

North Iowa Area Community College American Heart Association Reference and Policy Manual



AUTHORIZED
TRAINING
C E N T E R

AHA MISSION: The American Heart Association (AHA) is a **non-profit** organization in the United States that fosters appropriate cardiac care in an effort to reduce disability and deaths caused by cardiovascular disease and stroke.

NIACC Continuing Education Mission: NIACC Continuing Education enriches lives by providing accessible and innovative quality education, activities, and support services to all in pursuit of lifelong learning, pathways to higher education, and career or personal development.

Training Center Coordinator:

Katrina Hamilton

Updated 2021

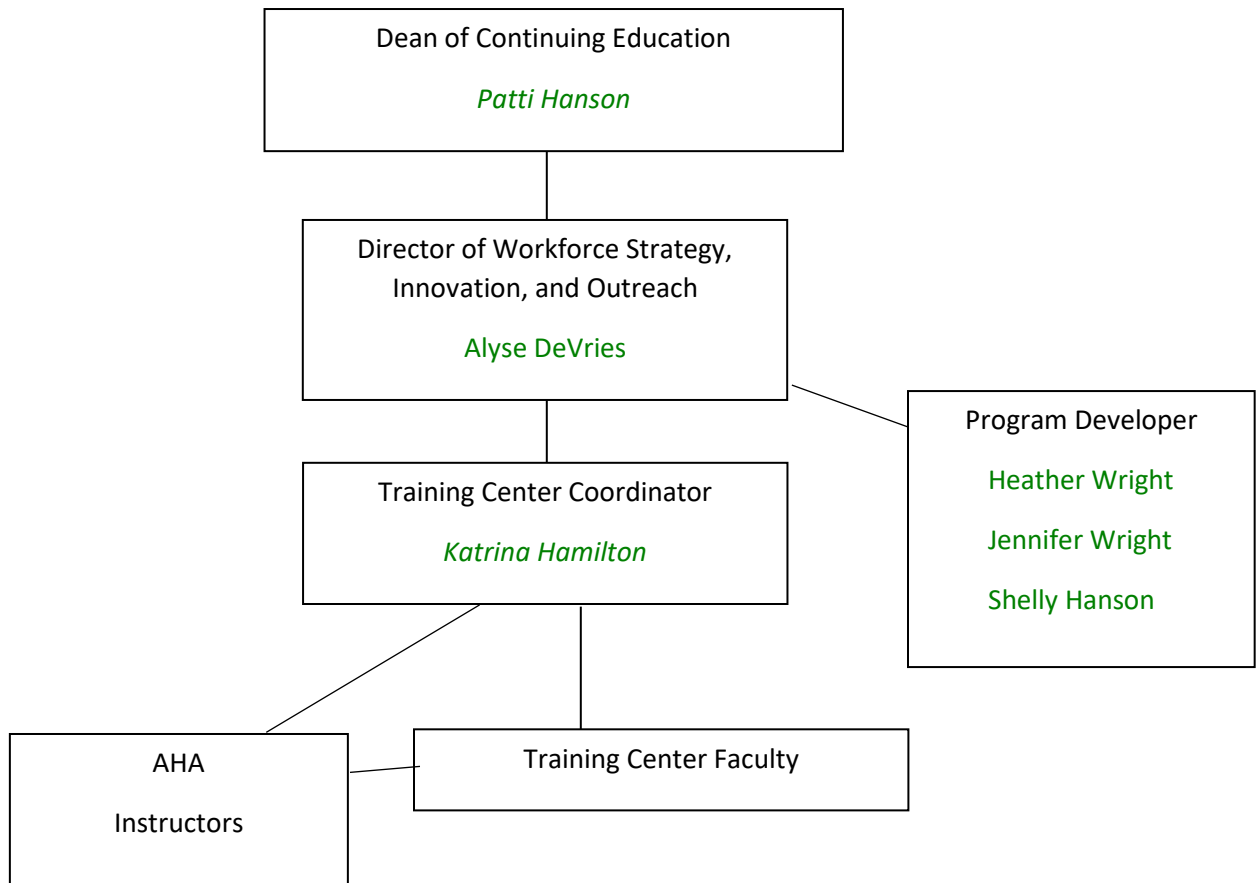
Table of Organization

NIACC Organization Chart

TC Number: IA05134

Program Name: North Iowa Area Community College

Training Center



General Guidelines

Training Center

- NIACC will administer quality AHA courses.
- NIACC will provide instructors and staff with current materials and information within a timely manner.
- NIACC serves as the principal resource for information support and quality for all instructors aligned with NIACC.
- Our mission supports the AHA mission.
- Training needs are that of the surrounding area and are being met at all times with training opportunities.
- NIACC will not put the AHA in a conflict of interest.
- All of NIACC's aligned instructors meet the criteria and can fulfill the role.
- NIACC has comprehensive quality liability insurance.
- Internet access is maintained at NIACC as well as a valid email address.

TC Coordinator

- Represents NIACC.
- Serves as Contact to the AHA for NIACC.
- Has understanding of all AHA courses.
- Manages and maintains records.
- Responsible for eCards.
- Responsible for Exams.
- Manages instructors and their alignment.
- Appoints and manages TCF.
- Participates in a TCC Orientation within 30 days after appointment.
- Notifies AHA Customer Support of any changes to TCC phone, or email address within 72 hours of the change.
- Ensure instructor profiles are kept updated.
- Submit a TC update form for any changes to the TC.

TCF

- Conducts Instructor Essential courses and monitor, update, and coach instructors.
- Ensures TC is capable of conducting quality courses, monitoring, and instructor updates.
- TCF is a TCC appointment and may not be transferred to another TC.
- TCF will be appointed an instructor candidate and will be their mentor.

Policies and Procedures

TC Agreement Renewal Process

- The TCC will be notified by the AHA 90 days prior to renewal.
- Failure to complete renewal will result in renewal.

Course Monitoring

- NIACC encourages the monitoring of classes by a AHA staff member.
 - It may be announced or unannounced.
- The TCC will be available during any monitoring.
- TCF will be encouraged to participate.
- With the use of E-Cards, students are filing an evaluation on the courses and instructors, if a problem arises the TCC will take appropriate action up to and including termination of alignment with the training center.
- Action will be taken immediately by the Training Center to resolve any disputes and/or disciplinary action.

