



American Red Cross
of Greater Chicago

Authorized Provider Handbook



July 1, 2009 - June 30, 2010

American Red Cross of Greater Chicago Authorized Provider Handbook

Table of Contents

Welcome and Introduction	3
Being Part of the Red Cross	4
The International Red Cross and Red Crescent Movement	4
The Role of the Red Cross Authorized Provider	6
Red Cross Responsibilities to the Authorized Provider.....	6
Authorized Provider's Responsibilities	6
Instructor Support	7
Certification and Authorization	7
Supporting Instructor Development.....	7
Selecting the Right Instructor Candidate.....	8
Supporting Instructor Trainer Development	8
Quality Assurance	8
If a Problem Occurs.....	9
Who Instructors Can Teach For.....	10
Promoting Red Cross Courses	10
Use of the Name and Symbol of the American Red Cross	10
Policies and Procedures	12
Risk and Insurance Issues with Authorized Providers and Instructors	12
Copyright Permission Requests	12
Americans with Disabilities Act.....	13
Good Samaritan Laws.....	14
Disclosure Policy	14
Criminal Record Check Guidelines	14
'Who's Who' at the American Red Cross of Greater Chicago.....	15
FY10 Authorized Provider Category Types	15
FY10 Authorized Provider Fee Structure.....	17
How Do These Fees Support the	18
American Red Cross of Greater Chicago Programs?	18
Discount Options for Annual Fee.....	19
Express Certificate Service.....	20
Record Management Service - Learning Management System (LMS).....	20
Late/Incomplete Course Record Sheet Fee	20
Materials & Supplies	21
Supplies and Equipment	21
Books and Materials	21
Equipment	21
Equipment Rental	21
Ordering Options	22
Material Return Policy.....	23
Community Center Pick-Up Schedule	24
Community Center Maps & Directions	25
Rauner Center – Headquarters.....	25
Arlington Heights Community Center	26
Chicago South Side Community Center	27
Hillside Community Center	28
Mundelein Community Center.....	29
Romeoville Community Center.....	30
Setting-Up On-line Training	31
Authorized Provider Frequently Asked Questions.....	32
On-line Resources	33

Welcome and Introduction

Thank you for choosing to be an authorized provider for the American Red Cross. By entering into this relationship with the American Red Cross, your organization has become not only an important part of the American Red Cross Preparedness and Health and Safety Services training team, but also it has become part of a long tradition of providing quality education that saves lives in communities throughout the United States dating back to 1909. We would like to congratulate you on your commitment to building a safer and healthier community by commencing or renewing your status as an American Red Cross Authorized Provider (AP) and enabling us to reach over 325,000 Chicagoland residents annually with lifesaving training.

As we work together there are some mutual commitments that serve as the basis for the obligations of the American Red Cross and your organization—the authorized provider. Our mutual commitments are—

- To establish a relationship based on mutual respect and trust.
- To provide the American people with responsive, accessible, affordable and high-quality health and safety services, education and training in a professional manner.
- To sustain and expand the mission of the American Red Cross.
- To help people lead safer, healthier lives.

The American Red Cross is committed to helping authorized providers offer the highest quality training possible. If you have any questions, please be sure to contact us. The following pages list contacts at the American Red Cross as well as other sources of information.

Enclosed is information regarding the Authorized Provider (AP) program from July 1, 2009 – June 30, 2010. We have revised and improved many of the features of the program, as well as made some new additions that will allow us to provide you with enhanced customer service such as “Express Certificates” and discounting options for providing volunteer instructors to the chapter and presenting Community Disaster Education (CDE) programs.

As a reminder, your AP agreement does not need to be re-signed each year. There is a perpetual renewal clause within that agreement. However, if you would like to reinstate yourself as an AP with this Chapter for the next year from July 1, 2009-June 30, 2010 please complete the AP Renewal Information form found on-line at www.Chicagoredcross.org/AP. The AP Renewal Information form has several options to choose from for payment.

Thanks again for your continued support and we look forward to working with you in making Chicagoland a safer place to live and work.

Being Part of the Red Cross

The International Red Cross and Red Crescent Movement

The International Red Cross Movement is the largest humanitarian, volunteer organization in the world, with more than 175 member countries, of which the United States is one. Muslim countries prefer to use the Red Crescent symbol. And in June 2006 Magan David Adom and the Palestine Red Crescent Society were unanimously approved membership in the Federation. The goal of the movement is to prevent and alleviate human pain and suffering. Seven Fundamental Principles guide the direction for the movement, and all Red Cross and Red Crescent societies must adhere to them. These principles apply to you as an authorized provider (see the italicized paragraph below each principle to see how).

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Authorized providers serve their course participants. They help protect their course participants' lives and health by teaching them how to prevent, prepare for and respond to emergencies.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Authorized providers do not discriminate among course participants for any reason. They help students solely in accordance with each student's needs regardless of nationality, race, religious beliefs, disability, gender, class or political positions.

Neutrality

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Authorized providers take the initiative, but never sides. They never play favorites.

Independence

The Movement is independent. The national societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Authorized providers respond to the needs of course participants. Authorized providers are independent. Even though they must abide by the rules of the sponsoring organization, authorized providers retain their independence and place the needs of course participants above all else.

Voluntary Service

It is a voluntary relief movement not prompted in any manner by desire for gain.

Authorized providers never work solely for personal gain. They offer help voluntarily whenever possible, where men and women of action are required.

Unity

There can be only one Red Cross or Red Crescent society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Authorized providers have many talents, but a single idea— to serve the needs of course participants.

Universality

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Authorized providers respect everyone, and their work has no bounds. They recognize everyone is equal and that they share special responsibilities and duties in helping their customers, colleagues and employees.

American Red Cross

The American Red Cross, founded in 1881 by Clara Barton, is a part of the International Red Cross and Red Crescent Movement.

The Mission of the American Red Cross:

The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for and respond to emergencies.

To support the mission of the American Red Cross, nearly 1.3 million employees and volunteers serve throughout the United States and its territories, and on military installations around the world. Supported by the resources of a national organization, they form the largest volunteer service and educational force in the nation. They help people prevent, prepare for and cope with emergencies, whether those emergencies involve blood, disaster, social services, or health and safety. The following services are provided by the American Red Cross:

Preparedness and Health and Safety Services

Armed Forces Emergency Services

Biomedical Services

Disaster Services

International Services

More details on specific American Red Cross of Greater Chicago programs can be found on the Red Cross Web site at www.chicagoredcross.org.

The Role of the Red Cross Authorized Provider

Authorized providers have a long history of working with the Red Cross to provide training and information in first aid and CPR, swimming and water safety, and caregiving. Authorized providers are collaborators with the Red Cross in providing quality Health and Safety Services training in local communities. Whether providing training for their own employees, volunteers, clients or members of the community, authorized providers have an obligation to provide the highest quality training possible.

As an authorized provider you have agreed, through the *Authorized Provider Agreement*, to provide American Red Cross instructional programs in accordance with the standards and objectives of the program you desire to offer. The *Authorized Provider Agreement* provides an outline of the mutual expectations, rights and responsibilities of both the Red Cross chapter and the authorized provider. Following the guidelines in this document ensures the integrity of American Red Cross programs and protects all parties involved—the authorized provider, the Red Cross and the instructor. The agreement also outlines in writing how you will do business with the Red Cross.

