**Roxell Emergency Management Training (Roxell EMT)**

**Associate Instructor Handbook**

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**Owner**

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Definitions.

AI – Associate Instructor

AHA – American Heart Association

ECC – Emergency Cardiovascular Care

PAM – Program Administration Program

TC – Training Center

TCC – Training Center Coordinator

TS – Training Site

Roxell EMT - Roxell Emergency Management Resources – DBA Roxell EMT

**Introduction**

Welcome to Roxell Emergency Management Training (Roxell EMT). Roxell Emergency Management Training is an American Heart Association (AHA) Training Center (TC) for Emergency Cardiovascular Care (ECC) courses. This manual is developed to acquaint you with our organization, Associate Instructor (AI), and Training Site (TS) processes, policies, and procedures. This along the most current AHA Program Administration Manual (PAM) will provide you a road map.

**Affirmative Action**

In compliance with Title IX of 1972 Education Amendment, the Equal Employment Opportunity Act of 1972, Title VII of Civil Right Act of 1964 as amended, and Section 504 of the rehabilitation Act of 1974, it is the policy of Roxell Emergency Management not to discriminate against any person on the basis of race, color, religion, creed, national origin, sex, age, marital or parental status or disability in all of its educational and employment programs and activities, its policies, practices and procedure.

**Disabled Applicant and Students**

Roxell EMT is committed to compliance with Section 504 of the Rehabilitation Act of 1973 and its regulations. Roxell EMT does not discriminate based on disability in access to our courses, or treatment, employment, programs, and activities. The Course Director is designated as the School’s Student Disability Coordinator and coordinates Section 504 compliance. Applicant or students with a disability may request a reasonable accommodation by contacting the Course Director. Grievances or complaint concerning ADA matters should be directed to the TCC at [ade@roxellemt.com](mailto:ade@roxellemt.com)

**Our Mission**

We are Training America to be ready for any cardiovascular Emergencies. To save and enrich lives by empowering people to act in crisis through our AHA training network, education, and AED management program. To deliver a class that is low stress, consistent and high quality, while preserving professionalism, excellence, integrity, and vision.

**Our Vision**

To deliver the highest level of customer service to everyone who extends us the privilege of doing business with them. We are constantly searching for better ways to create extensive resources for all our markets of Business, Industry, Risk Management, Medical, and our Training Network. We will do this in a manner that makes us the training center of choice for customers, the employer of choice for employees, and a clear preference for those investing in their emergency and safety training, either as an entrepreneur or customer.

**Our Values**

Integrity - Our actions match our words. We execute on our plans.

Diligence - We aggressively pursue the facts. We operate with a deliberate sense of urgency.

Creativity - We search for innovative solutions.

Continuous Improvement - We always remain our toughest critic. We listen.

Relentless Pursuit - We attack challenges and goals with passion, and a commitment to hard work and having fun.

**Purpose of the Associate Instructor Handbook.**

The Associate Instructor (AI) Handbook has been formulated to help assure that Roxell EMT clearly communicates to all associate instructors and that they understand the rules, policies, procedures, and processes at Roxell EMT. Our Goal at Roxell EMT is to provide you with the necessary support you may need to be successful in your training efforts. Every associate instructor is required to read this handbook and become familiar with the policies and procedures to ensure your success.

Please be sure you understand everything that is written before you sign the acknowledgment sheet. If you have any questions or want clarification, please contact Roxell EMT at info@roxellemt.com. Policies and procedures will be enforced and if not followed, could result in termination of your instructor status.

Your Acknowledgement of Roxell EMT policies and procedures do not in any way represent any kind of contract for employment and should not be construed as such. The contents of this handbook are subject to change at any time, without prior notice, at the discretion of Roxell EMT. Any disputes arising from this policy will be resolved at Roxell EMT discretion.

**Communication**

To remain in compliance with the PAM guidelines, all Associate Instructors are required to align with a primary Training Center (TC). It is our intent at Roxell EMT to be in clear and direct communication with our Associate Instructors.

Roxell EMT has met the criteria as outlined by AHA to be an accredited Training Center of American Heart Association.

The AHA program administration policy clearly states that an Instructor who is NOT aligned with a Training CENTER is not authorized to act as an AHA Instructor.

