Instructor Prep EMAIL to Participants OF  
FIRST STEPS® ACP Facilitator Certification  
VIRTUAL COURSE **(COVID-19)**

*Customize the information highlighted in yellow.*

**Subject Line:** Preparation for First Steps ACP Facilitator Certification Virtual Course

Dear All,

We’re excited that you will be participating in the **First Steps Advance Care Planning (ACP) Facilitator Certification** *virtual course* on *<date>* from <*time*> to <*time*>. The main purpose of the training is to certify you as a First Steps ACP Facilitator. The certification requirements include pre- and post-course activities, all of which must be completed before certification is awarded. Please review the attached **Agenda (RC 1151a)** for further information.

**Pre-Course Requirements**

1. Complete Respecting Choices **First Steps® ACP Facilitator Online Core Curriculum (modules 1–4).**

Instructions for accessing your online learning modules are included below (starting on page 3). Please note: You must complete all modules prior to attending the classroom course. Allow 4-6 hours to complete the online curriculum. Be sure to complete the online learning by: < *insert date, preferably two weeks prior to course* >

1. Read through the following at least once before class *(click* [*here*](https://respectingchoices.box.com/s/yqjihlvtcqeimgjg3wpqcdjmzddw0j2d) *for electronic files)*:

* **First Steps ACP Conversation Guide: Meeting with individual and agent, if present  
  (RC 1143)**
* **Information Card for Healthcare Agent (MC520-E)** or the document distributed by your organization/Instructor
* **CPR Fact Sheet (RC MC750-E)** or the document distributed by your organization/Instructor
* **Proactive Care Planning for COVID-19 materials** *(electronic files available at above link or via* [*https://respectingchoices.org/covid-19-resources/*](https://respectingchoices.org/covid-19-resources/)*)*
  + **Proactive Care Planning Conversation for COVID-19 *(To Be Used By Clinicians)***
  + **Scheduling Proactive Care Planning for COVID-19 *(To Be Used By Any Team Member)***
  + **Proactive Care Planning for COVID-19: A Guide for High-Risk Adults**

1. Review before class *(click* [*here*](https://respectingchoices.box.com/s/dnvlhd8xl0u1pti6fm523fwpegpmhwmg) *for electronic file)*:
   * **Facilitator Handbook to First Steps ACP Conversation (RC 1140)**
2. View the ***First Steps Conversation Chapter 1: Exploration*** (19 minutes) video: *(click* [*here*](https://youtu.be/KVQ1xQvitBo) *for YouTube link)*
3. Complete **Personal Engagement Activity**.

**Purpose:** To gain an understanding of common reactions that people have regarding advance care planning (ACP)

**Instructions: Attempt to have a conversation with a loved one or close friend. Ask this person the following questions:**

* What is your understanding of advance care planning?
* What type of advance care planning have you done, if any?
* What fears or concerns do you have about this type of planning?

**You will be asked to share in class what you learned.**

1. Review the **Advance Directive document** appropriate for your organization/community (or distributed by your ACP team).

**Purpose:** To increase awareness and understanding of the advance directive used in your organization/community

**Live Interactive Virtual Course Participation**

**Full attendance at the entire course is required.** Through video and role-play demonstrations, this skills-based program provides multiple opportunities to practice communication skills and techniques designed to increase the effectiveness of the ACP Conversation. There will be time in class to practice facilitation skills. Instructors provide real-time feedback on the achievement of clearly defined competencies throughout the course.

A meeting invitation will be emailed to you to log in to the virtual course. Each attendee should log on individually. Before joining, be sure to check system requirements and test your computer audio and video.

**Achieve Respecting Choices ACP Facilitator certification with competency demonstration in facilitating an ACP conversation.** To achieve certification, a final competency role-play exercise to demonstrate ACP communication skills will be completed *<during class or after the course>*. ACP Instructor/Faculty validates skill achievement using the ***First Steps ACP Facilitator Competency Documentation Tool (RC 1111)*** and providing feedback to each participant. This certification competency is recommended within two weeks of the classroom course.

