

**Chattahoochee Technical College
American Heart Association
Community Training Center**

The following policies and procedures are designed and enforced in an effort to ensure that the Chattahoochee Technical College American Heart Association Community Training Center is adhering to the operational standards set forth in our contract. These standards and guidelines are also stated in the American Heart Association Program Administration Manual. Compliance with the American Heart Association standards is not limited to the Training Center or its satellite sites; it is the responsibility of all American Heart Association Instructors.

The Policy and Procedure manual is designed to provide the American Heart Association instructor and Chattahoochee Technical College Training Center affiliates, with written guidelines that will outline the responsibilities involved with conducting American Heart Association classes. It is the goal of the Community Training Center to utilize this manual to ensure efficiency and continuity of practices at the Training Center level. Compliance with these procedures is mandatory, and will be enforced with no exceptions.

**Community Training Center
Mission Statement**

Our mission is to expand the outreach of the American Heart Association and Chattahoochee Technical College throughout the community. To achieve this goal, we will provide quality educational training programs designed to promote wellness and save lives; while delivering exceptional customer service built upon experience and integrity.

(Revised June 10, 2012)

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American Heart Association Training Center Management

The Chattahoochee Technical College Community Training Center is responsible for the administration and quality assurance of American Heart Association courses as well as the daily operation of the Training Center. The Community Training Center Coordinator oversees the operation of the Training Center under the supervision of the Director of Economic Development for Chattahoochee Technical College.

American Heart Association Regional Faculty and Training Center Faculty members affiliated with the Chattahoochee Technical College Training Center assists the Training Center Coordinator with the interpretation and administration of American Heart Association guidelines. All governing bodies will provide input and guidance as needed with internal disputes and disciplinary actions.

Satellite Training Sites

Satellite Training Sites are independent components of the Chattahoochee Technical College Community Training Center. These business facilities are under a contract agreement with the Training Center and are required to follow all American Heart Association training guidelines as well as the policies set forth by the contract agreement. Contracts are renewed on a yearly basis during the month of January. Either party may discontinue this contract by submitting written notice. Satellite visits will be conducted by the Training Center Coordinator to ensure guidelines are being followed. For any satellite located in another state, a Faculty member will be designated to do a Satellite Review. Out of state Satellites and instructors will be brought on only after an agreement is made with the sponsoring faculty member about monitoring the satellite or instructors. All Satellites are responsible for submitting rosters and evaluations to the Training Center upon course completion.

Smoking Policy

Smoking is prohibited at all AHA Courses. This policy is to be upheld at all training sites by all Instructors.

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Internal Disputes and Disciplinary Action

The Chattahoochee Technical College Community Training Center will manage and resolve all complaints, disputes, and problems that originate at the Training Center level. This will include problems, complaints, and disputes involving Training Center business, as well as those situations that arise from a course offered by an affiliated instructor.

All complaints, disputes, or problems must be presented in writing to the Training Center Coordinator. The Training Center Coordinator is responsible for thorough investigation of all adverse practices and ensuring resolution and disciplinary actions according to the Policy and Procedure Manual. For matters involving American Heart Association standards and guidelines, the Regional Faculty and Training Center Faculty affiliates will provide support and guidance to the Training Center Coordinator. Any operational or administrative business complaints will be taken to the Director of Economic Development for advisement.

Affiliate Instructors are required to abide by the American Heart Association standards and guidelines when conducting their American Heart Association courses. These standards and guidelines are taught in the instructor courses, printed in the instructor manuals, and reinforced as the instructors are monitored. The Training Center is responsible for communicating any changes in the standards or guidelines to the affiliate instructors in a timely manner.

Failure to comply with these standards and guidelines will be handled according to the following procedure.

1. Verbal warning and training provided by the Training Center Faculty
2. Monitoring by an appropriate instructor trainer
3. Written documentation of the incident and all appropriate paperwork will be placed in the instructor's record.
4. Any repeat violations will result in loss of privileges and affiliation.

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Communication Management

It is the responsibility of the Training Center to relay all American Heart Association memos and guideline information to the affiliate instructors and Satellite Training Sites in a timely fashion. To ensure this task is completed in a timely and efficient manner, the Training Center emails each instructor and satellite coordinator with any new information. This information is also posted to the website, www.chattahoocheetech.edu/coned/aha. Sharing information among the Regional faculty and Satellite sites is an open and ongoing process; as their input is vital to the operation of the Training Center.

