

EMERGENCY MANAGEMENT RESOURCES (EMR)

Associate Instructor Handbook

Associate Instructor Policies

10/3/2017

Associate Instructor Handbook

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Introduction

Welcome to Emergency Management Resources (EMR)! EMR is your 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 Center Faculty (TCF) processes, policies, and procedures. This along the most current AHA Program Administration Manual (PAM) will provide you a road map.

Mission

The EMR Mission is: To save and enrich lives by empowering people to act in crisis through training and AED programs; that are low stress, consistent, and high-quality; while preserving professionalism, excellence, integrity, and vision.

Purpose of this handbook

The AI Handbook has been formulated to help assure that EMR clearly communicates to all associate instructors and they understand the rules, policies, procedures, and processes at EMR. We at EMR support you in every aspect of your training efforts. Every associate instructor is required to read the Associate Instructor Handbook and become familiar with the policies and procedures to ensure your success as an Instructor with EMR. Please be sure you understand everything within this handbook before you sign the acknowledgement page. If you have any question or need clarification please contact EMR staff or Training Center Faculty. Policies and procedures will be enforced and if not followed your instructor certification could be terminated.

Your acknowledgement of EMR policies and procedures do not in any way constitute any kind of contract for employment. The contents of this handbook are subject to change at any time without prior notice at the discretion of EMR. Appropriate notice of policy changes will be communicated as needed. The most current version will be available on our website emresources.net. Any disputes will be resolved at the discretion of EMR.

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Communication

To remain in compliance with the PAM guidelines all Associate Instructors are required to align with a primary training center. It is our intent t EMR to be in clear and direct communication with our Training Center Faculty (TCF), Training Site (TS), Coordinators (TSC) and Associate Instructors.

EMR has met the criteria outlined by AHA to be an accredited Training Center and is the governing body of their aligned Training Sites. If you are aligned with one of the EMR approved Training Sites, EMR is still responsible for the relationship between the TC, TS and you the Associate Instructor. 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 are several reasons for this open path of communication.

- As the TC, EMR is the authority of aligned Training Center Faculty; approved Training Sites and Associate Instructors. Training Sites and Associate Instructors are independent organizations under the guidance of the EMR Training Center.
- To allow for communication of any updates in AHA policy and procedure or scientific information to TCF, TSC's, and AI's.
- As a means to keep all parties informed on the most current TC information. Associate Instructors can only conduct courses if they are in alignment with an official AHA Training Center that has been accredited and authorized by AHA.
- To assist Training Sites, Training Site 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 EMR for recertification tracking.

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EMR Roles and Responsibilities

Emergency Management Resources

EMR is you Training Center (TC) and our priorities include the following:

- EMR 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 TC 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 aligned with EMR.
- Maintaining training records for 3 years from date of action ie last day of course, closure of complaint etc.
- Backing up TC electronic files and rosters on a regular basis at EMR offices.
- Printing of document as requested documents for an administrative fee.
- Document deficiencies identified during a monitoring or site review and taking corrective action.
- Print AI requested certification cards upon receipt of roster and payment in a 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 TC quality assurance plan per AHA requirements and educate EMR's training network on all policies and procedures.
- AED program development and management.

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Staff Training Center Faculty Requirements

EMR Staff Training Center Faculty (STFC) are selected by EMR and are usually contracted under an agreement with EMR. STFC follows responsibilities of the AHA TCF outlined in the description in the most current PAM Appendix.

Per AHA

- Serves as an expert resource on ECC issues and protocols to the TC, Instructors and staff.
- Conducts instructor courses for TC while adhering to AHA guidelines.
- Cannot serve as Regional Faculty member for his/her own TC
- Acts as a change agent to facilitate transitions in the ECC Program.
- Supports Chain of Survival initiatives in the community.
- Oversees quality assurance at the TC level.
- Monitors Instructors' teaching abilities and completes required documentation.
- Teaches at least one instructor course every two years.
- Cultivates and mentors TC Instructors, new instructors and potential candidates for future instructor/TCF positions.

EMR Specific

- Are responsible for quality assurance and is the educational leadership of EMR.
- TCF development by conducting updates/training for EMR training network as needed.
- Quality assurance/Quality improvement (QA, QI) of roster, course paperwork and instructor files.

