

Tidewater Center for Life Support Training

Community Training Center / Training Site Policies

Revised November 21, 2000

Chapter 1: CTC-TS Network

Organization

The Tidewater Center for Life Support Community Training Center (further referred to as CTC) plays an important role in meeting the mission of the American Heart Association (further referred to as AHA). The CTC is an independent contractor of the AHA. It promotes the implementation of the Chain of Survival through education and training. The CTC develops its network within the boundaries of the rules and regulations of the AHA and CTC through the establishment of Training Sites (further referred to as TS). The TS are an independent component of the CTC and conducts ECC courses under the authority of the CTC. The CTC and TS's may contain Regional and TC Faculty, Course Directors, Instructor Trainers, Instructors, and Providers.

Responsibilities of the TCLS TS Committee

The TS Committee will meet on a regular basis. The committee shall be comprised of one representative from each TS for each discipline offered by that TS, and, each representative shall have one vote. Representatives from one third of the sites must be present for a quorum. Training sites are expected to provide representation at 75% of the committee meetings. This committee will be the coordinating and administrative body of the TS's.

Officers and Elections

The elected officers include a Chairperson and Vice-Chairperson and the term of office will be one calendar year. An initial election will select a Chairperson. Thereafter, the committee will elect a Vice-Chairperson annually who will succeed the Chairperson. The Vice-Chairperson will be nominated at an open election during the last committee meeting of a calendar year and elected during that meeting by a majority vote. Should the Chairperson position become vacant the Vice-Chairperson will immediately assume the position and the Vice-Chairperson position will be filled by new election during the next committee meeting.

The Chairperson will chair all meetings of the CTS Committee and provide leadership and coordination between the CTC and the TS. The Chairperson will represent the committee on the Advisory Board of TCLS. The Vice-Chairperson will also provide leadership and coordination between the CTC and the TS and in absence of the Chairperson will assume the duties of the Chairperson. During each meeting of the CTS Committee, the chair will appoint an acting Secretary who will record the minutes. In absence of the Chairperson and Vice-Chairperson, an acting Secretary will be selected by those present and will also chair the meeting.

Standing Subcommittees

Standing subcommittees will include at least the following: Communications and Community Outreach Subcommittee (see Chapter 6), BLS Subcommittee and an ACLS/PALS Subcommittee to deal with issues specific to a discipline. Course Directors and TC Faculty will be approved by majority vote by the appropriate discipline subcommittee. Each subcommittee will elect its chairperson.

Ad hoc subcommittees will be initiated at any time necessary for any reason. The chair will ask for volunteers and may appoint people as necessary. The length of time the ad hoc subcommittee must meet will be determined by the requirements of the committee and will continue until their objectives are complete.

Fundraising

The function of fund raising by the CTC and TS is to be limited to furthering the goals and mission of the TS, CTC, and Emergency Cardiac Care Course for the AHA. All fund raising activities must be approved by the TS Committee prior to implementation of that activity.

Chapter 2: Responsibilities

CTC Coordinator Responsibilities

1. Is an employee and representative of the CTC and serves as the primary contact for the AHA.
2. Must be an Instructor Trainer, Course Director or Training Center Faculty.
3. Coordinates Chain of Survival activities within the resources of the CTC.
4. Capable of administrative support to ensure timely return of correspondence, including cards.
5. Will encourage volunteer activities to support the Chain of Survival activities.
6. Will submit the appropriate reports to the AHA in a timely fashion.
7. Monitors all educational activities in the CTC itself.
8. Coordinates instructor monitoring.
9. Responsible for maintenance of educational materials.
10. Serves as a resource and mentor for the TS Coordinators.
11. Assists with TS activities as needed.
12. Provides TS and instructors with copies of all AHA ECC bulletins and written updates.
13. Maintains and provides for security and distribution of the most current written examinations.
14. Will not chair the TS Committee, but serve as a senior resource.
15. Assists monitoring of TS's on a biannual basis.