Transfer of TC Agreement

- NIACC will NOT assign, sell, license, sublicense, or transfer the TC agreement without consent from the AHA.

Current Disciplines:

- Currently BLS, HeartSaver, ACLS, and PALS Disciplines

Deleting a Discipline or Terminating a TC Agreement

- If terminating a TC agreement NIACC will give 60 days' notice in writing.
- NIACC has the discretion to renew the TC Agreement
- If a Breach in TC agreement exists and is not resolved within 10 days the TC agreement is invalid.
- If NIACC poses a legal or business risk to the AHA, NIACC recognizes that the AHA may terminate the TC Agreement at any time.
- If closing of the TC occurs the following steps will be taken:
 - Notify all instructors in writing
 - Instructors may use the AHA Instructor Portal to align with another TC.
 - All records will be finalized with cards being issued.
 - All cards including e-cards will be given back to AHA.
 - All instructor records will be sent to the Customer Support Center

Policies and Procedures

NIACC will align all policies and procedures with that of the AHA

- Use of current AHA materials for all students and instructors
- Assist instructors with equipment, marketing, and organization for courses.
- Instructor Essential Courses and Updates will be held every 6 months or as needed. Updates will be sent frequently through email, based on the time requirements set forth by the AHA.
- NIACC policies will not contradict any AHA policies and/ or procedures.
- There will be no smoking permitted in any classroom and/or facility where an AHA course is being held.
- The AHA is independent of NIACC and no Instructor, Faculty or TCC of NIACC is an employee of the AHA.
- CPR Instructors are solely monitored and aligned with NIACC, but are not necessarily employees nor volunteers for NIACC.

Liability Insurance

- NIACC will have liability insurance as long as it is an AHA TC.
 - Carrier at least VII
 - Limit- \$1,000,000
 - Deductible- \$25,000 or less
 - Training Center is listed as Insured.
 - Certificate Holder
 - American Heart Association
 - 7272 Greenville Ave
 - Dallas, TX 75231

Record Management

- NIACC maintains electronic and/or hard copy records that are available at the request of the AHA. Printing capabilities are available for all electronic records. Electronic records are backed up frequently.
- Retention
 - All records will be on file for 3 years after the date of action.
- NIACC Documents
 - Documents are kept for 3 years.
 - A current TC Agreement is kept.
 - Liability Insurance
 - Agenda for Each course provided by NIACC.
 - NIACC Policies and Procedures:
 - Equipment/ manikin maintenance and decontamination
 - NIACC dispute resolution policy
 - Training sites management/ relation policy
 - Card maintenance and issuance Policy
 - Course Records:
 - Provider Courses
 - Course rosters
 - Documentation related to dispute resolutions
 - Course evaluations- completed online.
 - Student exam and answer sheets only for those students who have not met course completion requirements.
 - Evidence of use of the course AHA course fee disclaimer for courses in which fees are charged.
 - *The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees needed for AHA course materials, do not represent income to the AHA.*
 - Skills Session paperwork for eLearning Courses, including roster, certificate of completion for the online portion, and course evaluations.
 - Instructor Essentials Courses
 - Instructor Candidate Application
 - Course Rosters
 - Documentation related to dispute resolution
 - Course evaluation- Completed online.

- Course Fee Disclaimer
- All monitoring forms.
- All paperwork completed by an original TC. Responsibility of Instructor.
- Instructor and TCF Records:
 - NIACC will maintain personnel files on all instructors and TCF.
 - Instructor/TCF Candidate Applications
 - Instructor Monitoring Tool eForm
 - Renewal Checklists
 - Record Transfer Requests
 - Documentation of administrative or disciplinary actions.
- Instructor Records Transfer
 - Upon the proper documentation; all records will be transferred to the appropriate TC.
 - Records will be kept for 3 years at the original TC.
 - Each instructor will follow the process as outlined below:
 - An Instructor Records Transfer Request is completed.
 - Request is signed by TCC of new TC and sent to original TC.
 - Original TC then sends all instructor files to other TC within 30 days.
 - Original TC will remove instructor from instructor list on the Network.
 - New TC will issue Instructor Card.
 - New Training Center will complete following
 - Skills test
 - Course monitoring
 - Verify courses taught
 - Review documentation.
 - Retain a copy of the Instructor Records Transfer Request.

Interfacing with Instructors

NIACC strives its best to provide a positive atmosphere for both instructors and students and will take all measures to obtain that.

- All new instructors will sign a written agreement.
- All instructors will align with NIACC on the Instructor Network.
- The TCC is available for any guidance or assistance needed.
- A current list of instructors ID numbers is available from the TCC.
- The TCC will ensure all instructors are notified of all ECC Bulletins, Training Memos, and issues of ECC Beat placed on Instructor Network.
- BLS Instructor Update Courses are held three times a year. ACLS and PALS Instructor Update course are held once a year.
- Complete and accurate instructor records are maintained by NIACC but are the responsibility of each instructor.
- All records will be transferred within 30 days after a completed Request for Transfer is received.
- The TCC will ensure that the current course materials are being used by instructors.
- It is the instructor's responsibility to comply with all AHA policies and Ethics/Code of Conduct.
- NIACC's TCC will be your first line of support for all instructors.

Posting of Courses

- NIACC will take all actions to successfully post courses and provide information to the general public.
- Modes of communication may include- newspapers, radio, TV, NIACC Website, Course Brochures/ Tabloids and the My Courses section within the AHA.
- Any ad not in compliance with NIACC policies, posted by an affiliated instructor may be asked to be removed. Not willing to remove an ad will result in termination from the TC.

Card Maintenance and Issuance Policy

NIACC will take all measures to maintain and issue cards efficiently and effectively. The TCC will take all necessary action to ensure that this policy is enforced and evaluated frequently.

Ordering Cards

- E- Cards will be ordered by the TCC from authorized distributors.