Training Center Faculty Responsibilities

Upon request to become TCF, AIs must complete and sign an EMR TCF agreement and submit it with the appropriate fee. Upon approval, the candidate must monitor an instructor course. Once you receive your TC certificate you are allowed to monitor other instructors under EMR and you can teach instructor courses. TCF will run in conjunction with instructor certificate i.e. it will expire when your instructor card expires. TCF is not transferable between training centers. All AHA TCF are required to follow AHA guidelines as outlined in the TCF description in the most current PAM appendix and the following:

Per AHA

- Serves as an expert on ECC issues and protocols to the TC, Instructors, and staff.
- Conducts Instructor Courses for TC while adhering to AHA guidelines.
- Cannot serve as Regional Faculty member for his/her own TC.
- Acts as a change agent to facilitate transitions in the ECC Program.
- Supports Chain of Survival initiatives in community.
- Oversees quality assurance at the TC level.
- Monitors Instructor's teaching abilities and completes required documentation.
- Teaches at least one Instructor Course every two years.

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- Cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions.

EMR Specific

- Must attend EMR Leadership Course.
- Quality assurance for their training sites.
- Educational leadership of their training site.
- Act as a change agents to facilitate transitions in the ECC Program as directed by EMR.
- Training Site development by conducting updates/training.
- Monitors site instructors.
- Cultivates and mentors all instructors regardless of organization and affiliation.
- Acts as a coach and mentor to Training Site Associate Instructors.
- QA/QI of Rosters, Course Paperwork, and Instructor Files.
- Teaches a quality Instructor Course.
- Ensures AI submit their rosters and payment quickly so students receive their course certification cards in timely manner.
- Insure site records are maintained for 3 years from date of action, i.e. last day of course, closure of complaint, etc.

Training Site

Training Sites (TS) are one or more TCF's that teach instructor courses on a regular basis OR have a large group of instructors to manage OR train more than 500 people in one year. There will be a Training Site Coordinator (TSC) and the training site will run in conjunction with TSC's instructor certification i.e. it will expire when your instructor card expires. Once the Training Site Agreement is signed and the site fee is received. Training Site enjoy a lot of benefits of a TC without all the administrative hassles.

Associate Instructor (AI's) Responsibilities

Associate Instructor (AI's) carry a 2 year instructor. AIs follow all responsibilities outlined in the most current AHA PAM, but include the following EMR specifics:

- Request Course Approval Number (CAN #) at least 24 hour in advance of teaching a course.
- Complete the appropriate roster for electronic submission within hours of course completion.
- Insure that EMR has your current records i.e address, contact info, etc.
- During initial orientation an instructor must provide a list of equipment in the inventory to EMR.
- Teaches a high-quality course.
- Submit payment for certification cards in a timely manner of submission of electronic roster.
- Maintain card and test security.
- Maintain records for 3 years from date of action, i.e day of course, closure of complaint, etc.

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Contracts

Employees and Managers are prohibited from entering into any contracts or agreements of behalf of EMR. All contracts or agreements must be executed through the directors and approved by the board of directors.

Standard of Conduct

Honesty, fair-dealing and integrity are essential to success, whether in business or in life. EMR has a standard of business ethics that all employees and instructors must meet of they want to be a part pf the organization. In most cases, everyone knows what is right and wrong. To steal from EMR or a client is obviously wrong- and would lead to termination and prosecution for theft. However, there may be instances when you are uncertain about how to proceed when faced with business ethics issue. In that case if you are uncertain, talk to your TCF, STCF, or EMR Staff. Remember that EMR has an open door policy; you are encouraged to talk with our staff if you have doubts about anything, including EMR's business ethics.

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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

- 1.1. All Instructor Certifications i.e. HS/BLS/ACLS/PALS instructors or TCF/TS/TSC will have a 2 year certification.
- 1.2. All Certifications will be monitored every 2 years.
- 1.3. Any and all fees or dues will run in conjunction with your certification.
- 1.4. EMR will accept transferring instructors for an administration fee. There is no fee to transferring out of EMR but you cannot transfer TCF or TS from one TC to another TC.

