assistant (Training Center Administrator)269-565-XXXX
Larry Wagner, EMS Faculty (Training Center Faculty) 269-565-7978
John Jay Radabaugh, EMS Clinical Faculty (Training Center Faculty) 269-660-2330
Aleatha Lycos, EMS Faculty (Training Center Faculty) 269-565-2107
Dan Lok, Equipment Specialist (Training Center Faculty) 269-565-2139
Fax..... 269-565-2060

KCC Department of Public Safety..... 269-965-4147

Chief Austin Simons 269-565-7895
Sgt. Mark Pierce 269-565-2113
Ofc. Chris Martin 269-565-2627

Security 269-965-4147

Lost & Found (@ Security) 269-965-4147

KCC - Switchboard..... 269-965-3931

Inclement Weather Line (school closed) 269-965-4149

KCC Student Support Services 269-965-4150

AHA Course information & Instructor Resourceswww.kellogg.edu/aha



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INSTRUCTOR REQUIREMENTS

The following sections describe the certification or recertification requirements for the various AHA levels of instruction.

DISCIPLINES

If an instructor has two or more instructor certifications, they must maintain each separately. For example, a PALS Instructor and ACLS Instructor discipline must each be recertified every two years. Attendance or performance in one discipline does not cover the recertifying in both disciplines. Likewise, it is possible to be TC Faculty in one discipline but Instructor only status in another. Each is treated separately, depending on the credentials and experience of the Instructor.

PROVIDER CERTIFICATION FOR INSTRUCTORS

Instructor level certification requires possession of the provider-level certification in each field. When an instructor renews their instructor-level certification, their provider-level certification is automatically renewed, as well. The KCC TC will only issue instructor-level Ecards. Please contact the KCC TC if you also need a provider Ecard issued.

CORE COMPETENCIES

All instructors must possess the following core competencies:

1. **SKILLS:** Instructors need to demonstrate mastery in all skills for the courses they teach. This includes both the cognitive skills as well as the psychomotor skills.
2. **COURSE DELIVERY:** Instructors need to teach AHA materials correctly and as outlined in the appropriate Instructor Manual and Lesson Maps.
3. **TESTING:** Instructors must be able to test students effectively.
4. **PROFESSIONALISM:** Instructors need to maintain a high standard of ethics and professionalism when teaching AHA courses.
5. **PROGRAM ADMINISTRATION:** Instructors need to be able to manage time, space, materials, and paperwork in compliance with AHA guidelines.

ESSENTIAL COURSE REQUIREMENTS

All Instructors must complete the online AHA Essentials Course for the specific discipline prior to attendance in any instructor education.

INSTRUCTOR

INITIAL COURSE COMPLETION CARD

- Prerequisite:
 - BLS Provider Card (current) for BLS

- ACLS Provider for ACLS Instructor
- PALS Provider for PALS Instructor
- Must complete student teaching, observations, and CPR instructor course
- Monitored Teaching: must be monitored by a TCF at least once every two years. It is the instructor's responsibility to make sure that occurs.

RENEWAL

- Not allowed to teach in any course if expired.
- Must teach in at least 4 classes per 2-year certification period.
- Renewal grace period from date of expiration to the next KCC TC instructor or renewal courses.

TRAINING CENTER FACULTY

INITIAL COURSE COMPLETION CARD

- Prerequisite: Instructor Certification in Discipline for which they are appointed
- Candidates appointed by KCC TC Board of Directors
- Upon successful completion of training, becomes a member of the TC Board of Directors

RENEWAL

- Must participate in Instructor or Instructor-renewal courses at the training center
- Must complete all requirements for Instructor- level renewal.
- If no experience teaching within the instructor courses (renewal or initial) over the past year, Training Center Faculty card will not be renewed. However, they are eligible for CPR Instructor card if the Instructor-level renewal requirements are met.

COURSE SPONSORSHIP

NON-KCC SPONSORED COURSES

Non-KCC sponsored courses are those courses which are not run through the KCC TC but rather through an outside agency as the direct sponsor. When a non-KCC sponsored course occurs, the instructor must ultimately assume the responsibility for maintaining the standards of the American Heart Association and the TC. These standards include:

1. **Maintaining a “safe environment” for students.** To do this, the instructor must make sure that decontamination standards are followed with the manikins. MiOSHA has stricter standards than CDC/AHA. Since it is likely that some students within a training session will fall under the MiOSHA rules and regulations (Employee/Employer relationship) we recommend as a center that all instructors comply with MiOSHA standards. Maintain MiOSHA decontamination standards.