Red Cross Responsibilities to the Authorized Provider

To assist you in offering quality training, the Red Cross is committed to providing the following responsibilities to authorized providers:

- Designate an individual to serve as your primary contact
- Provide the finest programs based on research and input from our customers
- Properly train your instructors
- Ensure the quality of the program through ongoing evaluations and program development
- Provide open communications with you
- Provide information that you need to offer quality training as well as meet your training responsibilities
- Provide services to you at a fair price, based on value
- Provide American Red Cross course completion certificates in a timely manner
- Maintain your instructors' records
- Reauthorize your instructors who meet the criteria
- Maintain course records for five years
- Develop course curriculum and materials
- Provide timely updates and information to instructors
- Adhere to the terms of the *Authorized Provider Agreement*
- Provide technical assistance to instructors
- Provide a quality assurance program
- Give permission to use the Red Cross name and emblem in promotion of Red Cross instructional programs (in strict accordance with Red Cross policies and procedures)
- Provide flyers, brochures, posters and other course promotional materials

Authorized Provider's Responsibilities

As an Authorized Provider, you also have responsibilities that are outlined in detail in the *Authorized Provider Agreement*. The following are the basic responsibilities of the Authorized Provider:

- Designate an individual to be the primary contact to the Red Cross
- Identify only individuals who are qualified to be instructor candidates
- Submit properly completed records and reports in the designated time frames
- Keep the Red Cross informed of changes in an instructor's status
- Support instructors' adherence to Red Cross policies and procedures
- Respect the copyrighted materials, name and emblem of the American Red Cross
- Assist the Red Cross in resolving issues that may arise with instructors

- Maintain a safe environment suitable for the delivery of the programs
- Maintain open communications with the Red Cross
- Adhere to the terms of the *Authorized Provider Agreement*
- Inform course participants that the training is an American Red Cross course; the instructor should show visual Red Cross identification during the training

Instructor Support

Successful training depends largely on the quality of the instructor. Both the American Red Cross and you have an obligation to support your instructor(s) in providing the best training possible.

In accordance with the *Authorized Provider Agreement*, the Red Cross will provide the following support to your instructors:

- Provide effective, quality instructor training
- Provide effective evaluation
- Provide information on updates and program revisions
- Make available opportunities to volunteer for the American Red Cross
- Provide opportunities for professional skill development by offering periodic instructor upgrades, instructor in-services, additional instructor specialty courses and co-teaching opportunities
- Make available the proper materials and equipment needed to conduct training

The authorized provider also does the following to support an instructor:

- Make an instructor available to the Red Cross for training, retraining and other professional development-related activities
- Supply American Red Cross print or audiovisual materials for support of the courses
- Encourage an instructor to volunteer for the American Red Cross
- Work with the Red Cross to ensure that quality instruction takes place at its facility
- Ensure that the appropriate, qualified individuals are selected to be trained as Red Cross instructors

Certification and Authorization

Certification occurs when an instructor candidate successfully completes the instructor specialty course and is issued an Instructor Certificate signed by the instructor candidate and the instructor trainer. The candidate's signature on the Instructor Certificate indicates his or her willingness to conduct courses according to the requirements and procedures established by the American Red Cross. The certification of an instructor indicates that all requirements have been met on the date that the instructor candidate completes the instructor specialty course.

After successful completion of an instructor course, the new instructor must be authorized by a chapter to teach the applicable courses within its jurisdiction. Before an instructor can teach, the new instructor and a chapter official must sign the *Instructor Agreement*. Certified instructors may not teach until they have received authorization from a chapter. To obtain authorization to teach, the instructor should contact the chapter directly to arrange for authorization.

The chapter that initially authorizes an instructor to teach is the instructor's unit of authorization (home chapter). The instructor's unit of authorization is responsible for providing the instructor with information on chapter-specific policies and procedures and is responsible for reauthorization of the instructor. If an instructor wants to teach in another chapter's jurisdiction, he or she must notify that chapter prior to any teaching and obtain extended authorization from that chapter. If an instructor teaches in another jurisdiction, it is his or her responsibility to provide copies of the *Course Record* to his or her unit of authorization.

Supporting Instructor Development

As a collaborator with the American Red Cross, your organization can help identify potential instructor candidates. The benefits to you include the ability to encourage instructor development and the opportunity to

strengthen your ability to offer training to your constituencies. The benefits to the American Red Cross include expansion of training options for our customers and increased availability of training in the community.

Selecting the Right Instructor Candidate

To ensure the quality of American Red Cross Health and Safety Services training programs, it is important to select the appropriate person to enter the instructor course. Here are some characteristics to consider:

- An excellent communicator and educator
- Knowledgeable about the subject taught
- Positive and enthusiastic attitude
- Patient and flexible
- Professional demeanor
- Committed to teaching

Supporting Instructor Trainer Development

To maintain its reputation of providing the highest quality health and safety training available, the American Red Cross relies on identifying potential candidates to become instructor trainers. An instructor trainer candidate (ITC) is an experienced Red Cross instructor who has entered into training to become an instructor trainer (IT). Instructor trainers are authorized by the local Red Cross chapter to conduct instructor courses and train new instructors. If your organization has a need to train instructors, you may want to inquire with the local chapter about developing an instructor trainer for your organization.

The process to train instructor trainer candidates has been designed to be flexible enough to take into consideration the knowledge and experience a candidate possesses upon acceptance into the program. Training time may vary based on a candidate's knowledge and experience and the course(s) a candidate may wish to teach. The training ensures that an instructor trainer will serve as an effective representative of the American Red Cross and will abide by the standards, policies and procedures of the organization. Candidates completing this process are then able to train individuals as instructors and help increase the reach of American Red Cross health and safety training programs.

Quality Assurance

Quality assurance in American Red Cross Health and Safety Services programs is the responsibility of all parties: the American Red Cross, the authorized provider and the instructor. The Red Cross is the leader in quality health and safety training, and it maintains that status by authorizing instructors who adhere to the training standards and continually strive to provide exceptional training and service to the community.

You can help to maintain this high quality by using the following strategies:

- Choose the right individuals to become instructors
- Support instructors' compliance with Red Cross policies and procedures by making sure they have the proper equipment, space and time to conduct the training
- Make instructors available for additional training as necessary
- Review, take action and monitor the information received from the course evaluation forms (course evaluation forms for students are available in the instructor manual for the applicable course) or online at www.redcross.org/instructorscorner
- Observe instructors when they teach
- Encourage instructors to co-teach with other Red Cross trained instructors

The Red Cross will also support you with its quality assurance efforts. In addition, the Red Cross takes steps to ensure its training standards are maintained. These include:

- Providing high quality instructor training
- Establishing and explaining all national and local policies, regulations and procedures that relate to the instructor's responsibilities including the *Instructor Agreement*
- Making co-teaching opportunities available to instructors

- Monitoring of *Course Record* forms and other reporting forms for potential problems
- Evaluating courses randomly by either surveying or observing the teaching of instructors
- Providing technical support to instructors

If a Problem Occurs

Even with the best planning and proactive quality assurance programs, problems may occur. When this happens, the Red Cross will work closely with the authorized provider to immediately deal with the situation.

If a problem is minor, the Red Cross will try to deal directly with the instructor to resolve the issue. Most situations can be handled effectively with simple counseling.

Occasionally issues arise that may need further intervention. When this occurs the Red Cross will keep you informed of steps that are being taken by the Red Cross and will solicit your help in solving the problem. The basic steps for dealing with larger issues are:

1. Identifying the problem
2. Counseling the instructor
3. Providing remediation, if needed, such as co-teaching, teaching under observation or retraining
4. Monitoring the instructor
5. Continuing counseling, remediation and monitoring as necessary

In severe cases, the American Red Cross has the right to suspend an instructor's authorization. When this occurs, the instructor can not teach Red Cross courses until the problem is resolved. When a resolution can not be attained, the Red Cross may have no recourse but to withdraw the instructor's authorization. The Red Cross has an extensive and thorough process for withdrawal of authorization and does not do this lightly.

In situations where the Red Cross has identified that courses are not taught according to standards and that the participants must be retrained, the authorized provider is responsible for all costs associated with any retraining. (*See your Authorized Provider Agreement*). The Red Cross will notify the participants advising them of available retraining.

Who Instructors Can Teach For

Under the terms of the *Authorized Provider Agreement*, the instructor, as an employee or volunteer for the authorized provider, may provide training using Red Cross courses to the authorized provider's employees, members and/or customers.

At times, instructors may be asked to conduct Red Cross training by organizations or individuals that are not directly affiliated with the authorized provider. When this occurs, the other organization may wish to become an authorized provider. The other organization may also wish to have the local Red Cross chapter provide full service training directly. In either case, the other organization should contact the Red Cross to make arrangements for training. The instructor may then have the opportunity to teach the course for the other organization or for the local chapter.