2. Smoking

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

3. Course Approval Numbers (CAN #s)

- 3.1. At least 24 hours before ANY course is performed the AI or TCF must request a course approval number (CAN #) on EMR website: www.emresources.net. This includes non-certification courses i.e. friends and family and skills checks. Time exceptions will be made for walk-ins and same day weekend courses.
- 3.2. To request a CAN# please go to EMR website: www.emresources.net; up top click on "Instructor's Corner" and then on "Request a CAN"; provide the following:
 - Day of class
 - Start time of class
 - Client name
 - Physical location of class
 - Type of class
 - Estimated number of participants
 - Instructor name(s)
- 3.3. The CAN# is to be typed in the Comment Section when submitting a roster via roster portal.
- 3.4. There is no limit to how many CAN#'s as long as they are for schedules classes.
- 3.5. If a course is cancelled please notify us by email at clientservices@emresources.net
- 3.6. CAN#'s cannot be comingled for multiple courses on the same day, i.e. doing skills check on the same day as a BLS course.
- 3.7. Your CAN# maybe denied for:
 - An expected roster for a previous CAN# has not been received
 - Missing paperwork from your instructor file
 - You are on the remedial monitoring list
 - Too many unused CAN#'s assigned to you
- 3.8. Only one CAN# is needed for two-day courses i.e. (Initial ACLS course.)

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4. Course Records

- 4.1. You must keep a copy of the roster, skills checks and evaluations for minimum of 3 years. It is also highly recommended but do not require you to keep a copy of any certification cards to prove they were received and distributed.
- 4.2. You may keep digital copies of records. If you keep only digital copies, you must back up and be able to print records upon EMR's request per AHA.
- 4.3. All rosters to be submitted via roster portal within 48 business hours from completion of your course:
<https://www.trainingcentertechologies.com/EmergencyManagementResources/Instructors/MemberLogin.aspx>
See roster submission steps in Appendix A.
- 4.4. All information on the roster must be complete including all course information and student information i.e. first and last name, complete address, city, state, zip, phone and email.
- 4.5. Check the course status box if the student has passed and will be receiving a certification card.
- 4.6. Select appropriate item in remediation box and insert the student's grade for the written test if one was given for the course.

5. Certification Cards

Paper cards

- 5.1. Blank certification cards will not be sent to instructors.
- 5.2. Cards will not be sent to instructors without an accurate, complete, electronically received roster.
- 5.3. Cards must be purchased at the time roster is submitted. All card purchasing on EMR website: www.emresources.net /Instructor's Corner/AHA Card Purchasing
- 5.4. It is the instructor or training sire responsibility to issue student certification card(s) as quickly as possible.
- 5.5. At additional cost to the AI, cards can be sent to the student directly.
- 5.6. Cards are mailed First Class United States Postal Service. A certified mailing fee will be applied to orders of 7 cards or more. Cards are usually in the mail within 72 hrs or receipt of payment. Any exceptions to this we will be in communication.
- 5.7. If the name was misspelled on the roster, the instructor covers the cost of the card plus shipping. If it was an EMR error, we will replace the card and mail it to you.
- 5.8. Only EMR can replace a card for a student if it was lost, stolen, or damaged. EMR must be able to confirm a student via a course roster. Replacement cards will indicate "Duplicate" per PAM.
- 5.9. In the case where student needs the card immediately; you must notify EMR before cards are mailed. Once the roster and payment is received the card will be printed, scanned, and emailed to student. This and a copy of a roster will usually satisfy the employer. Also you or the student may pick-up the card at EMR upon receipt of roster and payment.

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eCards

Per AHA

Beginning January 1, 2018, all US-based AHA Training Centers (TCs) will be required to use AHA eCards for issuing course completion cards to providers and students who successfully complete the requirements of AHA courses.

An eCard is the electronic equivalent of a printed course completion card. eCards are valid course completion cards and can be presented to employers as proof of successful completion of an AHA course. Like printed cards, eCards also expire two years from the issue date.

- 5.10. AHA eCards will be issued to the Lead Instructor upon the receipt of roster and payment.
- 5.11. After eCards have been assigned, the Lead Instructor can access and send them to students on ahainstructornetwork.org by logging into his/her account.
- 5.12. An AHA eCard can be printed by the student or Instructor, if necessary.
- 5.13. TC Coordinator and TC Admin may view a student's eCard through the Edit link in My Cards. Instructors may view a student's eCard using the eCards validation tool at www.heart.org/cpr/mycards.
- 5.14. Employers may verify that an eCard is authentic by entering the card information at www.heart.org/cpr/mycards.
- 5.15. AHA eCard can be edited by an instructor before students claims it. After a student claims an eCard, only AHA TC Coordinator or the AHA Customer Support Center is able to make edits to the student's name or email address, as well as change the Instructor.