Issuing Cards and Security

- AHA eCards contain security features and have the AHA logo.
- Use of eCards are mandatory and must be obtained for all courses.
- eCards may be verified by going to www.heart.org/CPR/mycards and entering the eCard code or scanning the QR code on the student eCard.
- eCard locations may issue eCards, however the final card is responsibility of NIACC. NIACC will appear on all eCards.
- Each student who successfully completes an AHA course will be issued the appropriate eCard unless prohibited by local or state statutes or regulations.
- Any class that NIACC sponsors; NIACC is responsible for the issuance of eCards.
- All blank course completion cards have been sent back. Only the TCC and or designated persons will be able to access eCards.
- All eCards will be in the student's possession within 20 days of course completion.
- A course roster will never be given to other providers in place of an eCard. Course rosters are kept confidential.
- Instructor ID numbers will be included on eCards.
- NIACC will not sell eCards to other TC's or non-AHA organizations.
- eCards will only be issued to students who have successfully completed an AHA course through NACC.
- If remediation occurs on a different date than the day the course was held, that will be the date listed on the card.
- If a student is under the age of 13 a written permission slip will be gathered by parents and guardians prior to gather student information.
- eCards will include the TC name and ID number. The instructor name and ID number and included by selecting the correct instructor in the dropdown box.
- Contents of eCards may not be altered in any way.
- Instructor ID numbers are provided by the Instructor Network of the AHA. These will go on eCards. Each instructor only has one ID number.
- All cards are valid for 2 years through the end of the month in which the course completion card was issued. They may be accessed online at www.heart.org/CPR/mycards.
- HeartSaver Bloodborne Pathogens Course is only valid for 1 year per OSHA.

Course Fees, Materials and Equipment

Course Fees

- Course Fees and rental fees are set by NIACC and are subject to change without notice. Course Fees are listed on a current Course Fee Schedule maintained by the TCC.

- The following disclaimer will be printed on all TC promotional brochures, announcements, agendas, and other materials distributed to students in courses for which fees are applied.

The American Heart Association strongly promotes knowledge and proficiency in all AHA courses and has developed instructional materials for this purpose. Use of these materials in an education course does not represent the course sponsorship by the AHA. Any fees charged for such a course, except for a portion of fees need for AHA course materials, do not represent income to the AHA.

Billing

- NIACC will bill a particular entity for the CPR Cards.
- Instructors will be responsible for advising where the invoice is sent to.
- There are no fees for replacement card, any student needing access to their card should contact the instructor or Coordinator.

Use of AHA Materials

- Libraries
 - Textbooks must be available to all students.
 - NIACC prohibits the use of libraries and encourages each student purchase his/ her own student workbook, unless permitted by PAM.
 - Only K-12 courses can have libraries, but must be accessible before, during, and after each course.
 - Each AHA course taught by NIACC will follow the guidelines and core curriculum in the most current editions of the course textbook or Instructor Manual. Current editions of AHA course materials will serve as the primary training resource during the course.
- Instructors
 - All instructors are required and held responsible to have their own current copy of Instructor Manuals and Provider Manual for each discipline taught.
- Equipment
 - Instructors will adhere to the maintenance and decontamination policy set forth by NIACC.
 - Instructors will verify that course equipment is clean and in working condition before each course.
 - Appropriate equipment is available in sufficient quantities and in good working order at each course conducted by the TC, and or instructors.

- Core Curriculum
 - Each instructor will adhere to the core curriculum as set forth by the course Instructor Manual.
- Logo
 - Instructors may not use NIACC's logo in any material, besides material provided by NIACC.

Quality Assurance Plan

NIACC is fully committed to quality assurance. Quality Assurance is the key to effective AHA courses. NIACC takes full responsibility for the quality of courses we provide and their compliance with the AHA policies and guidelines.

NIACC will conduct frequent monitoring expected, and unexpected to assure that the courses are in cooperation with the following:

- Following AHA program guidelines.
- distributing current AHA training materials.
- Provide an Instructor Orientation for affiliating Instructors.
- Establish a means of communication to instructors, sites, and affiliates.
- Maintain files on affiliated Instructors, Instructor Trainers.
- Card issuance procedures are stringently complied with.
- Training Site reviews.
- Training Site course monitoring without prior notification.
- Instructor monitoring on a regular basis
- Compliance with manikin decontamination and maintenance recommendations.
- Maintain current course files.
- Submission of required reports to the AHA in a timely manner.
- TC Coordinator maintaining communication with other TC Coordinators in geographical area, as well as AHA staff.
- Compliance with grievance policies and procedures.
- Distribute student evaluation/comment form and course evaluation form at courses.
- encourage the increase of community training, e.g. aid with development of Mass Training at Training Sites.

In the event that a course evaluation, course packet, or course monitoring is below guidelines, the following steps will be taken by the TCC to ensure that all courses are quality in nature:

1. A written notice will be given to the instructor/ violating party.
2. A conference will be set up between the instructor and TCC.
3. A Follow up Action plan will be developed to include a course monitoring.
4. In the event that the course monitoring is unsuccessful, NIACC reserves the right to suspend with remediation or terminate the instructor.
5. Any problems that arise will be a part of the Instructor Update to ensure all classes are being held to the same standards.

Any instructor unsatisfied may file a formal written complaint to NIACC.

Instructor Alignment

NIACC is fully committed to recruiting and retaining fully qualified instructors. In order to do so all instructor candidates must complete all requirements and align successfully with NIACC prior to teaching any courses. Only instructors aligned with NNIACC are approved to teach courses that result in an eCard issued by NIACC.

- Instructors will file an Instructor Application with the TCC.
- An interview will take place prior to any instructor aligning with NIACC, with the TCC. A course monitoring will also be done prior to alignment. NIACC reserves the right to accept or terminate Instructor Alignment.
- NIACC reserves the right to revoke the alignment privilege of any instructor who fails to act in accordance with AHA or NIACC Policy.
- An instructor that is already aligned with another TC may align dually with NIACC.

Instructor Termination

The following are reasons for revocation, but this list is not all-inclusive of reasons that can result in revocation:

- Falsification of class records
- Nonadherence to AHA/ NIACC guidelines and curricula
- Producing or issuing non-AHA course completion cards
- Continued instruction that is inconsistent with AHA standards for the course/program after remediation by the TCC.
- Using non-AHA exams or breaching security of AHA exams
- Inappropriate activities, language, harassment, or conduct during courses or directed toward other instructors, students, staff, or volunteers.