Promoting Red Cross Courses

In order to help you reach more individuals with critical lifesaving skills, marketing support for you is provided through the national level of the American Red Cross. In addition to incorporating the availability of training from authorized providers in a number of national advertising efforts, specific tools have been developed to help you reach more customers on a day-to-day basis:

- Signage which can be displayed at your training facility including a plaque, a window decal, posters and a banner for aquatic facilities—these identify you as an American Red Cross authorized provider so that your customers and employees will know that they are receiving the best training available for their investment
- Nationally-produced collateral materials to assist you in explaining the benefits of Red Cross training to your customers and employees

Use of the Name and Symbol of the American Red Cross

The American Red Cross has established graphic standards and guidelines for the use of the name and emblem. Authorized providers may use the name and emblem when promoting and advertising American Red Cross courses, provided that authorized providers use one of the following statements in conjunction with use of the Red Cross name and/or emblem and receive prior written approval from their local chapter:

- Proud Provider of American Red Cross Health and Safety Training
- Proud Provider of American Red Cross Aquatics Training
- Proud Provider of American Red Cross First Aid and CPR Training
- Proud Provider of American Red Cross HIV/AIDS Prevention Education Training
- Proud Provider of American Red Cross Caregiving Training

The Red Cross has items available that authorized providers may use to promote their affiliation with the Red Cross. These items can be ordered through the Red Cross:

- Proud Provider plaque
- Proud Provider window decal
- Aquatics Banner

The following pertain to the use of the Red Cross name and emblem by authorized providers:

- Authorized providers may only use the name and emblem in brochures and flyers and promotional material as provided on the computer files provided by the Red Cross. If printing in color, the red cross must appear on a white background.
- The Red Cross can provide authorized providers with promotional materials that have space to add the organization's name, address and phone number.
- Authorized providers can state on business cards and letterhead that they are authorized providers by using one of the statements set forth above. However, the Red Cross emblem cannot be used on such items.
- The Red Cross name and emblem cannot appear in close proximity to other logos. As a general guide, white space equal to at least one arm of the cross must be left all the way around the signature.
- Any use of the Red Cross name or emblem other than as specified above is prohibited. Improper use of the Red Cross name and emblem may result in immediate withdrawal of permission to use the Red Cross name and emblem and/or cancellation of the *Authorized Provider Agreement*.
- If the *Authorized Provider Agreement* expires or is cancelled by either party, the authorized provider must immediately stop using the Red Cross name and emblem.

Please refer to <http://www.redcross.org/logos/sig.html> for downloadable Red Cross logos and standards for use.

Policies and Procedures

Risk and Insurance Issues with Authorized Providers and Instructors

Risk Management in Courses

Your organization can reduce risk of injury and illness in Red Cross courses by ensuring that instructors adhere to the safety guidelines provided by the Red Cross in the instructor's manual. For additional guidance, contact your Red Cross chapter.

Authorized Providers and Insurance Coverage

By name authorized providers are entities (or persons) who are authorized by the Red Cross to offer Red Cross courses (through the signing of the *Authorized Provider Agreement*). The coverages of the Red Cross corporate insurance plan are not extended to authorized providers and their third-party instructors because the courses that their instructors teach are not under the direct supervision and control of the Red Cross. Claims that arise from an authorized provider-offered Red Cross course are the responsibility of the authorized provider.

The Red Cross strongly recommends that authorized providers consult with their own insurance professional to ensure they have sufficient coverage.

Instructors and Insurance Coverage

Red Cross-trained instructors who work for or who are authorized providers must be sure they (or their employers) have adequate insurance to protect them while teaching Red Cross courses under an *Authorized Provider Agreement*. Such coverages include, but are not limited to, general liability, auto liability and workers' compensation insurance, in accordance with state and local law.

Copyright Permission Requests

General Information

American Red Cross materials are copyrighted both to preserve their integrity and to protect them against exploitation by others. Authorized providers are not authorized to duplicate any American Red Cross materials that are copyrighted. Under clearly defined criteria, Red Cross national headquarters may grant permission to use text, photographs, illustrations and audiovisual material from the American Red Cross. Authorized providers wanting to reproduce copyrighted American Red Cross Health and Safety Services materials must obtain written permission from Red Cross national headquarters.

Authorized providers have presupposed permission to duplicate certain portions of American Red Cross instructor manuals and instructor trainer guides for use in Red Cross courses. These sections are usually part of the appendices and include Pretest Results Forms; Tests A and B; Test Bank Questions; Answer Sheets; Participant Progress Logs; Instructor/Instructor Trainer Self-Assessment and Development Forms; Course Evaluation Forms; Video Calibration Charts; Transparency Masters; Practice Teaching Assignments; Instructor Candidate Worksheets; Practice Teaching Evaluation Forms; and Competency Checklists. Other items to be duplicated by Red Cross chapters for course use will be identified at the time of release.

Note: All requests from authorized providers for the use of American Red Cross Health and Safety Services copyrighted materials must be sent through the local Red Cross chapter to Preparedness and Health and Safety Services at American Red Cross national headquarters. The request must be in writing.

Translations into Other Languages

The translation of American Red Cross copyrighted materials into another language always requires prior written approval from Red Cross national headquarters. Certain other requirements may also apply.

All copyright requests must be channeled through the American Red Cross of Great Chicago.

Americans with Disabilities Act

Effective January 26, 1992, the Americans with Disabilities Act (ADA) bars discrimination against persons with disabilities in places of public accommodation. Title III of the law bars private entities (schools, banks, restaurants, social service agencies, offices, retail sales establishments, etc.) from discriminating against individuals with disabilities in the provision of their goods and services. Individuals with qualifying physical or mental disabilities may not be denied full and equal enjoyment of or participation in the goods, services, facilities, advantages or accommodations offered to the public. A place of public accommodation may not discriminate against its patrons, clients, invitees or guests on the basis of real or perceived qualifying disabilities.

It is the responsibility of the authorized provider to ensure compliance with the ADA for courses that they conduct.

General recommendations

- 1) Allow access to anyone seeking admission to a course (provided prerequisites are satisfied) regardless of real or perceived inability to participate in or pass the course.
- 2) Tell participants in every course to participate within the limits of their ability and learn as much as they can. For some people, certification may not be important. For those individuals, focus on helping them to learn as much as possible.
- 3) If there is a request for accommodation, discuss possible solutions with the individual or his or her guardian, and if the individual prefers and provides permission, a medical provider. Authorized providers may not need to provide the accommodation preferred by the individual as long as the accommodation offered is reasonable (i.e., building a permanent ramp into a pool versus using a swing-arm harness).
- 4) Certify each participant who can meet course skill and knowledge testing objectives.
- 5) Use available resources to assist people with special needs.

Good Samaritan Laws

Many states have passed Good Samaritan laws or acts that give legal protection to lay rescuers who act in good faith with no expectation of remuneration and are not guilty of gross negligence or willful misconduct. The type of rescuer covered and the scope of protection vary from state to state. All Preparedness and Health and Safety Services staff and volunteers should know the laws governing their state. The legal theory of informed consent requires that rescuers ask permission before helping a conscious victim. Legally, a victim must give consent to an offer of help before a rescuer can begin to help. Good Samaritan laws assume that a person who is unconscious, badly injured or too ill to respond would give consent and therefore offer protection to the rescuer. Rescuers should also get consent from a parent or guardian of a victim who is a minor or who is mentally or emotionally disabled. If a parent or guardian is not available, rescuers acting in good faith may give first aid without consent.

The American Red Cross is not in a position to render interpretations of the validity or scope of the various Good Samaritan laws. Copies of state laws can generally be obtained from the state's attorney general's office.

Disclosure Policy

Each authorized provider should be prepared to deal with situations in which information concerning sexual and/or physical abuse or neglect is disclosed to Red Cross instructors/instructor trainers. Authorized providers have the responsibility to—

- 1) Establish a reporting policy consistent with state reporting laws that will ensure expediency in obtaining help for the person while maintaining confidentiality.
- 2) Inform instructors/instructor trainers of the reporting policy to follow should situations of disclosure occur.

Criminal Record Check Guidelines

Because third-party instructors teaching for authorized providers are employees or volunteers of that organization, it is up to that organization to conduct criminal record checks that might be required by law for their employees or volunteers. However, if a third-party instructor wishes to volunteer to teach courses for the Red Cross or wishes to become a paid employee for the Red Cross, the Red Cross chapter will conduct the appropriate checks outlined in its standard guidelines.

