

Managing the Mandatories

September 2023



EXTRAORDINARY CARE FOR EVERY GENERATION

In order to satisfy your annual requirements, please read this entire course.

Because there are several different locations within Covenant HealthCare, you will also need to review any departmental policies and procedures, specific to your area, for any of the topics covered in this course. If you have any questions, please contact your manager, Safety Officer/EM (3.2756), Safety Manager (3.6332), Infection Prevention and Control or Central Education. Quizzes are due by November 1, 2023. Newly hired employees must complete within 14 days of their start date.



SENSITIVITY AND CARING FOR THE OBESE PATIENT

Obesity, categorized as a body mass index (BMI) of 30 or more, is a disease caused from numerous factors including: genetics, metabolism, behavior, environment, culture, medication, diseases and socioeconomic status. It is linked to more than 40 diseases including type 2 diabetes, heart disease, stroke, osteoarthritis, and cancer. Obesity is also associated with a 50-100% increased risk of premature death compared to individuals with a healthy weight.

According to the CDC, in the United States, 39% of adults and 18% of children aged 2-19 years are obese. **Studies show that if obesity rates continue as projected, by the year 2030 more than half the adult population will be obese and one in four Americans will be severely obese (more than 100 pounds over their ideal body weight).**

Unfortunately, many obese people delay seeking health care because of embarrassment and discrimination within the health care community. It is well known that nurses and other health care professionals have strong negative attitudes and reactions toward obese persons. Covenant HealthCare prohibits all forms of discrimination. Discrimination can be in the form of inappropriate comments about a patient's weight and also in our actions towards them.

Patients who decide to undergo weight loss surgery have usually struggled with weight issues their entire life. They often spend several years contemplating surgery prior to pursuing it. As health care workers, it is imperative that we understand the needs of the obese patient and understand the struggles they have encountered.

It is our role to make them feel welcome and comfortable. This means having the correct size gowns, blood pressure cuffs, seating and transport devices to meet needs.

“The secret of the care of the patient is caring for the patient.”

– FRANCIS W. PEABODY



SENSITIVITY AND CARING FOR THE OBESE PATIENT

Obesity is a chronic illness. No one laughs at other chronic illnesses such as diabetes or coronary artery disease. Obesity can be just as deadly.

- Honestly describe to yourself the feelings you have toward clinically, severely obese persons.
- What are the labels you give them?
- Are they worth your best care?
- Do you feel the same about caring for a patient who had heart surgery to cure a heart ailment as you do caring for a person who had weight loss surgery to lose weight?

The Covenant Bariatric and Metabolic Center offer the Sleeve Gastrectomy and Roux-en-Y Gastric Bypass procedures to help obese patients lose weight.

If you or someone you know is interested in learning more about these procedures at the Covenant Bariatric & Metabolic Center, please contact:

Libby Palmer at **989.583.4683** or lpalmer@chs-mi.com.

“The secret of the care of the patient is caring for the patient.”

– FRANCIS W. PEABODY

The key to providing, quality, patient-centered, sensitive care to the bariatric patient is:

RESPECT:

R-apport

E-nvironment/Equipment

S-afety

P-rivacy

E-ncouragement

C-aring/Compassion

T-act

Patient's undergoing weight loss surgery have generally been affected with obesity their entire life. Which of the following is the most appropriate statement to say to a patient who is preparing for surgery?

- a. I can't believe you're going to have weight loss surgery you sure don't look like you need it.
- b. I have a friend who had weight loss surgery, she gained all her weight back.
- c. It's too bad you need to do something so drastic, I joined Weight Watcher's and I lost 100 lbs.
- d. Good luck with your surgery, I'm sure you have worked hard to get to this point. I wish you well.

“ON-LINE” SAFETY DATA SHEETS (SDS)