There several reasons for this pathway of open communication:

• To allow for communication of any updates in AHA policy and procedure or scientific

Information updates to instructors.

• To keep all parities abreast of the most current TC information, Associate Instructors can only conduct courses if they are in alignment with and official AHA Training center that has been accredited and authorized by AHA.

• To assist Training Sites coordinators and Associate Instructors in any conflict or complaint resolutions.

• An Instructor may teach with another TC but must submit a copy of the roster to Roxell EMT for recertification tracking.

**Roxell EMT Roles and Responsibilities**

Roxell EMT is your Training Center (TC), and our priorities include the following:

* Roxell EMT will comply with any and all responsibilities in the most current version of the AHA Program Administration Manual (PAM).
* Proper administration and quality of ECC courses in our training network. Day-to-day management of instructors.
* Consistent and timely communication of any new or updated information regarding National, Regional, or TS policies, procedures, course content, or course administration that could potentially affect an Instructor or training site in carrying out his or her responsibilities.
* Serving as the principal resource for information, support, and quality control for all instructors and training sites.
* I am maintaining training records for three years from the date of the action, i.e., last day, of course, closure of complaint, etc.
* Backing up TS electronic files and rosters on a regular basis at Roxell EMT offices and printing of document as requested documents, for an administrative fee. Document deficiencies identified during a monitoring or site review and taking corrective actions.
* Print AI requested certification cards upon receipt of roster and payment for timely issuance to students.
* Re-issue requested lost, stolen, or damaged certification cards upon receipt of payment.
* Provide the most current written and skills tests while maintaining test security. Maintain TS quality assurance plan per AHA requirements and educate Roxell EMT training network on all policies and procedures.

**Associate Instructor (AI’s) Responsibilities**

Associate Instructors (AIs) carry a 2-year instructor certification.

AIs follow all responsibilities outlined in the most current AHA PAM, but include the following Roxell EMT specifics:

* Request a Course Approval Number (CAN#) at least 24 hours in advance of teaching a course.
* Complete the appropriate roster for electronic submission within hours of course completion.
* Ensure that Roxell EMT has your current records, i.e. address, contact info, etc.
* During initial orientation, an instructor must provide a list of equipment in their inventory to Roxell EMT.
* Teaches a high-quality course.
* Submit payment for certification cards promptly of submission of the electronic roster. Maintain card and test security.
* Maintain records for three years from the date of the action, i.e., last day of course, closure of the complaint.
* Ensure Students receives completion cards within 20-days after the course completion date.

**Contracts**

Employees and Managers are prohibited from entering into any contracts or agreements on behalf of Roxell EMT. All contracts or agreements must be executed through the Owner and Training Center Coordinator.

**Standards of Conduct**

At Roxell EMT, we strongly encourage Honesty, fair-dealing, and integrity. We believe these core values are essential for success, whether in business or life. Roxell EMT has an adopted this standard of business ethics that all employees and instructors must meet if they want to be a part of the organization. In most cases, everyone knows what is right and wrong. To steal from Roxell EMT or a client is wrong- and would lead to termination and prosecution for theft. However, there may be some occasions when you are uncertain about how to proceed when faced with a business ethics issue. In that case, if you are uncertain, please talk to a Roxell EMT Staff. Remember that Roxell EMT has an open door policy.

**Instructor Policies**

AHA Policies and Procedures outlined in the most current PAM and in this document are critical to Maintaining quality courses. This document supersedes any discrepancy between the most current PAM and policies here in. Adherence to the following is required.

1. **Certifications**

All instructor Certifications, i.e. HS/BLS/ACLS/PALS instructors, will have a 2-year certification.

All certifications will be monitored every two years.

All fees or dues will run in conjunction with your certification.

Roxell EMT will accept transferring instructors for an administration fee. There is no fee to transferring out of Roxell EMT, but you cannot transfer TCF or TS from one TC to another TC.

Instructor CANNOT teach an AHA course after midnight of the expiration date of the Instructor card. All class taught after the expiration of Instructor card is considered invalid, therefore no completion will be issued.

1. **No Private Home Training Policy**

We encourage all our instructors to teach classes for the AHA and grow their business. Roxell EMT does NOT approve training at Private homes due to Liability issues.