If there’s anything else I can do for you at this time, or if anyone has any questions, please feel free to reach out to me. I look forward to meeting you!

*(Instructor/Faculty’s signature)*

*(Instructor’s name)*

*(Instructor’s title)*

*(Instructor’s contact information)*

**NOTE:** Respecting Choices® offers ACP certification at the completion of skills-based educational programs, which include: 1) The use of standardized content, conversation guides, and teaching strategies; 2) Demonstration of skills associated with the specified program; and 3) An 80 percent or higher score on a written examination associated with Instructor certification.

**Attachments:** First Steps ACP Facilitator Certification Virtual Course Agenda **(COVID-19)** (RC 1151a)

**Welcome to Respecting Choices Online Learning!**

Please follow the instructions below.

An in-depth registration and troubleshooting guide is included starting on page 4.

1. Go to [www.learnrc.org](http://www.learnrc.org).
2. Click on “**System Requirements”** in left menu to verify that your computer meets minimum requirements for viewing modules. If your system does not meet minimum requirements, the online modules may not work correctly.
   * We recommend using Google Chrome or Mozilla FireFox as your browser.
   * Headphones or speakers are needed for module audio.
3. Create account by clicking “Register Now.” **Do not use access code as username or password.** **Create username and password unique to you.**
4. After registering, click “Enter Access Code” icon on right of screen.

Insert this Access Code:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**[Copy and paste instead of retyping to be sure you are using the correct code.]**

1. Click “Home” icon in upper left corner.
2. Training should be listed under “Incomplete Courses.” Click “Start” next to course title.

After completing all course-specific modules and the evaluations, you will receive access to print continuing education certificates. Go to <https://respectingchoices.org/types-of-curriculum-and-certification/continuing-education/> for complete course information including continuing education credits, conflict of interest statements, and financial disclosures.

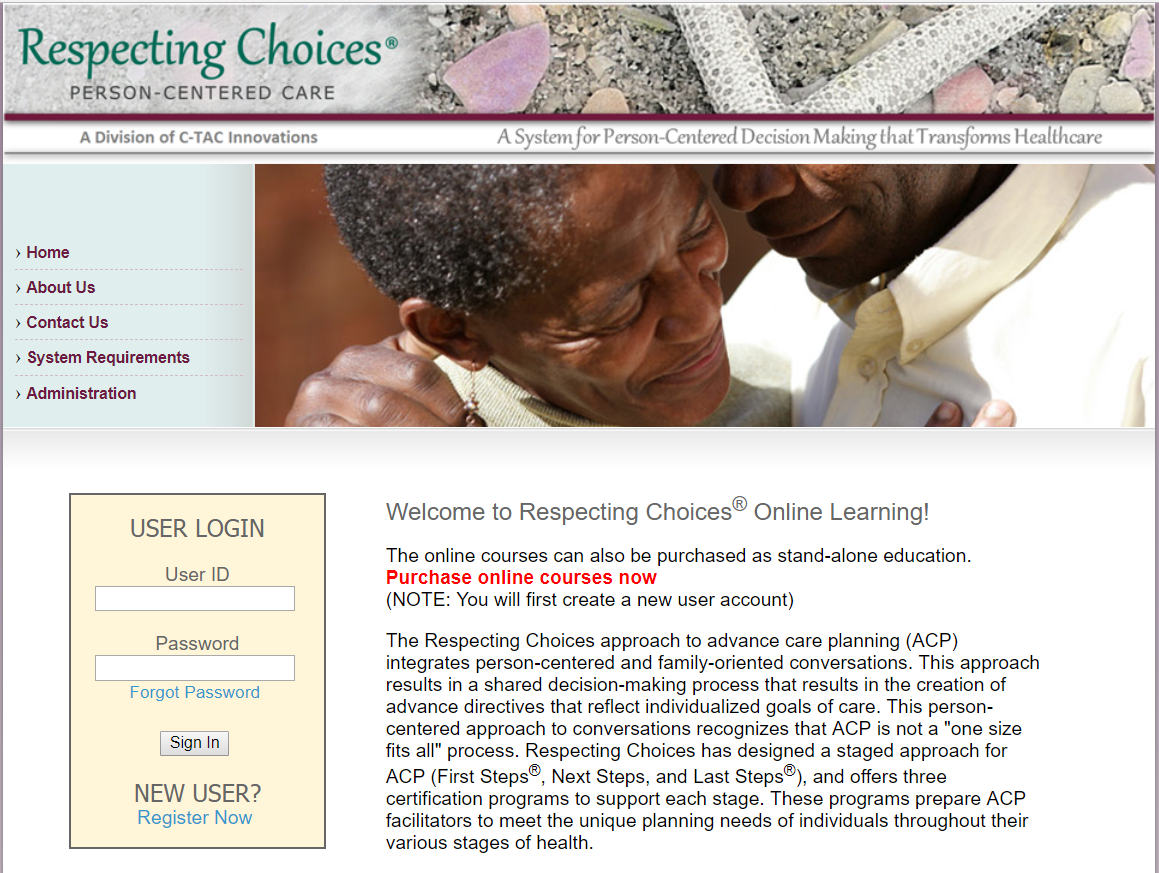
You will have two (2) years from the date you redeem the access code to complete and/or review the modules.