TS Coordinator Responsibilities

1. Serves as a liaison between the community instructors and the CTC.
2. Ensures that cards are returned to instructors within 30 days of receipt of roster.
3. Monitors all educational activities of the TS.
4. Is involved with the CTC to plan and participate in Chain of Survival events.
5. Coordinates courses provided at the TS.
6. Submits the required reports to the CTC on a quarterly basis, on or before the stated deadline.
7. Involves the CTC in any instructor performance issues for QA purposes.
8. Has a QA plan in place for monitoring instructors.
9. Uses the CTC roster to document student activity.
10. Ensures appropriate evaluation of the instructors by the students.
11. Sets course fees, if applicable.
12. Provides for the security of course cards and written tests.
13. Identifies potential Training Center Faculty and forwards names to the CTS Committee.

Appointment criteria, position descriptions and responsibilities of the Training Center Faculty, Course Director, Lead Instructor, BLS Instructor and ACLS/PALS Instructor are delineated in the AHA Program Administration Manual. Instructor and IT renewal criteria are also contained in the AHA Program Administration Manual.

The CTS Committee will select Training Center Faculty, with final approval by the CTC Coordinator.

Chapter 3: TS Administration

TS Criteria

1. The TS may be a for-profit or not-for-profit organization.
2. The TS must be in compliance with the AHA standards upon application to be considered as a TS.
3. The TS must perform its duties in a manner consistent with the CTC and AHA.
4. The TS will have access to current AHA training materials and will make them available to instructors and course participants.
5. The relationship of the TS with the CTC and AHA will not place the AHA, CTC, or TS in a conflict of interest.
6. The TS will offer specific AHA ECC courses.
7. The TS will keep its training network updated with the latest information on AHA courses, scientific guidelines, policies, procedures, newsletters, and updates within 30 days of receipt from the CTC.
8. Must maintain enough equipment and an appropriate number of instructors to conduct courses independently.
9. The TS must have adequate space for training and administrative procedures

TS Application Procedure

1. The completed form will be reviewed by the TS Committee:
 - a. If the application is complete and consistent with the criteria for TS status, potential dates for an initial site review will be confirmed with the applicant. The reviewing team will consist of two to three TS Committee members. To avoid any conflict of interest, the reviewers may not be employees of the site being reviewed.
 - b. If the application is not accepted, the applicant will be notified in writing of the TS Committee's decision and rationale. Copies of the documents will be retained with the applicant's packet in the CTC's files for a minimum of two years.
 - c. The final decision to offer a contract to an applicant is made by the TS Committee. Although the TS Committee considers written criteria, program needs, business practices, and resource in making its decision, they reserve the right to accept or reject an application.
 - d. If the results of the review result in a denial, the applicant will be provided with written justification for the decision. The applicant may reapply after 90 days.
 - e. The denial is kept confidential and no information will be disclosed.
 - f. The applicant will be informed of the decision in writing within 30 working days of the review.
2. The original agreement, once signed by the TS Coordinator (and any managing authority) and the CTC Coordinator will be maintained at the CTC. A signed copy must be kept on file at the TS.
3. To add a discipline, a currently designated TS must submit a completed application and contract with the appropriate attachments to the CTC. The application will be reviewed as above.

Agreement Renewal

1. The agreement will be renewed annually pending the TS Committee approval. If there is a change in the TS Coordinator or CTC Coordinator, a new agreement must be signed.
2. Once the original site visit is complete and the agreement has been signed, a review will be conducted at 6 months or one year as recommended by the TS Committee.
3. Upon completion of two successful annual site reviews without any outstanding concerns, site reviews may be conducted every two years. However, the CTC reserves the right to conduct an onsite review at any time.