To Access M**SDS**Online

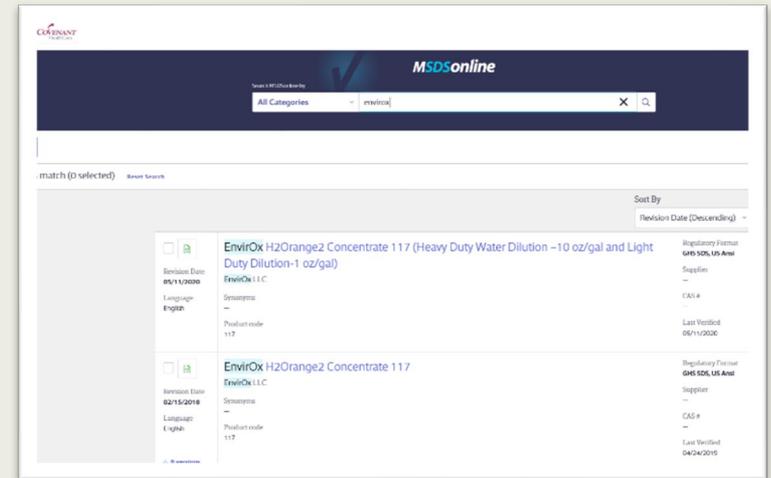
The user needs to “sign on” to the network to have access.

“On-line” manuals can be accessed by:

1. Clicking on the **Google Chrome or Microsoft Edge** icon on your desktop.
2. Clicking on **Policies & References** tab.
3. Click on **Safety Data Sheets**.

Searching M**SDS**Online

1. Click on **Safety Data Sheets** to open the program.
2. Enter the *name of the product* in the **search bar**.
4. M**SDS**Online can also be accessed from Citrix in the event of a network outage. A master list of Safety Data Sheets is updated as necessary and stored in the servers.
5. Hard Copies of Safety Data Sheets are stored in the Safety office at Cooper and in the ECC.
6. ECC also can access Safety Data Sheets by using WISER during an event involving patients who need decontaminated.



CODE A – INFANT AND CHILD ABDUCTION

Even though infant and child abductions are rare in a healthcare setting we still need to be prepared. At Covenant HealthCare we have drills to train and prepare our staff if we suspect that there is a missing infant or child.

Infants and children in our hospital ≤ 4 years of age are required to wear a security band during admission. These bands are connected to the security tag system which alerts security and staff if there is an infant or child being moved to an area that was not preplanned for. The strobe lights for the security tag system are located on the 2nd floor, 3rd floor, and 4th floor at Harrison. When the security tag system is activated the blue strobe lights will flash to notify security and staff of the incident.

In the event that the security tag system is activated at the same time as the fire alarms system the alarm will be treated as a Code A unless a fire can be confirmed.

CODE A – INFANT AND CHILD ABDUCTION

PROCEDURE FOR ALL STAFF

- Once your immediate area has been cleared of search, immediately notify unit leadership
- Unit leadership will contact Shift Admin to let them know which areas have been cleared
 - Epic Secure Chat is the preferred method
 - Can Vocera Voice call if needed
- After regular business hours, staff present 24/7 may be delegated additional responsibilities such as securing exits
- In the event of a true Code A, it is ALL HANDS-ON DECK

CHECK YOUR KNOWLEDGE

Quiz Questions

1. The security tag system has _____ strobe lights?
 - a. Pink
 - b. Purple
 - c. Green
 - d. **Blue**
2. If there is a suspected missing child staff should check?
 - a. **Their own area including stairwells.**
 - b. Other floors surrounding their department.
 - c. The roof of the building.
 - d. All of the above
3. Once your immediate area has been searched, you are required to notify unit leadership. Unit leadership will contact Shift Admin to inform them which areas are clear.
 - a. **True**
 - b. False
4. Epic Secure Chat is the preferred method of contact for Shift Admin in the event of a Code A. If staff do not use Secure Chat, Vocera Voice calling may be used.
 - a. **True**
 - b. False

VIOLENCE IN THE WORKPLACE

Extraordinary Safety

Covenant HealthCare prohibits physical, verbal, nonverbal or visual harassment, threats, intimidation or violence to employees, patients, visitors or guests of the organization. Any violence which involves or affects a Covenant HealthCare employee, or which occurs on Covenant HealthCare property will not be tolerated.

In the event of a violent incident:

- Security must be notified whenever a weapon is found, or a violent incident occurs.
- **SafeNet** report **must** be filled out to record any and all violent events.
- All employees, physicians, residents and volunteers are responsible for the security of the facility.
- **Zero tolerance** is applied for those engaging in verbal or nonverbal threats or related actions of violence at Covenant. No reprisal will be taken against any employees or medical staff members who reports or experiences workplace violence.