Roles and Responsibilities

NIACC encourages instructors and staff to provide excellent experiences for their students, not only in the quality of instruction but also in the atmosphere in which classes are conducted. Students should feel safe, secure, and comfortable. To ensure a safe and secure environment for students and instructors, it is expected the following guidelines will be followed:

- All classes must be held at a smoke-free facility, including grounds, parking lots, and entrances.
- No class shall be held at a residential facility, except in a common area.

- No fewer than 3 students in attendance at any given time, except for skills testing during online classes.
- A facility with sufficient restriction to access to prevent outside intrusions.
- Heat and air conditioning set at a comfortable temperature.
- Clean tables, chairs, and floor conducive to learning and comfort.
- Start and end times scheduled and adhered to consistent with local workday and after-hour activity times.
- Adequate lighting
- Absence of loud noises, odors, non-participants, and other distractions that will negatively impact students.
- Respect for local customs.

Attendance and Discipline Policy

NIACC is committed in providing quality courses. In doing so NIACC has a zero tolerance for Absence, Tardiness, and/or misconduct.

Absence

- If a student is absent from a class or any portion of the class an eCard will not be sent. Students also will not be allowed a refund for any missed classes. If a student gives a 3 day notice and withdraws, a full refund may be given.

Tardiness

- If a student is more than 10 minutes late to a class, the student is prohibited from participating in the rest of the class. The student must be asked to leave and notified to contact the TCC of any concerns. No refund will be issued.

Discipline

- Any students whose behavior is disruptive to class will be asked to remove themselves from the course. No eCard or refund will be issued. This also applies to any cheating, destruction of property, or misconduct.

All dismissal of students from a course should be reported to the TCC the following business day.

Training Sites

Training Site Management and Relations Policy

NIACC is committed to serving AHA courses in all areas. In order to do this the maintenance of a Training Site, might be necessary.

NIACC Training Sites will do the following:

- Conduct AHA courses by following the guidelines outlined in the PAM and in the Instructor Manual for each discipline the TS is approved to teach.
- Meet the same standards as NIACC in regard to equipment and instructors in each discipline that the TS will teach.
- Maintain course and instructor records meeting the same requirement and standards as NIACC and submit reports as requested to NIACC.
- A TS must have a coordinator who meets the defined position requirements and who is approved by the TCC. The TCC will designate TCF for each discipline taught at the TS so that quality monitoring, mentoring, and evaluation of instructors will be met.

Management of TS

- It is the responsibility of the TSC and TCC to ensure that each training site is in compliance with all policies and procedures as set forth by the AHA and NIACC. If a training site does not comply with the policies and procedures as outlined in this manual, the association will be terminated.
- All training sites will have signed letters of agreement/understanding on file that will be available to the TC and AHA.
- Monitoring will be done every 2 years by the TCC or TCF to ensure that the site complies with NIACC and AHA policies.
- NIACC will maintain documentation of evaluations for 3 years.
- The TCC will ensure appropriate equipment is available in sufficient quantity (as outlined in the Instructor Manual), and is in good working order at each course conducted by NIACC and/or its TSs or instructors. This will be accomplished by visits to each TS and regular course/skills session monitoring.

There are no training sites currently associated with NIACC.

Course Information

NIACC strives to give quality courses. In order to ensure this the following guidelines will be followed. In the event that one of the guidelines is not followed; termination from NIACC may result as well as the students not receiving their eCards.

- Must be an AHA recognized instructor.
- Course will be taught according to curriculum as outlined in the current AHA instructor manuals. Any subject area added in must be presented before or after the course.
- Each student must possess their own textbook during the course.
- Instructors must use the current AHA materials.
- A course evaluation form will be filled out online prior to students viewing their eCard.
- eCards will be issued after all requirements have been met.

Validation

- Students who choose to take an e course must present their certificate prior to completing the skills portion.
- Certificated can be verified by going to OnlineAHA.org and clicking on “verify a Certificate.”

Continuing Education

- Some AHA courses provide CEH credit for Medical professionals.
- NIACC will give 2 hour of CPR CEH, upon request. - CEH Process must be followed.
- Some online AHA courses also offer CEH.

Course Equipment

- NIACC requires the appropriate equipment is used, as listed in the Instructor Manual. Equipment must be in good working order. Additional equipment is available through NIACC.
- NIACC requires the use of feedback devices in all courses that test the skills of adult CPR.

ADA

- NIACC complies with all laws, rules and regulations, especially the ADA.
- Special adaptations may be made to ADA students. This includes classroom, exams, and skills testing. However, the student must still show competency in all areas and no area will be waived.

NIACC and AHA Logo

- Both are trademarked and are unable to be used without permission.

Provider Courses

- If a prerequisite is outlined in the Instructor Manual for each course, then the student must provide documentation of completion for the prerequisite.

E- Learning

- Students must provide Certification of an online course.
- Instructors will test the skills as indicated.
- Instructors may offer remediation as necessary.
- These courses could qualify for CE's
- Instructors will file a course roster along with the online certificate before an eCard is issued.

Provider Course Instructors and Specialty Staff

- AHA courses must be taught by AHA Instructors with current instructor status in their specific discipline.
- A Lead Instructor for non- advanced courses are assigned by NIACC.
- Special Faculty may not be used in non-advanced courses.
- An AHA Instructor of the appropriate discipline must do the formal assessment of testing of students.

Provider Course Lead Instructor

- Each BLS course will have a lead instructor on site.
- The lead instructor may also fill in as the as the course instructor
- The lead instructor is responsible for course logistic and quality assurance.

Provider Course Structure

The Following Guidelines apply to course length, Lesson plans, agenda, and student to instructor ratios:

- All course objectives will be met according to the current guidelines outlined in the Instructor Manual or the AHA website. All core course content must be included. Agendas will be handed out to all students.
- NIACC focuses on hands on learning and evaluation.
- All students will participate in hands on and will receive feedback from the instructor.
- The student to instructor ratios are outlined in the Instructor Manuals and will be followed under all circumstances.
- No mixing of CPR levels will exist.
- Failure of the above policy will result in disciplinary action from NIACC.