2. **The instructor should make every effort to minimize distractions or conditions which are not conducive to learning.** This includes inspecting possible training sites prior to their use as a classroom. Depending on how the course is set up, it may become the instructor's responsibility to arrange a classroom as well.
3. **Maintain the course content standards in compliance with AHA.** All courses which are taught through the KCC TC must comply with the standards as set forth by the American Heart Association. **It is not acceptable for the instructor to deviate from these standards when instructing a group.** In situations where a deviation is necessary for a specialized group, the instructor should make it clear to the group that the deviation is not the standard.
4. **Arrange/provide manikins, books, and supplies necessary to teach CPR.** In non-KCC sponsored courses, it is the instructor's responsibility to assure that students have the necessary supplies to learn the skills necessary. Since CPR is ultimately a practical-based skill, it is required that the correct type of manikin be used for the course level taught. It is not acceptable to use the wrong sized manikin for compression practice. Nor is it acceptable to have two manikins for twenty students. Instructors should use good judgment based on the group to decide on the proper manikin/student ratio. We require a **3:1 maximum** ratio for students to manikins.
5. **Arrange student registration for your course.** It is the instructor's responsibility to arrange for a method for students to register for a course. Most times this will be arranged by the course sponsor. However, the instructor should verify that a system is in place.
6. **Maintain no greater than a 6:1 student/instructor ratio during practical skills.** It is the instructor's responsibility to assure that no greater than a 6:1 ratio of students to instructors exists when practical skills are practiced or tested. This is to insure students' adequate access to instructors.
Note: The AHA BLS Instructor's Manual, speaks of a 9:1 ratio for experienced instructors. The TCC will make a final determination if an instructor can teach at the 9:1 ratio. Please contact the KCC TCC for further information.
7. **Submit paperwork to the KCC TC for students who have successfully completed the course.** It is the instructor's responsibility to submit course record sheets to the KCC TC so that they can be properly logged, and cards issued to students within a reasonable amount of time. AHA allows the TC to issue cards within 2 weeks of the course, however, we prefer to issue them within a few days. All paperwork should be submitted to the TC within 48 hours of a course being held.
8. **Submit payment for ecards.** The instructor is responsible for the cost of an ecard for each student. This cost will be invoiced to the instructor upon processing the course

paperwork once received. **Ecards will not be issued until the invoice is paid.** Ecard costs are listed below.

Card	Cost
Heartsaver K-12 Schools	\$2.50
Heartsaver (all levels)	\$17.00
Heartsaver Instructor	\$3.50
BLS Provider	\$3.30
BLS Instructor	\$3.50
ACLS	\$6.60
ACLS Instructor	\$7.20
PALS	\$6.60
PALS Instructor	\$7.20

If an instructor utilizes KCC's equipment for the course, this will be included in the invoice and charged at a rate of \$10/student.

KCC TC REQUESTS FOR NON-SPONSORED COURSES

From time to time, the KCC TC will be contacted by an agency requesting training. In this instance, the TC will collect all pertinent information from the agency and will make the determination with the agency if the course should be sponsored or non-sponsored.

For non-sponsored courses, the TC will reach out to all TC approved instructors to see who is available to teach the course. When an instructor expresses interest, the agency contact information will be proved to the instructor, and the instructor is required to follow all responsibilities as noted above.

NOTIFICATION OF UPCOMING COURSES

The KCC TC should be notified two weeks in advance for all non-sponsored/off campus sponsored courses. Course notifications should be submitting through the **Instructor Course Reporting Form**, available online at www.kellogg.edu/aha. If the assisting instructor is NOT affiliated with the KCC TC, a copy of their current instructor card must be submitted with the course paperwork.

KCC SPONSORED COURSES

KCC recognized that the logistics and difficulties in setting up a class can divert the instructor from teaching the course. Because of this, when KCC sponsors a course, it assumes the logistical problems for the instructor. This includes:

- Arranging all instructors, dates, rooms, manikins, supplies, and AV materials for the course
- Handling the registration of students

- Arranging for additional instructors to maintain maximum of 6:1 ratio.
Note: The AHA BLS Instructor’s Manual, speaks of a 9:1 ratio for experienced instructors. The TCC will make the final determination if it is appropriate for a particular course to be at the 9:1 ratio.
- Paying instructors to teach within a course
- Issuing of ecards once all required paperwork has been submitted, reviewed, and approved.
- Similar to the Non-KCC sponsored courses, it is the instructor’s responsibility to maintain a “safe environment and maintain content standards in compliance with AHA”.

KCC currently offers BLS courses throughout each semester for the public, typically twice a month on the following schedule:

- Fall Semester (September - December)
 - First Tuesday Night of the month, 5:30 - 10:30 pm
 - 3rd Saturday Morning of the month, 8 am - 1 pm
- Spring Semester (January - Mid-May)
 - First Tuesday Night of the month, 5:30 - 10:30 pm
 - 3rd Saturday Morning of the month, 8 am - 1 pm
- Summer Semester (Mid-May - Early August)
 - 1st & Third Tuesday Night of the month, 5:30 - 10:30 pm
- Additional courses may be added based on other Academic Department needs (Nursing Application Deadline, Dental Hygiene Program certification, etc.)

REQUESTING A KCC SPONSORED COURSE

An agency or an instructor can request the KCC TC to host a sponsored course. These courses can be requested at www.kellogg.edu/aha by clicking on the “Request a Course” button. The KCC TC will then follow up and make arrangements for courses.

KCC Sponsored Course Costs can be found online at www.kellogg.edu/aha.

KCC SPONSORED COURSE POLICIES

As an employee of the college, there are several tasks, policies, and procedures you will be exposed to as an adjunct instructor at KCC. This section is designed to inform you of the KCC policies and procedures so your experience at KCC is as trouble-free as possible. These policies are in effect should you teach a KCC sponsored course on or off campus.

ADJUNCT INSTRUCTOR STATUS

Any KCC TC approved instructors are eligible to teach a KCC sponsored course, however, these instructors must also be an adjunct instructor at KCC. If you are interested in becoming an adjunct, please contact the KCC Public Safety Education office to get an application.