VIOLENCE IN THE WORKPLACE

Extraordinary Safety

Examples of conduct that may be considered a threat or acts of violence prohibited under this policy includes, but is not limited to, the following:

- Hitting or shoving an individual.
- Threatening to harm an individual or their family, friends, associates or property.
- The intentional destruction or threat of destruction of property owned, operated or controlled by Covenant HealthCare.
- Making harassing or threatening telephone calls or sending harassing or threatening letters or other forms of written or electronic communications.
- Stalking or making a credible threat with the intent of placing the other person in reasonable fear for his or her safety.
- Unauthorized possession or inappropriate use of firearms, weapons or any other dangerous devices on Covenant HealthCare property.

VIOLENCE IN THE WORKPLACE

HR Policy #510

HR [Policy #510](#) – Workplace Threats, Violence and Bullying:

To ensure a work environment that is safe, secure and free of harassment, threats, intimidation, bullying and violence.

[Policy #510](#) states that, “Covenant will not tolerate violent behaviors, acts of aggression, bullying, harassment or threats of violence on or near Covenant property. Verbal and non-verbal threats, acts of aggression or violent behavior, or acts of intimidation or bullying will not be tolerated. Violations of this policy may lead to elevated corrective action up to, and including, discharge for the first offense. Individuals who violate this policy may also be subject to criminal arrest and prosecution.”

- It is the responsibility of each and every Covenant HealthCare employee to report any real or implied bullying, threats, violent or aggressive behaviors immediately to a Leader, Security Officer and Human Resources Representative.
- Upon receiving a report of workplace violence, an investigation will be conducted by the Leader and a Human Resources Representative.
- Covenant will not allow retaliation against an employee who comes forward with a genuine complaint over workplace threats, violence or bullying.

VIOLENCE IN THE WORKPLACE

Extraordinary Safety at Covenant

The Covenant HealthCare Security team is here to keep you safe from the time you arrive to campus to the time you head home.

PARKING LOT SAFETY

Security Escort/Shuttle Service

Employees can call Security to request a ride or escort to their vehicle 24/7 at all Covenant campuses.

Blue Light Emergency Systems

Our Blue Light Emergency Systems are designed to alert Covenant Security with a simple press of a button. However, if you are in immediate danger, quickly report to your vehicle/leave the area, then call Security from your cellphone.

ZERO-TOLERANCE POLICY

Covenant has a Zero-Tolerance policy for assault, harassment or threats of any kind. If you witness abusive behaviors by patients, visitors or employees, please report it to your leader immediately, so proper resources from Covenant Security and the Saginaw Police Department can be deployed.

SEE SOMETHING? SAY SOMETHING.

If you see something that doesn't quite seem right, call Security immediately.

HELP US HELP YOU!

The fastest way to report a security issue at Covenant is to call the 24/7 Security Dispatch Line.

989.583.6149

Program this number in your contacts to swiftly report on-campus emergencies and request other services available to protect you!

COVENANT
HealthCare



VIOLENCE IN THE WORKPLACE

How Do I Respond to Violence?

In the event of imminent or in-progress physical assault:

- Employees should remove themselves from the location and call **5.2222** immediately.
- If a firearm is involved, take whatever measures are necessary to protect yourself and others.
- **Never try to disarm a subject that has a gun. Call 5.2222 immediately when a weapon is detected or seen.**
- In the case of a robbery, employees should not attempt to intervene.
- All employees should be aware of their environment and the people in it. Suspicious persons should always be reported to Security (**3.6149**).
- **NO DOOR should be wedged or propped open for any reason.**

VIOLENCE IN THE WORKPLACE

How Do I Respond to Violence Cont. ?

Violent Patients:

- If a staff member is assaulted:
- Immediately notify security 3.6149
- Security will report to the unit and call the onsite Saginaw Police Officer.
- Police Officer will respond, investigate and determine the next course of action.
- In the case of an inpatient suspect the Saginaw Police Officer can issue a Chapter 4 Ordinance Violation. This still holds the person accountable for their actions.

