



Dear Educators,

Instructors participating with LifeSafe Services are committed to high standards of performance. **To ensure quality instruction and consistency and adherence to the Health and Safety programs and LifeSafe Services standards** please read and understand the company policies for educators. **Please keep in mind our goal is to effectively train and provide a high level of service to our customers.** Therefore, the company policies must be strictly adhered to, and the customer always respected.

Class Assignments:

- If you have a set schedule please send your available dates to Cheryl Merritt, training coordinator.
- Once a class request has been made to an instructor, we request an acceptance or declining of the class within 24 hours, if possible. This gets the class booked quickly and we can get your materials out.
- After accepting a class, the information will be mailed to you. In case of an emergency or schedule conflict, notification must be given prior to 24 hours. Cancellation of a class, or not showing to a scheduled class with no phone call, email or any other form of contact, will be reason for terminating our training agreement. In case of an emergency, please notify Cheryl Merritt of LifeSafe Services as soon as possible. All materials sent to you for the class must be returned promptly.
- We realize you are very busy. However, in order to maintain a high level of customer service, **you must contact the customer 3 days prior to the class date.** This will ensure that any special instructions for arrival can be relayed to you by the contact and also give you the opportunity to discuss classroom set-up.

Course Standards:

Our clients expect professionalism. If any of the course standards are not followed, the client will complain and refuse to pay. Using foul language, not showing up on time, the classes being too short are some examples of why Lifesafe has not been paid. If a client refuses to pay, and it is the blatant responsibility of the instructor, the contract for payment is considered null and void. The instructor is responsible for informing Lifesafe Services of any non-working equipment given to them. Failure to return equipment will result in deduction of payment equaling the value of the item.

- **Timely:** You must be at your class site 30 minutes prior to the start time. **See Appendix A.** If there is an emergency please contact the Lifesafe Services office. This is verified in our follow up call to the customer after the class has been completed. If you are running even just a few minutes, late please notify the customer with the information provided to you in your Training Confirmation.
- **Professionalism:** You are to present a professional demeanor at all times. No racial, sexual or socially unacceptable comments or behavior will be tolerated.
- **Appearance:** Unless otherwise specified, all educators are required to wear a LifeSafe Services logo shirt and your I.D. badge while teaching any class. If you do not have a LifeSafe Services logo shirt or I.D. badge please contact Cheryl Merritt, Training Coordinator.

Make sure you present a professional appearance, when you teach a class, since you represent LifeSafe Services.

- **Oxygen Units:** When confirming classes please ask for the customer's oxygen unit to be placed in the training room. Demonstration of the use of the unit is required in every class. Stress the importance of having the unit placed in a visible accessible area as well as the importance of having emergency oxygen in the workplace. If the customer does not have a unit, please ask them to call our office for details and pricing or turn in your lead to your Regional Manager and we will follow up on your behalf. (See "Commissions" for more info). **We will be sending each educator a Trauma Unit for use in classes where the customer does not have on-site oxygen, or cannot bring their unit to class. If you use public transportation or have special needs, please contact your Regional Manager.**
- **Supplies:** We supply your class materials to you for EACH class. It is your responsibility to make sure you have all supplies needed for your class. Check the inventory materials log, **so please, when a package is received. Open it as soon as possible and make sure all of your supplies are accounted for. If anything is missing we will then have time to get it to you.** Keep in mind supplies can take up to seven days to get to you. We will rely on you to keep us posted if you are missing items or needing additional supplies.
- **DVD's** Videos will be sent with your class supplies. They must be returned with your evaluations.
- **Course Content:** Core content must be taught in every program. Videos must be used as shown, stopping at breaks. The attention span is only 10 minutes and the videos are directly correlated to enhance learning and retention. All students attending the class must have the appropriate books for class, and collected at the end of class. Pocket Guides must be left for each student.
- **AED Trainers:** If it is necessary to ship to you an AED trainer, it must be shipped back immediately; NO payment will be made until the AED trainer is received back at the LSS warehouse. You should put your T & E and all class paperwork in the AED box when it is returned.
- **CPR manikins:** CPR classes must have a manikin for each student as we have a 1 to 1 ratio. If you do not have 10 manikins, please let us know. On some occasions the customer may allow more than one person to a manikin. In this case we will provide barrier shields. **Appendix B** has options available for manikins if you do not have your own. You are responsible for maintaining the manikins. We do expect the manikins to be cleaned before and after each class. If you are doing classes back to back, please bring something to clean the manikins. We will supply alcohol wipes. If you would like to pick up your own supplies of alcohol and cotton balls we will be happy to reimburse you, just keep your receipt and provide with your paperwork.
- **First Aid Packages:** Hands on practice must be included in every first aid class. Include Patient Care Kits for all 1st Aid classes for hands-on instruction. Each Patient Care Kit has enough 1st Aid hands on materials for every 2 people.
- **Tests: A test for each course must be given to the students.** We will provide you with all the appropriate tests. We would like you to go over the test to ensure the student understands and you are comfortable with their understanding of the materials presented. All testing is done by group verbal testing and hands on skills assessment unless it is CPR Pro which requires written testing and hands on skills assessment.
- **Class Evaluations:** These are provided to you by your Training Coordinator and returned directly to your Training Coordinator. Upon review of the evaluations, you may be contacted to discuss any negative feedback & your pay may be subject to deduction. There must be one evaluation for each student in the class. If there are 10 students on the roster then there needs to be 10 evaluations also.