Upon hiring, adjunct instructors will receive:

- A K-ID and password (used for logging in to college systems & computers)
- A KCC email address (typically last name + first initial @kellogg.edu)
- A staff identification/key card for classroom access

Adjuncts must teach once within 3 semesters (1 year) to maintain employment with the college.

NOTIFICATION OF COURSE AVAILABILITY

All instructors will receive an email and/or text message to notify them of upcoming teaching opportunities. The KCC TC currently utilized Acuity Scheduling, an online based scheduling system, to schedule instructors for all courses, as well as allowing students to request courses for BLS Heartcode, ACLS, ACLS Heartcode, PALS, and PALS Heartcode.

The instructor scheduling calendar can be found online at <https://kccems.as.me/schedule/fe6f2060/category/AHA%2520Instructor>.

Emails will be sent out:

- At least one month prior to the start of the next semester
- When an agency has requested a sponsored course
- If an upcoming course (<2 weeks out) needs instructors based on enrollment.
- An instructor was scheduled, but is unable to fulfill their teaching obligation (emergency, illness, etc.), and we need to find a replacement

Texts are only sent to instructors with prior approval and are typically only sent for an emergent instructor need: for instance, if class is in a few days and we need an additional instructor. Instructors may also receive a phone call in this instance.

Please contact the KCC TC immediately if you are scheduled to teach a course and are unable to teach.

REGISTRATION/COURSE ROSTER

All instructors who commit to instructing a sponsored course will be added to the course by the TC staff. Staff have access to view their rosters by logging into the Bruin Portal at www.kellogg.edu, then click on the **Faculty** tab.

It is the instructor's responsibility to review the roster at the beginning of the class to ensure all students in attendance have registered for the course.

NON-REGISTERED STUDENT IN ATTENDANCE

If a student is in attendance, but has not registered, it is at the discretion of the lead instructor if the student can stay and attend the training.

- The student must possess the book for the course, as well as the course packet/pre-test.
- If the lead instructor allows the student to stay, the student must be informed that:
 - They must contact the Public Safety Education Department as soon as possible to receive a Late Add Registration form to register for the course.
 - The students e-card will not be issued until they are registered for the course. TC staff will ensure this by issuing a grade of P (Pass) or N (No Pass) for all students prior to issuing ecards.

COMMUNICATIONS

There is probably no role instructors, students and staff have which is more important than good communications between each other. In the Public Safety Education Department at KCC, it is expected that all instructors will utilize the following communications tools:

- **Email.** All adjunct instructors are provided a KCC email address upon hiring. Please contact the Public Safety Education Department if you don't receive yours.
- **Phone:** It is preferred instructors communicate with KCC TC via office phones, however, it is acceptable to send/receive calls or texts for an after-hours emergency. Voicemail messages will be returned at the staffs' earliest availability.
- **Written notes.** These may be for filing in student records, messages to staff members, etc.

The most important aspect of communication is that it takes two parties to be successful. Both parties must be diligent in answering their calls/contacts promptly. Likewise, both parties must update each other regarding changes in contact information on a regular basis. Phone calls or messages should be returned quickly and efficiently.

It is the responsibility of the instructor to contact the TC with any changes to their contact information (phone number, email address, and mailing address).

Contact information will not be provided to students without prior approval from the instructor to do so.

SPONSORED COURSE INSTRUCTOR PAY

Instructors for KCC Sponsored courses will be paid at the following rates for all Heartsaver, BLS, ACLS, and PALS courses:

- Lead Instructor: \$25.00/hour plus 1 additional hour for set-up/teardown time.
- Secondary Instructor(s): \$25.00/hour

When an instructor is done teaching a KCC Sponsored course, they should complete a Timecard for payroll here: <https://forms.gle/6U9ZT3MuFskU2KMh7>

INSTRUCTOR RECORDS

It is expected that all instructors and staff will maintain their licenses/certifications with the Public Safety Education Office. These licenses and certifications serve a role for the accreditation of both the program and the college. When a license or certification is updated, a copy should be forwarded to the Public Safety Education Office for inclusion in the both the department and college records.

Routinely, the Public Safety Education Department and college personal office review employee files. If an expired or invalid certification or license is discovered, the college may refuse payment until the item is brought up to date. This is an institutional policy, not a program policy. It is important that instructional staff provide copies on a regular basis to the Public Safety Education Department staff, especially when requested.

STAFF IDENTIFICATION/KEY CARD ACCESS

KCC adjunct instructors will be issued a key card upon hiring through the KCC Department of Public Safety. Photo identification can be added to this card through the KCC Admissions Office. This ID is proof of the instructor's identity should KCC security or staff need verification; Security has been asked not to open rooms for non-EMS-staff member. It also serves as a Key Card to open specific rooms/offices when teaching after hours.

There is no charge for this identification. If your card is lost, misplaced, or damaged, please contact the KCC Department of Public Safety at 269-965-4147 or Lane Thomas room 306 for a replacement.

Adjunct card keys are deactivated at the end of each semester. The Public Safety Education Department staff will automatically renew cards to any adjunct teaching a regular course prior to the start of the next semester. Please ensure your card is active prior to the start of your course. If your card needs to be reactivated, please contact the Public Safety Education Office at 269-565-2650.

EMERGENCIES

If an emergency occurs that cannot be handled by the instructor or that administrative knowledge/intervention may be required, the instructor should contact the Training Center Coordinator. Contact to the Training Center Coordinator **should only be used** in an EMERGENCY or SEVERE situation. KCC security can also contact the Training Center Coordinator.