'Who's Who' at the American Red Cross of Greater Chicago

Customer Service # 1-800-337-2338

Customer Service can help you place product orders, get billing information and order rentals. They can also assist you if you have questions on your Authorized Provider account or refer you to your Account Relationship Manager.

Health and Safety Program Specialist Support

The following staff will be able to find answers to any technical questions on any ARC program/discipline. They can also assist in transferring or extending your authorizations, or help reinstate/provide options for an expired instructor authorization.

- For First Aid/CPR/AED, Responding to Emergencies, Bloodborne Pathogens, Sport Safety Training, HIV, Babysitting, Family Caregiving, Community Disaster Education, Pet First Aid, and Kid Safety questions:
John Albergo
312.729-6156
albergoj@usa.redcross.org
- For aquatic program questions including Lifeguarding, Water Safety, Small Craft Safety, Safety Training for Swim Coaches and Basic Water Rescue as well as non-aquatic program questions regarding Oxygen Administration, CPR for the Professional Rescuer and Emergency Response:

Joel Schilling
312-729-6157
schillingjo@usa.redcross.org

Educational Operations

- For help with the Instructor Trainer process, volunteer Instructor Trainer committees, on-line course training, or training on our Learning Management System (LMS) for record management:
Steven Strang
Educational Operations Administrator
312-729-6176
strangs@usa.redcross.org
- For questions relating to volunteer instructor opportunities, the schedule of community classes or new training facilities opportunities:

Marty Makowski
Community Class Administrator
312-729-6144
makowskim@usa.redcross.org

- For billing or financial account status questions:

Trisha Darnall
Contract and Financial Administrator
312-729-6224
darnallp@usa.redcross.org

For further assistance, contact:

Erica Yngve
Senior Manager, Educational Operations & QA
312-729-6176
yngvee@usa.redcross.org

FY10 Authorized Provider Category Types

As an Authorized Provider (AP) of the American Red Cross of Greater Chicago you will fall into one of five (5) category types. These category types (described below in detail) are based on the courses you have historically taught. All AP's in this chapter will be provided a formal letter each year that states the category type you have been designated based on the courses you taught in the previous year.

Leader Program Authorized Provider

Any business, organization or individual that teaches a non-certifying leader course. Primarily includes Youth, Community Disaster Education (CDE), Pandemic Preparedness, HIV and other programs where revenue is not generated, but disaster preparedness information is delivered. Pet First Aid and Safety does NOT fall into this category as it is considered a revenue generating program.

K-12 School System Authorized Provider

Authorized Providers teaching any variety/combo of American Red Cross aquatic and non-aquatic courses within the curriculum of their K-12 educational institution. Courses may also be offered to faculty/staff at these schools.

Learn to Swim (LTS) Authorized Provider

Authorized Providers who teach only the LTS series within the Water Safety Curriculum.

Learn to Swim (LTS) PLUS Authorized Provider

Authorized Providers who teach primarily the LTS series within the Water Safety Curriculum, but may also teach additional courses.

Example: The ABC Park District teaches levels 1-6 of the LTS program and also teaches a Lifeguard Training course each year.

Universal Authorized Provider

Any business, organization or individual that does not fall into one of the previous four categories.

FY10 Authorized Provider Fee Structure

Authorized Providers (AP's) are charged an annual fee in addition to a per person processing fee. The per person processing fee is based on the volume of students taught in the previous fiscal year, and decreases as volume increases. AP's are given their "per person" rate at the beginning of the annual period. New Authorized Providers will begin with the lowest volume rate of students taught until higher volume is proven. Please see the fee schedules below:

AP Category Type	Annual Fee	Per Person Processing Fee
Leader Program AP	\$0	\$0
K-12 School System AP	\$200	\$0
Learn to Swim AP	\$300	\$0
Learn to Swim PLUS AP	\$300	see per person fee chart below *note-this fee is charged only for non-Learn To Swim students
Universal AP	\$900	see per person fee chart below

Number of Students Taught/Year	Per Person Fee
0-99	\$5
100-299	\$3
300+	\$1

How Do These Fees Support the

American Red Cross of Greater Chicago Programs?

The fees associated with this program provide support to the Chapter's Authorized Provider Program and allow us to provide you with a variety of services...

Basic Services Provided to Authorized Providers	Benefits of this Service to YOU!
Issuance of American Red Cross course completion certificates	Because Red Cross training is standardized and recognized by many national, state and local authorities, proof and validity of training can easily be provided to regulatory agencies.
Maintenance of instructor records	There is a centralized record of an instructor's course activity.
Reauthorization of instructors	The Red Cross verifies the status of instructors, ensuring that they meet a minimum competency level.
Maintenance of course record for five years	A record of activity is available if the authorized provider needs historic information about courses it offered.
Access to high quality course curriculum and materials	The most current standards of care are incorporated into the training materials utilized. Authorized providers have access to – -Programs developed by the nation's premiere safety organization with the involvement of top level experts. -Reasonably priced and high quality materials.
Regular updates and information to instructors	Authorized provider instructors have the most up-to-date information with which to teach.
Technical assistance to instructors	Authorized provider instructors have easy access to Red Cross support staff when technical or programmatic questions arise.
Quality Assurance Program	Authorized providers have an outside organization – the Red Cross – ensuring the quality of the training provided and that a minimum level of standards has been met.
Permission to use the Red Cross name and emblem in promotion of Red Cross instructional programs	Authorized providers can leverage the Red Cross brand and trusted name and reputation at little or no cost.
Provision of flyers, brochures, posters and other promotional materials	Authorized providers have access to high quality promotional tools that reflect national promotional materials and campaigns at little or no cost.
Access to Online Records	By enrolling in the chapters AP Access to LMS program – Authorized providers can have 24/7 access to training records.
Access to Instructors Corner at: www.instructorscorner.org	-Access free online updates to new programs -Access instructor information and receive monthly e-mails. -Order training materials 24 hours a day, 7 days a week

Discount Options for Annual Fee

1) Community Disaster Education (CDE) Discount

The Authorized Provider agrees to incorporate the chapter's Community Disaster Education (CDE) curriculum into each course held during the year, thus dramatically increasing the chapter's reach count. Authorized Providers agree to indicate on each Course Record submitted that they have completed the CDE portion for all students in the course, or they will be billed for the entire amount of their Annual Fee.

By participating in this discount option, the chapter agrees to reduce the Annual Fee by 25%, as well as provide the Authorized Provider with a CDE DVD and instructor script.

2) Volunteer Instructor Discount

The Authorized Provider agrees to have individual instructors under their Authorized Provider agreement serve as chapter volunteer instructors and teach a minimum of two (2) chapter classes in the fiscal year. The Authorized Provider agrees that their instructor(s) must become approved chapter volunteers through the standard volunteer intake process which requires an application (www.chicagoredcross.org/AP) as well as a background check. Not all instructors may become volunteers per the chapter's right to reserved right to disqualify those applicants who do not meet the chapter's volunteer requirements. For more information on becoming a volunteer instructor, please contact the Community Class Administrator.

The chapter agrees to reduce the Annual Fee by 50%. Authorized Providers must have at least one (1) chapter class taught by one of their instructors within the first quarter of the fiscal year to avoid being billed their entire Annual Fee. The second (2nd) and subsequent chapter classes can be taught at any time within the fiscal year.

NOTE – Authorized Providers may choose both the CDE and Volunteer Instructor discount options for a total of 75% off of their total Annual Fee.

Express Certificate Service

This is an optional service for all Authorized Providers. Authorized Providers may walk into any American Red Cross of Greater Chicago community center during business hours and provide the staff with a completed Course Record Sheet or Learning Management System (LMS) Course ID# (*see below). The chapter staff will input the course record information and print the certificates for each student, at a rate of \$2 per person, per course component requiring a certification. This fee is in addition to the Per Person Processing Fee above. Please allow about 15 minutes for each class of 10 students to be printed.

AP Category Type	Express Cert Fee
Leader Program AP	None
K-12 School System AP	\$2/per person
Learn to Swim AP	N/A
Learn to Swim PLUS AP	\$2/per person
Universal AP	\$2/per person

Record Management Service - Learning Management System (LMS)

What is it?

