



American Red Cross

of the National Capital Area

AUTHORIZED PROVIDER NEWS

Chapter Headquarters
8550 Arlington Blvd.
Fairfax, VA 22031
www.redcrossnca.org

Volume 1, Issue 1

Winter Edition, December, 2007

Greetings, APs and Instructors!

Inside this issue:

Who is Your Customer Service Rep?	2
Help is Just a Mouse Click Away	2
Keep in Mind	3
Q&A Corner	4
Get MORE Training	4
Staff Directory	5

Welcome Authorized Providers and instructors to the Winter 2007 issue of the Authorized Providers Newsletter.

This newsletter has come out of recommendations from Authorized Providers (APs) like you.

The recommendation was to have a mechanism in place for getting new information and other important updates that come along out to our AP community. We are hoping this newsletter will serve as a valuable communication tool

to inform you of changes.

In this newsletter you will find contact information of our education and training staff, web sites you may want to look into and new business practices. These business practices are good reminders for new APs and the more seasoned APs.

Please share this information with your instructors and keep them current on the latest in the AP world.

As this is our first AP Newsletter, your feedback is extremely impor-



tant to us. Please fax Sandy Shepard at 703-573-0348 or e-mail Shepards@redcrossnca.org with any recommendations or helpful feedback on this first newsletter.

Thanks for your continued support of your American Red Cross!

A Note from Mark McCaffrey, Education and Training Director

The National Capital Area Chapter's Education & Training Department has undergone a great deal of change in the last 12 months. We are making great strides in addressing needs as identified by you, our clients, to streamline our processes and make things easier re-



garding paperwork. We have developed a new online system called Cloudspace. No more reams of paperwork and misplaced forms. Briefly, you fill out the initial pre-registration form—this populates the other forms—materials are automatically ordered.

On completion of the class, you complete the Activity Report and Addendum with grade, add the stu-

dents names and telephone numbers and submit for certificates. This system is scheduled for general release by January, 2008.

In line with the Cloudspace software, the AP Agreement and related appendices have been redesigned and the format has been updated in line with Cloudspace. The good news: The AP support

Who is your Customer Service Representative?

You have four Customer Service Representatives (CSRs) covering four jurisdiction areas of our chapter. The CSR that you deal with is based on the main business address of your Company.

For example: Company A has its main business address in Washington, DC, but all of the training that Company A will be doing is located in Fairfax, VA. The CSR will be Sandy Shepard, because she covers Washington, DC.

The CSRs ask that you please send all Course Records/Activity reports Directly to your CSR. Please do not drop them off at a location that your CSR is not

CSRs & areas they cover:

Nancy Spiess, Fairfax Co.

Janice (Byrd) Duckett, Montgomery Co.

Daniel Nat Davies, Prince George's Co.

Sandy Shepard, District of Columbia
(Sandy is located at the Fairfax Office)

located at. They get lost or misplaced and certificates then get delayed. Please e-mail, fax or mail them directly to your CSR. Please also send all Pre-registrations directly to your CSR using the same methods: e-mail, fax, mail.

Please make sure that you **always make a copy** of your course record or activity report that you turn in to your CSR.

If you are the AP Point of Contact, do this so you always

have a record of the classes, students and instructors that your organization has taught.

If you are an instructor, do this so you always have a record of what you turned in to your organization's POC in case a discrepancy arises and also for your records, especially if you decide to leave your organization and move on to another organization. Please also send all pre-registrations directly to your CSR.

When in doubt, click here

AP web page:

<http://www.redcross.org.hss>

Health & Safety Services Sales & System Support:

hscustsupp@usa.redcross.org

For logos & Standards of Use:

www.redcross.org/logos/sig.html

Materials for promoting Red Cross Courses:

<http://corpweb.redcross.org/hss/ap/apindex.htm>

Ordering materials:

Arc@staywell.com

Instructor Information:

www.instructorscorner.org

REMINDER—The

AP@redcrossnca.org is NOT a usable e-mail address. Please forward all information directly to your CSR's e-mail address. See Staff Directory on Page 5.

DIRECTOR

Continued from Page 1

fee is not changing at this time. A new Appendix A, reflective of the Cloudspace format, is attached to this newsletter. More information about this exciting development will

follow. In closing, I wish to thank you for all of your continuing support and your constructive feedback. We look forward to continuing to work with all of you!



Housekeeping: Some things to keep in mind

ALL classes must be pre-registered even if you have all of your own materials and equipment. (Only exception is Water Safety Learn to Swim classes do not have to pre-register, but they do have to submit an activity report within ten days of the completion of the class.)