6. Written Tests

- 6.1. EMR supplies all associate instructors with an electronic copy of the most current test. It is the instructor or training sites responsibility to print copies for their classes.
- 6.2. Written test will be given in courses that require students to pass a written test.
- 6.3. All printed copies must have the following security measures in place;
 - 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
- 6.4. Keep hard copies of AHA written tests secure under lock and key.
- 6.5. Electronic copies of the test will not at any time be sent to a student or uploaded to the internet.

7. Courses

- 7.1. All course materials required by the AHA must be in the possession of the lead instructor and used in courses. (i.e. Lesson maps, videos, manikins, AED trainers, etc.)
- 7.2. A maximum ratio of 3 students to 1 manikin will be observed.
- 7.3. A maximum ratio of 10 students to 1 instructor will be observed for BLS and HS courses.
- 7.4. A maximum ratio of 6 students to 1 instructor will be observed for ACLS and PALS courses.

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- 7.5. An EMR approved evaluation form will be filled out by all students.
- 7.6. Every student will have their own current and appropriate AHA text book that they are allowed to leave with during the course or a completed certificate as proof of completion of an official online AHA course.

8. Monitoring

- 8.1. **Initial/Renewal Monitoring** – is for an Instructor candidate’s initial recognition and Renewing instructors monitoring with TCF. There is no fee to monitor at an EMR sponsored course.
 - 8.1.1. All Instructor/candidates should arrive at the course location at least 30 minutes prior to the start time for set up and have the appropriate AHA instructor manual.
 - 8.1.2. Instructor/candidates must prove they can successfully teach the class before receipt of your instructor certification. Participation is expected from instructor candidates.
 - 8.1.3. EMR requires each instructor/candidates to show proficiency in teaching all aspects in each discipline they are seeking certification. (i.e. an Initial BLS instructor candidate must successfully complete BLS and HS monitoring before receipt of instructor card.)
 - 8.1.4. All Instructor candidates and Instructors will be required to wear khaki/dress pants, polo style shirt, dress shoes, and kempt hair. Jeans, short, and flip flops are strictly prohibited. The imaged portrayed by our instructors and others directly affect EMR and its reputation. If the dress code is not followed the instructor candidate will be sent away and will not have successfully completed a monitoring.
 - 8.1.5. Renewal Monitoring must be completed every 2 years.
 - 8.1.6. Renewal Monitoring must be completed during the last 6 months of current certifications.
 - 8.1.7. EMR will come to your site for Renewal monitoring for a fee. However, no charge if you monitor at one of EMRs courses.
- 8.2. **Random Monitoring** – is determined at random as part of EMRs QA/QI and completed with EMR STCF. There are no fees associated with random monitoring.
 - 8.2.1. Being randomly monitored is simply a means to ensure quality and does not mean the instructor did anything wrong. As a training center we are required to monitor instructors randomly. Many instructor find this is useful constructive feedback. You should trach the class as normal.
 - 8.2.2. The evaluator will not help or hinder the class in any way.
 - 8.2.3. If you are selected for monitoring, we must monitor your next class.
 - 8.2.4. Random monitoring cannot count as your Renewal Monitoring.
 - 8.2.5. A result of poor showing at a random monitoring can place you on the remedial monitoring list.
- 8.3. **Remedial Monitoring** – EMR STCF has found a problem that EMR needs to work with the instructor to correct. STCF will monitor and evaluate your course and facilities. A fee will be accessed for travel and expenses.
 - 8.3.1. Failure to adhere to any Item in these Policies can place an Instructor on the remedial monitoring list.

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- 8.3.2. Once an instructor is placed on the remedial monitoring list, that instructor must successfully complete a monitoring with EMR TCF before they can teach on their own again.
- 8.3.3. EMR must send an Instructor to your facility to monitor a course and do facilities evaluation. There will be a fee for travel and expenses.
- 8.3.4. Cards will not be issued to an instructor on the remedial monitoring list.
- 8.3.5. Remedial monitoring cannot count towards renewal monitoring.

9. Client Contact

- 9.1. EMR will not knowingly solicit your clients and expects the same in return from our AIs.
- 9.2. EMR will at random contact your clients/students for QA and QI by phone, email, or face to face. This is not in order to solicit businesses, only to meet our contractual agreement with the AHA.