The Learning Management System (LMS) manages organizational training including classroom, online, blended, computer-based and more. It also supports student management, certification management, course and resource management.

Benefits to our Authorized Providers

As an Authorized Provider of the American Red Cross of Greater Chicago, you can sign up for “AP Access” to the American Red Cross’ LMS! With “AP Access” you will have:

- Ease of Access:
 - The American Red Cross’ LMS is completely Web-based, allowing for 24/7 access at any computer with internet capability!
- Student Record Management:
 - Create/update students associated with your business/organization
 - Assign students to new classes
 - View training history
- Access to Instructor Records
 - Assign instructors to classes associated with your business/organization
 - View training and teaching history
 - Update instructor contact information
- Access to Training Records
 - View all course activity associated with your business / organization
 - *Create new courses, assign students and print / submit course records
- Additional Benefits of the LMS
 - Reduction in misspelled names / incorrect addresses from “translation” of hand-written Course Record Sheets.
 - Increased turn-around time for receiving printed course certificates from the American Red Cross
 - Complete access to your AP records and reports

More information?

Contact the Educational Operations Administrator for more information and training opportunities.

Late/Incomplete Course Record Sheet Fee

Authorized Providers may be charged \$10 per Course Record Sheet if:

- 1) The class end-date was more than 30 days prior to the receipt of the course record
- 2) Information on the Course Record is missing, and thus requires additional information/contact with the instructor or Authorized Provider before it can be processed.

Materials & Supplies

Supplies and Equipment

Many Red Cross training programs require some type of manual, specialized training equipment and DVDs. The instructor's manual outlines the specific text and equipment needs for each course. Maintaining the equipment ratios outlined in the instructor's manual allows instructors to stay within the timelines for the training, as well as gives course participants the time they need to properly practice and learn skills. Most of the materials needed to conduct Red Cross training are available directly from the American Red Cross of Greater Chicago.

Books and Materials

Teaching materials such as participant books, instructor manuals and DVDs are available for purchase from the Red Cross. DVDs may also be available to rent or to purchase.

Equipment

Equipment used in Red Cross training must be maintained in good working order to ensure participant safety and effective teaching. Equipment that is not in good working order or is dirty detracts from the participant's willingness to learn and practice effectively. All equipment used in Red Cross training should be maintained according to manufacturer guidelines. Equipment such as CPR manikins should be cleaned after each use according to the manufacturer guidelines and properly cleaned between each participant. More detail on manikin decontamination, including Centers for Disease Control and Prevention (CDC) guidelines, is available in instructor manuals for courses that teach CPR.

When using equipment in training, you should ensure that instructors take all the necessary safety precautions.

Equipment Rental

Visit www.chicagoredcross.org/AP to see a list of equipment that is available for rent from the American Red Cross of Greater Chicago. Rental fees are listed as well.

All equipment should be returned in good working order and in the condition in which it was received. If there is a problem with the equipment, please notify the American Red Cross of Greater Chicago.

Ordering Options

Books, manuals, skill cards, equipment, DVD's, and more are available from:



Order Directly from our Retailer!

www.ShopStayWell.com

24 hours a day, 7 days a week

Phone orders 1-800-667-2968

M-F 9:00am-8:00pm, EST

Fax orders 1-877-297-8525

See order form at www.Chicagoredcross.org/AP

Books, manuals, skill cards, equipment, DVD's, rental items and more are available from:



Phone Orders 1-800-337-2338

M-F 8:30 am – 4:45 pm

Fax orders 312-729-6310

See attached order form

www.chicagoredcross.org

24 hours a day – 7 days a week

Click on "Store" on the homepage

Material Return Policy

Customers will be allowed to return items for a refund by following the guidelines below:

- Returns will only be allowed on materials that are **new, unused, and unaltered**. No refunds will be issued for breathing barriers, pocket masks, purchased mannequins, purchased AEDs, or any rental equipment. **For these items, all sales are final.**
- All returns will need to be made at one of the community centers. At the point of return, the **return** document (obtained at the community center) must be completed and a copy of the original invoice attached.
- The returned items, along with the accompanying paperwork, should be signed and dated by the community Center Administrator or one of their designees and returned to Fulfillment on the next available truck run.
- **No returns will be accepted after 30 days.**

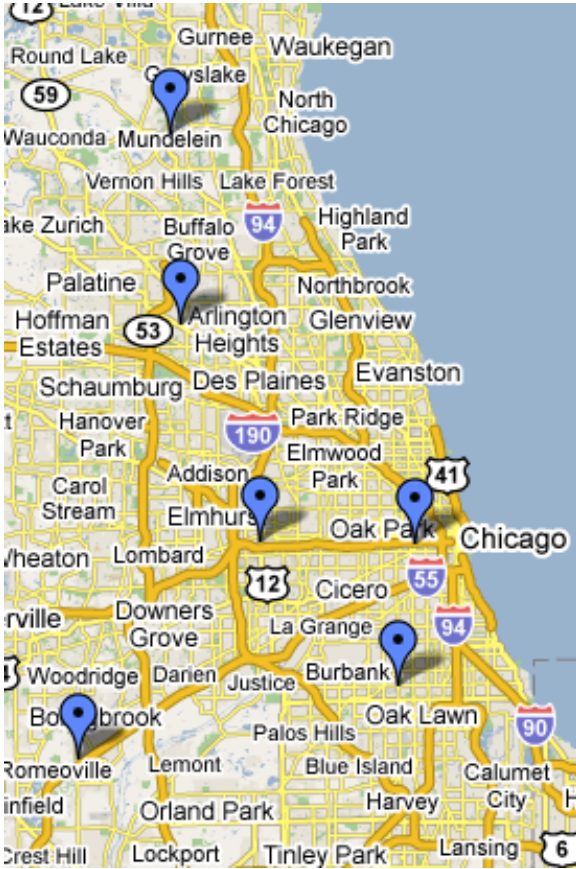
Please note:

- Orders cancelled less than 3 days prior to pick-up date will be assessed a \$10 cancellation fee. In addition, any order remaining at the community facility for more than 30 days will be billed a \$10 restocking fee per item.
- Rentals items returned after the specified return date will be assessed a \$5 late fee per item, per day.
- All return policy date limits are in business days of the community center pick-up location and are counted from the original requested pick-up date.

Outstanding customer service is our goal. If you have any questions regarding the return policy, please contact our customer service department at 1-800-337-2338.

Community Center Pick-Up Schedule

See previous maps for complete addresses & locations



Chicago Southside, Hillside, Mundelein

Monday	Closed
Tuesday	11:00am – 5:00pm
Wednesday	11:00am – 5:00pm
Thursday	11:00am – 5:00pm
Friday	Closed
Saturday	9:00am – 12:00pm

Arlington Heights, Romeoville

Monday	Closed
Tuesday	8:30am – 5:00pm
Wednesday	8:30am – 5:00pm
Thursday	8:30am – 5:00pm
Friday	8:30am – 5:00pm
Saturday	9:00am – 12:00pm

Rauner Center (HQ)

Monday	8:30am – 4:45pm
Tuesday	8:30am – 4:45pm
Wednesday	8:30am – 4:45pm
Thursday	8:30am – 4:45pm
Friday	8:30am – 4:45pm
Saturday	Closed

PLEASE REMEMBER:

PLACE ALL MATERIAL ORDERS **TWO WEEKS** BEFORE YOUR SCHEDULED CLASS!

- Express/Overnight shipping is available for orders placed with the American Red Cross of Greater Chicago and StayWell – express shipping charges apply.