**If you are having trouble registering, accessing the modules, experiencing technical difficulties with the online learning system, or have any other questions, please call:**

Respecting Choices: 608-473-1025

Email: [info@respectingchoices.org](mailto:info@respectingchoices.org)

## Using an Access Code to Set Up Your Training Account



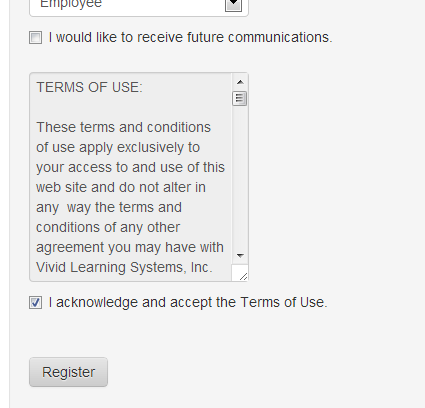
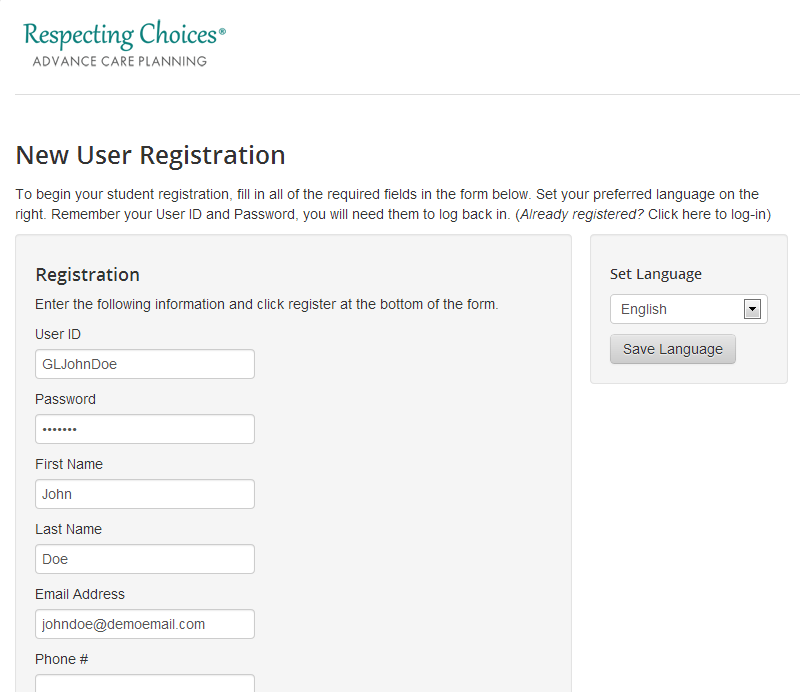
**1**

