# AEDs: General Awareness Training



It’s a quiet Wednesday in the lunchroom. A team meeting is wrapping up, someone stands to stretch, and a colleague slumps to the floor. In the span of a single, terrible minute, a normal day has become an emergency. What happens next depends on preparation, not luck.

Automated external defibrillators — AEDs — are simple, rugged machines designed to deliver life-saving shocks to people in sudden cardiac arrest. They’re meant to be used by ordinary people, not doctors: the device talks you through the steps, analyzes the heart rhythm, and only permits a shock when it’s needed. And yet, despite their simplicity and potential, AEDs sit unused, or out of sight, in far too many workplaces. That gap between availability and use is where training — especially general awareness training — can make a measurable, human difference.

This piece is for the safety leader who wants to build a practical AED program, for the HR director who needs to justify the budget, and for the frontline supervisor who wants to make sure people go home whole. I’ll cover why AEDs matter (with numbers you can quote), the psychology that stops bystanders from using them, realistic training content for non-clinical staff, program design (from placement to maintenance), and how you measure success — all with stories and examples that bring the stakes to life.

## Why AEDs Matter — and the Hard Numbers that Back Them Up

When a heart suddenly loses its rhythm — ventricular fibrillation or pulseless ventricular tachycardia — the only effective early treatment is defibrillation. Every minute without defibrillation reduces the chance of survival by roughly 10 percent. That means the window for action is narrow; emergency medical services, even when fast, often arrive minutes too late. The combination of immediate bystander CPR and early AED use is the single most powerful intervention for out-of-hospital cardiac arrest. The American Heart Association points out that prompt CPR and defibrillation can double or triple a victim’s chance of survival. (cpr.heart.org)

In Canada, Heart & Stroke’s data are sobering: recent analyses suggest there are around 60,000 out-of-hospital cardiac arrests (OHCA) each year, and regrettably only about one in ten people survive. That survival rate can—and does—improve when bystanders act quickly and an AED is used. (Heart and Stroke Foundation of Canada)

But there’s a troubling mismatch. Studies and news investigations show AEDs are infrequently used by bystanders even when they’re nearby. A recent review of public

cardiac arrests found that bystanders used an AED only about 7% of the time, while CPR was provided in roughly 40-plus percent of cases. That's a huge missed opportunity. (KFF Health News)

And for workplaces, the regulatory picture is mixed. In the United States, OSHA has long encouraged workplaces to make AEDs available and to support training as part of first-aid programs. In Canada, while some provinces and locations are moving toward mandating AED availability in certain public spaces, federal and provincial occupational health and safety rules do not universally require AEDs in all workplaces. This means many employers consider AEDs voluntary-but-highly-recommended and must design sensible policies on their own. (OSHA, CCOHS)

Those numbers aren't dry facts; they're a call to action. If you have a workplace with several dozen, hundreds, or thousands of people onsite every day, the statistical likelihood of someone suffering an OHCA in that population over time is real. Preparing to respond — and making sure people know what an AED is and how to use it — is a practical risk control with outsized human benefit.

## Stories that Sharpen the Point

Numbers give urgency; stories produce commitment.

A woman collapses on an escalator at a busy airport. Within a minute, a bystander kneels, checks for breathing, and begins compressions. Someone else runs to find an AED; it's mounted near a nearby gate, bright and accessible. An AED shock is delivered, the heart regains a rhythm, and paramedics take over. The life saved that day could have been a statistic — instead it's a person who got to see their family again. This exact sequence played out at Buffalo Niagara International Airport; a bystander named Phil Clough used CPR and coordinated AED use to help save a life. (The Washington Post, Spectrum Local News)

Contrast that with the family that told Heart & Stroke their loved one collapsed at a public event and an AED sat unused on the floor because nobody felt confident to deploy it. That "unused AED" story is heartbreakingly common. People know AEDs exist. Many workplaces own them. But awareness, confidence, and practiced familiarity are what turn a device into a tool that gets used. (Heart and Stroke Foundation of Canada)

In schools and gyms, AEDs have saved children and athletes whose collapses were sudden, unexplained, and terrifying for everyone there. There's the teen basketball player whose life was saved after team staff and nearby responders used CPR and an AED. There's the teacher who used an AED on a first grader — cases that remind us that age and fitness don't make anyone immune from cardiac arrest. These stories travel: they change how administrators think about placing AEDs where people gather and ensuring staff have at least awareness training. (ABC News, AED.ca)

For safety professionals, these snapshots are recruitment tools. They illustrate how a small investment in training and device placement ripples outward into huge human benefits. Share these kinds of stories in your toolbox talks — they're compelling and concrete.