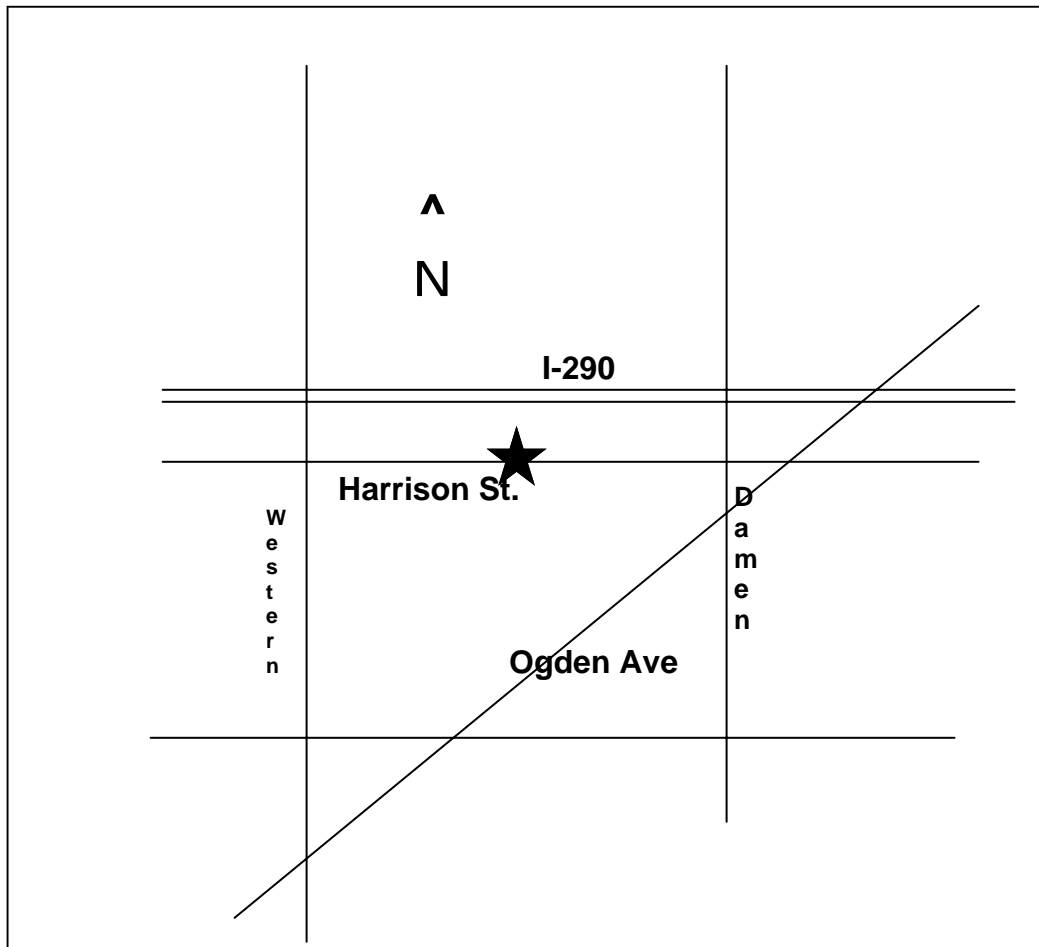
Community Center Maps & Directions

Rauner Center – Headquarters

2200 W. Harrison St
Chicago, IL 60612

From Chicago: Take the Eisenhower Expressway (I-290) west out of the city. You will exit at 28A/Damen Ave. Once you exit you will be heading west on Van Buren St. Continue heading west to Leavitt St, and head south on Leavitt St. The facility is on the west side of the street.

From Suburbs: Take the Eisenhower Expressway (I-290) east toward downtown Chicago. You will exit on 27C/Western Ave. Once exiting you will be heading east on Congress Parkway. Continue this until you reach Leavitt St. Turn and head south on Leavitt St. and the facility will on the west side of the street.



Arlington Heights Community Center

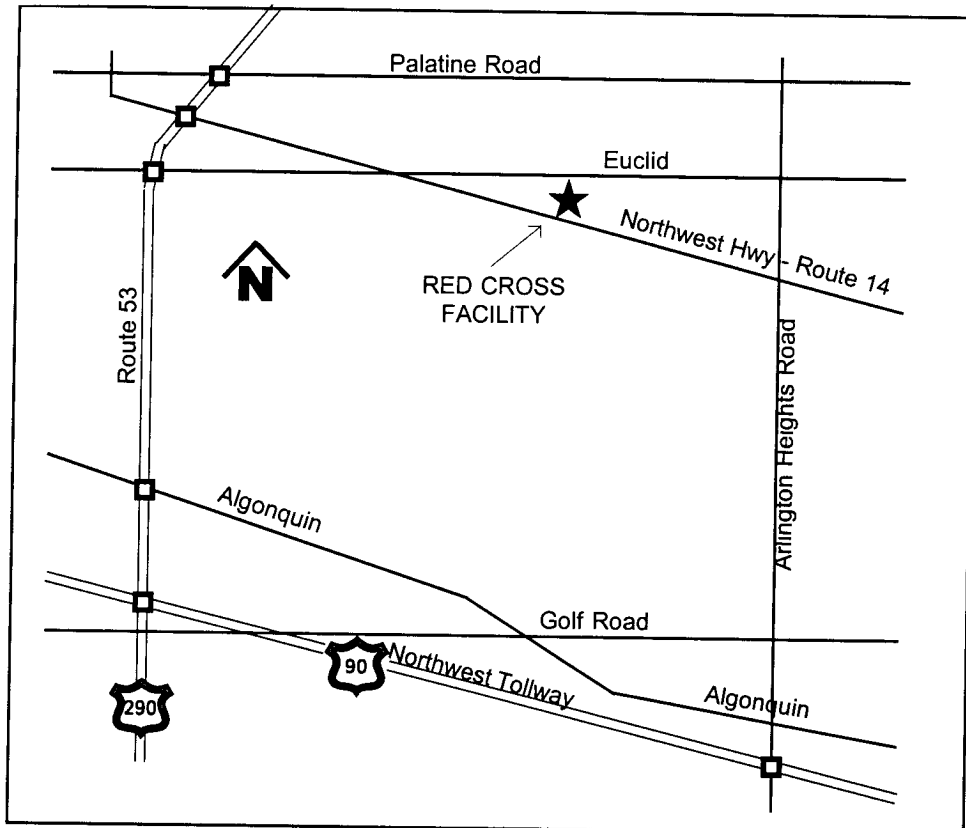
544 West Northwest Highway
Arlington Heights, Illinois 60004

From Chicago and Surrounding Suburbs:

Take the Northwest Tollway (I-90) to Arlington Heights Road. Head north on Arlington Heights Road to Northwest Highway (Route 14). Turn left on Northwest Highway. The facility is on the north side of Northwest Highway just west of Arlington Heights Road.

From North Suburbs:

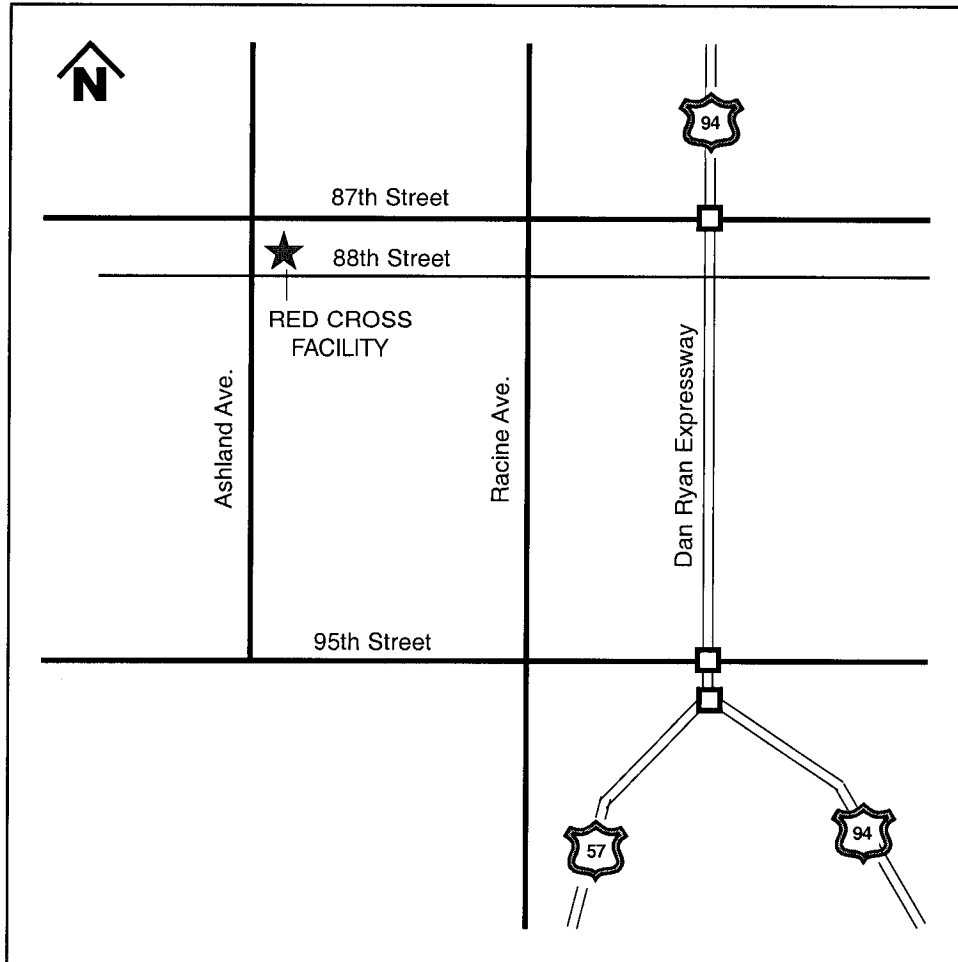
Take Route 53 to Northwest Highway (Route 14). Head east on Northwest Highway. The facility is on the north side of Northwest Highway just west of Arlington Heights Road.