**Step #1**

Go to the website [www.learnrc.org](http://www.learnrc.org). Click the

**Register Now** link under “NEW USER?”

in the Login box.



**2a**

**2b**

**Step #2**

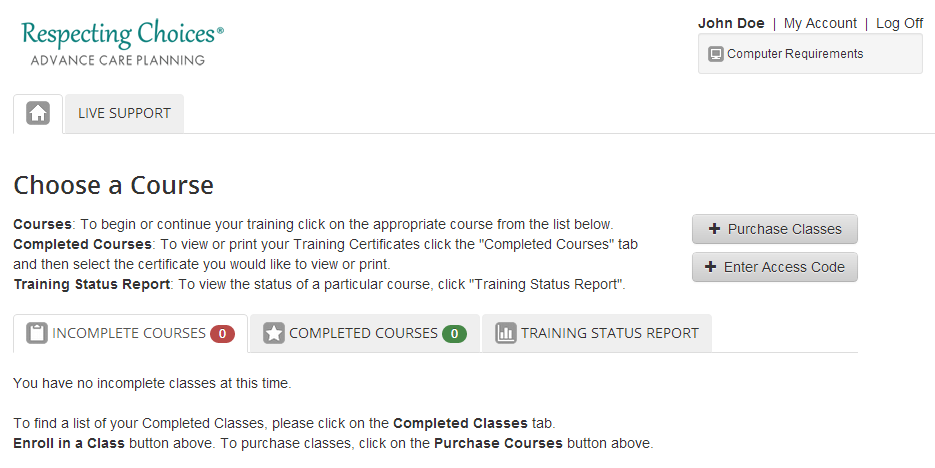
The **New User Registration** page will open. Fill out the information fields, creating a unique User ID and Password.

**IMPORTANT – the Access Code is NOT** **your User ID. Do NOT use the Access Code on this** **page.**

After you’ve read the **Terms of Use** at the bottom of the page, check the acknowledgement box and click

the **Register** button.

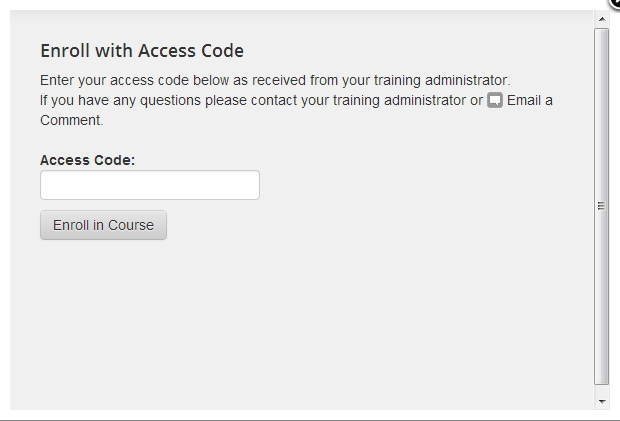
You are now registered!



