

Approved HSI Training Center serves over a million members nationwide using flexible, cost-effective emergency care and active violence response training.



Case Study

Customer

American Federation of Teachers (AFT) and ICWU32 Training Centers

Solution

Emergency Care Training

- CPR AED | First Aid
- Basic Life Support (BLS)
- AVERT

Industry

Emergency Care Training

Location

Washington D.C.

Customer Overview:

The American Federation of Teachers (AFT) is an approved HSI Training Center that provides emergency care training opportunities to its large network of members. AFT, an affiliate of the AFL-CIO, represents 1.72 million members in more than 3,000 local affiliates nationwide, including educators, school and higher education staff, nurses, healthcare professionals and public employees.

As part of his roles as Assistant Director, Health Issues with AFT, and AFT Training Center Administrator, Brian Bisson, Jr. has helped develop more than 150 AFT members as authorized HSI Instructors. However, he's been teaching HSI emergency care training programs since 2011, first as a carpentry instructor at a technical high school and then as a union officer in Connecticut.

Challenge:

AFT has a broad spectrum of membership, including Pre-K through 12th-grade teachers; paraprofessionals and other school-related personnel; higher education faculty and professional staff; federal, state, and local government employees; and nurses and other healthcare professionals. Additionally, it represents approximately 80,000 early childhood educators and nearly 250,000 retiree members.

AFT provides in-house emergency care and active shooter training across these industries and professions, which includes developing knowledgeable Instructors and having the ability to seamlessly manage classes nationwide.

Why It Matters:

AFT manages a large network of Instructors nationwide who provide CPR, AED, First Aid and active violence response training across many industries. Therefore, it needs a straightforward, consistent approach to delivering training to maintain quality and cost-effectiveness, while also providing flexibility and support to adapt to changing needs.



Solutions:

As an approved HSI Training Center, AFT provides in-house CPR, AED, First Aid and active shooter response training to its members.

Using the flexibility of HSI's suite of programs, AFT's Instructors can adapt training to fit the unique needs of school, healthcare and government employees.

HSI's video-driven, instructor-facilitated courses provide a consistent way to train employees while meeting regulatory requirements. Its scenario-based programs promote learning and retention through engaging videos, detailed skill guides and comprehensive presentations.

Additionally, HSI's staff is on standby to answer program-related questions, address technology concerns, and work with Training Centers to achieve overall success.

"HSI's programs are cost-effective and designed for student retention. But it's personnel and their willingness to work with you to ensure people are getting the lifesaving information they need... That's what it really comes down to."

- Brian Bisson, Jr., Assistant Director, Health Issues and Training Center Administrator



CPR Training Designed for Learning:

HSI programs are known for having engaging videos and real-life scenarios that allow students to build confidence. Brian has worked with many age groups and educational backgrounds throughout his instructional career. He believes HSI excels at designing programs with students in mind.

“The way the program is designed fosters the ability for students to work together in small groups with repetitive skill building, each taking turns practicing the skills, observing, and providing feedback to each other. So, you get this immediate repetition that builds muscle memory and increases student retention,” explains Brian.

Brian appreciates the most recent program updates from an Instructor and Training Center Administrator perspective.

“I love the program updates. It’s really the best yet! Whether you’re a new instructor relying on the videos to guide you or an experienced instructor with your own approach, the new updates allow for flexibility in teaching.”

- Brian Bisson, Jr., Assistant Director, Health Issues and Training Center Administrator

Steady Support for Training Centers and Instructors:

Some of the top reasons Brian enjoys working with HSI revolve around its personnel and their willingness to work with training centers.

As Brian explains, “Everything is about relationships, and with HSI, it’s basically ‘Anything you need, we’re here for you’. It’s not just about buying the program and saying good luck from there. Their goal is to assist you, so that you’re successful.”

For example, AFT recently had a challenge specific to its internal program capabilities. Brian reached out to the HSI team to discuss the issue and work toward a mutual solution that continued to focus on students receiving a high-quality training experience.



“HSI was understanding of the situation instead of being rigid. We were able to come to an agreement that allowed students to have ample time to practice and become proficient. In the end, it really saved the program, and our students were able to benefit by leaving with those essential lifesaving skills.”

- Brian Bisson, Jr., Assistant Director, Health Issues and Training Center Administrator

Cost-Effective Emergency Care Training Programs and Supplies:

AFT continues to choose HSI for its training needs due to the quality and affordability of its training programs and supplies.

Brian shared, “Everyone’s always conscious of training costs. The cost not only to become a CPR Instructor, but also the cost of the program itself. We’ve found that HSI is the best deal compared to other major emergency care training providers.”

When AFT was planning to incorporate Active Violence Emergency Response Training (AVERT) and bleeding control kits on a large scale, HSI was able to provide a solution that worked for AFT’s budget and logistical constraints.

“HSI worked with us and gave us a really reasonable discount for our large order, allowing us to do more work with the money that we have available. Plus, they set up a system that allowed us to ship TAC+PACs directly to training locations as needed, rather than having them sit in our office taking up valuable space.”

**- Brian Bisson, Jr., Assistant Director,
Health Issues and Training Center Administrator**



Nationally-Recognized CPR Training:

HSI emergency care training programs have been developed and refined over 40 years, giving millions of individuals the confidence to respond during an emergency. HSI's programs are currently accepted, approved or recognized as an industry credential meeting the requirements of thousands of US state regulatory agencies, occupational licensing boards, national associations, commissions, and councils in hundreds of occupations and professions.

Brian said that, at times, he received initial push-back regarding the credibility of HSI programs. But this issue was easily resolved using HSI accreditation and approval resources and speaking with licensing agencies who were supportive of HSI's programs.

“Even when there was initial concern if someone wasn't familiar with HSI, it was as simple as showing them the fact sheet that shows HSI's extensive list of accreditations and approvals.”

- Brian Bisson, Jr., Assistant Director, Health Issues and Training Center Administrator

The Opportunity To Be Part of Something Bigger:

Teaching emergency care and active shooter response classes is more than just a job. It's a calling. Brian has the unique opportunity to see the impact he and his instructors make on a daily basis.

“I hear something as simple as a former student performing abdominal thrusts on a young girl who was choking on a lollipop at the beach. On the opposite end of the spectrum, a student was able to provide lifesaving measures to his brother, giving him peace of mind that he did everything within his power to save his loved one. It's stories like these that propel you to continue teaching and developing instructors because we're truly making a difference.”

- Brian Bisson, Jr., Assistant Director, Health Issues and Training Center Administrator

Checklist for Success:

Expand your Training Center business with HSI



Include a diverse portfolio of programs, including CPR, AED and First Aid, Basic Life Support (BLS), Active Violence Emergency Response Training (AVERT), and Child & Babysitting Safety (CABS)



Ensure accessibility by having direct contact with HSI versus multiple layers of communication



Get easy, cost-effective administration with a free online portal



Purchase high-quality programs, student supplies, and products such as AEDs from one source



Access client services team members who are reliable and responsive



Utilize your own expertise and training skills by using flexible programs

About HSI

HSI offers nationally recognized training for CPR, AED, First Aid, and advanced programs such as Basic Life Support (BLS). Designed to meet regulatory requirements, HSI offers a variety of ways for your organization to get full certification in CPR training.

To learn more about HSI's flexible and cost-effective options for full-certification CPR and First Aid training at hsi.com/cpr