Chicago South Side Community Center

3302 W. 87th St.
Chicago, Illinois 60052

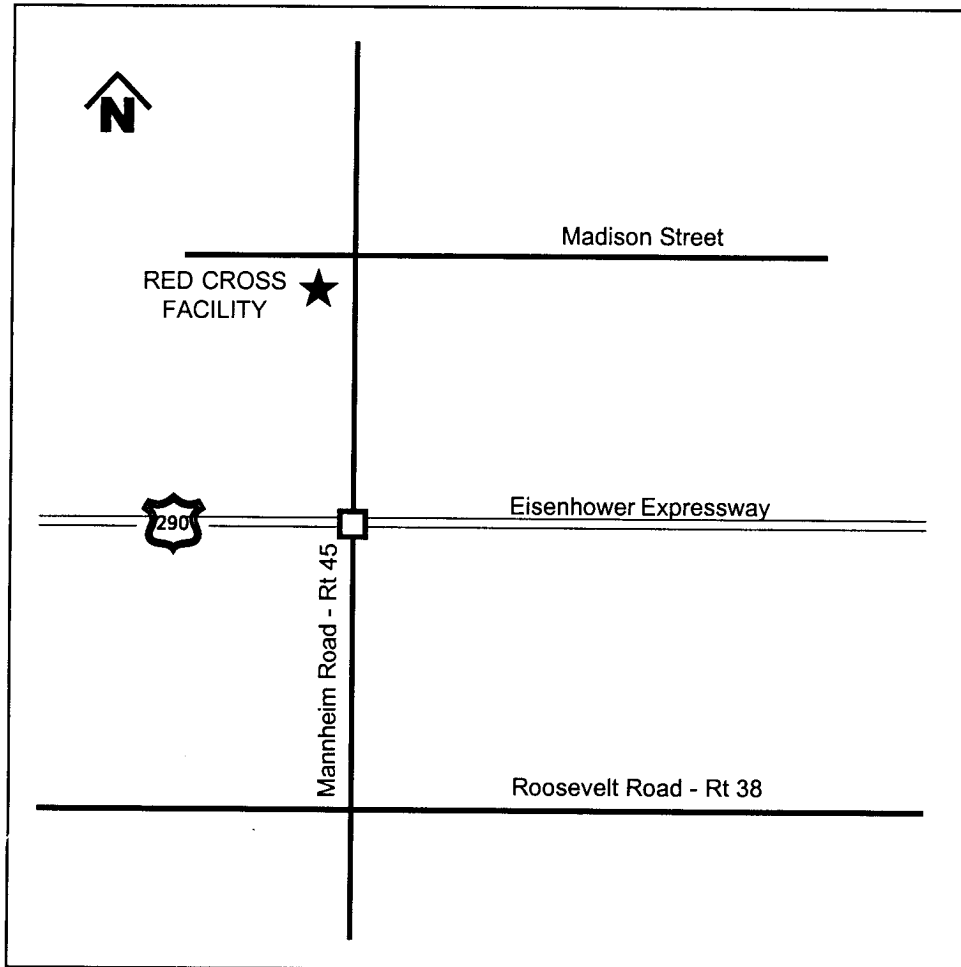
Exit the Dan Ryan Expressway (I-94) at 87th Street. Go west on 87th Street about 2 miles. The South Side Community Facility will be on the ride, or north, side of the street. Parking is available anywhere within the strip mall parking lot.



Hillside Community Center

350 N. Mannheim Road
Hillside, Illinois 60162

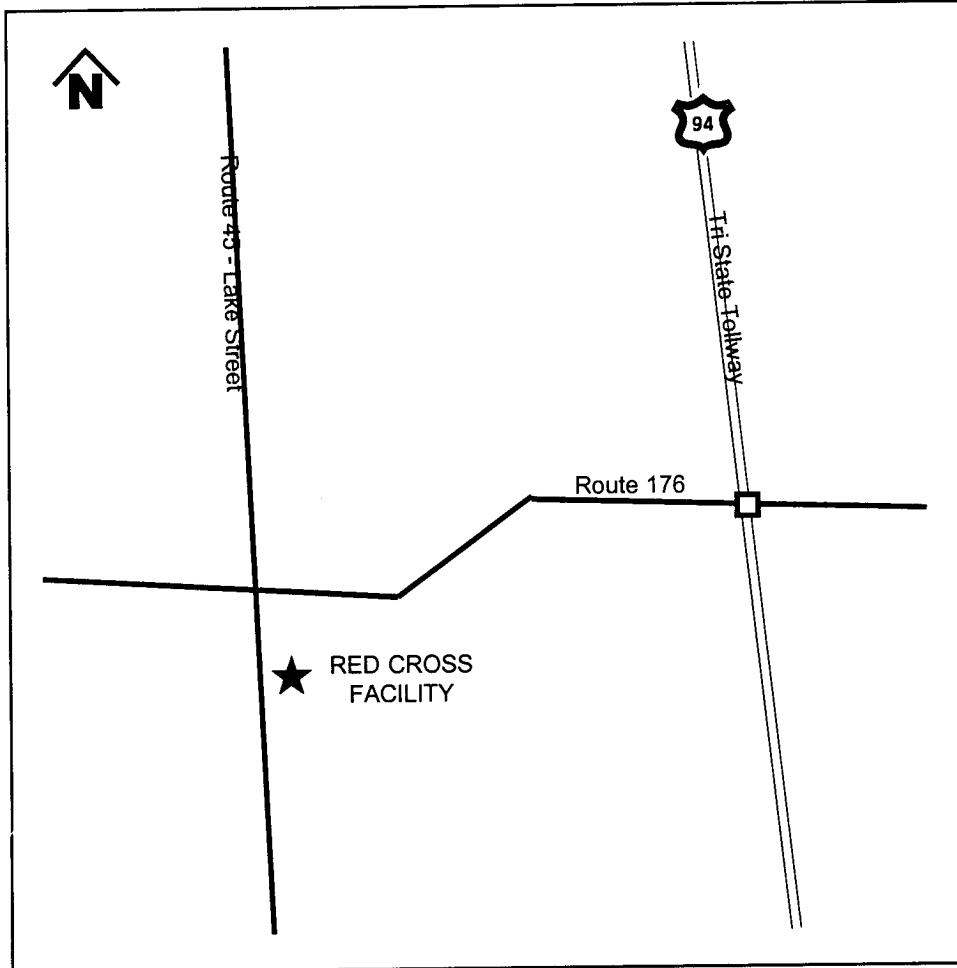
Exit the Eisenhower Expressway (I-290) at Mannheim Road (Route 45). Head north on Mannheim Road for one half mile. The facility is on the left side of the road right before Madison Street on Mannheim. Free parking is available in the side lot when entering off of Mannheim, or behind the building when entering off of Madison.