TS Monitoring and On-Site Reviews

The TS review will include the following in addition to those items on the Training Site Evaluation Form:

1. Review of instructor records
2. Review of all record keeping and documentation related to implementation of ECC Course and TS administration.
3. Review of course outlines, educational materials, and equipment used for AHA course.
4. Review of adherence to all AHA national and local guidelines.
5. Review of customer service records and grievances, if any.
6. Review must be completed prior to entering into a contractual agreement.
7. Course monitoring may be incorporated into the review, but need not occur at the same time.
8. TS must meet AHA requirements when accepted by the CTC. If the TS receives an unsatisfactory rating from the CTC on inspection, the TS has three months to be comply with the recommendations made by the reviewing team.
9. The reviewing team is comprised of one TS Committee member and an Instructor Trainer or Course Director, whichever is appropriate for the involved discipline(s). No team member should be an employee or representative of the TS being surveyed.
10. Documentation of onsite reviews will be maintained by the CTC for at least 3 years.

TS Responsibilities (Also see TS Coordinator Responsibilities, Chapter 2)

The TS Coordinator is a representative and/or staff member of the TS. Choosing the coordinator is the responsibility of the TS, which is obligated to determine personnel requirements. The following is a list of duties often performed by the coordinator:

1. Liaison to and between the CTC and your instructors. This includes responding to all correspondence in a timely manner, forwarding information to your instructors in a timely manner, and attending a minimum of 75% of the CTC-TS Committee meetings.
2. All record keeping required as part of the contract. Updating the training network as information becomes available.
3. Completing and forwarding the TS Activity Report by the deadline. They are due in on a quarterly basis.
4. Attending and actively participating in the TS's initial and subsequent site reviews. Facilitate and help assure that your site reviews are completed when required.
5. Providing Instructors, Instructor Trainers and/or Course Directors to assist with site reviews of other TS.
6. Complying with AHA procedures when working to resolve complaints/problems related to the TS. Remaining current by attending TS Committee meetings and/or forums as offered.
7. Ensuring that the TS has access to RF assigned by the AHA for each program offered at all times and notifying the CTC staff if this is not the case.
8. Any concerns regarding staff performance or any issues at the CTC level needs to be addressed to the Director and Staff of the CTC.
9. Facilitate monitoring of instructors.

Record Keeping

The Instructor Records may be kept in software, a hard copy, or a combination of the two, but they must be readily accessible for review at any given time and maintained as long as an instructor is aligned with the CTC/TS. They must include the following:

1. Name and title
2. Level of education (RN, MD, EMT, RRT, LPN, etc.) if applicable
3. Mailing address at home and work, if applicable
4. Telephone numbers at home and work, if applicable
5. E-mail address, if applicable
6. Date of initial recognition (training, course, appointment, etc.)
7. Date of last renewal.
8. Copy of current instructor card, front and back with signature

9. Copy of current RF card, if applicable
10. Documentation of instructor activities-If not done at primary TS, it is the instructor's responsibility to provide a signed roster to the TS Coordinator for data entry.
11. Documentation of any administrative actions filed.
12. Documentation that the basic requirements for renewing instructor recognition, as described in the appropriate instructor's manual, has been met.
13. For new instructors, a copy of the monitoring form must be maintained, and then when monitoring occurs again, a current copy should be on file.

Course File Maintenance

1. Course outline with faculty assignments for ACLS and PALS.
2. Completed course roster (if not kept in the instructor's file) to include names of all assisting instructors, their TS affiliation, and all student names with appropriate documentation of course completion. A computer printout may be used as long as it contains the same information.
3. Student test sheets, skill sheets and course evaluations must be maintained for 90 days. A summary of the evaluations (documented on roster or similar record) must be kept for 3 years.
4. Any and all documentation relating to problem resolution.

TS Activity Reports

Each TS must submit a TS Activity Report Form to the CTC on a quarterly basis. These reports are due the fifth day of the month during the following months: October (for July-September), January (for October-December), April (for January-March), and July (for April-June). The report must include the information as indicated in the CTC manual, pg. 5-8 titled Activity Report Form (see form in Chapter 5 of this manual). Failure to submit the reports may result in probation and/or termination.