## Why General Awareness Training Matters

There's an important distinction between clinical CPR/AED certification (the multi-hour courses that teach compressions, ventilations, and detailed rescue protocols) and general AED awareness training. Both are valuable. But when it comes to getting

more bystanders to take action quickly, general awareness training has a unique role:

- It lowers the psychological barriers that stop people from acting. Many bystanders hesitate because they don't know what a rhythm shock looks like, fear doing "the wrong thing," or worry about legal consequences. Awareness training addresses those fears with simple, repeatable steps and legal context.
- It focuses on recognition and first actions: identifying unresponsiveness, calling emergency services, starting hands-only CPR, and retrieving and operating an AED until help arrives.
- It's short and scalable — you can run 20- to 30-minute sessions for entire shifts and achieve broad competence quickly, rather than waiting for every employee to become fully certified.

Think of general awareness training as the nudge that converts passive knowledge ("We have an AED somewhere") into active readiness ("If someone collapses, I will act and use that AED"). It's the difference between an AED on a wall that's decorative and an AED that gets used.

## What to Teach in an AED General Awareness Session

Training should be simple, memorable, and hands-on where possible. Below is a narrative blueprint you can adapt into a 20–45 minute session for non-clinical staff. Keep it conversational and practice-focused.

Begin with a story. Kick off with a short real example — a successful rescue or a missed opportunity. Stories make abstract facts real, and they open people's emotional receptiveness to the material that follows.

Explain the why. Cover the basic physiology in plain language: sudden cardiac arrest is an electrical problem; CPR keeps blood moving; defibrillation can restart an effective rhythm. Use the one-minute rule: every minute without defibrillation cuts survival chances by about 10%. That metric brings urgency without needing technical jargon. Cite the AHA's synthesis that timely CPR and defibrillation dramatically improve outcomes. (cpr.heart.org)

Show the device. Bring an AED or a trainer unit into the room. Let people look at it, touch it, and hear how it speaks. AEDs are intentionally user-friendly: they walk you through pad placement, they analyze, and they tell you clearly when to stand clear. Demystifying the machine is crucial.

Practice the steps aloud:

1. Check responsiveness and call for help.
2. Call 911 (or local emergency number) and send someone to get the AED.
3. Start hands-only CPR (push hard and fast in the center of the chest).
4. Turn the AED on, place pads as instructed, follow the voice prompts, deliver a shock if advised, and immediately resume compressions until ALS (advanced life support) arrives.

Put most of the emphasis on recognition (unresponsive, not breathing normally) and the mental flow of calling for help, starting compressions, and using the AED — not on the medical detail.

Address legal fears. Briefly explain Good Samaritan protections in your jurisdiction and that AEDs are designed to be safe: they will not deliver a shock unless the device detects a shockable rhythm. This helps reduce the fear of "I

might hurt someone.” (Local legal coverage varies; include a short jurisdictional note or handout.) (AED.ca)

Run a short drill. If you have a trainer AED, simulate the scenario. Assign roles: caller, compressions, AED operator, and person to flag EMS on arrival. Drills convert knowledge into muscle memory.

Finish with clear access points. End with practical info: where AEDs are located, how they’re maintained, who the site program lead is, and how to report a use or near-miss. People leave an awareness session with both a mental script and the address of the nearest device.

## Overcoming the Psychological Barriers to Use

Even when people know what to do, they sometimes do nothing. The barriers are human and understandable. Training should explicitly tackle them.

Fear of doing harm. People worry about litigation or causing injury. Teach that AEDs are designed to be safe: they analyze rhythms and administer shocks only when indicated. Good Samaritan statutes in most jurisdictions protect rescuers acting in good faith. Remind learners that inactivity is more likely to harm the victim than an attempted rescue. (AED.ca)

Fear of blood/violence/medical mess. COVID-era anxieties and contamination concerns persist. Reassure staff: hands-only CPR is effective; the priority is coronary perfusion, and the AED pads’ adhesive is all that’s needed.