Provider Course Completion

To receive an eCard the student must complete the following:

- Attend and participate throughout the entire course
- Pass the required skills test
- Pass the required exams
- The lead instructor is responsible for reporting completed and non- completed students to NIACC.
- Course objectives do transfer from course to course (i.e. if a student has taken HeartSaver and is now in BLS, a portion of the practical skills will not be waived by the instructor)

Provider Course Student Assessment

Exam

- All exams are available through NIACC and are the most current.
- Exams are that of the AHA not of NIACC.
- An AHA exam must be used in all courses
- All online exams should have prior approval from the AHA.
- All exams must be proctored by an AHA instructor.
- All exams are open resource, but not open discussion.

Failure to comply with exam regulations are breaching the integrity of the exam will result in termination from NIACC TC.

Provider Course Skills Testing

- Will be an AHA instructor administering the test
- All students must complete hands on testing prior to being issued an eCard.
- NIACC does not recognize the “challenge option”, therefore all students must complete all portions of the course; whether it be blended or strictly classroom is left up to the student
- With Blended learning HeartCode BLS will be used. This allows for fast paced skills demonstration and competency. Skills checklist must be used. Remediation is reserved.
- NIACC recognizes the need for fast paced courses. Below are some guidelines to pick up the pace in a course:
 - Breaking up the skills sessions.
 - Using 1:1 manikin student ratio
 - Using only 2 students for BLS activities

Provider Instructor Essentials Course

This course teaches the methods needed to effectively instruct others in resuscitation courses.

Instructor Candidates

- At least 18 years old.
- Demonstrated mastery of BLS skills. Both cognitive and psychomotor.
- Are able to deliver course appropriately, efficiently, and effectively.
- Able to test students with integrity
- Shows high levels of professionalism
- Able to manage time, space, materials, and paperwork.

Prerequisites

- Have a BLS provider card
- Be able to align with NIACC or another TC.
- Complete an instructor Candidate Application and file with NIACC or another TC.
- Complete the Online Instructor Essential Course and turn it in during hands on classroom portion.
- Be monitored teaching a course within 6 months of alignment with NIACC.
- Register on the Instructor Network and align with NIACC or another TC.
- Instructor Cards are valid for two years.

Instructor

- The instructor for an Instructor Essential Course must be a TCF, appointed by NIACC TCC.

Course Completion

- Satisfactory performance of the skills listed in the Faculty Guide for the course.
- Displays current knowledge of course organization, content, skills, responsibilities of an instructor, and AHA guidelines.
- Master of the Instructor core competencies.

Instructor Card

- Instructor monitoring forms shall be submitted to NIACC within 10 days of course monitoring.
- If deficiency is noted during monitoring, remediation may take place.
 - Testing- have instructor review the deficiency and try again.
 - Knowledge- private review and remediation
 - Teaching- show mentorship.
 - For any deficiency a TCF may require an instructor to be terminated or suspended from NIACC TC until said instructor takes the Instructor Essentials Course again or is remediated thoroughly. NIACC and the TCC backs up all decisions made by TCF.
- Instructor will align with NIACC to receive their instructor ID number.
- Once monitoring form has been submitted a new instructor card will be issued.
- New instructors that transfer over from another TC will have a course monitoring form completed by NIACC within 6 months of alignment.

Instructor Renewal

- Can only be renewed by TCF.
- Must complete 4 taught courses, can be either ILT or Blended.
- Must maintain provider completion card.
- Must be monitored at least once throughout the two years. - Contact your local TCF.
- Attends NIACC TC updates as required- once every 2 years. Can occur during Instructor renewal class.

Waiver of Teaching Requirements

NIACC and the TCC reserve the right to waive the teaching requirements, the following guidelines lay out the requirements of a waiver:

- Must be coordinated with either TCF or RF
- Gone due to military
- Barrier due to serious illness or injury
- Limited availability to teach in our area
- Documentation will be put in the students file and must have substantial evidence that a waiver was needed.

Conflict of Interest and Ethics Policy

NIACC recognizes that integrity and professionalism are important when acting in the capacity that us and our staff do. All people aligned with NIACC must follow the following policies and procedures.

Anyone who is staffed by the TC of NIACC will not engage into any activity that could put NIACC or its staff into scrutiny, criminal, or civil unrest. Doing so will result in the termination from NIACC and the report of revocation to the AHA.

All staff aligned with NIACC as a TC will show up most integrity, honesty and a commitment to NIACC and AHA rules, policies, procedures, and guidelines.

All staff will display the following:

- Competence
- Respect
- Integrity
- Neutrality.

ADA Policy

- If you have a disability, please set up an appointment with the instructor to discuss “appropriate” accommodation which might be of assistance. For additional assistance; contact director of disability services, Lisa Vance phone: 641-422-4296, email: lisa.vance@niacc.edu

Discrimination

- It is the policy of North Iowa Area Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 - 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.), and all other applicable federal and state laws, regulations and orders. The Board of Trustees shall monitor progress on this policy through the President's appointed Affirmative Action/Equity Coordinator(s).

- If you have any questions or complaints related to compliance with this policy, please contact the Director of Disability Services, Lisa Vance Office Number AB 106B, phone: 641-422-4296, email: lisa.vance@niacc.edu or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312-730-1560, fax 312-730-1576.

Equipment/Mannequin Maintenance and Decontamination Policy

For on and off campus classes

NIACC will take all actions to reduce the risk of potential disease transition and injury, all manikins and training equipment will be properly cleaned after each class. An equipment maintenance checklist will be utilized on a monthly basis to ensure all equipment is in working order. If a problem occurs with a piece of equipment or is deemed unsanitary, the piece of equipment should be removed from use immediately and reported to the TCC.

Pre-Class Inspections

Prior to each class, the instructor will check each piece of equipment to review for accuracy, working order, and to ensure that all pieces are present for efficient and effective use. There will be a checklist that needs to be initialed at the start of class and located in the closet of MH 106A. For those classes off campus, when NIACC equipment is used, the checklist will be located in the folder with all other paperwork. Should a device be deemed out of order, it will be tagged and not allowed for classroom use.

