



2009-2010

CTC
Instructor
Handbook

University of Arkansas at Monticello
College of Technology, McGehee

CTC Instructor Hand Book

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A Note from our CTC Coordinator

Allow me to take this opportunity to welcome you to the University of Arkansas at Monticello College of Technology, McGehee Community Training Center. The UAMCOT CTC acknowledges that the motivating force to the CTC is the individual instructor. I applaud you on your decision and commitment to training the public and healthcare community in the different AHA disciplines. I encourage you to take the time to read through the information in this handbook. I believe it will assist you to be better prepared for affiliation with this CTC and for teaching your classes. Again, welcome to this CTC. I am glad you are a part of this group. Feel free to contact me at any time; I am here to assist you.

*Sharon Cantrell
CTC Coordinator*

Mission Statement

To strengthen each link in the chain of survival by providing quality Basic and Advanced Life Support Education to health care personnel, as well the lay community.

Vision Statement

In strengthening each link in the chain of survival, it is the goal of the University of Arkansas at Monticello College of Technology, McGehee Community Training Center (CTC) to reduce disability and death from cardiac, respiratory, and cerebral vascular emergencies.

Structure

University of Arkansas at Monticello College of Technology, McGehee CTC will operate its basic and advanced life support programs under the guidelines established by the American Heart Association (AHA).

AHA and American Red Cross Instructors (who have completed the AHA guidelines for cross over program) will be used to teach AHA courses.

Instructors that are not affiliated with any CTC will not be qualified to teach for UAMCOT, McGehee CTC.

Scope of Service of the CTC

The UAMCOT CTC will provide AHA BLS.

These courses include, but not limited to, the following:

- Infant, child, and adult Heart Saver CPR
- BLS for the Health Care Provider
- Heart Saver AED
- AHA First Aid- Adult
- AHA First Aid-Pediatric
- ACLS
- PALS
- PEARS
- Instructor courses in all BLS disciplines
- Instructor trainer courses.

CTC instructors are also available to teach lecture-based courses on cardiovascular diseases and modifying risk factors.

Staffing

Staffing for classes must consistently follow AHA guidelines for instructor to student ratios. If an adequate number of instructors for a class cannot be found, the class must be canceled or participants removed until proper ratios are reached. Strict adherence to this policy will be followed.

Rosters that reflect too many students per instructor will not be accepted by the CTC. Consult the most current AHA Instructor manual for instructor to student ratios.

Payroll

UAMCOT McGehee CTC will pay instructors the agreed upon fee for all the classes.

- Employees of UAMCOT McGehee CTC will be paid on the clock according to their standard hourly pay for every class that is taught for UAMCOT McGehee CTC.

Record Keeping

The CTC will be responsible for record keeping as outlined by the AHA guidelines. All records will be retained for at least 3 years.

Affiliated instructors will submit all rosters, course evaluations, course summaries, and test answer sheets (when applicable), to the CTC within the month that the course was taught and **no later than 10 days after the class ends. Any instructor who submits a class after the reporting deadline will be placed on probation. One additional late submission within a fiscal year will result in his/her teaching privileges being revoked through the UAM McGehee CTC. In order to request teaching privileges be reinstated, the instructor must submit a written request to the CTC coordinator. Once a decision is made, a letter will be sent to the instructor. Until a favorable decision is reached to reinstate the instructor's privileges, classes will not be accepted nor any cards issued under that instructor's name.**

The AHA requires receipt of the completed rosters, evaluations, and test sheets before cards can be issued. Cards will never be given out before all paperwork is received.

Lead instructors and/or course coordinators are responsible for card distribution to students. This will not be the responsibility of the CTC.

All cards should be distributed to participants within two weeks of the class.

Scheduling Classes and Instructors

All classes must be approved by the CTC Coordinator at least one week in advance. **You must send an email to Mr. Singh and Mrs. Cantrell prior to teaching any class.** singh@uamont.edu and cantrells@uamont.edu

It is not the responsibility of the UAMCOT McGehee CTC to staff, provide textbooks, or payment for off-site classes that are contracted by an affiliated instructor. The UAMCOT McGehee CTC is under no obligation to use a particular instructor for courses taught at UAMCOT McGehee.

Tuition/Equipment/Supplies

In order for the UAMCOT McGehee CTC to continue providing logistical and clerical assistance for all affiliated instructors, tuition of \$10.00 will be collected for EVERY class taught. This should be submitted in addition to the card fee.