10. TC Seal Usage

- 10.1. Only Training Site (TS) will be allowed to use the TC Seal and must sign a separate TC Seal usage Agreement.
- 10.2. TS must seek pre-approval by EMR staff before using the TC Seal. This is part of EMR and AHA contractual agreement. "It is the responsibility of the TC to manage and control the use of the TC Seal according to these guidelines."
- 10.3. Because the TC Seal serves to identify the AHA, it cannot be used by the TCs as a [art pf its own name or logo. That is why these guidelines will not permit use of the TC Seal on permanent building signage, letterhead, business cards or their items whose primary function is to identify the TC.
- 10.4. The AHA owns the American Heart Association name, signature and heart-and-torch logo. These guidelines do not permit TCs to use the American Heart Association signature or heart-and-torch symbol separate from its inclusion in the TC Seal.
- 10.5. General TC Seal Guidelines

This section sets forth the standards for use of the TC Seal.

- 10.5.1. The TC Seal may only be used by:
 - a. Training organizations that have executed a TC Agreement with the AHA only so long as the agreement is in affect.
 - b. Training Sites that have been authorized by their TC to use the TC Seal.
- 10.5.2. The TC Seal and its usage must conform to AHA standards as set forth in this document.
- 10.5.3. While these standards apply to individual TCs and their Training Sites, the primary responsibility for enforcing these standards lies with the individual TC.
- 10.5.4. Violation of these standards by the TC or by any its Training Sites may result in termination of the TC Agreement with the AHA.
- 10.5.5. These guidelines are subject to change by the AHA in accordance with the AHA's scientific positions, government regulations and other circumstances. If there are any changes, updated guidelines will be posted in the Training Center section of the AHA's Instructor Network Website www.ahainstructornetwork.org and sent to all

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current Training Center Coordinators with the notification of changes and their effective dates. The TC shall be responsible for notifying all of its Training Sites and Instructors of such changes or updates.

- 10.5.6. The AHA reserves the right, at its sole discretion, prohibit any individual Training Center or Training Site from use of the TC Seal. The AHA reserves the right, at its sole discretion, to reject any specific use of the TC Seal by the TC or TC Sites.

10.6. Placement Guidelines

The TC Seal must be positioned as follows:

- 10.6.1. The TC Seal must be used in conjunction with a reference to AHA ECC Courses offered by the Training Center or Training Site.
- 10.6.2. Any materials or displays of the TC Seal must clearly depict to the average viewer that the materials or display are issued by the Training Center or Training Site, and may not give the impression that the materials or displays are issued by the AHA.
- 10.6.3. The TC Seal must be clearly and visually separated by white space equal to the height of the heart-and-torch in the TC Seal from the TC name or from any text or graphic.
- 10.6.4. The TC Seal must not be equal to or larger in height or width than the TC name or logo.
- 10.6.5. When using TC Seal the AHA logo must be a minimum of $\frac{1}{2}$ in depth from the tip of the flame to the baseline of Learn and Live.
- 10.6.6. The TC Seal cannot be altered or modified in any way.

10.7. Permissible Uses

The TC Seal may be displayed in the United States, its Territories and Possessions only, and only on the following types of materials, in conjunction with a reference to AHA ECC courses offered by the TC:

- 10.7.1. Schedules of AHA ECC Courses
- 10.7.2. Announcements of AHA ECC Courses
- 10.7.3. Brochures regarding AHA ECC Courses
- 10.7.4. Flyers about AHA ECC Courses
- 10.7.5. Posters advertising AHA ECC Courses
- 10.7.6. Temporary automobile signage, e.g. magnetic sign or removable placard
- 10.7.7. AHA ECC course advertisements (print and online)
- 10.7.8. Webpage that lists or advertises AHA ECC courses
- 10.7.9. Telephone directory or Yellow Pages advertising AHA ECC Courses

The TC Seal can only displayed in association with ECC Courses that are taught in the United States, its Territories and Possessions with AHA materials, offered by authorized AHA Training Centers and in accordance with the most recent American Heart Association Guidelines for CPR and ECC.

10.8. Prohibited Use Under no circumstances may the TC Seal be placed on:

- 10.8.1. Letterhead
- 10.8.2. Business Cards
- 10.8.3. Permanent building signage

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- 10.8.4. Specialty Items (Cups, Pens, T-shirts, etc.)
- 10.8.5. Supplementary educational materials not published by the AHA, but used by the TC
- 10.8.6. Non-AHA textbooks, charts, booklets, course outlines, etc.
- 10.8.7. Any advertisement or notice that includes non-AHA Courses
- 10.8.8. Any advertisement for courses taught outside the United States

11. Weapon Policy

- 11.1. 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 EMR, is prohibited.
- 11.2. The only exception is law enforcement.