1. **Smoking**

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

1. **Course Approval Numbers (CAN#s)**

At least 24 hours before ANY course is performed, the Instructor must notify Roxell EMT by email to [info@roxellemt.com](mailto:info@roxellemt.com) and obtain a course approval number (CAN#). This includes non-certification courses, i.e. friends and family and skill checks. Time exceptions will be made for walk-ins and same day weekend courses.

Notify us by sending an email to [info@roxellemt.com](mailto:info@roxellemt.com) with the following:

* Day of Class
* The start time of class
* Client name
* The physical location of the class
* Type of class
* Estimated number of participants
* Instructor name(s)

The can number must be included in the appropriate location of the Roster to be submitted and to be used as the file name when submitted.

There is a limit of Three (3) CAN numbers per instructor, if a course is cancelled, please notify us by email at [info@roxellemt.com](mailto:info@roxellemt.com) so we may re-issue the CAN number to a different course.

CAN numbers request may be denied for

* An expected roster for previous CAN number has not been received
* Missing paperwork from your instructor file
* You are on the remedial monitoring list
* Too many unused can number assigned to you

1. **Course Records**

You must keep a copy of the roster, skills check and evaluations for a minimum of 3years, it is also high recommended but not required you keep a copy of the certification cards to prove they were received and distributed.

You may keep digital copies of the record, if you keep only digital copies, you must back up and able to print record upon Roxell EMT request per AHA.

Only the approved Roxell EMT Rosters will be submitted using Electronic Roster System provide to instructors

It is mandatory that all rosters be electronically turned in to Roxell EMT within 48-hours of course completion time.

All information on the roster must be complete, including all course information and student information, i.e. First name and last name, complete address, city. State. Zip. Phone number and email.

1. **Required Training Center Records**

Training Center’s may maintain records as hard copy or electronically if all required records are accessible and can be provided to the AHA on request.

Training Center’s must retain all required documents for three years from the date of the action, i.e., last day, of course, closure of complaint, etc.

To protect against a possible loss of records, the TC must back up all electronic files regularly and must keep all records and backed-up files for at least three years from the issue date.

All electronic files must be capable of being printed as a hard copy.

A TC may store records at a Training Site if the records are accessible during

TC review or as requested by the AHA

1. **Required Training Center Records**

The TC must maintain the following documents according to the 3-year retention policy

or their own retention schedule if longer:

* An original or a copy of the current signed TS Agreement
* Documentation that the Roxell EMT has the appropriate minimum general liability insurance coverage or waiver as stated in the Training Center Agreement
* A current list of Instructors and Training Sites and contact information Documentation of any deficiencies identified during a TC review and corrective action is taken
* Agenda for each course provided by the TC if the standard course agenda is not used

The following written policies and procedures:

* Equipment/manikin maintenance and decontamination
* Quality Assurance Plan (updated annually)
* Internal TC dispute resolution policy
* Training Site management/relations
* Card maintenance and issuance

1. **Instructor and TCF Records (All Disciplines)**

The TC maintains the Instructor’s file and documentation of the Instructor’s teaching Activity. The forms listed below can be found in the Appendix or on the AHA Instructor

Network website. The TC review process also specifies which forms to retain according

to the 3-year retention requirement:

* Instructor/TCF Candidate Applications of all Instructors aligned with that TC
* Instructor/TCF Monitor Forms
* Instructor/TCF Renewal Checklists
* Instructor/TCF Teaching Activity Notice to Primary TC
* Instructor Records Transfer Requests
* Instructor Course Completion Notice to Primary TC
* Documentation of administrative or disciplinary actions taken

1. **Instructor Records Transfer**

Records must be transferred as requested, but the original TC must also retain copies

for the required 3-year period to document training activities through the TC.

Instructor status may be freely transferred from one TC to another for employment

changes, moves, or any other reason. TCF status is a TC appointment and does not

transfer. When a TCF member transfers to another TC, it is as an Instructor, not as a TCF

member. The steps to transfer Instructor records from one TC to another are as follows:

**Step Action**

* Instructor completes an Instructor Records Transfer Request (see Appendix).
* The TC Coordinator of the TC where the Instructor is transferring signs the request and sends it to the Instructor’s original TC, or the Instructor may send the request to the original TC.
* The original TC must send complete, up-to-date, instructor records to the other TC within 30 days of receiving the Instructor Records Transfer Request (copies or originals are acceptable).