- **Rosters:** Rosters are provided for each class and must be returned **immediately** upon completion of the class. The **yellow copy is to be left with the customer** and the **white copy is to be returned** with your paperwork. Rosters must be **entirely completed** so they can be filed appropriately. If you have any questions regarding how to fill them out properly we will be happy to go over this with you. **No payment will be made for a roster received after 45 days.**

Travel and Expense Reports:

- Travel and Expense reports need to be filled out completely.
 - Please provide the **Round Trip** odometer reading (this is required for any mileage for which you want to be reimbursed) or go to www.mapquest.com to compute the mileage. The mileage is paid at .60 cents per mile minus the first 50 miles.
 - Make sure you **sign off** on the materials log and send it with your package. **Receipts must be attached to the Travel and Expense Report to get reimbursed, no receipt = no payment on expenses.** (Example: tolls, cleaning supplies for manikins, postage, etc.).
 - If you need assistance with filling out your Invoice, please contact your Regional Manager.
 - **No payment will be made for a T&E received that is over 45 days old.**

Commission:

- Class referral – This is a win-win situation for all of us. If you refer a customer to us and we successfully complete the class, not only do you get to teach the class, you will also receive an extra hour of instructor pay on the class travel and expense report.
- Demo products – You will receive 5% commission on any Barrier Device Key Chains etc. that are sold at your class.
- **Commission is paid in the 1st payroll following receipt of payment from the client.**
- If you are interested in the Barrier Device or CPR Prompts, we will mail you one set. You will also receive a price sheet to take orders. Please advise the customer they will receive an invoice that will reflect the total due, which will include shipping and handling.
- You will be responsible for maintaining and securing these items. If lost or stolen, you will be liable for the cost of the item.

AEDs and Oxygen –

- ❖ New billable oxygen unit (at \$240/year or more) - \$25.00
- ❖ New billable oxygen unit (less that \$240/year) - \$10.00
- ❖ AED sale with service agreement - \$50.00
- ❖ AED sale (no service agreement) - \$25
- ❖ AED service only - \$15.00

APPENDIX A

- **Set Up Time:** When you are scheduled for a CPR class you must arrive at least 30 minutes before your class and allows for set up and cleaning of manikins after the class.
- **Class Time Allotment** is listed below. Grossly ignoring the time frames is unacceptable and may hinder full payment of classes.

Class time allotment for payment:

Class	Initial Time Allotment	Renewal Time Allotment	Card Certification Period
AED	1 hours	1 hours	2 years
BBP	1 hours	1 hours	1 year
FA	2-3 hours	2-3 hours	2 years
CPR Adult	2 hours	2 hours	2 years
CPR (ACI)	3 hours	3 hours	2 years
CPR/FA	4 hours	4 hours	2 years
CPR/AED	3 hours	3 hours	2 years
CPR/FA/BBP	5 hours	5 hours	2 years
CPR/FA/AED	5 hours	5 hours	2 years
CPR/FA/BBP/AED	6 hours	6 hours	2 years
CPR Pro	5 hours	5 hours	2 years
Other Courses including OSHA	To be determined prior to class	To be determined prior to class	

****Note:** Educators will be paid according to the chart above unless other arrangements are discussed and agreed upon by both the Educator and the Regional Manager. ****Any gross negligence regarding the class times may result in non payment for that class.**

Appendix B

Options if you do not supply your own manikins.

- Buy them. We receive almost a 40% discount on manikins which we make available to you. An adult 5 pack is \$300.00, plus tax & shipping. Maximum order is 3 packs of 5 manikins. Infant 5 pack manikins are \$ 200.00 plus tax & shipping, no more than three 5-packs available for purchase!
LifeSafe Services is happy to deduct \$30.00 per set / per class off your training revenue until they are paid in full.
- Rent them. Lifesafe will rent the manikins for \$20.00 per set per class, no shipping fee.

Rental Equipment and Free Use Equipment Agreement:

LifeSafe Services Supplies, for free, equipment such as DVD videos, or rents equipment such as CPR manikins.

Loaned or Rental Equipment Terms and Conditions:

1. All equipment must be maintained in a professional manner by certified CPR instructors.
2. LifeSafe Services shall have the right to terminate this Agreement, take immediate possession of the Equipment and recover from Customer in any action to enforce Lifesafe Services right hereunder, all amounts due hereunder, together with Lifesafe Services costs and reasonable attorney's fees.
3. LIFESAFE SERVICES hereby warrants to Customer only that each item of Equipment, when shipped, will be in good operating condition.
4. The Equipment shall remain the property of LIFESAFE SERVICES and is provided to Customer solely on a rental or loan basis without any option to purchase unless such an option is granted during an active Rental Period.
5. Customer shall not remove, sublease, rent, transfer, assign, sell, alter, modify or encumber any item of Equipment without Lifesafe Services prior written consent.
6. SAFEKEEPING. Customer is responsible for the safekeeping of all Equipment and shall bear the risk of any loss, theft, damage or destruction of the Equipment and shall insure each item of Equipment against such risk of loss for not less than the replacement cost of each item. In the event that any item of Equipment

By signing below I agree to all the Rental Equipment Terms and Conditions as stated above.

Signature of Participant: _____ **Date:** _____

Name of Participant:

Please don't hesitate to contact us with questions, or, if you would like any additional information.

CONTACTS:

Cheryl Merritt, Training Coordinator

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Cheryl@atem.us

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Gina Campbell, Regional Manager

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Pamela Wiltgen, Regional Manager

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I, _____, have read and understand the LifeSafe Services LLC Educator Handbook.

Signature: _____

Date: _____

***** This form must be returned to LifeSafe Services LLC in your next T&E envelope or fax back to 888.767.4018.**