Instructor Records and Updates

It is the responsibility of the Training Center to maintain complete and accurate Instructor records. The following Instructor/Instructor Trainer records are maintained:

- Training Center Affiliate form
- Instructor/Instructor Trainer Monitor form
- Instructor/Instructor Trainer Renewal Checklist
- Instructor/Instructor Trainer Update and Course Completion Certificates
- Instructor/Instructor Trainer Records Transfer Requests
- Documentation of administrative or disciplinary action
- TC correspondence to Instructors/ Instructor Trainers
- All submitted course rosters
- Course evaluations

The Training Center will monitor all Instructor/Instructor Trainer records to verify completion of their individual update requirements. Prior to the update time, the Training Center will provide necessary courses and guideline presentations to ensure that all Instructors/Instructor Trainers are able to complete their updates in a timely manner.

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Legal Issues

All AHA training program sites and Instructors will abide by the standards set forth in the *Americans with Disabilities Act*.

All AHA training materials are copyright protected. All training sites and Instructors will respect and abide by the rules pertaining to all AHA materials. **These materials may not be copied, in whole or in part, without the prior written consent of the AHA.**

The AHA logo and trademark cannot be applied or associated with any advertising or announcements for AHA courses without the written permission of the AHA.

Instructors may not use their AHA Instructor title on business cards or other advertising materials.

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

The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS and PALS 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.

American Heart Association Course Materials

It is the responsibility of the Instructor to utilize the most current and appropriate training materials at their classes. The Training Center maintains current Instructor Manuals and DVDs for Basic Life Support classes. These are available for rent to the affiliate Instructors. The Instructor is responsible for the contents of the Manuals while they are in their possession.

It is the Instructor's responsibility to ensure that each student has the current and appropriate American Heart Association textbook available for use before, during, and after the course. Approved vendors lists are available to all affiliate members.

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Written evaluations for American Heart Association courses are maintained by the Training Center to prevent compromise of the examination contents. The Training Center will provide the Instructor with the appropriate examination for the course(s) they are certified to teach. Only the most current examination must be used to determine successful course completion. ***Class participants are never allowed to remove the examination questions from the classroom.***

The use of non-American Heart Association scientific or course materials covering core content and /or course curriculum ***are not permitted*** as a substitute for the American Heart Association core curriculum or course materials.

All American Heart Association course class participants must be given course evaluations prior to leaving the class. Instructors are encouraged to use the feedback from these evaluations to maintain high standards for their classes.

The Training Center will be conducting ongoing evaluations on all Satellite Centers, and Instructors. American Heart Association evaluations will be sent out to course participants on a random basis. Any adverse responses will be addressed with the specific Instructor. Remedial action will be taken as necessary to remedy any problems.

Course Fees

The Training Center and the individual Instructor determine their course fee(s). The Training Center fees are set utilizing the norm for the surrounding community. The Training Center strongly suggests that the Satellite Centers and Instructors who do charge fees for their courses follow the fee guidelines used at the Training Center. In this manner we are able to standardize prices for courses throughout the community. Referrals are given the standard fee to expect when calling Instructors. Instructors charging above the standards will not be sent referrals from the Training Center.

Course completion card fees are posted for the Instructors through the TC Web Site. The Training Center reserves the right to change these fees as it deems necessary. The Training Center agrees to notify the Instructors in advance prior to any change in fees.

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Course Rosters and Course Completion Cards

According to American Heart Association guidelines, course completion cards may only be purchased by the Training Center utilizing appropriate security clearance. All cards are kept in a secure location and are accurately accounted for. Course cards will be issued only when the appropriate roster is submitted.

The Training Center will only process course completion cards when they are submitted on the current Training Center Course Roster and accompanied with the correct payment fee. ***Course rosters must be accurately completed and the participant's information must be printed clearly.*** Any rosters which are not legible or do not have the correct payment enclosed will be returned to the Instructor. According to American Heart Association policy, rosters must be submitted to the Training Center within 30 days of the class date to receive completion cards or teaching credit. A fee will be charged for all reprinted or lost cards.

The Training Center will process rosters and have the cards returned to the Instructor within 30 days as set forth by the American Heart Association guidelines. In the event that the specific card is not available to the Training Center, or there are unexpected delays in card processing, the Instructor will be notified. Cards will be mailed out to *the instructor's home address only*. **It is the responsibility of the Instructor to ensure that their correct and current address for mailing is on file with the Training Center.**

In the event of overpayment for course completion cards, the Training Center will issue a credit voucher. This voucher will state the amount of credit due to the Instructor. The Instructor must retain this credit voucher and return it along with the next course roster in order to receive credit. Credit will not be given without this voucher.

The American Heart Association recommends that all course records be retained for 3 years. It is highly advisable that Instructors maintain their own course rosters for 3 years also. This is important for Instructor teaching credit, and those times when class participants require further records, have lost their cards, or are requesting cards before the Instructor has submitted the roster to the Training Center.