1. **Certification Cards**

* Blank Electronic cards will not be sent to instructors
* Electronic cards will not be sent to instructors without accurate, complete, electronically received roster.
* The card must be purchased at the time the roster is submitted unless prior billing agreement account exists between Roxell EMT and your Company.
* It is the instructor’s responsibility to issue completion card(s) within 30days of the course completion.
* e-Cards are sent directly to instructors or students – Instructor to specify choice
* If the name is misspelled on the roster, it can be fixed by contacting us at info@roxellemt.com
* Only Roxell EMT can replace the card for students if lost, damaged, or stolen. Roxell EMT must confirm student name via roster before a replacement or reissued. Scanned electronically can be emailed to students directly.

1. **Cost of Completion Cards.**

|  |  |
| --- | --- |
| Completion Card | Cost |
| BLS Ecards | $10.00 |
| ACLS Ecards | $15.00 |
| PALS Ecards | $15.00 |
| Heartsavers Cards | $30.00 |
| Heartsaver Ecards K1-K12 | $10.00 |
| BLS Instructor Card | $25.00 |
| ACLS Instructor Card | $25.00 |
| PALS Instructor Card | $25.00 |

1. **Written Tests**

* Roxell EMT will provide all associate instructors with an electronic copy of the most current test.
* It is the instructor responsibility to print copies for their classes.
* Written test will be given in courses that require students to pass a written test.
* All printed copies must have the following security measures in place;
* Test must be numbered, secured in a binder with sleeves to prevent writing on the test.
* It is highly recommended that the test paper itself is of a different color than white.
* Keep hard copies of AHA written tests secure under lock and key.
* Electronic copies of the test will not at any time be sent to a student or uploaded to the internet.

1. **Courses**

All course materials required by the AHA must have the lead instructor and used in courses. (i.e., lesson maps, videos, manikins, AED trainers, etc.)

A maximum ratio of 3 students to 1 manikin will be observed.

A maximum ratio of 9 students to 1 instructor will be observed for BLS and HS courses.

A maximum ration of 8 students to 1 instructor will be observed for ACLS and PALS courses

Roxell EMT approved evaluation form will be filled out by all students.

Every student will have their current and appropriate AHA textbook that they can leave with during the course or a completed certificate as proof of completion of an official online AHA course

1. **Instructor Courses**

Instructor Candidate Applications for all students in the course documenting that they

* will align with a TC later
* Completed course rosters
* Documentation related to problem resolution (attach to course roster)
* Originals or summary of course evaluations (used by students to rate the course and Instructor)
* Original evaluations if there were problems with the course
* Evidence of use of the AHA course fee disclaimer for courses in which fees are

Charged

1. **Monitoring**

Initial/Renewal Monitoring: Is for an Instructor candidate’s initial recognition and

Renewing instructors are monitoring with Training Site.

All Instructor/candidates should arrive at the course location at least 30 minutes before the start time for set up and have the appropriate AHA Instructor manual.

Instructor/candidates must prove they can successfully teach the class before receipt of your instructor certification. Participation is expected from instructor candidates.

Roxell EMT requires each instructor/candidate to show proficiency in teaching all aspects in each discipline they are seeking certification. (i.e., an Initial BLS instructor candidate must complete BLS and HS monitoring before receipt of instructor card.)

All Instructor candidates and Instructors will be required to wear khaki/dress pants, polo style shirt, dress shoes, and kempt hair. Jeans, shorts, and flip flops are strictly prohibited. The image portrayed by our instructors and others directly affect Roxell EMT and its reputation. If the dress code is not followed, the instructor candidate will be sent away and will not have successfully completed monitoring.

Renewal Monitoring must be completed every two years. Renewal Monitoring must be completed during the last six months of current certifications.

Roxell EMT will come to your site for Renewal monitoring for a fee.

1. **Random Monitoring**

If determined at random as part of Roxell EMT and completed with Roxell EMT Staff. There are no fees associated with random monitoring.

Being randomly monitored is simply a means to ensure quality and does not mean the instructor did anything wrong.

As a training site, we are required to monitor instructors randomly. Many instructors find this is useful for constructive feedback.

You should teach the class as normal.

The evaluator will not help or hinder the class in any way

If you are selected for monitoring, we must monitor your next class. Random monitoring cannot count as your Renewal Monitoring.

