

## Ardere Diem Orientation Letter

Welcome to the Ardere Diem Training site under the Singing River Hospital Training Center. You have been approved as an Instructor and I wanted to answer some of your questions about being an instructor with us.

### Why we are Ardere Diem:

I have been a BLS Instructor with the AHA since 1989. I was most recently the Education and Training Coordinator for AMR and the AMR AHA Training Center Coordinator, coordinating over 300 instructors of various disciplines across 4 states. When Corporate AMR chose to incorporate our Training Center into their national training center, their policy was to only accept “employee” instructors. They also did not allow dual-alignments (being aligned with other training centers/sites.) I found this to be ignorant and short-sighted, primarily as it contravenes the AHA mission statement, but also it was going to leave about 200+ instructors without a training center home. When they wouldn't budge from their position, I created Ardere Diem, which is Latin for “burn the day.” This reflects the mood I was in that morning and my attitude about the whole insufferable situation. But.. creating Ardere Diem gave all of those instructors a training site home. We currently have about 3 dozen instructors of various disciplines. I consider this to be a rather “loose” outfit and something I do to help out instructors and something I do in my spare time.

Ardere Diem offers the administrative services that most instructors find tedious and irksome. The Training Site manages your cards and your records, handles name corrections and changes for your students, issues your cards to you (for you to issue to your students), handles the management of your records with the Training Center, some card management, and I act as an advocate and a “go-between” for you with the Singing River Training Center. Some people find communicating with the Training Center to be problematic and I take that headache out of the equation.

### Down to business:

**Your classes:** I don't care what (or if) you charge for your classes. That is between you and your students. I do not get involved in that. The only thing I will charge for, unless I am teaching a class, is the cards. What you charge for your classes is entirely up to you. It isn't required but I generally like to know when you are doing a class, especially if its an advanced class like PALS or ACLS. The Training Center wants me to monitor those on occasion and I reserve the right to come by a class to observe or help, if you need it. Another reason is that I keep only a limited amount of those more-expensive cards in inventory so I like to have those on hand when you teach them,

**Rosters:** I need a clear PDF (as one attachment) of the front and back of each roster. Please don't send me page one of your roster as one attachment and the back page as another. The Roster needs to be filled out completely, front and back. If you have three rosters, please send the front and back as single scan and each scan as a separate attachment. This makes it a lot easier to file them appropriately. The AHA Program Administration Manual (PAM) allows 6-8 students per instructor but I allow some “wobble-room” for re-certifications. There can be NO MORE than 10 students on a roster or for a single instructor. I know it's a pain, but if there are 11 students, you cannot “create” a blank at the bottom of the roster. You have to fill out another roster.

Also, the only information that is needed for the roster is the correctly-spelled name, the email

address, and the phone number. I don't know why it still asks for physical mailing addresses. Please don't put those on the rosters. I have no plans to mail out Christmas cards to these people.

Also, while students are present, look over the roster and verify that all the information is correct or anything that looks questionable is clarified. Make sure that email extensions are correct and that hyphens are hyphens and underscores are underscores. It's easier to do that then and there rather than after the fact. I also have an online roster I can send to you that's very easy to use. I need rosters no more than 3-5 days after a class. Per the PAM, you have 20 days to issue cards.

**Other paperwork:** I DO NOT need any other paperwork other than the rosters. Check-off sheets and test scores, you can maintain in your records if you choose. Per the PAM, you only have to keep those IF a student did not pass the initial class and the remediation. I don't need any other paperwork other than the rosters.

**Cards:** Unless there are extenuating circumstances, once I have a roster, I will issue the cards to you for you to then issue to your students. I **highly recommend** that once you input all the names, emails, and phone numbers from the roster, PLEASE take a moment to double-check it for accuracy. This has helped me in the past to catch minor errors in an name or an email before I issue the card, saving me time later on the back end having to correct it after-the-fact. I “can” issue cards for you but prefer that you issue the cards from your Atlas account.

**Cards in stock:** I keep a large stock of BLS cards. I have those readily available. I keep some ACLS and PALS handy but I do not keep very many of the Heartsaver cards. There are several different types of HS cards and, for some reason surpassing logic, they are twice as expensive as BLS cards. They are the exact same electrons in a computer somewhere but apparently the Heartsaver electrons are much more expensive electrons than BLS electrons. I keep some of the Heartsaver First Aid/CPR/AED (also called Heartsaver Total) but not many. That's usually the HS that I issue the most but there are others. All of the HS are the same price. I'll include a price list at the bottom of the message.

**Invoicing:** I use online invoicing from Square and, unless it is previously arranged, I send the Instructor the invoice for the cards. If there is a PO process, I need to know that ahead of time. If there is any other arrangement (say, for example, a church is paying for all the cards and are sending a check) I need to know that in advance. Any other arrangements other than me sending the Instructor an invoice for the cards, I need to know and approve of that in advance. I highly recommend that you obtain payment from your students in advance because I'm sending you a bill for the cards. Here is the rationale: If you have a BLS class of 8, I will not send out 8 different invoices and try to keep up with who has paid and who hasn't so I can send out a card here and there as the invoice clears. Now consider multiplying that over about 50 classes a month! It would be impossible with which to keep up! If there are any questions, I am always happy to help and work with you. Please note: I “generally” won't send out HS cards to the Instructor until the invoice is paid. At this time, unless I have a contracted specified rate with a municipality or agency, cards for instructors are \$15 for BLS and \$30 for Heartsaver.

**Equipment:** Most Instructors have access to their own equipment but I have mannequins and supplies that you can borrow for a class. At this time, I do not have a “rental fee.” You'll have to arrange prior to the class for pick-up and return of the equipment.

**Atlas:** My feelings on Atlas are WELL documented. Atlas was, and is, a solution in search of a problem. The old AHA site was so easy to use and Atlas is just an exercise in frustration. But, we are stuck with it and we have to use it. I can help you navigate it if you need assistance.

**Your Certifications:** You need to keep up with your certifications and your expiration dates. I don't keep a database. I encourage all of you to put a reminder in your calendar or phone for a month before you expire. I can renew your certification BEFORE you expire, but not after. The system won't allow me to do that. Only the Training Center can and that takes some time and a whole lot of aggravation. It's just a whole lot easier to handle it before you expire.

**Training Site Agreement:** By accepting to be an Instructor with Ardere Diem, you agree to these parameters. Consider them “terms-of-service.” I don't mind if you belong to other training sites but I cannot issue cards for classes taught for other training sites and I cannot see those cards. I have no visibility on anything you do for other training sites or training centers.

If you have any questions, I am available. My contact info is listed at the bottom. I do this in my spare time and currently, work nights so prompt, daytime answers to your are not likely. I answer emails and texts as promptly as possible.

If you have any questions, please let me know. Welcome aboard.

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