Mundelein Community Center

535 North Lake Street
Mundelein, Illinois 60060

Exit the Tri-State Tollway (I-94) at Route 176. Proceed west on Route 176 to Route 45 (Lake Street). Head south on Lake Street. The facility is in a strip mall half a block south of Route 176 on the east side of Lake Street.



Romeoville Community Center

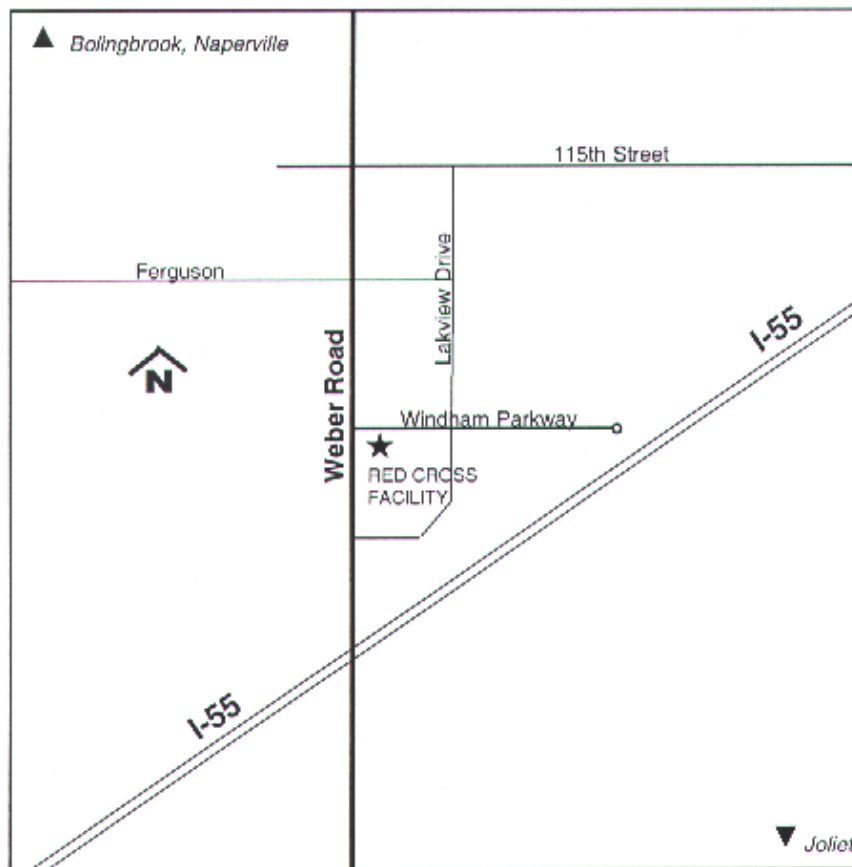
1293 Windham Parkway
Romeoville, Illinois 60446

From Chicago and Surrounding Suburbs:

Take I-55/Stevenson Expressway south to the Weber Road (exit 263). Turn north onto Weber Road and follow to Windham Parkway. Turn right onto Windham Parkway. Turn right into parking lot for 1293 Windham Parkway.

From South Suburbs:

Take I-80 west to I-55 north. Go north on I-55 to Weber Road (exit 263). Turn north onto Weber Road and follow to Windham Parkway. Turn right onto Windham Parkway. Turn right into parking lot for 1293 Windham Parkway.



Setting-Up On-line Training



On-line Training Overview

The American Red Cross of Greater Chicago now provides on-line training for the convenience of your clients and customers! On-line training consists of an on-line portion that that student accesses on their own time and completes as well as a physical in-classroom skill session. The written test is at the end of this on-line portion. Once they have passed the written test on-line, they receive a certificate of completion. This must be printed out and presented to the instructor for the second portion of the class. This portion consists of an actual in-classroom skills session. The instructor goes through each skill involved and assesses the student's comprehension and ability to complete all skills required. At this time, if all skills are successfully demonstrated, the instructor can pass the student in that component/class.

There are 2 on-line training courses that do not require a skill session and can be completed entirely on-line at your leisure! Certification cards are mailed within 2 weeks.

- 1) Universal Precautions (Bloodborne Pathogens) and
- 2) First Aid (Standard First Aid).

For a complete listing of **all** on-line training classes offered by this chapter, please visit our website at: www.chicagoredcross.org and click on "Take a Class" and then click on "On-line training".

Benefits

The benefits are tremendous for both the Authorized Provider and their clients. Students' time in the classroom is dramatically decreased and the on-line portion is done at their convenience. You are able to reduce your instructor class time/expense and expand the number of individuals you teach.

Get Started!

You can set-up your on-line learning by contacting the Educational Operations Administrator. You can be given your own unique login page for client access. Specific courses can be made available. You will then provide the skill session on your own schedule. You will be billed on a monthly basis for all clients that access and complete a test on this site. You can also be provided one demo per AP Organization for your perusal.

Full Service class options are also available through on-line learning. Please contact the chapter if you are interested in having the chapter manage your complete full service training.

Authorized Provider Frequently Asked Questions

- Q. *How do I purchase materials and rent equipment?*
- A. Phone Customer Service at 1-800-33 SAFETY (72338). Have your current Authorized Provider (AP) number available. If you are paying by credit card have your credit card information ready when placing your order with Customer Service. When paying with a Purchase Order, fax a copy of your Purchase Order to 312-729-6310. After the fax has been received and processed, Customer Service will phone you to confirm your order.
- Q. *Can I pick-up my rented equipment?*
- A. You can either pick up your materials at any Community Center location or have them shipped to you directly. Handling fees of \$10 apply for Community Center pick-ups. Community Center locations and hours listed on pages 13-19.
- Q. *Can I have materials/equipment delivered to my home or worksite?*
- A. Yes, materials can be delivered to your home or worksite via UPS with an additional 8% shipping charge. Most orders will be delivered within 5-7 business days from the date of order. **Any order that includes rental items can not be shipped.**
- Q. *When I am teaching a class, how can I obtain certificates?*
- A. Certificates are mailed to you within 10 business days of the receipt of your Course Record Sheet. Certificates will not be mailed unless the Course Record Sheet is **fully** and **completely** filled out and one of the following boxes is checked:
- Instructor will pick up certificates
 - Send certificates to instructors
 - Send certificates to authorized provider
- Another option is to utilize the "Express Certificates" option listed on page 9. You are able to obtain certificates the same day as your class by visiting a community center.
- Q. *What is the ARCGC policy on returning materials?*
- A. Returns will only be allowed on materials that are new, unused and unaltered. Rental equipment, breathing barriers or pocket masks are nonrefundable. All returns must be made at one of the Community Center locations listed on pages 13-19.
- The return document (obtained at the community center) must be completed and a copy of the original invoice attached. A restocking fee of \$10.00 will be deducted from the amount of refund.
- Q. *How is my new annual Authorized Provider fee determined?*
- A. New Authorized Provider fees are based on your previous year's training numbers and the type of classes you teach. Please see page 9 for details.
- Q. *How long is my Authorized Provider fee valid?*
- A. Authorized Provider fees are valid for one year, beginning July 1st and ending June 30th. Renewal Agreements are mailed each year by the third week of May.
- Q. *What is Instructor's Corner?*
- A. Visit www.instructorscorner.org and register for information on course enhancements, improvements, updates, and more.

On-line Resources

The following resources can be located on-line at www.Chicagoredcross.org/AP

- Materials/Supply Order Form
Order your books, manuals, skills cards, rental items, and so on with this form
- Equipment and Supplies Price List
Refer to pricing for all your equipment and supplies
- Class Notification Form
As outlined in your Authorized Provider Agreement you are to notify us of all classes you are teaching at least 10 business days prior to the class. This is also a tool to have us help promote your classes to the public.
- Activity Report Completion Forms and Samples
Find directions on how to correctly fill out a Course Record Sheet and see samples
- Name Badge Order Form
If you are interested in ordering an American Red Cross of Greater Chicago name badge to wear when you teach!
- Volunteer Application
If you are interested in receiving a discount on your annual fee, you can provide a volunteer instructor to teach chapter classes. They must become official volunteer instructors with the chapter and can start the process with this volunteer application.
- Learning Management System Flyer for Authorized Providers
Find out more on this unique benefit for AP's to manage their own training, student and teaching records.
- And More!