Fees

1. Card fees will be \$0.25 for course participation cards, \$1.25 for course completion, and \$2.50 per ACLS/PALS card. This will cover the cost of handling and mailing. Card fees are subject to change without prior notice. Contact the CTC for current card fee structure.
2. Each instructor will pay \$20 every year to the CTC. This will cover the price of the newsletter, mailing, and other administrative costs. The fee will be evaluated annually and may be changed at that time. This fee will not be pro-rated for any portion of the calendar year.
3. Card fees are non-negotiable. Roster and other fees may be set by the TS, if applicable.

Card Issuance Procedures

1. All cards must be purchased from the CTC holding a current contract with the AHA. These cards may not be altered in any way (including adding module numbers). Cards will be issued according to the policies in the corresponding instructor's manual and AHA Program Administration Manual.
2. All course completion cards must be complete and legible. Cards should be stamped, typed or computer generated. They must contain the following information:
 - a. Full name of the participant
 - b. Issue date (may be either month and year or month, day, and year)
 - c. Date of renewal, always two years from the issue date (using month/year only).
 - d. Name of CTC and/or TS
 - e. Signature of the Course Director/Lead Instructor, which may be written, stamped, or computer generated
 - f. Holder's signature

If any of these components are missing, it is not considered a valid card.

3. The roster for card issuance is submitted to the TS to which the lead instructor is affiliated.
4. All cards must be issued by the CTC/TS to the Course Director/Lead Instructor within 30 days of receipt of completed roster. The Course Director/Lead Instructor must issue the cards to students within 30 days of receipt of cards from the CTC/TS.

Card Security

1. The CTC Coordinator and TS Coordinators are responsible for card security.
2. The CTC Coordinator reserves the right to deny "sale" of the cards to any TS Coordinator with written justification. Under these circumstances, cards will only be issued with a completed roster, and the cards distributed will equal the number of participants on the roster.
3. It is the responsibility of the TS Coordinator to distribute cards to the course participants.

Replacement of Cards

1. When "duplicate" cards are issued, the TS/CTC Coordinator must mark the card "DUPLICATE" on the front of the card. The TS/CTC Coordinator must verify course attendance before issuing a duplicate card. The roster must be marked that the participant received a duplicate card.
2. Course participants may be charged a fee for duplicate cards.

Reciprocity

1. Provider

Provider recognition shall be honored by all AHA regions and is not limited to any geographical location.

2. Instructor/IT

An AHA instructor/IT may teach in any AHA region, provided the Instructor/IT align with the CTC/TS and an orientation is given by the CTC/TS for which he/she is teaching. At this time, any specific information is provided to that instructor. An instructor must be registered in only one primary CTC per discipline. The CTC/TS with which the Instructor/IT is aligned will maintain the Instructor's/IT's records.

3. American Red Cross

American Red Cross CPR for the Professional Rescuer will be acceptable for entry into a BLS Instructor Course. Instructors for the American Red Cross, to gain reciprocity, must be satisfactorily monitored and oriented to the CTC/TS to become an AHA BLS Instructor.

4. Military Training Network

Military Training Network Instructors may be utilized by a civilian CTC/TS once the instructor aligns with a civilian CTC/TS, has received the appropriate orientation and has been monitored. These instructors must duplicate instructor records and submit them to a civilian CTC at which point a civilian card will be given with the original date of training or retraining. These MTN instructors have dual instructor status and must meet all CTC/TS and MTN requirement.

5. Heart and Stroke Foundation of Canada

The AHA recognizes providers trained by the Heart and Stroke Foundation of Canada. Contact the regional ECC office for information about reciprocity.