The UAMCOT McGehee CTC will be responsible for class space, paperwork, books, and any other supplies necessary to teach a class.

The UAMCOT McGehee CTC has available to all affiliated instructors, the equipment necessary to teach a BLS or ALS class.

Equipment such as manikins and toolkits will be available for check out. To insure availability, the instructor is encouraged to reserve equipment at least two weeks in advance. The CTC cannot guarantee the availability of equipment unless reservations have been made.

When equipment has been checked out to an affiliated instructor, that instructor must return the equipment the CTC. All equipment should be returned within 24 hours of class completion unless other arrangements have been made with the CTC Faculty.

Upon return of equipment, an inspection will be made. If any damaged or loss has occurred, the instructor will be responsible for replacement fees.

Instructors will be responsible for decontamination of all manikins. Lungs must also be replaced in each manikin before it is returned. The UAMCOT McGehee CTC provides extra lungs. Instructors may use the CTC facility to clean manikins.

Instructors who mistreat equipment or do not return within the designated time will not be allowed to use it.

Classroom Environment

It is the expectation of the CTC for all affiliated instructors to provide a good learning experience for all their course participants.

Affiliated instructors must pay attention to the physical limitations of their participants and accommodate any special needs.

If a student is unable to demonstrate skills or pass the written-exam after thorough remediation, a card cannot be issued. An instructor can recommend to the participant to either complete another course or to contact the CTC Coordinator for further assistance. It should be the goal of the instructor, within the AHA guidelines, to do whatever is necessary to assist a participant in successful completion of an AHA course.

An affiliated instructor is expected to maintain control of all classroom situations. The instructor should not belittle or argue with a participant. Participants who voice opinions or give information that is contrary to the AHA guidelines should be encouraged to complete a course evaluation.

Dress Code and Conduct

Affiliated instructors should always conduct themselves in a professional manner when teaching any AHA course. All courses should be free of off-color jokes or remarks. Instructors should wear clothing that will not distract from a learning environment.

When teaching for The UAMCOT McGehee CTC on the college campus, instructors will need to refrain from wearing any clothing that is suggestive, vulgar, or inappropriate for a health care setting. Business casual or professional attire is expected. (We want our instructors to look professional.)

The UAMCOT McGehee CTC takes a very strong stand against sexual harassment, vulgarity, or any remarks that can be offensive to any person of any race, age, or gender.

Name tags should be worn anytime an AHA class is taught.

Information and Updates

It is the responsibility of the CTC to roll out any information that is relevant to AHA instructors. The CTC will provide faculty, time, and space to conduct updates and remediation whenever necessary.

All affiliated instructors will be expected to attend mandatory meetings for updates. The CTC will notify instructors by mail at the address that is on file. It is the responsibility of the instructor to report any address change. **Instructor privileges will be revoked from the date of the missed meeting until the instructor attends a meeting.**

Updates may also come in the form of an email. The CTC Instructor handbook will be posted on Singh's faculty home page and will be updated as needed. Each instructor will be responsible for the information in the manual.

Instructor Affiliation

AHA instructors or American Red Cross (ARC) instructors who have completed the cross over training will be allowed to affiliate with The UAMCOT McGehee CTC after the following data have been submitted:

- Copy of AHA Health Care Provider Card.
- Copy of AHA Instructor Card.
- Instructor Evaluation.
- Transfer forms when applicable.

Instructors may affiliate with whichever CTC they wish, however, that site will be responsible for record keeping. If a UAMCOT McGehee CTC Instructor teaches under the umbrella of another CTC, the instructor will need to send a record to the primary site as well as submit a record to the CTC where they conducted the class.

AHA Instructors will not be considered for affiliation or will be dropped from The UAMCOT McGehee CTC upon recommendation of the CTC Coordinator for the following reasons:

- Admission of and/or conviction of a felonious act.
- Moral turpitude e.g. sexual harassment, immoral conduct, or lewdness.
- Professional incompetence.
- Unprofessional conduct or a neglect of professional obligation.

Alleged incidents will result in an instructor status suspension until the time that the CTC Coordinator can make review and recommendation and at least one designated faculty or advisory board member. Each incident will be handled in a timely manner, not to exceed a 30 day review period. Each incident will be given individual consideration with review and communication between the instructor and CTC Coordinator, with possible input from the CTC advisory board.

It will be the responsibility of that instructor to maintain contact with the CTC Coordinator upon and following notice of suspension.