COMPUTERS

The Public Safety Education Department has the following computers available:

- 2 laptop carts with 49 laptops (student or instructor use). 32 are located in Lane Thomas 205, 17 are in Lane Thomas 102.
- Instructor stations in each classroom (instructor use only)

All students or instructors must have their K-ID and password to log into any college computer or to access Wi-Fi on their personal device. Please contact the KCC Help Desk at 269-965-4148 if you are having trouble logging in or accessing your account.

Periodically, the EMS Faculty Coordinator or an instructor may schedule technology updates to review changes in technology available for instructional use. Instructors are encouraged to participate in these update sessions to maximize their use of the technology.

INCIDENT REPORTS

Anytime that an unusual event occurs such as student injury, theft, threatening behavior, vehicle collision, etc., it is expected that instructors file a report with KCC security. The security guards are the first point of contact in all events of the is nature. The KCC response system is activated by this first step.

Staff members involved in the unusual event should also submit a written report of what transpired to the Public Safety Education Director. Additional details may be requested upon review of the event. If an event is severe, the staff member may contact the Public Safety Education Director using emergency procedures outlined in the contact section of this document.

THREATENING BEHAVIOR/HAZARDOUS CONDITIONS

Both KCC and the Public Safety Education Department have a policy regarding threatening or hazardous behavior of students or staff members. The KCC policy is found in the KCC student handbook, located here: <http://catalog.kellogg.edu/index.php?catoid=17>. The EMS version is found in the EMS student handbook, located here: [EMS Student Resources | Kellogg Community College](#). Both versions empower the instructor to maintain a safe classroom environment for all students.

Should a serious situation exist that endangers the safety of a class, instructors are expected to take the necessary steps to ensure the safety of the students. If a student needs to be forcibly removed, avoid direct action, contact security, and explain the situation. They will take the necessary steps to correct the situation.

If a hazardous condition, such as a power outage, tornado, fire, etc. exists that endangers the class, instructors are expected to take the appropriate actions, such as having the students move to a shelter, finding an alternate location to conduct class in, or (as a last resort) potentially dismissing class early.

ACCIDENT/CLASSROOM ILLNESS POLICY

INJURY ON-SITE

No one can predict when an injury or illness may strike a student or staff member while performing their duties at KCC. The following steps are to help guide you in the direction of treatment.

- Be sure that any dangerous equipment or hazardous situations are corrected. This includes hazards/dangers to the instructor or students not only involved in the incident but also present in the classroom as well.
- Perform Emergency First Aid (Basic Life Support level). While rendering care, have another student call another staff member from another classroom (if present). If any Public Safety Education Department staff are present, contact them.
- Either you or a qualified designee (preferably staff) need to go to a campus phone pick-up the receiver and dial 911. Provide the dispatcher the information they need.
- After contacting 911, dial 4444 for Campus Security. Notify them that you've contacted 911 and briefly describe the incident and your location. They will also start a formal incident report.
- The person injured/ill has the right to refuse care, however it is then the first responders' responsibility to get an "against medical advice" form signed by that individual.
- After the incident, provide security with any information requested.
- After the incident, write an incident report detailing the events and your actions and submit it to the Training Center Coordinator.

KCC INSTRUCTOR RESPONSIBILITY

KCC concerns are based on liability and potential for disaster. First, the KCC Public Safety Department is not a licensed ALS provider or medical facility. As such, we should provide BLS care (which would include early defibrillation) as the highest level. No ALS skills or procedures should be performed without the direct involvement and approval of the emergency medical responding unit. We do not have liability coverage for treating with ALS procedures on actual emergency patients. Should any additional injury occur because of this treatment, the college and individuals involved would be liable. Do not provide ALS levels of care prior to the arrival of an ambulance.

Second, if an individual requires emergency medical care, we should be requesting an ambulance for possible transport to a medical facility. It is not acceptable to provide the entry level of care without subsequent availability of additional definitive care. As EMS professionals, you know that activation of the EMS system is one of the pivotal roles of the first individuals on the scene of an emergency. The KCC EMS program is no exception to this rule.

Finally, from the first rule of medicine, "do no further harm to the patient" we are concerned that our actions comply with this concept. If we look at the current EMS model and how it is structured, it works. With that in mind, please do what is right for the patient while keeping our liabilities as an institution to a minimum.

LEGALITIES

GOOD SAMARITAN LAW

A BRIEF OVERVIEW

A number of states have enacted laws to protect from liability persons who render aid. These laws are often termed Good Samaritan laws after the biblical story of the Samaritan that stopped to render aid to a stranger while other travelers passed him by. (Luke 10:30-37) These laws are intended to encourage people to render aid in emergency situations.

Good Samaritan laws generally provide that persons who render aid at the scene of an emergency will not be liable for civil damages if they act in good faith, and not for remuneration, in rendering aid. The persons protected under these laws vary greatly from state to state. In some states the laws apply both to laypersons and healthcare and other professionals. In others it applies only to specific healthcare professionals such as physicians, surgeons, or nurses; or other professionals such as firefighters, police officers, school personnel or lifeguards. In still other it applies to laypersons or emergency service personnel only if they have received certain training in emergency aid.

Some states allow protection only if the aid is provided at the scene of the emergency. In others it applies also to aide provided en-route to the medical facility. In others it applies to aid provided at the hospital by persons who are not emergency room or hospital personnel.