A result of a poor showing at random monitoring can place you on the remedial monitoring list

1. **Remedial Monitoring**

Roxell EMT has found a problem that Roxell EMT needs to work with the instructor to correct. Roxell EMT Staff will monitor and evaluate your course and facilities. A fee will be accessed for travel and expenses.

Failure to adhere to any Item in these Policies can place an Instructor on the remedial monitoring list

Once an instructor is placed on the remedial monitoring list, that instructor must complete monitoring with

Cards will not be issued to an instructor on the remedial monitoring list.

Remedial Monitoring cannot count towards renewal monitoring

1. **Client Contact**

Roxell EMT will not knowingly solicit your clients and expects the same in return from our AIs.

Roxell EMT will at random contact your clients/students for QA and QI by phone, email, or face to face. This is not to solicit businesses, only to meet our contractual agreement with the AHA

1. **Weapons Policy**

The use, possession, sale, control or carrying of handguns or other weapons by any person on office premises, or while performing work on behalf of Roxell EMT, is prohibited.

The only exception is a law enforcement

1. **Rules of Conduct**

Roxell EMT expects adherence to the rules of common courtesy, Associate Instructor Policies in this handbook, and appropriate dealings with others.

The following is a list of policy violations that will place any Roxell EMT Associate Instructor on probation. Some of these violations are found throughout this handbook but are reiterated here to add emphasis. This list is not exhaustive; there could be other offenses that would be viewed in the same light.

* Instruct a substandard course.
* Theft or the willful destruction of office property
* Any activity deemed fraudulent or deceptive
* Falsifying any documents, i.e. rosters, evaluations, or altering certification cards in any way.
* I am instructing a course while under the influence of alcohol or drugs; or possessing, dispensing or using alcohol, narcotics, barbiturates, tranquilizers or hallucinogenic substances.
* Possessing firearms, or other illegal weapons on the official property or office business
* Engaging in improper or disorderly conduct, such as fighting or gambling, on office premises
* Causing unrest and disturbance using profane, abusive or indecent language toward clients or coworkers
* Failure to cooperate in a Roxell EMT Staff investigation
* Not adhering to the outlined Roxell EMT policies.
* Intentionally violating the American Heart Association Program Administration Manual

1. **Compliance as a Condition of Instructor Status**

All Instructors and Instructor candidates are at this moment advised that full compliance with the preceding policies shall be a condition of Instructor status and continued teaching privileges with Roxell EMT and the AHA

1. **Complaints**

Submit complaints about other instructors in writing to [ade@roxellemt.com](mailto:ade@roxellemt.com)

If a problem arises that you and a student or you and other instructors Roxell EMT will work with both of you to come to a resolution.

If there is a problem with Roxell EMT Staff, please contact us at ade@roxellemt.com We will work to help you and will review the issue within one week.

1. **Remediation Policy**

Remediation for all courses will be as follows:

75%-83% -the instructor will remediate up to 100% to all questions on the exam

* explaining the question on a one on one basis. This will not be done in a group setting to allow the student adequate time for all questions that they may have about the science and the information.
* If the student scores under a 75% the student will be required to go through the above remediation and must take the alternative test that is issued by the AHA to make certain that they have obtained the information that was given to them. If on the 2nd attempt the student again scores under 75% they will be required to take the course over again. If they score between 83% and 75% the remediation for the above will have to be completed before issuing an AHA course certification.
* Violating a public law while at work or on Roxell EMT property; or violating a public law away from work if that violation may have a potentially detrimental effect on Roxell EMT.

1. **Dispute Resolution / Disciplinary Action**

It will be the responsibility of Roxell EMT (Proposed TC) to manage and resolve any disputes, complaints, or problems that arise from a course offered by an Instructor employed by or aligned with Roxell EMT or from other TC activities or business.