New Instructor Orientation

1. Orientation will be provided by the CTC or the TS's for instructors applying to the CTC/TS.

2. Orientation will include administrative requirements, roster processing, and card issuance policies at a minimum.
3. Course fee structure will be discussed, if applicable.
4. Proof of the use of current AHA printed material will be required of the instructor. If materials are not current, the instructor must purchase new materials before or during orientation.
5. Successful monitoring will be required of the new instructor by the CTC/TS Coordinator or designee.

New TS Coordinator Orientation

Upon acceptance of a new TS, the TS Coordinator will receive an orientation from the CTC Coordinator. The orientation will include, but not be limited to:

1. Review of Instructor Resource Manual.
2. Review of recent newsletters.
3. Review of recent AHA notices.
4. Discussion of TS and TS Coordinator responsibilities as outlined in this manual.
5. Review of other policies, legal issues, quality assurance procedures, etc. outlined in this manual.
6. Review of AHA Program Administration Manual.

Transferring instructors to another Training Site or the CTC

If a TS no longer desires to maintain an instructor's records for any valid reason, the instructor's records must be transferred to another site or the CTC. If an instructor's records are transferred to another TS or outside of this CTC, the CTC must be notified. If an instructor's certification becomes invalid (expires or does not meet requirements to recertify) the TS must notify the CTC.

Closing a Training Site

1. The TS must give 60 days written notice to the CTC before closing or not renewing its contract.
2. The TS must return all blank AHA course completion cards for a full refund.
3. A final report must be submitted to the CTC and must include all information from the quarterly report.
4. The TS must notify all instructors, in writing, of the plan to close at least 30 days in advance.
5. All instructors must be advised to relocate to another TS, to the main CTC or to another CTC.
6. All instructor records should be updated and all pending cards issued. Instructor records must be forwarded to the instructor's selected TS or CTC. If another CTC is selected, the TS should notify TCLS CTC of the transfer of records.

Chapter 4

Quality Assurance

General:

1. The CTC and TS must follow the guidelines of the AHA.
2. The CTC and TS will follow card distribution policies set forth in the AHA Program Administrative Manual and Chapter 3 of these policies. The CTC Coordinator and TS Coordinator and specific designee(s) will provide for security and issuance of cards such that each card is accounted for during a reconciliation of cards purchases, cards issued from rosters and defective cards replaced/duplicate cards issued. Stocks of cards will be maintained in a locked drawer, safe or cabinet.
3. The CTC and TS must submit all reports in a timely manner.
4. Course evaluations will be solicited from students attending all courses. Evaluations, or an evaluation summary, must accompany all rosters. If summarized, the instructor will maintain original evaluations for at least three months. The CTC Coordinator or TS Coordinator will review all course evaluations and will follow-up with instructors as indicated. The evaluation used must include the content of the AHA course evaluation (see AHA Program Administration Manual). A recommended CTC evaluation form is included in Chapter 6.
5. Course files (see Chapter 3) must be maintained for at least three years. Instructor records (see Chapter 3) must be maintained as long as the instructor is aligned with the CTC/TS. Course files and instructor records may be maintained electronically, and if so, a backup version will also be available.
6. Current AHA examinations will be used in all completion courses and exams will be maintained in a locked drawer, safe or cabinet when not in use.
7. AHA core content will be taught in every course and the appropriate AHA course card is issued to every student following successful completion.

Instructor Development and Updates

1. The Communications and Community Outreach Subcommittee will develop quarterly newsletters. (See Chapter 6) Each TS will be provided a master copy of each newsletter by the CTC and each TS will distribute copies to instructors.
2. The CTC/TS Committee will monitor the numbers of instructors, TC Faculty, Instructor Trainers, Course Directors and Lead Instructors to insure that an adequate number are available for instructor development and course monitoring. A preferred ratio of all TC Faculty, Its, CDs and LIs to all instructors is approximately 30 to 1.
3. All instructors will be monitored at least once every two years.
4. When the AHA provides significant program updates, or whenever the CTC/TS committee deems necessary, instructor network updates will be scheduled and required of all instructors.