Most Good Samaritan laws provide that the person rendering emergency aid must have provided it in good faith, must not have acted with the expectation of remuneration, must not have been the cause of the emergency, and must not have been willfully or wantonly negligent in providing the aid. Note, however, that a Good Samaritan law is unlikely to be useful in protecting against liability arising from teaching CPR.

Good Samaritan laws are a useful way and important tool to encourage the administration of aid in emergency situations. However, as the above summary illustrates, the laws vary significantly from state to state. Therefore, healthcare and emergency personnel, as well as others who may need to use cardiopulmonary resuscitation (CPR) would be well advised to determine whether their state has a Good Samaritan law, and, if so, what persons and activities are protected under their local law.

GENERAL

According to the American Heart Association BLS instructor manual: Good Samaritan laws have been expanded in a number of jurisdictions to protect almost every professional and layperson while that individual is acting “in good faith” and is not guilty of gross negligence. An important purpose of such laws is to minimize, to the greatest extent possible, fear of legal consequences for providing CPR and to eliminate effectively this fear as an impediment of full implementation of the multilevel community ECC program. CPR teachers and

organizations: people who are trainers in CPR are also protected under many Good Samaritan laws, as are organizations that sponsor this training, i.e., the American Heart Association, the American Red Cross, and similar agencies. Additional information on this subject is contained in the BLS instructor manual. A copy of the Good Samaritan Law for Michigan appears in the appendix. There has been no change in the liability issue since the advent of Community Training Centers; individuals and organizations still fall under the good Samaritans law. In addition, it is recommended that a TC utilize a liability statement for its CPR courses. This statement may be mailed out to students after they have registered for a course, may be distributed at the start of the course, or may be read at the beginning of the course.

ADA ACT

Many CPR courses will fall under the jurisdiction of the Americans with Disabilities Act. Instructors should be familiar with this act to prevent potential liability. KCC's policies can be found online here: <https://www.kellogg.edu/about/accessibility/>

EQUIPMENT

The following equipment is available for both KCC Sponsored and non-sponsored courses:

- Course Kit (includes DVD, Instructor Manual, Rosters, Stopwatches, etc.)
- Infant Manikins
- Child Manikins
- Adult Manikins
- Adult/Pediatric Pocket Mask
- BVM (Adult, Child, and Infant)
- AED Trainers
- Heartsaver First Aid Box
- Airway Manikins
- Airway Kit

For KCC Sponsored courses, equipment costs are included in the cost of the course.

For non-sponsored courses, instructors will be charged \$10/student for using KCC Equipment (not including the course kit).

LAB AND EQUIPMENT PROCEDURES

GENERAL

There are a number of routines that have been established to make a lab run smoothly. It is the instructor's responsibility to make sure that the lab is returned to its original state after the class is finished using it. This includes:

- All equipment returned to their respective areas

- All equipment bins re-shelved in their correct area with the correct material inside each bin. (ex: all equipment labeled T-10 should be in bin T-10) An equipment list is provided for the instructor inside each bin to aid in the proper return of equipment
- All manikins should be cleaned according to established lab procedure and returned with the proper tag marking to their respective shelf.
- Stretchers, backboards, IV poles, etc. should be returned to where they were stored
- All tables and chairs should be returned to their original positions.
- All dry-erase boards should be wiped
- The projectors should be turned off using the remote.
- Computers should be logged off.

EQUIPMENT FAILURE

If during a lab equipment fails or becomes damaged and cannot be used, the instructor must fill out an equipment failure report here: <https://forms.gle/nP3XjwnvxZUJojDn9>. Any broken equipment should be placed to the side with a note stating the issue.

EQUIPMENT CHECKOUT

If an instructor requires equipment for a class that is to be held off site, the instructor can request it when completing the **Instructor Course Request Form** here: https://forms.office.com/pages/responsepage.aspx?id=7n1B8nqxmU2AuHZxT3slWe5wWwGaE1HsqpGY_aYvHFUMewwMktGR1BGQkxBQ0VDSk80VDVGUUtROS4u.

Once an equipment request has been received, the KCC Equipment Specialist will contact the instructor to arrange the pick-up and returning of equipment. Please allow at least one week for equipment to be prepared. All equipment is the responsibility of the instructor and should be returned in the same condition it was received in.

Equipment usage for academy classes (EMT, Paramedic, etc.,) will take precedence over an off-campus equipment need. The equipment manager will contact any instructor if equipment will not be available for a specific need.

NOTICE OF LAB PROCEDURES: NON-COMPLIANCE

If a problem arises with an instructor's use of the lab with his/her students, the instructor will be notified about the situation and counseled. This is designed to bring attention to a problem and not reprimand the instructor. Many times, instructors are not aware of a situation that has occurred. This provides some feedback as to developing situations.

INFECTION CONTROL

RISKS DURING TRAINING

While there have been some anecdotal reports of colds and similar contaminants occurring as a result of practicing CPR on a manikin, there has not been any direct documented evidence

that a cross-contamination has occurred which resulted in illness. Nevertheless, the KCC TC will take all precautions to ensure that contamination is not a problem. It is the instructor's responsibility to maintain standards of the AHA and MiOSHA regarding hygiene of manikins and students alike.