State of Michigan
Uniform Law Citation

License No. 538956

THE PEOPLE OF THE STATE OF MICHIGAN
OF SAGINAW

THE UNDERGROUND: Model: Day Year At approximately: A.M. P.M. Month Day Year

NAME (First, Middle, Last)

VEHICLE PLATE No. Year State Vehicle Description (Year, Make, Color) Type

AT OR NEAR
WITHIN CITY VILLAGE TOWNSHIP OF SAGINAW

COUNTY OF SAGINAW DID THE FOLLOWING

Type	MICHIGAN CHAMPDOC Code	Description (state any law enforcement or court code)	Page
<input type="checkbox"/> CA <input type="checkbox"/> Misd <input type="checkbox"/> Fel	<input type="checkbox"/> Misd <input type="checkbox"/> Fel	Authority period	1
<input type="checkbox"/> CA <input type="checkbox"/> Misd <input type="checkbox"/> Fel	<input type="checkbox"/> Misd <input type="checkbox"/> Fel	Authority period	2
<input type="checkbox"/> CA <input type="checkbox"/> Misd <input type="checkbox"/> Fel	<input type="checkbox"/> Misd <input type="checkbox"/> Fel	Authority period	3

TO THE COURT: Do not arraign on a felony charge until an authorized complaint is filed.
Offense Code(s)

Key for Type: CA = Civil Infraction, Misd = Misdemeanor, Fel = Felony, Warn = Warning, Fug = Fugitive, Veh = Violation to which Present/Code May be Waived, Admin. part. = Administrative part.

SEE DATE RECORD, SEE BACK OF CITATION FOR EXPLANATION AND RESTRICTIONS

Appearance Date on or before: Hearing Date (if applicable) on: Court Court
Juvvenile Traffic Misd. Court will hear: Formal Hearing Required Court will hear:

in the 70th DISTRICT Court of SAGINAW

Court Address & Phone Number
111 S. MICHIGAN, SAGINAW, MI 48602
(989) 790-5390

Complainant's Signature and receipt if applicable

Officer's Name (print): Officer's ID No.

Agency Code: Agency Name: COURT COPY 1
MI-7371700 SAGINAW POLICE DEPARTMENT
UC-61a Court Copy 1
(rev. 11/95)

PRESS - YOU ARE MAKING FIVE COPIES
ORDER BY FORM NO. 918 (REVISED 11/95)
FIDLAR DOUBLEDAY KALAMAZOO, MI

VIOLENCE IN THE WORKPLACE

What Can Be Done to Help Prevent Violence?

- Security may restrict access to grounds and buildings and/or contact law enforcement or other investigative agencies.
- Security will inform employees of threats to security and safety on a need-to-know basis. Descriptions of perpetrators or suspicious persons will be circulated to staff as necessary. This information is to remain confidential.
- Whenever possible, staffing plans and work practices will be used to mitigate risks.
- Lighting, limited access to buildings and areas, and construction strategies will be used to separate employees from the general public to reduce risks.
- The Safety Committee will continue to assess risks and implement actions to improve safety and security.

Review [Administrative Policy 9.20](#) for tips on how to handle a violent situation and the [Human Resources policy number 510](#).

VIOLENCE IN THE WORKPLACE

Quiz Questions

1. What should you do if you are threatened while at work?
 - a. Tell your supervisor you are leaving for the rest of the shift
 - b. Threaten them back
 - c. Report it to your supervisor, Security or HR immediately and fill out a SafeNet Report
 - d. Swear out a warrant for the perpetrator

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated areas typically through the use of firearms.

Characteristics of an active shooter incident:

- Victims are selected randomly
- Events are unpredictable
- Events can change quickly

If you believe there is a shooter in the building call 9.9 1 1 immediately. Then if able, call 5 2 2 2 2 and make a report.

Remember Run, Hide and Fight!

! Click below to launch the video:

[MESH Coalition Video on Active Shooter in a Hospital setting](#)

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

Call for Help When Safe

- Call 9-911 from Cisco Phones or 911 from Cellphones
 - In Saginaw County we now have text to 911
- Provide any of the following information to 911 when it is safe.
 - Location of active shooter
 - Number of active shooters
 - Physical description of active shooter including color of clothing
 - Number and description of weapons held by active shooter (long gun, short gun)
 - Number of potential victims
 - If you cannot speak, leave the line open to allow the dispatcher to listen
- 5-2222 if able to safely call
 - Operator will page “Code Silver Active Shooter”



CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

Run

- Always have two planned exits
- Leave personal belonging behind
- Help others escape if it doesn't slow you down
- Evacuate regardless of others
- Do not attempt to move wounded people
- Warn/prevent others from entering
- Keep your hands visible
- Follow police instructions

