

# First aid agencies and 3rd party providers: FAQs

## OHS information for first aid agencies

---

Many individuals and organizations in Alberta deliver first aid training to workers under a 3<sup>rd</sup> party provider agreement with an approved first aid agency. To fulfill their obligations under their Approval Agreements, agencies which operate in conjunction with 3<sup>rd</sup> party providers are required to regularly assess their 3<sup>rd</sup> party providers' performance in first aid delivery.

### Who is considered a 3<sup>rd</sup> party provider?

3<sup>rd</sup> party providers (also termed affiliates, training partners, etc.) may be other first aid agencies, corporations or individuals who have an agreement with an approved first aid training agency to deliver first aid training.

An approved first aid agency is not required to assess the 3<sup>rd</sup> party providers of its own 3<sup>rd</sup> party providers.

### How often do assessments of 3<sup>rd</sup> party providers need to be done?

At a minimum, an approved first aid agency should perform an assessment and evaluation once per year for each 3<sup>rd</sup> party provider. In addition, approved first aid training agencies should assess 3<sup>rd</sup> party providers more frequently as required if issues are identified.

### What does an assessment of a 3<sup>rd</sup> party provider include?

An assessment of a 3<sup>rd</sup> party provider may include some or all of the following seven assessment components:

- Verification that all instructors utilized by the 3<sup>rd</sup> party provider are qualified at the appropriate first aid levels for the courses they teach.
- Verification that the first aid curriculum taught by the 3<sup>rd</sup> party provider complies with the agency's Quality Management Plan (QMP), and incorporates any necessary changes to training curricula as required by a Director of Medical Services.
- Verification that each 3<sup>rd</sup> party instructor teaches at least 2 approved workplace first aid courses per year.
- Review of student complaints received by the agency concerning the 3<sup>rd</sup> party provider, and assisting the 3<sup>rd</sup> party provider with remediation where needed.
- Review of instructor evaluations gathered or otherwise provided by the 3<sup>rd</sup> party provider (evaluations of instructors by students and/or instructor peer-evaluations) to identify problems, and assisting with remediation where needed.
- Evaluation of a 3<sup>rd</sup> party provider's first aid training session(s).
- Formal audit of a 3<sup>rd</sup> party provider's teaching program.

---

## First aid agencies and 3<sup>rd</sup> party providers: FAQs

©2020 Government of Alberta | February 2020 | FA016



The nature of the assessment should be tailored to the role that a 3<sup>rd</sup> party provider performs for the approved first aid agency.

**A 3<sup>rd</sup> party provider who is an individual first aid instructor:**

An assessment of an individual first aid instructor who is a 3<sup>rd</sup> party provider may include verification of instructor credentials and number of courses taught, and a review of teaching evaluations.

**A 3<sup>rd</sup> party provider whose role extends beyond first aid instruction:**

A 3<sup>rd</sup> party provider whose role extends beyond providing first aid instruction on behalf of the approved first aid agency (e.g. another agency which organizes training courses and hires its own instructors) may need a more in-depth assessment. For 3<sup>rd</sup> party providers which are agencies distinct from the approved first aid agency, assessment components #1 through #5 should be performed by the approved first aid agency under which the 3<sup>rd</sup> party provider is acting at least once during any three year period.

## Can conditions, suspensions or terminations be placed on approvals, if regular assessments of 3<sup>rd</sup> party providers are not done?

Yes. Regularly assessing 3<sup>rd</sup> party providers is a requirement of the Approval Agreement signed by the first aid agency and the Director of Medical Services.

## Can conditions, suspensions or terminations be placed on approvals, if 3<sup>rd</sup> party providers do not deliver first aid training according to the Approval Agreement?

Yes. First aid agencies must ensure that first aid training is delivered in accordance with the Approval Agreement whether or not the training is delivered through a 3<sup>rd</sup> party provider..

## Are there other requirements for approved first aid agencies with 3<sup>rd</sup> party providers?

An agreement between an approved first aid agency and a 3<sup>rd</sup> party provider must contain the terms and conditions necessary to enable the first aid agency to fulfill its obligations under the agency's Approval Agreement.

An investigation of a student complaint received by the 3<sup>rd</sup> party provider or by the agency concerning the 3<sup>rd</sup> party provider should be done as soon as possible upon receipt of a complaint, and the agency should have a process to assist the 3<sup>rd</sup> party provider with remediation/mitigation as necessary.

Additionally, as a best practice, an approved first aid training agency should review evaluations and complaints received about a 3<sup>rd</sup> party provider at least once every three years to identify trends and common themes (this may be performed as part of the assessment of a third party provider).

All agencies must verify that all 3<sup>rd</sup> party providers implement changes to first aid training curricula by the required date, when the agency is notified of a change to the first aid training standards by a Director of Medical Services.

## Contact us

### OHS Contact Centre

(Complaints, questions, reporting serious incidents)

Anywhere in Alberta

- 1-866-415-8690

Edmonton & surrounding area

- 780-415-8690

Deaf or hearing impaired

- 1-800-232-7215 (Alberta)
- 780-427-9999 (Edmonton)

### File a complaint online

[ohsComplaintsPortal.labour.alberta.ca](https://ohsComplaintsPortal.labour.alberta.ca)

### Online incident reporting

(Potentially serious, mine or mine site incidents)

[oir.labour.alberta.ca](https://oir.labour.alberta.ca)

### Website

[alberta.ca/OHS](https://alberta.ca/OHS)

## Get copies of the *OHS Act*, Regulations and Code

### Alberta Queen's Printer

[qp.gov.ab.ca](https://qp.gov.ab.ca)

### Occupational Health and Safety

[alberta.ca/ohs-act-regulation-code.aspx](https://alberta.ca/ohs-act-regulation-code.aspx)

© 2020 Government of Alberta

This material is for information only. The information provided in this material is solely for the user's information and convenience and, while thought to be accurate and functional, it is provided without warranty of any kind. The Crown, its agents, employees or contractors will not be liable to you for any damages, direct or indirect, arising out of your use of the information contained in this material. If in doubt with respect to any information contained within this material, or for confirmation of legal requirements, please refer to the current edition of the *Occupational Health and Safety Act*, Regulation and Code or other applicable legislation. Further, if there is any inconsistency or conflict between any of the information contained in this material and the applicable legislative requirement, the legislative requirement shall prevail. This material is current to February 2020. The law is constantly changing with new legislation, amendments to existing legislation, and decisions from the courts. It is important that you keep yourself informed of the current law. This material may be used, reproduced, stored or transmitted for non-commercial purposes. The source of this material must be acknowledged when publishing or issuing it to others. This material is not to be used, reproduced, stored or transmitted for commercial purposes without written permission from the Government of Alberta.

---

## First aid agencies and 3<sup>rd</sup> party providers: FAQs

©2020 Government of Alberta | February 2020 | FA016