**3**

**Step #3**

The window that opens is your Student homepage. To enroll in your classes, click the **Enter Access Code** button.



aBcD123EFgh

**4a**

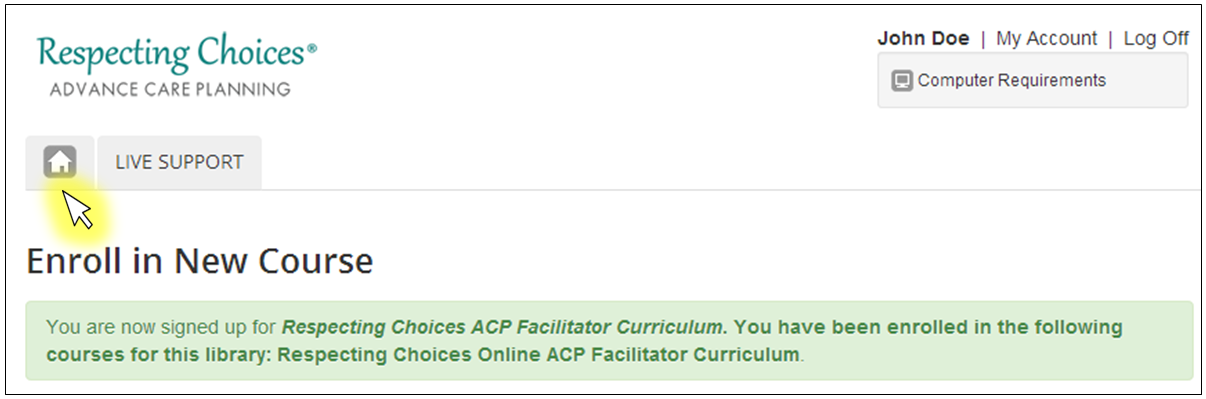
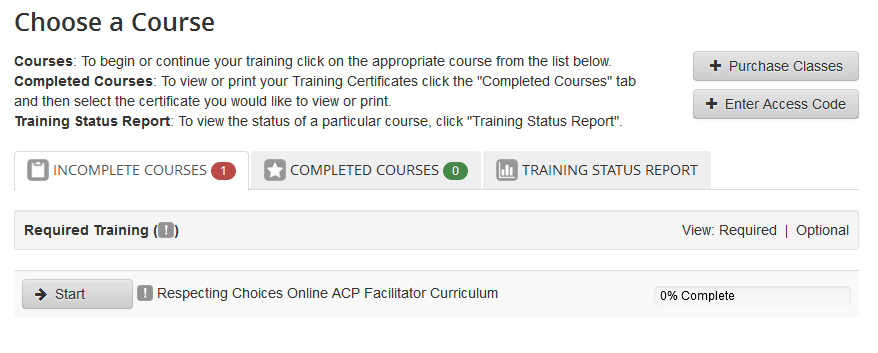
**Step #4**

In the window that opens, enter your Access

Code and click the **Enroll in Course** button.

You are now enrolled in all courses

associated with that Access Code!