Cleaning

During/After Class

- Students and instructors will exhibit good hygiene with proper handwashing techniques prior to class. In addition, before a student uses the manikins the instructor will make sure everyone uses hand sanitizer or the student washes their hands.
- All students will use face shields when practicing breaths. Even with the use of face shields- cleaning will still be performed.
- Cleaning of the manikins between each student will be as follows:
 - Wipe off manikins mouth with an antiseptic wipe, that is available.
 - Rub the mouth vigorously
 - Wrap wipe around mouth and nose.
 - Keep in place for 30 sec.
 - Dry manikins face with clean wipe or air-dry.
 - Continue usage.
 - At the end of class: clean any part of the manikin that was exposed to human contact as well as, **replace lungs in manikins that were used.**
- Yearly the TCC will:
 - Take manikins apart per manufacturers guidelines. Gloves will be used when decontamination occurs.
 - Manikin carrying case and clothing will be cleaned.

Any violation of this policy could result in termination from the TC.

NIACC Training Center Dispute Resolution Policy

NIACC will take all responsibility in resolving any disputes, complaints, or problems that arise from activities conducted by NIACC's staff, Training Center Coordinator, Training Center Faculty, and/or aligned instructors. This policy must be made available to all TCC, TCF, instructors and students.

NIACC recognizes that the AHA is in no way responsible for the day to day operations of the TC or any business practices. The AHA will not involve itself in the resolution of any disputes, complaints, problems arising from courses taught by the TC or activities of the TC. The AHA does have the authority to investigate any activities per PAM.

Dispute Resolution for Training Center Staff, Instructors, and students.

1. Upon receipt of a written complaint, the TCC will begin an investigation. If the complaint is about the TCC, the written complaint may be submitted to the Dean of Continuing Education.
2. The TCC will contact the parties involved and will begin the dispute resolution process.
3. After the call, an email will be sent to the involved parties detailing the issues, expectations, and the agreed upon timeline for resolution.
4. Within 5 days after the receipt of the email the TCC will present a written action plan detailing the investigation, findings, and follow up actions. This will be recognized as the final report.
5. If the matter is not resolved by the TCC, Training Center Staff, Instructor, or student, then the noted individual will be subject to termination and removal from the association of the training center.

All complaints or problems should be documented and filed for future reference by all parties. All complaints and problems received will be kept by NIACC for 3 years. If legal and/ or civil action is needed, it is the expectation of all parties to cooperate.

All complaints should include the following:

1. The name and address of the person making the complaint; anyone making a complaint may not remain anonymous so a proper investigation may be completed.
2. The name and address of the person about which the complaint is being made.
3. A detailed written description of the dispute, complaint, or problem.
4. Reference to the appropriate rule, standard, or guidelines related to the matter.
5. Copies of all related correspondence, records, and other documentation.

Training Site Management/ Relations Policy

NIACC will ensure that all Training Sites are well managed and are in compliance with all policies and procedures set forth by the AHA and NIACC. NIACC recognizes that Training Sites play a vital role in ensuring quality education throughout all ECC courses the following will be done to ensure quality management and relations between training sites and NIACC.

The Training Site Shall:

1. Have a business legal name
2. Teaches AHA courses in accordance with official AHA guidelines
3. Maintains at least 5 AHA instructors teaching more than 250 people a year combined.
4. Owns and maintains all equipment including feedback devices
5. Meets minimum technical requirements
6. Follow all policies and procedures set forth in the PAM, Instructor Manuals, and NCC Manuals.
7. Meet the same standards as TC's for equipment and instructors
8. Maintain course and instructor records and produce them upon request of the TC.
9. Appoint a coordinator and have it approved by the TCC.
10. Complete a signed letter of agreement with the TC and produce it upon request to the AHA.
11. Ensure equipment in in good working condition.

At this time NIACC does not have any Training Sites.

Course Agendas

BE SURE TO REPEAT PRACTICE WHILE WATCHING BASED ON STUDENT TO
MANIKIN RATIO. ADDITIONAL TIME MAY BE NEEDED

Breaks and Remediation will be taken as needed.

Basic Life Support

2020 Course Agenda

4 hours

All times are approximate and subject to change.

Course Introduction	5 min
1 Rescuer Adult BLS	30 min
Adult Chain of Survival	
Scene Safety & Assessment	
Adult Compressions	
Pocket Masks	
1 Rescuer Adult BLS	
AED & Bag-Mask Device	20 min
AED	
Bag-Mask	
2 Rescuer Adult BLS	9 min
Special Considerations	10 min
Mouth to Mouth	
Rescue Breathing	
Advanced Airway	
Opioid-Associated Life-Threatening Emergency	
Maternal Cardiac Arrest	
High Performance Teams	26 min
Team Dynamics	
High Performance Teams	
<i>Hi Performance Teams Activity-optional</i>	
Local Protocols Discussion-optional	20 min
Break	10 min
Child BLS	10 min
Pediatric Chain of Survival	
Child BLS	
2 Rescuer Child CPR	
Infant BLS	20 min
Infant BLS	
Infant Compressions	
Bag Mask for Infants	
2 Rescuer Infant BLS	
AED for Infants/Children less than 8 yrs	
Relief of Choking	7 min
Adult and Child Choking	
Infant Choking	
Conclusion	5 min
Skills Test	40 min
Adult CPR and AED	
Infant CPR	
Written Exam	25 min
Remediation	15 min

**Basic Life Support Renewal
2020 Course Agenda**

3 hours

All times are approximate and subject to change.

Course Introduction	5 min
1 Rescuer Adult BLS	22 min
Adult Chain of Survival	
1 Rescuer Adult BLS	
AED Practice	
Bag Mask	
Special Considerations	10 min
Mouth to Mouth	
Rescue Breathing	
Advanced Airway	
Opioid-Associated Life-Threatening Emergency	
Maternal Cardiac Arrest	
High Performance Teams	26 min
Team Dynamics	
High Performance Teams	
<i>High Performance Teams Activity-optional</i>	
Local Protocols Discussion – optional	20 min
Break	10 min
Child BLS	9 min
Pediatric Chain of Survival	
Child BLS	
2 Rescuer Child CPR	
Infant BLS	18 min
Infant Compressions	
2 Rescuer Infant BLS	
AED for Infants/Children less than 8 yrs	
Relief of Choking	7 min
Adult and Child Choking	
Infant Choking	
Conclusion	5 min
Skills Test	40 min
Adult CPR and AED	
Infant CPR Skills Test	
Written Exam	25 min
Remediation	15 min