The AHA will not be responsible for the day-to-day operations of Roxell EMT or its business

practices and will not become involved in the resolution of any disputes, complaints, or

problems arising from courses taught by Roxell EMT unless one or more of the following is

involved:

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

If, after diligent efforts, Roxell EMT is unable to resolve, the TC will turn over the dispute, complaint, or problem to the AHA according to the procedure below. However, this does not diminish the responsibility of the Roxell EMT for its employees or Instructors teaching courses offered through or processed by the Roxell EMT. Complaints about the issues listed above may be submitted to the Roxell EMT in writing by any of the following entities

* A student who attended the course in which the complaint arose
* An instructor
* Course Director
* TCF member or TC with information about the problem
* An AHA volunteer or staff member with information about the problem

1. Roxell EMT will make diligence effort to resolve all dispute, but if after diligent effort is made, we are unable to resolve the dispute/complaint within 30 calendar days after being made aware of the problem, Roxell EMT will send a description of the dispute/complaint to the ECC Customer Support Center (a TC national science committees or legal counsel as appropriate on any issue not already addressed in the program guidelines may be either a complainant or a respondent). All complaints must contain the following information:
2. The name and address of the person making the complaint (“Complainant”). The American Heart Association will not permit the individual (s) making compliant to remain anonymous.
3. The name and address of the person and organization against which the complaint is made (“Respondent”).
4. A detailed written description of the dispute, complaint, or problem (e.g., who, what, when, where, why). For Training Center related issues, the complaint should contain information on the attempts of Roxell EMT to resolve the matter. Roxell EMT TC Coordinator must sign the statement.
5. Reference to the appropriate rule, standard, and guidelines related to the matter
6. Copies of all related correspondence, records, and other documentation.
7. AHA staff will notify the Regional ECC Committee chair about the need to set up a Review Committee. The Regional ECC Committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least three persons with appropriate qualifications to review the written complaint and appeal, obtain additional information as appropriate, and render a recommendation to the Regional ECC Committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the Regional ECC Committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter the committee assigned to address the grievance will be referred to as the “Review Committee.”.
8. The Review Committee will refer to the current program guidelines for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.
9. Within ten business days after receipt of notification of the dispute, AHA staff and the Regional ECC Committee will issue a written notice to Roxell EMT, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to respond to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of the notice.
10. Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or Roxell EMT against whom the complaint has been made or whether the complaint should be dismissed. The Review Committee will research national and regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee’s recommendation to the Regional ECC Committee.
11. After reviewing the recommendation of the Review Committee, the Regional ECC Committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible Regional ECC Committee may include 1 or more of the following as appropriate:
12. Reprimand or letter of counseling to Respondent and Roxell EMT, including a statement of the corrective procedure/action.
13. Agreement by the Respondent and Roxell EMT to take specified corrective procedure/action.
14. A probationary period that applies to the Respondent and Roxell EMT, including monitoring of course(s).
15. Termination of the Roxell EMT TC Agreement.
16. Termination of Instructor status
17. Request for additional information
18. If the Regional ECC Committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant, Respondent, and Roxell EMT. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within ten days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.
19. If the grievance is not dismissed, the Regional ECC Committee will either
20. Schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
21. Issue a decision and inform the parties of their right to request a hearing and further consideration of the matter.

**Disputes Regarding ECC Leadership**

Note: This dispute policy is not in translated PAM for ITCs as it only applies to the U.S. volunteer structure. Complaints against ECC leadership in the Training Network must be submitted in writing to the appropriate committee or entity with authority over that individual. The Regional ECC Committee is responsible for the Regional Faculty, Regional ECC Committee and Subcommittee chairs and members, and Area Task Force chairs and members. The PROAD Committee is responsible for the National Faculty and Regional ECC Committee Chairs. It is the responsibility of either PROAD or the Regional ECC Committee (whichever is appropriate) to manage and resolve any disputes, complaints, or problems that arise from an issue involving ECC leadership. Complaints about ECC leadership may be submitted to the responsible committee in writing by the following entities

1. A student who attended the course in which the problem arose
2. An Instructor, Course Director, TCF member, or Roxell EMT with information about the problem.
3. An American Heart Association volunteer or staff member with information about the problem.