MANIKIN USE - DECONTAMINATION

Students should not practice CPR if they are currently in a state of infection with a communicable disease. If such practice must occur, student should be given his or her own manikin. All efforts should be made to limit potential exposure from one student to the next. To accomplish this, paired or tripled students should remain on same manikin. Students should remove all lipstick, gum, etc. prior to working on the manikin.

MANIKIN DISINFECTION/CLEANUP

All manikins must be cleaned after every class. All manikins must be inspected for cracks, damage, or areas where decontamination may be hindered. When a person cleans the manikin, they should wear rubber gloves. All manikin parts which have been exposed to potentially infectious agents (saliva) should be either be thrown out and replaced with a new part (example: disposable airways) or disinfected, utilizing an approved method. Manikins should be wiped down with a non-bleach disinfectant wipe.

MANIKIN MAINTENACE

It is the instructor's responsibility to familiarize themselves with the manikins prior to use with students. Such familiarity should include the ability to:

- Remove lungs
- Check for damage
 - Submit Equipment Failure form: <https://forms.gle/nP3XjwnvxZUJojDn9>
 - Set equipment aside, indicating problem with a note.
 - Do not seal; do not replace lungs
- Wipe down with disinfectant cleaner
- Replace lungs
- Bag, tag, and store properly

OPERATING A COURSE

REQUIRED FORMS

All required forms are available in the **Instructor Resources** section at www.kellogg.edu. Tests are available only through the Training Center Coordinator.

DISCLAIMER FORM (BLS ONLY)

Each student must be provided with a copy of the AHA CPR disclaimer statement prior to participation in any course. At the start of the training, the instructor must read and explain this disclaimer to all students, clarifying that:

- the AHA does not receive any monetary support from the training
- Student will be in contact with each other during the training

Copies of this form are included in the pre-course packet for KCC BLS courses, or available in the **Instructor Resources** section at www.kellogg.edu/aha.

SKILLS CHECK-OFF FORMS

Each student must complete the skills for the course type that they are participating in. We require that you utilize the skill check-off sheets for each student in the course.

EVALUATION FORMS

Evaluation forms are required in every KCC AHA course. These are used for auditing purposes and to evaluate our programs. There are some specific rules you must follow regarding evaluation forms.

1. Evaluation forms are to be issued to **every** student in the course. The current AHA evaluation form for the appropriate course should be used.
2. Students, **and only students**, may write on these forms.
3. The Primary instructor is responsible to ensure they have received one evaluation for all students in attendance, and that all instructors have reviewed and initialed all evaluations. This should be done once the course is completed, after all students have left, and all equipment has been put away, prior to leaving for the day.
4. The evaluation forms should be scanned and emailed to aha@kellogg.edu, along with the course roster and e-card submission form.
 - a. All tests and score sheets must be submitted for any student receiving remediation.

COURSE ROSTERS

It is required that a Course Roster be completed for any AHA course which is taught. If the course record sheet isn't turned in, the cards will not be issued nor is the certification valid.

All forms should include:

- Course information (course type, date, time, location, instructors, student to manikin ratio, etc.)
- Student information (name and email are required, additional information is optional)
- Course marked as "C" or "Completed" or "I" or "Incomplete".
 - Dates are only required for a student receiving remediation.

These forms are now electronic and include typable fields. A typed signature serves as valid signature. It is preferred that all forms (with exception of evaluations) should be completed and submitted electronically.

All instructors should confirm the following:

- The correct roster is used for the course you are teaching
- That the form is filled out completely
- Is completed by the Lead Instructor

This roster serves several legal purposes:

- It is a document for Michigan Department of Consumers and Industry Services, which represents proof of attendance in a course.
- It provides an official grade for KCC Sponsored courses and is used by the KCC registrar for the official grade in a college course
- It provides an instructor's signature that validates the recorded grades for college north central accreditation standards. Without the instructor signatures, this course record sheet is invalid. Likewise, without a grade (C for Complete and I for Incomplete) the course record sheet is invalid.
- In some cases, instructors may be required to complete more than one course record sheet.

BLS COURSE ROSTER

The BLS course record sheet is used to document one of the Basic Life Support programs from the American Heart Association. The instructor completing this form should be the primary instructor for the course. Likewise, they and any secondary instructors used in the course must have a current AHA BLS instructor's card. A secondary instructor who is an American Red Cross CPR instructor may be used in extreme circumstances only. If this occurs, a copy of their current card must be stapled to the course record sheet with a note specifying the circumstances of their use. All CPR courses, whether a self-standing course or contained within another larger course, such as Medical First Responder, must have a BLS course record sheet for the CPR portion of the course. Dates and times on the course record sheet must be completed matching the dates and times during which the CPR was conducted. If you test the CPR component at a later time than it was taught, use the date of testing as the final date on the course record sheet.

ACLS/PALS COURSE ROSTER

The ACLS/PALS Course Roster is used to document either ACLS or PALS training from the American Heart Association. This course record sheet should be completed by a current ACLS/PALS instructor who is teaching a Public Safety Education approved course. For more information regarding the use of these Rosters, contact the EMS Faculty Coordinator.

LEGALITIES AND STUDENT RIGHTS

The back of the course record sheet requires that the student fill out their name and email address, with physical address and contact numbers optional. Normally, the instructor in a program will either have students type this information on the roster on a computer, or pass the form around the class and have students write their information directly on the roster.

If a student is uncomfortable with having their personal information passed around and seen by other students, they have the right to provide it to the instructor on a separate piece of paper and not complete the course record sheet. It then becomes the responsibility of the instructor to transfer this data to the course record sheet and destroy or return the original paper used by the student.