Sample Agenda for ACLS Course

Day 1

8:30 **Lesson START:** Welcome, Introductions, and Course Administration

8:45 **Lesson 1:** ACLS Course Overview and Organization

<i>Divide class into 2 groups</i>	Lesson 2 Learning/Testing Station: High-Quality BLS	Lesson 2 Learning/Testing Station: High-Quality BLS
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8:55	Group 1	Group 2
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<i>Divide class into 2 groups</i>	Lesson 3 Learning/Testing Station: Airway Management	Lesson 3 Learning/Testing Station: Airway Management
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9:40	Group 2	Group 1
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10:25 **Break**

One large group (or 2 small groups)

10:40 **Lesson 4:** Technology Review

<i>Divide class into 2 groups</i>	Lesson 5 Learning Station: Preventing Arrest: Bradycardia	Lesson 6 Learning Station: Preventing Arrest: Tachycardia (Stable and Unstable)
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10:55	Group 1	Group 2
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11:55 **Lunch**

12:50	Group 2	Group 1
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One large group (or 2 small groups)

1:50 **Lesson 7:** High-Performance Teams

2:20 **Break**

<i>Divide class into 2 groups</i>	Lesson 8 Learning Station: High-Performance Teams: Cardiac Arrest and Post-Cardiac Arrest Care	Lesson 8 Learning Station: High-Performance Teams: Cardiac Arrest and Post-Cardiac Arrest Care
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2:35	Group 1	Group 2
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5:05 **End of Day 1**

6 Students, 1 ACLS Instructors; approximately 12 to 13 hours with breaks

Day 2

<i>Divide class into 2 groups</i>	Lesson 9 Learning Station: High-Performance Teams: Megacode Practice	Lesson 9 Learning Station: High-Performance Teams: Megacode Practice
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Day 2

8:30	Group 2	Group 1
10:50 Break		
Divide class into 2 groups	High-Performance Teams: Megacode Testing and Megacode Testing Details Lessons T2-T4	High-Performance Teams: Megacode Testing and Megacode Testing Details Lessons T2-T4
11:00	Group 1	Group 2
One large group (as students finish the Megacode Test)		
12:15 Exam (T5-T6)		
1:00 Remediation/Class Ends		

ACLS Update Course Agenda
6 Students, 1 ACLS Instructors

Approximately 8 hours.
 Times subject to change

8:00 Lesson START: Welcome, Introductions, and Course Administration

8:15 Lesson 1: ACLS Course Overview and Organization

8:25-9:30	Group 1	Group 2
<i>Divide class into 2 groups</i>	Lesson 2 Learning/Testing Station: High-Quality BLS	Lesson 2 Learning/Testing Station: High-Quality BLS
9:30-9:55	Group 1	Group 2
<i>Divide class into 2 groups</i>	Lesson 3 Learning/Testing Station: Airway Management	Lesson 3 Learning/Testing Station: Airway Management

9:55-10:25 Lesson 5: High-Performance Teams (Lesson 7 in ACLS Lesson Plans)

10:25-10:35 Break

10:35-11:05 Lesson 4: Technology Review-Simulation Orientation

11:05-12:30	Group 1	Group 2
<i>Divide class into 2 groups</i>	Lesson 6 Learning Station: High-Performance Teams: Megacode Practice (Lesson 9 in ACLS Lesson Plans)	Lesson 6 Learning Station: High-Performance Teams: Megacode Practice (Lesson 9 in ACLS Lesson Plans)

12:30- 1:15 Lunch

1:55-3:00	Group 1	Group 2
<i>Divide class into 2 groups</i>	High-Performance Teams: Megacode Testing and Megacode Testing Details Lessons T2-T4	High-Performance Teams: Megacode Testing and Megacode Testing Details Lessons T2-T4

One large group (as students finish the Megacode Test)

3:00 Written Exam (T5-T6)

4:00 Remediation/Class Ends

PALS Provider Course
6 Students, 1 PALS Instructor

Approximately 12.5 hours.
All times subject to change.

Day 1	
8:00-8:05	Course Introduction
8:05-8:25	Lesson 1: CPR Coach and High-Performance Teams
8:25-9:25	Lessons 2A and 2B: BLS Testing Stations <ul style="list-style-type: none"> • Child High-Quality BLS Test (30 minutes) • Infant High-Quality BLS Test (30 minutes)
9:25-10:10	Lessons 3A-D: Video Case Discussions <ul style="list-style-type: none"> • Initial Assessment (5 minutes) • Primary Assessment (10 minutes) • Respiratory (10 minutes) • Shock (10 minutes) • Arrhythmia (10 minutes)
10:10-10:20	Break
10:20-11:20	Lesson 4A: Learning Station: Airway Management
11:20-12:05	Lesson 4B: Learning Station: Vascular Access
12:05-12:45	Lunch
12:45-1:45	Lesson 4C: Learning Station: Rhythm Disturbances/Electrical Therapy
2:00	Class Ends

Day 2	
8:00-8:15	Recap & Review Day 1
8:15-8:45	Technology Review -Simulation Orientation
8:45-10:15	Lesson 5: Case Scenario Practices Respiratory, Shock, Arrhythmia
10:15-10:25	Break
10:25-12:00	Lesson 6: Case Scenario Testing
12:00 – 12:45	LUNCH
12:45-2:30	Lesson 6: Case Scenario Testing-Cont.
2:30-3:30	Lesson 7: Exam
3:30	Class ends and remediation

PALS Update Course
6 Students, 1 PALS Instructor

Approximately 8.5 hours.
Times Subject to change

Time	Lesson
8:00-8:05	Course Introduction
8:05-8:10	Lesson 1: Course Overview
8:10-8:20	Lesson 2: Science of Pediatric Resuscitation
8:20-8:40	Lesson 3: CPR Coach and High-Performance Teams
8:40-9:35	Lessons 4A and 4B: BLS Testing Stations <ul style="list-style-type: none">• Child High-Quality BLS Test (30 minutes)• Infant High-Quality BLS Test (30 minutes)
9:35-10:15	Lesson 5A: Learning Station: Airway Management Lesson 5B: Learning Station: Vascular Access Lesson 5C: Learning Station: Rhythm Disturbances/Electrical Therapy
10:15-10:25	Break
10:25-10:55	Technology Overview-Simulation Orientation
10:55-11:55	Lesson 7: Case Scenario Practice With Simulations (3)
11:55-12:30	Lunch & Learn (Optional written exam)
12:30-3:30	Lesson 8: Case Scenario Testing (3)
1:45-1:55	Break
3:30-4:30	Lesson 9: Written Exams
4:30	Class ends and remediation

Heartsaver CPR AED Agenda

Approximate: 1½ hours;

Lesson times are estimates and can vary from course to course.