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

Hide

- If evacuation is not possible, find a place where the active shooter (active assailant) is less likely to find you.
- Hiding places should:
 - Be out of the active shooter(s) view
 - Provide protection if shots are fired in your direction. Most walls throughout the facility are cinder block and may provide extra protection in patient rooms, shower rooms, office, kitchen, bathrooms and storage areas.
- To prevent an active shooter from entering your hiding place; lock the door, and/or blockade the door with any items available. Hide behind large items, silence all phones, Rovers, Vocera badges, pagers and remain quiet.
- ***In patient care rooms block the door by placing the hospital bed with the brakes on in front of the door.***

CODE SILVER: SHOOTER IN FACILITY OR ON GROUNDS

Fight

- Act as aggressively as possible
- Throw items and use improvised weapons:
 - chair or IV pole can be thrown or swung
 - fire extinguisher can be Sprayed, thrown or swung
 - patient lift can be used as a ram
- Work together to incapacitate the assailant
- Commit to your actions

CHECK YOUR KNOWLEDGE

Quiz Questions

1. How should you respond to an active shooter?
 - a. Run, Hide, Fight
 - b. Fight, Run, Hide
 - c. Hide, Run, Fight
 - d. All of the above

2. If you are hiding from an active shooter that is in your area, what should you do with your electrical devices?
 - a. Turn the ringer on your cellphone, activate your Vocera badge and turn your pager on
 - b. Turn off or Silence all devices

3. In patient care areas what items can be used to help secure patient room doors?
 - a. Patient Bed with the wheels locked
 - b. Move room furniture Infront of the door
 - c. Both A & B
 - d. None of the above

HOMELAND SECURITY UPDATE

The National Terrorism Advisory System

Alerts from the National Terrorism Advisory System (NTAS) are designed to notify the public and/or institutions of specific and credible terrorist threats.

Types of Advisories:

Bulletin - Describes current developments or general trends regarding threats of terrorism.

Elevated Threat Alert - Warns of a credible terrorism threat against the United States.

Imminent Alert - Warns of a credible, specific and impending terrorism threat against the United States.

HOMELAND SECURITY

See Something, Say Something!!

Staff that are alert are critical to keeping our organization safe. Employees are **ALWAYS** encouraged to report suspicious behavior or events! Reporting something that is suspicious or odd could potentially prevent a serious event from happening in our organization.

Some things to look out for:

- Unusual questions
- Unauthorized individuals in restricted areas
- Photographing/videoing the facility
- Suspicious activity such as someone acting nervous, anxious or pacing around



All employees are authorized to report suspicious activity, security/safety concerns or active situations to Security at **989-583-6149**. Enter a report into SafeNet to alert your leadership and the Safety Officer.

Speak up when you see something suspicious!

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Fire Code Red	R escue anyone in danger A ctivate the alarm in your facility C onfine the fire – close all doors E xtinguish and/or Evacuate	<ul style="list-style-type: none"> • Assess condition of patients evacuated • Contact mutual aid as necessary • Arrange for transportation • Do a loss assessment • Make recovery plans – resume service
Tornado Warning Code Black	<ul style="list-style-type: none"> • Evacuate to designated shelter • Cover with blankets/pillows • Protect head • Complete OR procedures as soon as possible 	<ul style="list-style-type: none"> • Do not open windows • Stay alert to changing conditions • Gather flashlights, etc.
Bomb Threat Code Orange	Person receiving the call: 1. Take down as many details as possible then immediately go to the safety manual policy SM.014 and fill out the form. 2. Flag someone else in your area to call your emergency number, either 5.2222 on campus or 911 off campus	Upon Code Orange notification: 1. Perform a quick visual sweep of your department/unit <ul style="list-style-type: none"> • Divide the area into the top half and the bottom half • Look for things that don't belong, such as a fast-food container, shopping bag, shoe box, etc. 2. Call Security at 3.6149 or 911 if you find something suspicious

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Evacuation Code White	If you need to evacuate, call your emergency number and begin evacuation to a safe area using emergency carriers and/or equipment	Upon hearing Code White and determining the location, report to affected facility if able
Disaster Code Yellow	<ul style="list-style-type: none"> • Assess patient load for possible discharge • Assess your workload and supplies on hand • Check the NetPresenter for messages • Follow your phone fan assignment • Review Department response plan and Emergency Code Chart 	<ul style="list-style-type: none"> • Follow the disaster plan for your area • Do not leave until you are dismissed or relieved • Make sure your name tag is on
Labor Emergency Code Pink	<ol style="list-style-type: none"> 1. Call 5.2222 2. Provide whatever care is needed until the team arrives 	Begin resuscitation
Situational Disturbance Code Green	<p>Use Responder 5 or call 5.2222 In the event you need help immediately for a situational disturbance.</p> <p>Off campus locations call 911 or use panic button if available.</p>	NOT TO BE USED for belligerent patients or irate visitors