Equipment Management

1. Required equipment (see instructor manuals) will be used in every course.
2. All instructors will use and maintain equipment in accordance with manufacturer's recommendations. Equipment will be decontaminated in accordance with manufacturer's recommendations and/or the latest recommendations from the AHA or CDC.
3. The TS monitors any equipment used in training for cleanliness and appropriateness. During regular site reviews (or during unannounced site reviews, if required), the amount of, cleanliness and working order of equipment will be verified.

Dispute Resolution

The CTC or TS is responsible for managing and resolving all disputes, complaints or problems that arise from a course offered by an instructor aligned with the CTC or from other CTC/TS activities or business. A grievance should take the following path, with acceptable resolution and documentation occurring at any level: lead instructor, course director, TS Coordinator, CTC Coordinator, medical director, TS Committee. The TS Committee will be the final forum for grievance resolution. Should a lead instructor or course coordinator be unable to resolve a dispute, the individual initiating the complaint should be directed to place the dispute in writing and direct it to the TS Coordinator. The TS Coordinator should then investigate the complaint and attempt local resolution. If the TS Coordinator is unable to effect a resolution, the complaint should be forwarded to the CTC Coordinator, and so forth. If the CTC/TS Committee is unable to resolve a dispute, the issue may be turned over to the AHA according to procedures outlined in the AHA Program Administration Manual. In all cases where the dispute has reached the CTC or TS Coordinator, a written response will be provided in a timely manner to the person initiating the complaint.

All documentation related to complaints and disputes must be maintained for at least three years.

The AHA is responsible for the resolution of issues related to course content, instructor qualifications, AHA policies and procedures and AHA science.

Chapter 5

Legal Considerations

Each TS will continue as a distinct and self-supporting business entity, unless other arrangements are made in writing with the CTC. The CTC will not become financially responsible with any of the TS's in any way.

Each TS is responsible to the CTC to provide high quality, educational programs.

The AHA stylized name and heart-and-torch logo are service marks of the AHA and may only be used by the AHA and its regions/affiliates. In ECC training, the AHA stylized name and logo may appear on training materials including course cards and other materials issued or authorized by the AHA. The AHA stylized name and logo may not appear on advertising or announcements for ECC courses conducted by the CTC or TS unless specifically authorized by the AHA. The AHA has designed a special training center logo for that purpose along with specific instructions for its use. Advertising and announcements may state that a specific course is an AHA course if AHA course criteria are met. Advertising and announcements may not suggest or imply that the AHA sponsors, owns or manages that CTC or TS. Instructors may not use their AHA Instructor title on business cards or other advertising material.

Chapter 6: Communications and Community Outreach

The following will be a function of a Communications and Community Outreach Subcommittee.

1. Newsletter -- A quarterly newsletter will be distributed to all instructors of the CTC. Information provided in the newspaper will include changes, updates, networking, educational offerings, community activities, medico-legal considerations, and other points of interest. Input from TS's is welcomed and encouraged, and can be forwarded to the Subcommittee.
2. Resource Manual -- A resource manual will be available at all times to all instructors. Information on how and when equipment is available, including AED's and videos, will be included in this manual. A list of active instructors will be included. Purchase and rental information will be included. The manual will be considered for revision every two years with more timely updates distributed to instructors via the newsletter as appropriate.
3. Electronic information sharing.
4. Community Outreach -- One of the goals of the CTC and TS is to provide quality instruction on resuscitation skills. Community involvement should be encouraged by all TS's and is an integral part of maintaining this goal. Community involvement will be at the discretion of the individual TS, but is strongly encouraged by the CTC.

Chapter 7: Forms

TS Quarterly Activity Report Form

Training Site Evaluation Form

Community Training Center/Training Site Agreement

Training Center Faculty Application Form