



**American
Red Cross**

Saginaw County Chapter

Health & Safety Services Policies and Procedures

Cancellation Policy: The American Red Cross reserves the right to cancel Chapter Classes due to insufficient registration, inclement weather or instructor illnesses. Participants will be notified via telephone and may reschedule or receive a full refund. *Full Service Customer- please see contract cancellation terms and conditions.*

Certificate Requirements: Participant must complete all skill portions of the class and pass the written exam with an 80% or better in each section to receive a certificate. Participants must stay the entire length of the time allotted for class without interruptions.

Certificates: Certificates are generally issued on site for community courses. Full service course certificates are issued within 10 days from course date and within 10 days of course record receipt for Authorized Provider courses.

Challenge Courses: Students confident in their ability to obtain (re)certification by demonstrating their skills **with no assistance or direction** may choose to challenge once. Please contact the Health and Safety Department for details.

Course Delivery Methods

Authorized Provider: Authorized Providers are business, companies or organizations which choose to provide American Red Cross training within their respective entity by assuming all associated costs of such training and entering into an authorized provider agreement with their local chapter. The AP designates an authorized Instructor to provide trainings. This is the least expensive method of service delivery.

Full Service: Full service customers choose to contract with their local American Red Cross Chapter to provide training services at their place of business. See sample contract for details. This is the most expensive method of service delivery.

Community Courses: These courses are typically held at the local chapter and are open to the public. Service delivery cost is moderate.

Course Enrollment: It is your responsibility to enroll in the correct class. If you complete the wrong course, you will need to re-enroll in the correct course and pay the appropriate fee.

Course Materials: Every student must have the required course materials for each course that they enroll. Participant fact sheets are available for review upon request through the Chapter or through any Authorized Instructor.

Course Records: Instructors must provide legible, completed course records and addendums. We are not responsible for misspellings resulting from illegibly completed records and such reprints will be treated as a replacement certificate, please see below. Course records are maintained for five years.

Customer Service: All customers will be given fast and friendly service and will be directed to the right person to handle their concern or issue.

Equipment: Course hosts must provide a television and DVD player.

Instructor Certification: Newly authorized instructors must contact their local chapter for Instructor Certification. A chapter orientation will be provided and appropriate paperwork completed. Instructors are encouraged to support the mission of the American Red Cross by volunteering to teach at their local chapter, but this is not a requirement for certification.

Instructor Recertification: Instructors must teach at least once under their authorization per authorization period in order to become recertified.

Materials: All class participants, regardless of method of delivery, must receive and be able to retain all appropriate, non-reproduced, official Red Cross materials. All purchases are final. Rental equipment is available to Instructors with two week advance notice. See rental contract for terms and conditions.

Media: The media may be contacted for public Health & Safety class offered from the Saginaw County Chapter including, but not limited to, Operation CPR.

Payment: Payment is due at time of registration for all Community Courses. Full Service and Authorized Provider Courses will be invoiced. If your account becomes 60 days past due an 8% finance charge will be added to your invoice and services may be withheld. If payment issues become repetitive, we reserve the right to require pre-payment for services and materials provided.

Physical Requirements: Classes involve practicing skills on the floor. Please dress in comfortable and appropriate clothing. If you have any open sores, wounds or infections or have recently been exposed to or are having symptoms of any infections, please contact the Red Cross at (989) 754-8181 or your workplace instructor to reschedule once the condition has been resolved.

Recertification: You must complete a review or challenge course within 12 months of certificate expiration to be eligible for recertification. After this time period you must retake the full course.

Refund Policy: A refund will be issued for cancellations made at least 48 hours prior to the class date, less \$10.00 administration fee. Cancellations made after the 48 hour period will not be refunded, however, participant can transfer one time to another class date.

Replacement Certificates: The Red Cross can create a duplicate certificate(s) for a fee of \$3.00. Payment must be made prior to the certificate being made.

Scholarships: A scholarship application is available to anyone who cannot afford to take a class.