Diffusion of responsibility. When many people are present, everyone assumes someone else will act. Assign roles during drills, and create a culture where stepping forward is celebrated and expected.

Lack of confidence. Repetition builds confidence. Brief, frequent awareness sessions — microlearning, short videos, posters with three steps — help normalize the response. Use actual AEDs and trainer units for hands-on familiarity.

## Practical Program Design for Safety Professionals

If you’re responsible for safety management, implementing an AED program means more than buying devices. Here’s a practical, narrative roadmap.

Start with a risk assessment. Identify high-occupancy locations, isolated work areas, and sites where EMS response times are predictably long (rural worksites, remote yards, large campuses). Think about known cardiac risk factors in your workforce: an aging demographic, physically demanding tasks, or known cardiac disease prevalence among employees.

Decide on coverage goals. You don’t need an AED on every wall, but you want to minimize retrieval time. A commonly used target is to have an AED accessible within 3–5 minutes of any work area. Map your buildings and site layout and test walk times. Consider lockers, vehicles, or portable kits for crews in the field.

Select devices with maintenance and support in mind. Buy trainer units for drills and choose AEDs from reputable manufacturers with clear pad and battery lifespans. Ensure you have spares for pads and batteries, and create a simple check schedule. A weekly or monthly visual check — battery status, pad expiration, device integrity — should be assigned and logged.

Register and integrate. Register AEDs with local emergency services and national registries where available; this helps dispatchers direct callers quickly. Many jurisdictions now have AED registries or apps (PulsePoint and similar) that can notify nearby trained responders; consider integrating with those services if available. (PulsePoint)

Establish training tiers. Not everyone needs full clinical certification, but everyone should have awareness training. For designated responders (security, floor wardens, supervisors), offer full CPR + AED certification and annual refreshers. For the broader workforce, run short awareness sessions every 6–12 months.

Create policies and procedures. Clarify who is authorized to use the AED, how to report each activation, post-use debriefing, and maintenance steps after a use (pads and battery changes, device inspection). Create a short flowchart for quick reference.

Test with drills. Surprise (but safe) drills reveal logistic issues: blocked access, signage confusion, or uncertain roles. After each drill, capture lessons and adjust procedures.

Measure outcomes. Track leading indicators: number of staff trained (awareness + certified), number of device checks completed, AED registration status, and number of drills conducted. Track lagging indicators carefully: AED uses, survival to EMS arrival, survival to discharge. Celebrate saves publicly and learn from near misses.

## Maintenance, Documentation, and Regulatory Nuance

AEDs are low maintenance but they’re not “set and forget.” A device with expired pads or a dead battery is worthless in an emergency.

Establish a maintenance log. Document daily/weekly visual checks (is the status indicator green?), pad expiration dates, and battery replacement dates. When an AED is used, have a quick post-use checklist: call the device service center or manufacturer for pad replacement, document the event, and ensure the unit is returned to service promptly.

Know your jurisdiction. In some places, legislatures are moving to require AEDs in certain public facilities or to require registration and maintenance standards. For example, Ontario has a Defibrillator Registration and Public Access Act requiring registration and certain maintenance procedures for designated premises. Stay current with your provincial or state guidance and review your responsibilities as a workplace owner or occupier. (Ontario, AED.ca)

Engage procurement and legal early. Procurement should standardize models to simplify training and maintenance. Legal can advise on Good Samaritan protections and liability language for policies; these conversations reassure employees that the law supports rescuers who act reasonably. (AED.ca)

## Myths and Simple Facts that Shift Behaviour

Address the myths directly in training. A few high-value clarifications:

- Myth: “Only medics can use an AED.” Fact: AEDs guide users; bystanders save lives.
- Myth: “I could get sued.” Fact: Good Samaritan protections exist in most areas, and AEDs only shock when appropriate. (AED.ca)
- Myth: “CPR is complicated.” Fact: Hands-only CPR can be taught in minutes and is

highly effective.

Drop these into your sessions as conversational corrections — they're quick to say and stick.

## Building a Culture Where People Act

The technical program (devices, pads, logs) is the skeleton. Culture is the muscle. You can have a perfect plan on paper and still have an unused AED if people are afraid or indifferent.

Start at the top. Leadership visibility matters. If a director attends a 20-minute awareness session, it signals priority. If managers mention AED locations in morning briefs, it normalizes the concept.