**4b**

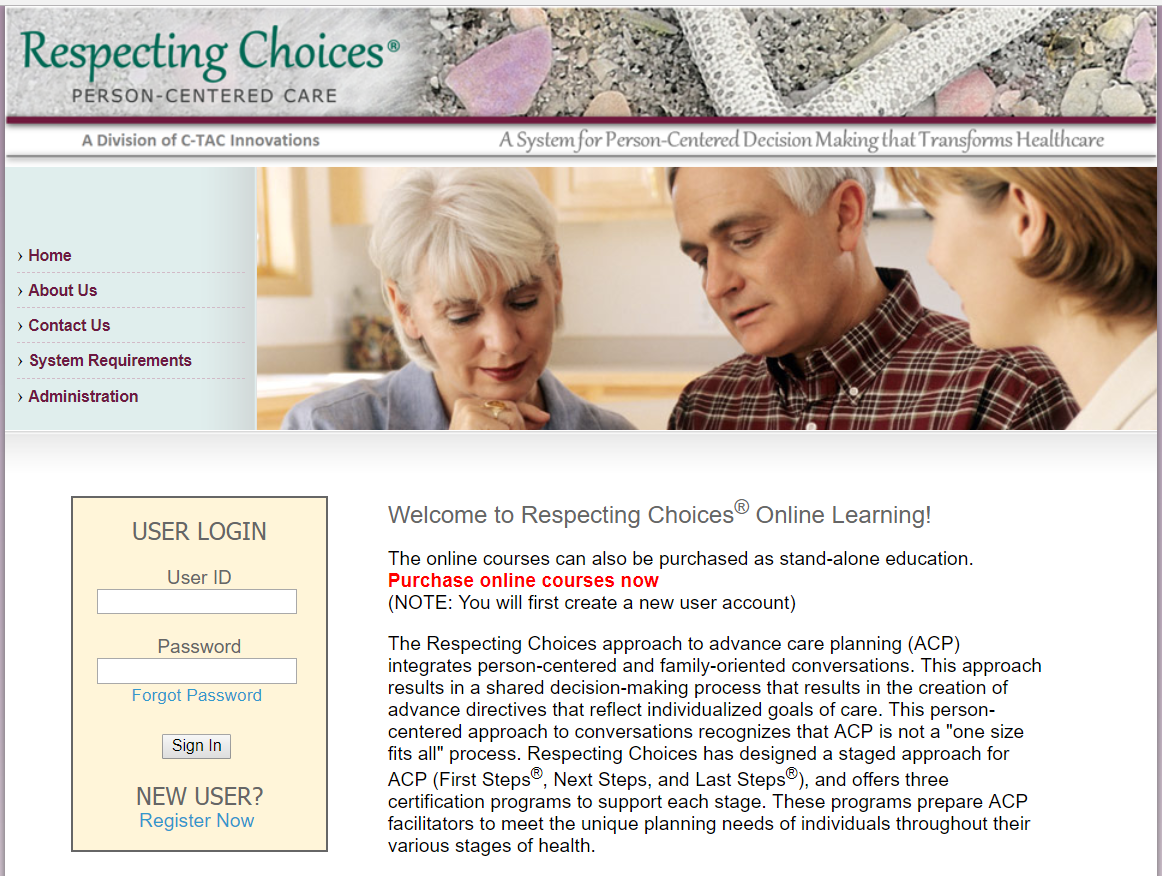
Click the button to return to your

**Student homepage.** Click on **Start**

to begin your training**.**

## Returning to Your Training Account

**STEP #1**



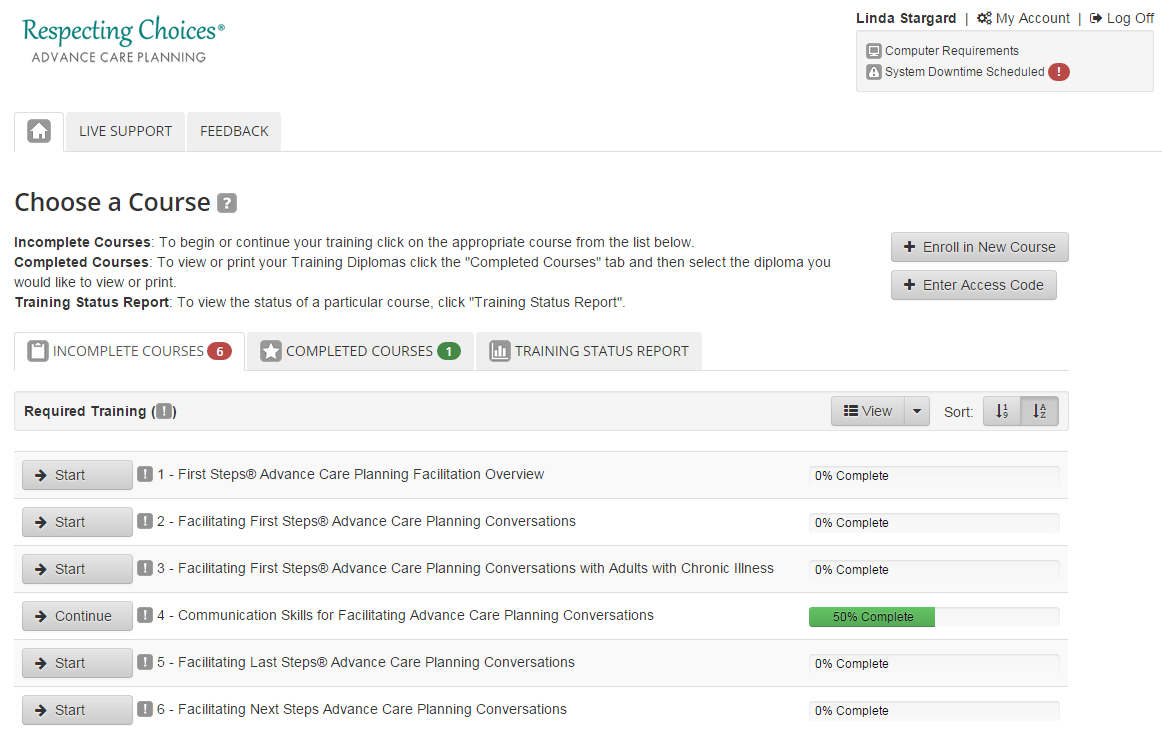
**1,2**

Go to your web browser and type in: <http://www.learnrc.org/>

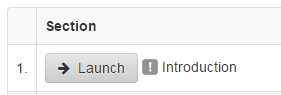
**STEP #2**

http://www.clker.com/cliparts/O/w/X/V/T/W/mouse-pointer-hi.pngType in your User ID and Password, then click  