E-CARD SUBMISSION FORM

The E-Card Submission Form is an excel spreadsheet which is uploaded into the instructor network to issue ecards. This form can be opened, updated, and submitted through either Microsoft Excel or Google Sheets as a spreadsheet.

Only the course date, name, email, and phone number (optional) of each student should be added to the form. Changing any of the headings or adding additional information to the top of the spreadsheet will cause an error when uploading the spreadsheet to the instructor network.

TESTING POLICY

In the many provider and renewal/recertification CPR courses, a written test will be provided by the instructor. All final written tests are open book.

- ACLS/PALS require a minimum of 70% passing grade on the pre-course test before course entry.
- Heart Saver and BLS course pre-tests are available and do not have a minimum passing rate before course entry.
- Copies of all tests are available from the Training Center Coordinator.
- All students must complete the written exam with a minimum of 84% passing.

As part of your instructor agreement, you pledge not to release the tests or answer key from your possession. Instructors have the option to remediate unsuccessful students on an individual basis. All students must complete all practical skills listed for the specified course.

All TC affiliated instructors and TC Faculty must have their own practical and written skills tested every 2 years.

BOOKS

It is required that each student have a book available for their use before, during and after each AHA course. Each AHA course must use the book designed for that course. Students may reuse their textbooks for future renewals if they are still the current version. On-line Heart Code courses are exempt from this requirement as the book is included in the on-line course. If you have any questions regarding this, please contact the TC Coordinator.

SUBMISSION OF REQUIRED PAPERWORK

The lead instructor is responsible to turn in all required paperwork to the TC. This paperwork includes:

- Course Roster
- Evaluations
- E-Card Submission Form
- If Remediation is needed, the following must be submitted only for students requiring remediation:
 - Skills check-off forms
 - Tests

These forms should be emailed to aha@kellogg.edu within 2 business days of the completion of the course. Please also include an instructor card if the additional instructor is not affiliated with the KCC TC.

TRAINING CENTER APPROVAL PROCESS

FOR KCC SPONSORED COURSES

When an instructor submits the required paperwork for a course, the training center staff will complete the following process:

1. The TC Administrator will complete a quick review of the paperwork for accuracy, including reviewing course information, the correct number of evaluations have been received, and that evaluations have been initialed by the instructor(s). The TC administrator will contact the instructor if there are any errors, then submit to the TC Coordinator for approval.
2. The TC Coordinator will double check all paperwork for accuracy, and review all evaluations, taking note of any issues or concerns that may have been noted. The TC Coordinator may follow up with the instructor on the course, if needed.
3. Once approved, the TC Administrator will issue grades (through KCC) for each student for the course and issue e-cards.

FOR NON-SPONSORED COURSES

When an instructor submits the required paperwork for a course, the training center staff will complete the following process:

1. The TC Administrator will complete a quick review of the paperwork for accuracy, including reviewing course information, the correct number of evaluations have been received, and that evaluations have been initialed by the instructor(s). The TC administrator will contact the instructor if there are any errors, then submit to the TC Coordinator for approval.

2. The TC Coordinator will double check all paperwork for accuracy, and review all evaluations, taking note of any issues or concerns that may have been noted. The TC Coordinator may follow up with the instructor on the course, if needed.
3. Once approved, the TC Administrator will issue (via email) an invoice to the instructor, copying in the KCC Business Office to receive payment
4. Once the instructor has submitted payment to the KCC Business office, the TC Administrator will issue e-cards, and email a copy of the assigned card spreadsheet to the instructor.

CONTINUOUS QUALITY IMPROVEMENT POLICY

As part of our efforts to increase the quality of our instruction and increase customer satisfaction, we review all course evaluation forms submitted as part of the instructional process in every AHA course. All AHA courses require evaluations from every student in every class.

INSTRUCTOR EVALUATION POLICY

A Training Center Faculty member will monitor every instructor once during a two-year cycle. TC Faculty may be assigned instructors for evaluation at the annual TC advisory Meeting. Instructors will provide teaching dates for upcoming classes no less than two weeks before the class begins. This notification is done through the KCC AHA email process. The Training Center Faculty will select a date and time from the provided list and inform the instructor as to which class the Training Center Faculty will be coming in to monitor.

Training Center Faculty will receive a \$125 stipend for each instructor they evaluate.

During the monitoring process, the Training Center Faculty will not serve as an additional instructor and will not assist in the skills evaluation of the class participants. At the conclusion of the monitoring process the Training Center Faculty will forward their recommendation to the Training Center Coordinator. A copy of the monitoring will also be forwarded to the instructor that was involved in the monitoring. Upon receipt of the monitoring the instructor will have one week to respond to any discrepancy in the monitoring in writing to the center coordinator. If the instructor fails to respond within one week from receipt of the monitoring it will be understood that the instructor has no issues with the monitoring, and it will be filed as agreed with by the instructor. A copy of the instructors' response if it is received will be attached to the monitoring and placed in the instructor's file.

During ACLS courses, the ACLS Course Director (Primary Instructor) will routinely visit the stations and monitor the effectiveness of the training. A station monitoring should be completed by the Course Director for that Instructor's file.