12. Rules of Conduct

- 12.1. EMR 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 EMR 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.
- 12.2. Instruct a substandard course
- 12.3. Theft or the willful destruction of office property
- 12.4. Any activity deemed fraudulent or deceptive
- 12.5. Falsifying any documents i.e. rosters, evaluations, or altering certification cards in any way
- 12.6. Instructing a course while under the influence of alcohol or drugs; or possessing, dispensing or using alcohol, narcotics, barbiturates, tranquilizers or hallucinogenic substances
- 12.7. Possessing firearms, or other illegal weapons on official property or office business
- 12.8. Engaging in improper or disorderly conduct, such as a fighting or gambling, on office premises
- 12.9. Causing unrest and disturbance
- 12.10. Using profane, abusive or indecent language toward clients or co-workers
- 12.11. Violating a public law while at work or on EMR property; or violating a public law away from work if that violation may have a potentially detrimental effect on EMR
- 12.12. Failure to cooperate in an EMR STCF investigation
- 12.13. Not adhering to the outlined EMR policies

13. Compliance as a Condition of Instructor Status

- 13.1. All Instructors and Instructor candidates are hereby advised that full compliance with the foregoing policies shall be a condition of Instructor status and continued teaching privileges with EMR and the AHA.

14. Complaints

- 14.1. Submit complaints about other instructors in writing to clientservices@emresources.net

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- 14.2. If a problem arises that you and a student or you and other instructors EMR will work with both of you to come to a resolution.
- 14.3. If there is a problem with EMR or EMR Staff please contact us at president@emresources.net. We will work to help you and will review the issue within one week.

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Appendix A.

Roster Submission steps:

1. LINK: <https://www.trainingcentertechnologies.com/EmergencyManagementResources/Instructors/MemberLogin.aspx>.
We recommend that you save this as a 'favorite' on your web browser.
2. LOG IN. This will be your email address from the instructor file you previously submitted to EMR. If you would like to change your email address or make sure EMR has the correct one, please send an email to clientservices@emresources.net.
3. PASSWORD: This is set up as your last name (all lower case); if you log in or password did not work, please send an email to clientservices@emresources.net. (ONLY EMR can change your password for you)
4. In "COURSE GROUP" and "COURSE LOCATION" please put the Name of the location where the class was taught. If you mainly teach at your business, you can put your business name and phone number in both "Course Group" and "Course Location". For Example: Adam's CPR : 214-733-7213. When the card is printed that information will be on the right side of the card under Course Location. The information you put in "Course Group" and "Course Location" will be printed on every card.
5. After roster is received, EMR will "close" it. If you need to do any adjustments such as: correct the spelling of the name, date and etc; please let EMR know (via email at clientservices@emresources.net) and they will "open" the roster for you to correct it.
6. **IMPORTANT! Must put CAN# in the "Comment" section.**
7. Payment procedure is still the same, through EMR Website.

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Frequently Asked Questions

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TC Seal FAQ.....

Are we missing something you think should be on here?

Please let us know if there is anything you would like us to add.

Associate Instructor Handbook

Course Approval Number FAQ

Q. How do I get a Course Approval Number (CAN#)

A. 3.2, To request a CAN# please go to EMR website: www.emresources.net; up top click on “Instructor’s Corner” and then on “Request a CAN”; provide the following:

- Day of class
- Start time of class
- Client name
- Physical location of class
- Type of class
- Estimated number of participants
- Instructor name(s)

Q. When do I need to get a CAN#?

A. 3.1, You need to get a CAN# **before** you start teaching certified or noncertified courses. We prefer at least 24 hours in advance, but understand the occasional person that needs the class or a skills checks for same day.

Q. How many CAN#'s may I have at once?

A. 3.4, At this time there is no set limit on how many you may have at one time as long as they are for schedule classes.

Q. What happens if I have to cancel a class?

A. 3.5, Please notify us by email at clientservices@emresources.net. We will cancel that number in our CAN database.

Q. Do I need different CAN# numbers if it is a multiple day class? (ACLS Initial or PALS Initial)

A. 3.6, No

Q. What if I am teaching ACLS and BLS on the same day for the same group of people?

A. 3.8, Since they are two different classes, you need two CAN#s.

Q. Do I need a CAN# for a skills check?

A. 3.1, Yes. Also, indicate “Skills Check” on the roster and when requesting CAN#s, to explain the shorted course completion time frame.