**Sign In**.

http://www.clker.com/cliparts/O/w/X/V/T/W/mouse-pointer-hi.png(If you have not already created a User Profile using the **Register Now** link, refer to page 3 and follow the instructions to register.)



**3**



**4**



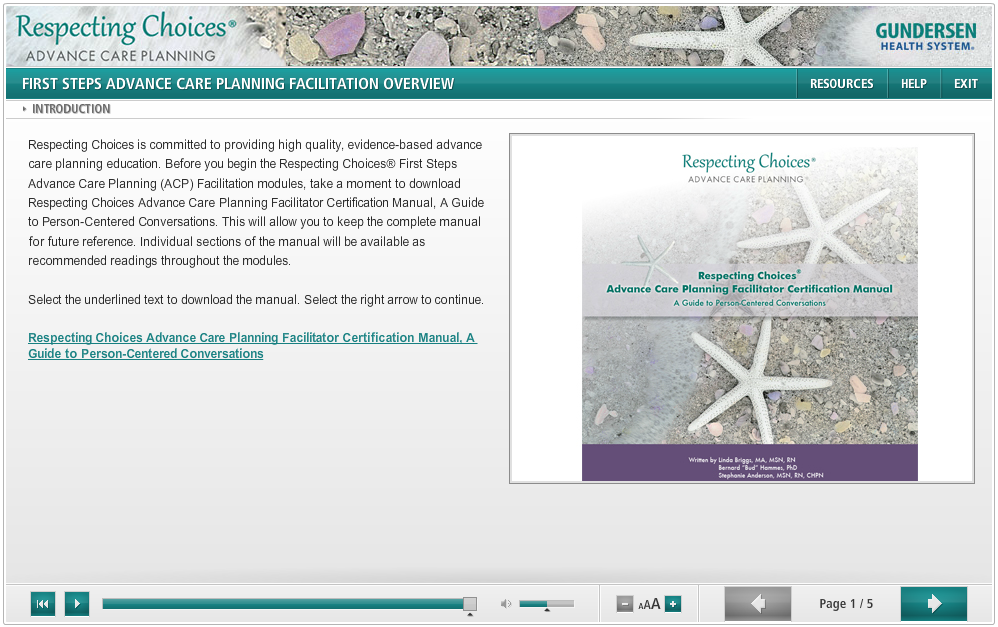
**STEP #3**

****The system will open up on  
the **Home** tab, displaying a  
list of your **Incomplete Courses**.

Click a **Start** Button to select a class  
to begin.