Affiliated Instructors, teaching at other Training Centers, may submit course rosters for credit only. Cards are only issued to affiliate Instructors teaching for their own Training Center. As stated above, rosters must be submitted within 30 days of the class date to receive credit

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Rental Policy

It is the goal of the Training Center to provide clean, well-maintained equipment for all instructors to utilize. Fees for the various manikins and supplies are listed on the TC Web Site. In keeping with this goal, instructors are asked to abide by the following standards when they rent equipment.

- Check the supplies with the agreement form to ensure that both are accurate.
- Verify the return date to eliminate late fees.
- Sign the agreement and retain a copy for your records.
- Clean and maintain equipment as directed.
- All rentals are for one week periods however return dates are listed on the Rental Invoice Form. After the return date, late fees will be assigned at the rate of \$1.50 per item per day.

For Manikins:

Face pieces are for single use only. Remove face piece after each use and wash with soap and water. Rinse and soak in a solution of 1 part bleach and 9 parts water for 30 minutes. Rinse thoroughly in clean water for 30 minutes. Place on clean towels to air dry completely. Repack in clean zip-lock bag. Never pack wet face pieces. Never return dirty equipment to the CTC.

AED Trainers:

Always ensure that the mode switch is in the CPR mode when the unit is not in use. This will preserve the battery life. To change batteries, unscrew the round silver screw on the back panel. Replace batteries as shown on case. Electrode Pads are reusable. Do not discard!! Instructions for programming AED are located in the carrying case.

Simulators:

Simulators are too be handled by experienced ACLS/PALS Instructors only. Please do not alter the equipment in any way, or attempt to install or connect them in any manner other than that set forth in the instruction manual. All simulators, computer cards, remote controls, and cables are to be contained as a set. They are to be returned complete and intact, in the same package they were delivered in.

Instructor Kits:

As these kits are very expensive, it is imperative that they are handled with care. Please do not attempt to copy the videos; they are scrambled and can not be duplicated. Return all kits in the same orderly manner in which you received them. And please return them as scheduled. They are in short supply and need to be available for other instructors to use.

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Cleaning and Maintenance for Manikins:

Each manikin has its own individual set of instructions for cleaning, and maintenance. A copy of these instructions will be provided at the time of rental pick up. It is absolutely necessary that these procedures be followed to eliminate cross contamination. For this reason, it is imperative that the manikins are clean *before* they are returned to the TC.

It is highly advisable that all instructors utilize disposable face shields as an extra infection control measure during class practice sessions.

Equipment Management

The Training Center is responsible for the appropriate management of the equipment it maintains. All equipment is properly maintained and decontaminated according to the manufacturer recommendations. Each piece of equipment has an inventory number, which is recorded and tracked for rental and repair purposes. Adequate training equipment is available for use including disposable parts. It is imperative that the appropriate equipment be available during each class taught by an affiliate instructor as outlined in the American Heart Association Instructors Manual. Affiliate instructors are encouraged to rent additional equipment as needed to comply with this standard.

Following use of equipment during class time, soiled items must be placed in a separate bag to be decontaminated. ***Never place soiled equipment in its carrying case prior to cleaning. All rental equipment must be cleaned prior to its return to the Training Center.***

Decontamination of equipment should be conducted according to the manufacturer instructions. However, Instructors may consult the Center for Disease Control, or the American Heart Association Instructors Manual for specific guidelines.

The Training Center decontaminates its equipment according to the following procedure:

- Wash all articles with soap and water using a soft brush to remove any particulate.
- Soak in a solution of 1 part bleach/ 9 parts water for 15-20 minutes.
- Rinse in clear water for 15-20 minutes.
- Air dry on a clean surface.
- Pack dry equipment in a clean sealable bag.

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Quality Assurance

As set forth by the American Heart Association, the Training Center accepts responsibility for the quality of courses it provides. All courses will comply with American Heart Association standards and policies. It is the responsibility of the Instructor to conduct their courses in strict accordance with the specific guidelines set forth in their Instructor's manual.

The Training Center will maintain and update a written Quality Assurance Plan. Documentation will prove that the plan is operational and is monitored regularly. The plan will include monitors for course quality, Instructor performance, and Training Center administrative operations.

All AHA Instructors must abide by the standards and meet all the requirements set forth in the AHA Instructor's Manual for their specific discipline. Their performance will be evaluated by the Training Center through the AHA Instructor Evaluation form. All Instructors will provide Instructor Evaluation forms to their course participants. The completed forms will be attached to the roster and turned into the TC for processing. While processing the course roster, the TC Coordinator will enter the corresponding evaluation grades in the Course QA section of the class registration. Should remedial action be necessary, it will be conducted according to the Training Center Policy and Procedure Manual.