Q. What about friend and family?

A. 3.1, ALL AHA courses require a CAN#.

Roster FAQ

Q. When do I have to turn in the roster?

Associate Instructor Handbook

A. 4.4, Rosters must be turned in within 48 hours of course completion.

Q. Do I have to keep a copy?

A. 4.1, You must keep a copy of the roster, skills checks, and evaluations for a minimum of 3 years. You may keep digital copies, but you must have a backup, your hard drive crashing is not an excuse. If you keep these copies as digital copies, you must be able to print them out upon request.

Q. Can I scan or fax the roster?

A. 4.3, No, rosters must be submitted via roster portal:

<https://www.trainingcentertechnologies.com/EmergencyManagementResources/Instructors/MemberLogin.aspx>

See roster submission steps in Appendix A. We cannot make exceptions for this policy.

Card FAQ

Q. How many people can I teach in a class?

A1. 7.3, BLS and Heartsaver (also includes Blood Borne Pathogen and Friends and Family) classes you may have up to 10 before you must have a second instructor at after 10. We understand the “No show factor” and allow you to register 10 student per class. If 10 students show up you may still teach this course by yourself if you have enough equipment and materials. Not having the correct number of instructors will lead to remedial monitoring and the fee that it entails.

A2. 7.4, ACLS and PALS classes you may have up to 6 people in your class before you need a second instructor. As this is an advance class, we do not give a grace slot for additional people. 7 people you are required to have another instructor.

Q. Do I have to give books to my students?

A. 7.6, Every student that is in your course is required to have **CURRENT** book for that relevant course with them during the entire course (start to finish). The student must be allowed to take the book home with them.

Q. Do I have to give a card to every student?

A. 5.4, A card must be issued as quickly as possible (AHA PAM p.20) to every student that successfully completes the course.

Q. How much can I charge for a class?

A. As an instructor you set your own pricing. When you are calculating prices you should include the cost of the textbook required and the certification card.

Monitoring FAQ

Q. I received a notification of monitoring. What should I do?

Associate Instructor Handbook

A. 8.2, Being random monitored does not mean you have done anything wrong. As a training center we are required to monitor instructors randomly. Teach the class as normal. The person monitoring should not help or hinder the class in any way. If you are selected for monitoring, we MUST monitor your next class, even if this one is cancelled.

Q. What is Remedial monitoring?

A. 8.3, Remedial is different from random monitoring. It means there is an issue that needs to be rectified. Remedial monitoring works similar to regular monitoring, except there is the fee to cover the cost of the evaluator coming out to your location. After initial coaching there is still a problem with the class we will continue to work with you until the situation is resolved.

Q. I am monitoring a class what do I need to bring?

A. 8.1.1, Make sure you bring anything you would need to teach a class. Even for TCF monitoring, you need to bring your instructor manual and look professional.

Q. How often do I have to be monitored?

A. 8.1.5, Instructors must be monitored at least every two years when you renew your credentials.

Q. Who can monitor me?

A. 8.1, Training Center Faculty aligned under EMR may monitor you. If you are renewing your credentials or a different training center monitors you, they issue your instructor card. Monitoring at EMR is free, and you may monitor any of our classes upon request.

Complaint FAQ

Q. Where do I go to file a complaint on another instructor?

A. 13.1, Please submit complaints about another instructor in writing to clientservices@emresources.net

Q. One of my students wants to file a complaint. Where should I guide them to?

A. 13.2, First try to resolve the issue between the two of you. If you cannot come to a resolution, you may have them call us. We will try to work with both you and the student to come up with a resolution. At some point, we may ask to submit the complaint in writing.

Q. We have a problem with EMR. Who do we need to talk to?

A. 13.3, Please contact us before sending complaints to the AHA. We strive for customer satisfaction call us or send us an email at president@emresources.net. We will work to help you and will review the issue within one week. We can resolve issues outside the AHA's involvement.

Training Center Faculty FAQ

Q. How do I become a TCF?

Associate Instructor Handbook

A. The cost of become a TCF is \$50 and you must monitor at least one of our instructor classes. TCF does not transfer between training centers. Approval for TCF is not guaranteed and you must fit certain requirements and be approved by the TC Coordinator.

Q. What does being a TCF allow me to do?

A. It allows you to monitor instructors that are aligning with EMR as their training center. It also allows you to teach instructor classes.

Training Site FAQ

Q. How can I become a training site (TS)?

A. To become a training site, you must have someone that is a TCF. There is also a \$200 site fee and signed contractual agreement.