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
<p>Code Silver Active Shooter in Building or on Grounds</p>	<ol style="list-style-type: none"> To report a shooter: Call 911 then 5.2222 (cellphone 583.2222) on campus or 911 off campus Secure building occupants according to plan — law enforcement is in charge 	<ol style="list-style-type: none"> Stay secured until released by law enforcement and/or Covenant employees Contact critical incident stress management team
<p>Abduction Code A</p>	<p>Upon hearing Code A or if the blue strobe light in the skywalk is flashing.</p> <ol style="list-style-type: none"> Block all exits, elevators and stairwells in and near your department or unit Check all ID badges before allowing anyone through. Send those who want to leave the building to the lobby to be searched. Security Dispatch will be the initial incident command center 	<ol style="list-style-type: none"> All staff must stay in affected area Place all babies with their mothers Account for all pediatric patients Administrative Coordinator or Manager needs to report to affected area One Security Officer will go to affected area
<p>Missing Patient Code M</p>	<ol style="list-style-type: none"> Call 5.2222 Provide physical description of the patient Provide facility name and location 	<ul style="list-style-type: none"> A PA announcement will tell you the facility, location, age and gender of the missing patient If you spot this person, contact Security Dispatch at 3.6149 Take steps to ensure the patient's safety

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Hostage Situation	If you see a hostage situation: 1. Get yourself/others out of the area and don't go back in 2. Call 5.2222 on campus or 911 off campus	<ul style="list-style-type: none"> • Do not try to negotiate with the hostage taker • Stand by for instructions • Do not talk to media, or anyone about the incident
Blood and Body Fluid Exposure	<ul style="list-style-type: none"> • For skin – wash with soap and water • For eyes – flush with water for 15 minutes 	Contact Employee Health at ext. 3.6814 as soon as possible – you have one hour to start possible treatment
Weather Emergencies	Management assess staffing needs and ability to remain open	<ul style="list-style-type: none"> • Contact Staffing Office to begin arranging for four-wheel drive volunteers • If only a few are needed – Administrative Coordinator may contact
Power Outage	<ul style="list-style-type: none"> • Hospitals – use red outlets All other facilities – reassure patients <ul style="list-style-type: none"> • Contact Facilities Services 	<ul style="list-style-type: none"> • All other facilities contact manager • Assess the need to close until power has been restored
Natural Gas Leak	<ul style="list-style-type: none"> • Evacuate those in immediate area • Do Not flip any electrical switches • On main campus call 5.2222; off campus call 911 • Off campus call 911 	Stand by for instructions

EMERGENCIES AND STAFF RESPONSE

EVENT	INITIAL RESPONSE	SECONDARY RESPONSE
Infant Security Alarm	<ul style="list-style-type: none"> • Call Security Dispatch stat at 3.6149 • Secure and account for all babies • Contact Facilities Services immediately 	<ul style="list-style-type: none"> • Blue strobe lights will flash in the skywalk – do not open any doors until strobe lights are turned off
Elevator Failure	<ul style="list-style-type: none"> • Call 5.2222 if medical assistance is needed 	<ul style="list-style-type: none"> • Reassure occupants – wait for contractor or Fire Department
Telephone Failure	<ul style="list-style-type: none"> • Follow procedure in Safety Manual • Use emergency red phones 	<ul style="list-style-type: none"> • Use runners and/or cell phones
Mainframe/Network Failure	<p>Follow instructions in Downtime binder and box. AP.1002 Downtime Procedures for I.T. Computer Systems</p>	<p>Maintain paper records</p>
Medical Gas Failure	<p>Follow contingency plan in Safety Manual</p>	<p>Assess O2 tanks on hand</p>
Water Loss	<ul style="list-style-type: none"> • Contact Facilities Services immediately • Conserve water and maintain building temperature 	

CONGRATULATIONS!



Congratulations!

You have successfully completed this course! Please use the button below to exit and return to Halogen in order to receive credit for this course.