**STEP #4**

You will then see the **Course Menu**  
for the classyou selected. Click the **Launch** button for theIntroduction  
to begin viewing lessons.



**5**

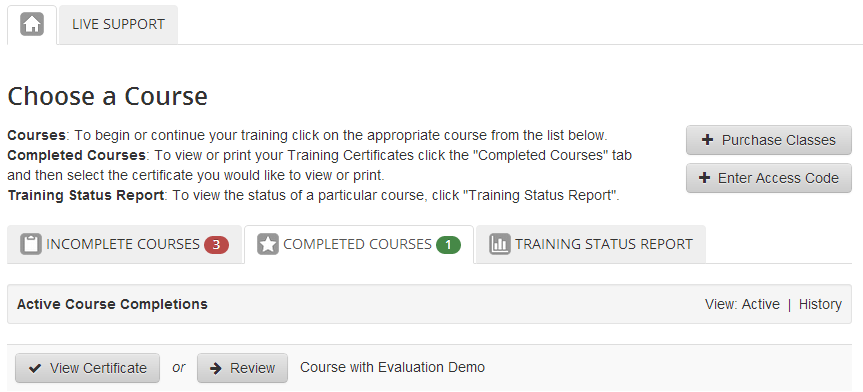
**STEP #5**

When the course loads, it will open in a new window.\* Click the arrow buttons*†* at the bottom to navigate through the course.

*\* Make sure your Pop-Up Blockers are turned off.*

*† If you do not see the arrow buttons, try expanding the size of your browser window.*

**STEP #6**



**6**

Once you have reviewed all content sections including the **Test**, please complete the **Course Evaluation**, listed as the last section. After you have done the evaluation, you may print your completion certificate.

****After completing a course, your course  
will display on the **Completed Courses** tab  
under the **Home** tab, where you may  
click on **View Certificate** to print your certificate.

To begin another course, click on the **Incomplete Courses** tab and click another **Start** button.

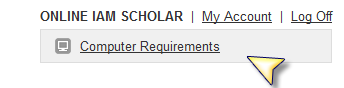
**Troubleshooting**

If you are having trouble, you may use the **Comments** link at the bottom of the page to Email Customer Support.

http://www.clker.com/cliparts/O/w/X/V/T/W/mouse-pointer-hi.png

You may also click on the **Computer Requirements** link at the top of the page.

It will test a few settings on your computer and let you know if your system needs adjusting.



Settings that cannot be tested may also need attention.

|  |  |
| --- | --- |
| **Issue** | **Recommended Solution** |
| You have reviewed all the sections, but your checkmarks are not being recorded. | * Update your Internet Browser Cache setting * Tools Menu (or icon) > Internet Options > General tab > Browsing History > Settings button * Check for newer versions of stored page:   **Every time I visit the webpage** |
| You click on the next course and it displays the one you have already completed. | Update your Internet Browser Cache setting  (See instructions above) |
| You are stuck on the loading dots. | * Check to be sure your machine/network is not blocking streaming media * Check to be sure you have Adobe Flash Player, version 11 or later, installed on your machine * Check to be sure your Adobe Flash Player settings are set to allow at least 100MB of data to be downloaded to your machine |
| The template window loads but the center is white (no loading dots). | Check to be sure you have Adobe Flash Player, version 11 or later, installed on your machine |
| You click on the “Launch” button and nothing happens. | Turn off all of your Pop-Up Blockers (check your internet browser and all toolbars) |
| Your certificate prints on two pages. | Adjust your printer setting to “Shrink to one page” or “Scale to fit” |

**If the recommended solutions above do not fix the problem, please contact Respecting Choices at** [**info@respectingchoices.org**](mailto:info@respectingchoices.org)**.**