

# Course Booking Information

## 1. GENERAL INFORMATION

- Location: 43 Keefer Court, Unit 104 Hamilton On L8E 4V4 (Centennial Parkway and QEW)
- Parking on site (it is possible the lot could fill, (rare), then parking is available at the Quality Inn Hotel next door.
- Limited coffee and drinks on site (\$1.00). Restaurants close by, McDonalds and Tim Hortons in Walmart, Mucho Buritto, Buffalo Wild Wing, Five Guys Burgers at the Walmart Plaza, Full Tim Hortons and Wendy's on Centennial Parkway. Eastgate Mall is 5 minutes away with lots of other options.
- Dress is casual. Participants will be getting on the floor to perform certain tasks like CPR.
- You must be able to physically complete the appropriate skills for your course. If you cannot successfully complete the skill due to health issues, please advise us in advance. We can issue a participants card in place of a certification card.
- Accommodations are available at the Quality Inn and soon to open Sandman Hotels, both at the Centennial and QEW intersection
- Participants will be required to fill out a physical activity release of liability form stating that they have no medical conditions that would prohibit them from participating in the course. The form includes a release for Photo and Quote use.
- Payments can be made at time of booking with our online program. If you cannot make an online payment, please contact us for arrangements. Visa, MasterCard, AMEX, PayPal, eTransfer, cash, cheques are the options. Companies can be invoiced but payment is due on receipt, we do not give terms, or deductions.

## 2. Course Cancellation/Rescheduling and Attendance Policy:

- All courses are subject to rescheduling due to minimum participant numbers. Medical First Response will endeavor to fill every class but in the event of low numbers for a class it will be rescheduled. We work with other training partners to assist you in completing your class if we cannot accommodate you in our program. You may be moved to a different location for your booking date or a new date and/or a new location. There is no adjustment in the fees.
- If for some unforeseen reason a client wishes to reschedule his/her registration to a future date, a rescheduling fee is charged as mentioned below:
  - At any point in time, after registration, if a request of rescheduling is received, a \$25+HST admin fee will be charged.
  - Please note that rescheduling will be subjected to availability of seats for all types of training we offer.

### *Late Attendance Policy:*

- The start time for all of our First Aid and CPR/AED courses is strictly enforced. According to Canadian Red Cross guidelines, our instructors will not admit any student who has arrived at the course later than 20 minutes for any reason. Students are expected to call our head office at 1-905-302-8277 and re-schedule.

### *Cancellation & Refund:*

- If a cancellation is made by the client more than 48 hours prior to the scheduled class, a \$25+HST will be deducted and the remaining will be refunded back.
- If a cancellation is made by the client less than 48 hours prior to the scheduled class, a full refund would not be applicable.

### *Online Blended Learning:*

- All the cancellation policies for Online Blended courses are the same as our in-class courses except the cancellation fee will be \$35 +HST.

### 3. CERTIFICATION INFORMATION and COURSE SELECTION

- Please make sure you have selected the right course for your needs. There will be a charge for upgrades, adjustments, renewals. Check with your governing body to ensure you have the right certification.
- If you are taking a recertification Course:
  - You must have a CURRENT RED CROSS CERTIFICATE (not expired). If your certificate has expired, you must complete a full course. If your certificate says "Recertified" you must take a full course. You cannot recertify on a recertification. (These are WSIB/MoL rules)
- We CANNOT ISSUE REFUNDS to anyone who registers and fails to qualify for their course. Please contact us for more information.
- If you have signed up for a Blended Course, you must complete the online course in full before attending the in-class session. DO NOT attend an in-class session without your blended learning certificate. No refund will be issued for these programs.
- Certificates are now issued by email upon completion of your program.

### 4. INSTRUCTOR CLASSES

- Instructor Classes, by National Standards, must have a minimum of 4 participants to run. In the event a course does not run due to participants dropping out or an incomplete roster, you will be moved to the next available class.
- Instructor Recertification's: You must have taught the appropriate number of classes in your discipline to recertify.
- You must have a CURRENT RED CROSS CERTIFICATE (not expired). We CANNOT ISSUE REFUNDS to anyone who registers and fails to qualify for this course. Please contact us for more information.
- Review the National Standards before selecting your course.
- Instructor Courses require skills assessments, online course work, lesson plans and presentations. These materials will be assigned by your IT. You must complete all of the work to the National Standard to be certified.

### 5. NEW INSTRUCTORS

New Instructors must review the Instructor requirements posted on our website.

It takes time to become a certified instructor.

You can certify in one or a combination of Instructor programs. Each has its own time commitments and pricing. CPR instructor, First Aid Instructor, BLS Instructor, First Responder Instructor, EMR Instructor, Youth leader program Instructor. You can only teach at the level you are certified. You cannot teach up any levels. You can only teach down a level if you are also certified in that discipline.

**You must be associated with a training partner to be able to teach Red Cross programs. You cannot just become an instructor and go out and start teaching Red Cross programs.**

Medical First Response has an Instructor Alliance Program, that will allow unattached Instructors to teach first aid programs under the Medical First Response umbrella. This will allow individuals or companies to have in-house trainers or individuals the ability to start their own training business, without the expense of becoming a training partner. Please direct any inquiries to [ashley@medicalfirstresponse.com](mailto:ashley@medicalfirstresponse.com) or call 905-302-8277

Please contact us directly for any further questions about your course booking.