Lesson	Duration (in minutes)
Adult CPR AED	
Lesson 1: Adult CPR AED Introduction	9
Lesson 2: Adult CPR	28
Lesson 3: Use an AED (Adult)	8
Lesson 4: Adult CPR AED Conclusion	2
Lesson 5: Adult CPR and AED Skills Test	20
Lesson 6: Drug Overdose: Opioid-Associated Life-Threatening Emergencies	3
Lesson 7: Adult Choking	5
Lesson 8: Water Safety	4
Lesson 9: Conclusion (Delete if teaching Child CPR AED)	2

Heartsaver First Aid CPR AED Agenda

Total Course Path

Approximate 3½ hours

Lesson times are estimates and can vary from course to course.

Lesson	Duration (in minutes)
Adult CPR AED	
Lesson 1: Adult CPR AED Introduction	9
Lesson 2: Adult CPR	28
Lesson 3: Use an AED (Adult)	8
Lesson 4: Adult CPR AED Conclusion	2
Lesson 5: Adult CPR and AED Skills Test	20
Lesson 6: Drug Overdose: Opioid-Associated Life-Threatening Emergencies	3
Lesson 7: Adult Choking	5
Lesson 8: Water Safety	4
Lesson 9: Conclusion	2
Break	5
First Aid	
Lesson 1: Introduction	7
Lesson 2: First Aid Basics: Duties and Key Steps	23
Lesson 3: First Aid Basics Summary	2
Lesson 4: Medical Emergencies	20
Lesson 5: Medical Emergencies Summary	2
Lesson 6: Injury Emergencies	33
Lesson 7: Injury Emergencies Summary	2
Lesson 8: Environmental Emergencies	20
Lesson 9: Environmental Emergencies Summary	2
Lesson 10: Prevention Strategies	6
Lesson 11: Preventing Illness and Injury; Legal Questions	2
Lesson 12: Conclusion	2

Sample HeartSaver® First Aid Course Agenda With Optional Lessons Included

Total time: Approximately 2¾ hours

8:00-8:02	Lesson 1: Course Introduction
8:02-8:10	Lesson 1A: Life Is Why Activity (Optional)
8:10-8:55	Lesson 2: First Aid Basics: Duties and Key Steps Part I: Duties, Roles, and Responsibilities of First Aid Rescuers Part II: Universal Precautions and Exposure to Blood Part III: Removing Protective Gloves (Test) Part IV: Finding the Problem (Test)
8:55-8:58	Lesson 3: First Aid Basics Summary
8:58-9:23	Lesson 4: Medical Emergencies Part I: Breathing Problems Part II: Choking (if teaching First Aid only) Part III: Allergic Reactions Part IV: Using an Epinephrine Pen (Test) Part V: Heart Attack, Fainting, Diabetes and Low Blood Sugar, Stroke, and Seizure
9:23-9:26	Lesson 5: Medical Emergencies Summary
9:26-9:41	Break
9:41-10:11	Lesson 6: Injury Emergencies Part I: External Bleeding Part II: Controlling Bleeding and Bandaging (Test) Part III: Wounds Part IV: Internal Bleeding Part V: Head, Neck, and Spine Injuries Part VI: Broken Bones and Sprains Part VII: Burns and Electrical Injuries
10:11-10:13	Lesson 7: Injury Emergencies Summary
10:13-10:38	Lesson 8: Environmental Emergencies Part I: Bites and Stings Part II: Heat-Related Emergencies Part III: Cold-Related Emergencies Part IV: Poison Emergencies
10:38-10:40	Lesson 9: Environmental Emergencies Summary
10:40-10:42	Lesson 10: Preventing Illness and Injury; Legal Questions
10:42-10:44	Lesson 11: Course Conclusion

Sample HeartSaver® CPR AED Course Agenda With Optional Lessons Included

Total time: Approximately 4½ hours

8:00-8:05	Lesson 1: Course Introduction
8:05-8:13	Lesson 1A: Life Is Why Activity (Optional)
8:13-9:08	Lesson 2: Adult CPR Part I: Scene Safety and Assessment Part II: Chest Compressions Part III: Giving Breaths (Mouth-to-Mouth) Part IV: Giving Breaths (With a Mask)
9:08-9:23	Lesson 3: Use an AED (Adult) Part I: AED Part II: Putting It All Together
9:23-9:25	Lesson 4: Help From Others
9:25-9:27	Lesson 5: Adult CPR AED Summary
9:27-9:47	Lesson 6: Adult CPR and AED Skills Test
9:47-9:52	Lesson 7: Naloxone
9:52-9:56	Lesson 8: Adult Choking
9:56-10:11	Break
10:11-10:16	Lesson 1: Child CPR AED Introduction
10:16-10:51	Lesson 2: Child CPR Part I: Scene Safety and Assessment Part II: Chest Compressions Part III: Giving Breaths (Mouth-to-Mouth) Part IV: Giving Breaths (With a Mask)
10:51-11:09	Lesson 3: Use an AED (Child) Part I: AED Part II: Putting It All Together
11:09-11:11	Lesson 4: Help From Others
11:11-11:13	Lesson 5: Child CPR AED Summary
11:13-11:25	Lesson 6: Child CPR Skills Test
11:25-11:29	Lesson 7: Child Choking
11:29-11:31	Lesson 1: Infant CPR Introduction
11:31-12:03	Lesson 2: Infant CPR Part I: Scene Safety and Assessment Part II: Chest Compressions Part III: Giving Breaths (Mouth-to-Mouth) Part IV: Giving Breaths (With a Mask) Part V: Putting It All Together
12:03-12:05	Lesson 3: Infant CPR Summary
12:05-12:17	Lesson 4: Infant CPR Skills Test