Celebrate readiness. Recognize staff who maintain AED cabinets, who volunteer for certified responder roles, or who participate in drills. Share success stories — the human impact of a saved life is the single best motivator.

Make it personal. During awareness training, ask participants to identify where the nearest AED is to their work area and ask them to commit to a small action (e.g., check pad expiration dates on their floor this week). Little acts of ownership scale into a broad readiness network.

Integrate into onboarding. New hires should not just see the pamphlet — they should be shown where the AEDs are, who the responders are, and briefly practice the mental script. That initial exposure matters more than we often expect.

## Measuring Success the Right Way

Too many programs default to "we have an AED, check." Instead, measure what matters.

Leading indicators to track: number of staff with awareness training completed, number of certified responders, number of AED checks completed on schedule, percent of AEDs registered with local dispatch or national registries, and number of drills run.

Lagging indicators (fewer but essential): number of AED uses, survival to EMS arrival, survival to hospital discharge, and after-action reviews documenting lessons learned.

Tell the story with both numbers and people. A quarterly safety newsletter can show the percentage of personnel trained (a leading indicator) and, when appropriate, profile a saved life (a lagging indicator) to keep the emotional connection alive.

## What to do After Using an AED

A rescue is an intense, emotional event. Your program should include compassionate procedures.

Immediate steps: after EMS takes over, make sure the device is recovered and quickly returned to service (replace pads, check battery, log the use). Provide an incident report and debrief with involved staff as soon as practical.

Support people. Rescuers may be shaken; offer peer support or EAP referrals. Celebrate the act — rescuers often feel pride mixed with distress; recognition and counseling both matter.

Review and learn. Conduct a quick after-action analysis focusing on logistics, not blame. Were pads accessible? Did signage guide responders? Were roles clear? Use lessons to update placement, training, and drills.

## The ROI Argument

If you need to pitch AEDs to finance stakeholders, the human case is primary, but you can also make a financial one. An AED program reduces serious downtime, mitigates catastrophic claims, and protects employee wellbeing — factors that influence retention and productivity. OSHA's longstanding guidance encourages workplace AED programs as part of a comprehensive first-aid plan. The cost of a single AED program (devices, pads, training) is modest compared with the cost of a single fatality or a long disability claim. Use local examples and your organization's absenteeism numbers to make the business case. (OSHA)

## Looking Forward: New Tech and Integration

AED technology continues to improve: connected AEDs can send status updates, automatically report an event to a registry, and integrate with apps that alert nearby trained rescuers. Public registries like PulsePoint help dispatchers and the public find nearby devices faster — consider registering your devices so the community can benefit. As workplaces become more connected, these integrations make AEDs more effective and easier to manage. (PulsePoint)

## Turning Preparedness Into Action

On paper, the elements of an AED program are straightforward: choose devices, place them well, train staff, and maintain the equipment. But the real work is cultural: getting people to act under pressure. That's what general awareness training is for. It's not about turning everyone into paramedics. It's about making sure people can recognize a collapse, call for help, start compressions, find the AED, and follow the device's instructions without paralysis.

If you lead safety where you work, start small. Run a 20-minute awareness talk for your next shift. Put a trainer unit in the next safety meeting instead of another slide deck. Map your AED locations and test the walk times. Register your devices with your local EMS or public registry. And after you run a drill, tell the story of what you learned — not to shame, but to improve.

When an AED is used, it's usually a messy, chaotic moment. But with the right awareness and preparation, your workplace can be a place where ordinary people step forward and do extraordinary things. That's the kind of safety culture that saves lives — and makes National Injury Prevention Day feel like more than a date on the calendar.

**Key sources and further reading (quick reference)**


- American Heart Association — CPR facts & stats and AED guidance (on survival improvement with CPR/AED). (cpr.heart.org)
- Heart & Stroke (Canada) — OHCA incidence and survival context; "Every second counts" analysis. (Heart and Stroke Foundation of Canada)
- OSHA — workplace AED guidance and recommendations for AED programs. (OSHA)
- Canadian Centre for Occupational Health & Safety (CCOHS) — practical info on AEDs and legal context in Canada (no universal OHS requirement). (CCOHS)
- Reporting and registry resources (PulsePoint / AED registries) and studies on bystander AED use (showing low bystander AED use rates). (KFF Health

News, PulsePoint)