INSTRUCTOR RIGHT OF APPEAL

If a discrepancy exists in the monitoring an instructor has the right to appeal the recommendation of the Training Center Faculty. This appeal process shall consist of a fair hearing with the Instructor, Training Center Faculty, Training Center Coordinator, and Training Center Chairperson. During the appeal process the instructor can address the area or areas that come into question. An instructor can also request to be reviewed by another Training Center Faculty. After review of the appeal the decision of the Training Center Coordinator and the Training Center Chairperson is final. A copy of the appeal result shall become part of the instructor's training center file.

QUALITY ASSURANCE FOR OFF-SITE COURSES

As part of the CQI program for Training Sites and off-site courses, the KCC TC must annually evaluate sites for compliance with the AHA standards. This involves sending a TCF to review the site's equipment, resources, and compliance with the TC policies.

ADDITIONAL INFORMATION

MEMBERSHIP

Membership to the KCC TC is not automatic. If a student attends the KCC TC CPR instructor's course, they will be offered the opportunity to join the TC as part of their training. Once a member, they will remain a member until they do not renew their CPR-I status or until they transfer to another center. Individuals who complete their CPR-I at a different center or transfer their CPR-I from a different center must provide written proof that they are in good standing with that center to the KCC TC Coordinator. This is reviewed by the TC Coordinator and the TC Chairperson. In addition, these candidates must attend a renewal course (offered in March/April) to verify their skills and update their records. Within this skills course, they will also be required to attend a session on KCC TC policies and procedures. The KCC TC reserves the right to withhold membership to any individual who applies to the center based on the above criteria.

ELECTIONS

Once per 2 years, or as needed, the TC Chairperson is elected from the TC board membership. This position is responsible for coordinating the CPR-I renewals, instructor courses and complaint investigations within the TC. The chairperson works closely with the TC Coordinator in determining and maintaining the enforcement of policies approved by the board. The chairperson also has the ability to call a board meeting should the need arise. The only prerequisite to this position is that the chairperson is a CPR Training Center Faculty in good standing with the center for at least one year. Starting in 2013, the TC Board of Directors established that the duties of TC Chairperson could be shared by two individuals.

TRAINING CENTER FACULTY

AHA recognized that to be successful, TC's must develop and maintain a pool of quality instructional staff. As part of developing that pool of experienced staff, training center management must seek the assistance of experienced faculty to aid in monitoring and mentoring instructors as well as assist in the developing of course directors/lead instructors for the training centers. The KCC TC board of directors will elect members of the center to the position for PALS, ACLS, and BLS. Individuals may be appointed by the board for one, two, or all three levels of instruction. This appointment acknowledges their knowledgebase and tasks them with developing the instructional resources at the center.

BOARD MEMBERSHIP

Training Center Faculty whom have been recommended for this level from the KCC TC and have completed the training requirements are automatically part of the TC board. Individuals who enter the KCC TC from another center (TCF or AF level) must make application to the board for membership. If you have any questions regarding this, please contact the TC Chairperson.

COMPLAINT PROCEDURE

Occasionally, a complaint is received by the TC Coordinator or an instructor regarding procedures/ teaching within a classroom. All complaints received by the center must be investigated. This investigation will be performed by a non-involved TC Faculty or AF affiliated with the KCC TC and appointed by the TC chairperson. The investigator is required to make contact with the instructors involved and determine the facts involved. A site visit to the classroom is generally utilized as part of the investigation. A written evaluation will be made to the TC manager for follow-up. Follow-up may involve closure of the incident, additional remediation, and/or dismissal of an instructor from the center. Appeals may be made to the TC board. If you have any questions regarding this, please contact the TC Coordinator.

INSTRUCTOR CONTRACT

All instructors, Training Center Faculty, and Regional Faculty who are affiliated with the KCC TC must sign an agreement stipulating their adherence to AHA and KCC TC policies and standards. If you have questions regarding this, please contact one of the TC faculty members.

RECORD MAINTENACE

KCC TC maintains all records for individual instructors who teach AHA courses within the program. Should you wish to view your records or need a copy for transfer to another TC, please contact the Training Center Coordinator. A meeting can be arranged for review of the records. All records are kept for 3 years.

TRANSFER TO/FROM ANOTHER TC

To transfer your records to another training center, fill out the transfer request form in the PAM manual and submit it to the TC Coordinator for processing. All records will be photocopied and transferred in 1-2 weeks.

If you are interested in joining the KCC TC and are currently affiliated with another TC, then fill out the PROAD transfer form and give this to your current training center for processing. Have the records sent to the attention of the AHA Training Center Coordinator at KCC. Instructors must be in good standing with the Training Center from which they transfer. Transfers are accepted on a case-by-case basis. The KCC TC reserves the right to refuse membership to any candidate.

TC INSTRUCTOR RENEWAL PERIOD

Normally, BLS/ACLS/PALS Instructor renewals occur once each 2 years in the late Spring semester. Instructors who have completed the Instructor renewal are reissued their cards following that course. When revisions to the BLS, ACLS, or PALS courses occur, mandatory retraining may be required. This mandatory training may be in the form of written correspondence, online self-paced modules, or face-to-face classroom meetings. Instructors must attend these meetings to maintain their certification with KCC. If they are unable to attend, their membership to the KCC Training Center may be revoked or their AHA certification may be revoked, depending on the nature of the meeting.

DISCLAIMER (BLS)

“The American Heart Association of the Michigan BLS Subcommittee reserves the right to revoke any level of BLS card at any time, with or without cause, and without previous notice”