Instructor Evaluation

Instructors are expected to conduct themselves in a professional manner, reflecting the organization's mission, vision, values, rules, and regulations. Adherence to written AHA guidelines for instruction is a mandatory requirement.

Evaluations will be conducted in the following ways:

- Each class participant will complete a class evaluation that includes an evaluation of the instructor.
- CTC Coordinator or designee will review all course evaluations.
- CTC Coordinator or designee will annually monitor instructors in a teaching environment.
- Instructors seeking affiliation with The UAMCOT McGehee CTC must do their initial monitoring under the supervision of the CTC Coordinator, designated Instructor Trainer, or Regional Faculty.

The CTC Coordinator, who will then consult with the instructor, reviews evaluations with negative comments. If warranted, changes in teaching style will be recommended and follow up monitoring will be done.

In the event it is necessary to require an instructor to make corrections in teaching style, content, or conduct, the CTC Coordinator will insure that such actions occur.

If the instructor does not make necessary corrections the CTC Coordinator will consult with the Regional Faculty. If the Regional Faculty is unable to assist, the Regional Coordinator, if available, will be asked for assistance. As a final step, the AHA office will be contacted and their established policies will be followed.

Instructors who have a complaint or concern about another instructor should discuss this only with that particular instructor. If a resolution cannot be found, the complainant should contact the CTC Coordinator immediately so that the issue can be resolved in a timely manner. If the CTC Coordinator is unable to resolve the complaint, it may be necessary to involve an area Regional Faculty. As the final step the AHA office will be contacted and their established policies will be followed.

CTC Compliance

Any CTC instructors who fail to meet instructor certification requirements within the designated time period:

- Will be given a 30-day grace period for completion of those requirements. During that grace period, the instructor will be on a probation status and will be unable to schedule and/or instruct any AHA courses except those courses that are for the purpose of fulfilling requirements.
- It will be the responsibility of the instructor to contact the CTC to schedule a class at the convenience of the CTC Faculty when they need to be monitored in his or her discipline.
- If the instructor fails to complete all requirements within the grace period they will lose their instructor status. They will need to repeat an initial AHA instructor course and CTC requirements if they wish to teach AHA courses.
- Instructors who are unable to achieve compliance because of an extenuating situation will be given a review and a possible leave will be granted.

This will be decided at the discretion of the CTC Coordinator on an individual basis. However, upon return, it will be the obligation of the instructor to contact the CTC before any courses are scheduled or taught, in order to verify all compliance areas have been met.

Client Dissatisfaction

For matters related to client dissatisfaction with the class as a whole, the cost, classroom environment, or registration procedures, the CTC Coordinator will communicate with the complainant. The CTC Coordinator and the instructor will make all efforts to satisfy the client in keeping with AHA guidelines. AHA guidelines cannot be compromised, but timely resolution should be the goal of all AHA Affiliated Instructors.

Quality Assurance

The UAMCOT McGehee CTC is committed to quality BLS and ALS programs. Any instructor that does not follow the quality assurance put forth by the AHA and this CTC will be re-evaluated as an instructor.

In an effort to provide quality assurance in all BLS and ALS programs, The UAMCOT McGehee CTC will review all course evaluations and monitor instructors on an annual basis and as necessary.

For the purpose of quality assurance and improvement, random participant surveys will be made by phone to evaluate the quality of those courses conducted. If a survey results with an unfavorable evaluation, those results will be discussed with the instructor or instructors of that course and remediation will be made as needed.

AHA requires the CTC to report on all courses taught within this CTC on an annual basis.

Acknowledgment Form

Instructor Acknowledgement of Receipt

This handbook contains The UAMCOT McGehee CTC policies and procedures. It is simply a guide to help you be as successful as you can be as an American Heart Association and The UAMCOT McGehee CTC instructor.

By signing this acknowledgement, I agree to read the handbook and to follow the policies and procedures of The UAMCOT McGehee CTC. If I have questions, I will ask the CTC Coordinator or CTC Faculty.

Instructor's Name (Please Print)

Instructor's Address

City, State

zip code

Instructor's home telephone number

cell number

Instructor's Signature

Date

Please return this form to: University of Arkansas at Monticello
College of Technology, McGehee
CTC Coordinator (Sharon Cantrell)
P.O. Box 747
McGehee, AR 71654
Ph: 870-222-5360
Fax: 870-222-4709