Q. Does being a training site mean I can get cards in advance?

A. No, cards will not be sent out to instructor w/o a complete roster and payment.

Q. If being a Training Site means I can't get cards in advance, what is the point? What is the advantage of being a TS?

A. You get many of the benefits a training center has, minus the administrative cost required to run a training center. Being a training site also means you have more credibility with the public as it allows you to use AHA authorized logo on your website and other material that advertises AHA courses. An agreement to use AHA logo appropriately and follow the guidelines is required.

Q. Why do you request a copy of all advertisements and website links to my training site?

A. This allows us to refer clients in the area of your training site to you class and insure that you have clear understanding of the Instructor Policies, AHA Guidelines, and AHA PAM. This particularly includes use of Authorized AHA logo.

AHA Instructor Network.org FAQ

Q. Where can I find my ID# (Instructor ID#)?

A. You can find your ID# on your "My Dashboard" screen in your profile section on the right-hand side of the page. (AHA Instructor Network)

Q. Why can't I align as a BLS instructor and a Heartsaver instructor or Heartsaver skills Evaluator?

A. The AHA Instructor Network only will allow you to align one of the following: BLS Instructor; Heartsaver Instructor; or Heartsaver Skills Evaluator.

This is because a BLS instructor is already trained as a Heartsaver Instructor and to perform Heartsaver Skills Evaluator duties. Also, a Heartsaver Skills Evaluator is not an instructor status. This role conducts skills sessions for Heartsaver eLearning courses only.

Associate Instructor Handbook

TS Seal FAQ

Q. Where do I get the AHA approved TC Seal?

A. 10.1, The TC Seal has a very specific use and in order to make sure it is being used correctly EMR must pre-approve material you want to put in on before it is released to you.

Q. Can I alter the TC Seal?

A. No, there are 4 different versions of the seal that can be used for different material.

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AHA TC Seal

Pantone®485 and Black - The primary colors for our signature are Pantone®485 (red) and black. This is the preferred color and combination and should be used on the majority of materials.



Black – Due to budget or technical limitations, it will sometimes be necessary to produce certain products using only black ink. Examples includes forms, educational copy masters and some advertising. For these, the entire signature may be printed in black. Our symbol should be printed in red as often as possible.



White – Use this option sparingly. Our symbol should be printed in red as often as possible.



Associate Instructor Handbook

Training Center Faculty Description

Training Center Faculty

Position

The TCF are responsible for quality assurance and is the educational leadership of the TC. All TCs should appoint at least on TCF member in each discipline they teach. The purpose of this appointment is to ensure that the TC is able to conduct quality Instructor Courses within the TC. The number of TCF members is determined by the needs of the TC. TCF members serve only in the TC from which they are appointed. A TCF member's status is not transferable between TC's. TCF members who move from one TC to another must reapply for TCF status in their new TC and are subject to acceptance by that TC.

Criteria

Must be a current Regional Faculty member or meet the following criteria:

- Active Instructor (BLS, ACLS, or PALS) for minimum of two years
- ACLS and PALS TCF members must also be a Course Director
- Willing to participate in a TCF orientation and AHA regional updates
- Has received positive evaluations of teaching ability from students
- Completion of orientation by Regional Faculty before conducting first Instructor Course

Method of Appointment/Reappointment

Appointed and reappointed by TC, which sets the term served by TCF members.

Responsibilities

- Serves as an expert resource on ECC issues and protocols to the TC, Instructor, and staff
- Conducts Instructor Courses for TC while adhering to AHA guidelines
- Cannot serve as Regional Faculty member for his/her own TC
- Acts as a change agent to facilitate transitions in the ECC Program
- Supports Chain of Survival initiatives in the community
- Responsible for TCF development by conducting updates/training for TC
- Oversees quality assurance at the TC level
- Monitors Instructor's teaching abilities and completes required documentation
- Teaches at least one Instructors Course every two years
- Monitors Course Directors
- Cultivates and mentors TC Instructors, new Instructors, and potential candidates for future Instructor/TCF positions
- May act as a mentor to TC Coordinator

Reporting Structure

- TO TC Coordinator for internal TC issues
- To RF/NF for program and science issues

Associate Instructor Handbook

Popular Links

Emergency Management Resources

www.emresources.net

Heartshock

www.heartshock.net

AHA Instructor Network

www.ahainstructornetwork.org

2017 American Heart Association Program Administration Manual

http://ahainstructornetwork.americanheart.org/AHA/ECC/AdditionalTools/PAM/UCM_311993_Program-Administration-Manual.jsp