Resolution regarding Disputes Regarding ECC Leadership will go as follow:

1. All complaints must contain the following information:
2. The name and address of the person making the complaint (“Complainant”). The American Heart Association will not permit the individual(s) making the complaint to remain anonymous.
3. The name and address of the person and organization against which the complaint is made (“Respondent”).
4. A detailed written description of the dispute, complaint, or problem (e.g., who, what, when, where, why).
5. Reference to the appropriate rule, standard, and guidelines related to the matter.
6. Copies of all related correspondence, records, and other documentation.
7. The appropriate committee chair, with the assistance of AHA staff, will appoint a Review Committee of at least three persons with appropriate qualifications to review the written complaint and appeal, obtain additional information as appropriate, and render a recommendation to the responsible committee regarding the dispute. Due attention must be taken to avoid conflicts of interest on the part of any member of the Review Committee. If so desired, the responsible committee may itself be the Review Committee and render a decision about the dispute/appeal directly. Hereafter, the committee assigned to address the grievance will be referred to as the “Review Committee.”
8. The Review Committee will refer to the current program guidelines or Program Administration Manual for all administrative, educational, and science issues. The Review Committee may consult with the National Subcommittee on ECC Program Administration, national science committees, or legal counsel as appropriate on any issue not already addressed in the program guidelines.
9. Within ten business days after receipt of notification of the dispute, AHA staff and the Review Committee will issue a written notice to Roxell EMT, Complainant, and Respondent that the matter has been referred to the American Heart Association for review. The Review Committee will invite the Respondent to respond to the complaint in writing to the Review Committee within 30 days by registered or certified mail receipt of the notice.
10. Once the response to the complaint is received, the Review Committee will determine the nature, significance, and corrective action (if any) that must be taken by the individual or Roxell EMT against whom the complaint has been made or whether the complaint should be dismissed. The Review Committee will research national and regional written policies that pertain to the grievance. Copies of written policies will be attached to the notification of dispute and all related correspondence and sent with the Review Committee’s recommendation to the responsible committee.
11. Based on the recommendation of the Review Committee, the responsible committee will decide the matter within 60 days after notice to the parties that a Review Committee has been established. The decision of the responsible committee may include one or more of the following as appropriate:
12. Reprimand or letter of counseling to Respondent, including a statement of the corrective procedure/action.
13. Agreement by the Respondent to take specified corrective procedure/action.
14. A probationary period that applies to the Respondent, including monitoring of

course(s).

1. Revocation of National Faculty, Regional Faculty, committee chair/membership, Instructor status, or another leadership status.
2. Request for additional information.
3. Dismissal of complaint.
4. If the responsible committee dismisses the grievance, a letter announcing the decision will be sent to the Complainant and Respondent. Notice will be given in the letter that the decision to dismiss the grievance may be appealed by sending an appeal in writing to the PROAD Committee within ten days of receipt of the notification, with a copy sent to the Regional ECC Committee chair.
5. If the grievance is not dismissed, the responsible committee will either:
6. schedule a hearing within 30 days after the date of the decision, inviting the parties to appear and provide further information or
7. issue a decision and inform the parties of their right to request a hearing and further consideration of the matter.

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

Training Sites

An AHA TS operates with the authorization of an AHA TC and meets the following minimum requirements:

* Has a business legal name
* Teaches AHA courses in accordance with the official AHA Guidelines for CPR and ECC
* Maintains at least five AHA Instructors who train more than a combined 250 people each year
* Owns and maintains all equipment needed for teaching AHA courses, including manikins that meet feedback device requirements (equipment may not be borrowed from the TC)
* Meets minimum technical requirements
  + Uses latest version of one of the top 3 or 4 Internet browsers by market share
  + Maintains knowledge of and effectively uses AHA Training Network applications, such as the AHA Instructor Network, eCards, eLearning, or eBooks

Management of TS

It is the responsibility of the TC to ensure that its TSs comply with all policies and procedures outlined in this manual as well as with the TC’s own policies and procedures and the TC Agreement. If a TS does not comply with the policies and procedures outlined in this manual, the TC Agreement may be terminated.

The TC must have a signed letter of agreement/understanding on file with each TS that can be made available to the AHA upon request.

The TCC ensures that appropriate equipment is available in sufficient quantity (as outlined in the Instructor Manual) and in good working order at each course conducted by the TC and/or its TSs or instructors. This can be accomplished by visits to each TS and by regular course/skills session monitoring.

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**Instructor Handbook Acknowledgment**

Please read this Handbook and these [Roxell EMT Standards of Course Conduct](https://www.thebalancecareers.com/code-of-conduct-1918088) carefully to understand these conditions of becoming an Instructor for the American Heart Association and making Roxell EMT your Training Center before you sign this document.

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Instructor Signature

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TCC Signature

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TCC Name (Please Print)

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