Pre-registrations and equipment/materials requests need to be submitted no later than 14 days prior to the start date of the class.

Course Records/Activity Reports must be submitted no later than ten business days of the completion of the class.

Any changes made, such as listed below, need to be submitted in writing by e-mail, fax or mail directly to your CSR:

- addition or deletion of instructor(s)
- addition or deletion of training site
- addition or deletion of material or equipment
- addition or deletion of AP Point of Contact
- addition or deletion of billing information
- change of class date or time
- change of pickup & or drop off location

On Course Records/Activity reports please **always include your AP's Name (your company's name) and the training site information**



A student performs chest compressions on a manikin during Save A Life Saturday.

even if it is the same. Who ever is listed as the AP or third party is who will be billed for that class.

Addition or deletion of training site locations are done the same way as above. Please make sure that we have a list of your current instructors and training sites.

Student evaluations: We love to hear feedback about instructor(s) so please have students fill out evaluations each time you hold a class. Please include the instructor's name on the evaluation and the date of the class. **Please also make sure you are using the OLD evaluation** that consists of questions where you fill in bubbles

for answers and not the new evaluation (we do not use the new evaluation). Please mail them after each class to your CSR.

Please try and use the Activity report rather than the course record. Most instructors find it easier, because you do not have to deal with course codes.

Want to stop by to see your CSR or you are sending someone in to pick up a replacement certificate? Please try and make an appointment with that CSR ahead of time. We want to give you the attention that you deserve, but we do have meetings, classes, conferences, lunch breaks and other customers that we are handling and if you just stop by we may not be able to assist you when you show up so PLEASE call ahead.

Student telephone numbers on Activity reports/Course Record Addendums: Please have each student include a telephone number that they can be reached at during the day, so we can contact them if we need to.

Returning rental equipment: Make sure that you sign the bottom of the equipment request form when you pick up and drop off your equipment and **PLEASE** make sure that you lock the locker back up after you have dropped off the equipment. If equipment is missing you will be held responsible for it.

*** Always include your AP's name (your company's name) and the training site information, even it is the same, on course records and activity reports.**

Q&A Corner: Course Records, Addendums or (Specialty) Activity Reports, Accuracy Counts



The instructor has the choice of which form of reporting they wish to use. These forms indicate that a course was held according to the standards of the American Red Cross. These forms must be complete and accurate

before we can accept them and issue certificates. It is extremely common that these forms are subpoenaed in various courts of law, both in civil and criminal matters. Your signature or Instructor ID number indicates

that this course was conducted as it should have been using all required materials and to the standards of The American Red Cross. Submitting a false report subjects you to withdrawal of your authorization and civil and or criminal prosecution.

Question about your current authorizations? How to update or extend into our Chapter?

- Call Sue Woelfel at (703)584-8713

Training doesn't stop at CPR and First Aid

We offer instructor classes in other subjects other than FA/CPR/AED, Life guarding & Water Safety that your organization could teach include:

- Pet First Aid
- Babysitting
- African American HIV Education & prevention
- HIV Aids Starter Facts
- Spanish –Lay Responder FA/CPR/AED, Family Care Giving

Lay Responder Instructor's can teach:
(Non-certification classes)

- Pan Flu
- Back Injury Prevention
- Ergonomics
- Managing Stress
- Slips, Trips & Falls
- Workplace Violence Awareness
- Your Heart Matters

To find out more please call **Sue Woelfel** at (703)584-8713.



First Aid for Dogs teaches pet owners hands-on skills such as rescue breathing and splinting.

**YOUR family,
YOUR neighbors,
YOUR Red Cross**

A Warm Thank You

The Education & Training Staff would like to thank all of the Authorized Providers and their Instructors who dedicate their lives to making our community prepared to respond in emergencies!

We encourage you to let us know if you have questions or comments about this newsletter. This is the first addition and we would like this to be a great tool in informing our APs and their instructors of items that are new or items that need to be reviewed.

So remember, this newsletter is only as good as the feedback we get! Please give us your constructive feedback by faxing your comments to Sandy Shepard at 703-573-0348 or by e-mail at shepards@redcrossnca.org.

**American Red Cross of
the National Capital Area
8550 Arlington Blvd.
Fairfax, VA 22031
www.redcrossnca.org
Phone: 703-584-8700
Fax: 703-573-0348**

AP Related—Education & Training Staff Directory:

<u>Staff Member</u>	<u>Phone#</u>	<u>Fax#</u>	<u>E-Mail</u>
Mark McCaffrey, Senior Director	240-487-2111	301-559-0909	ellislo@redcrossnca.org
Lorne Ellis, Quality Assurance Manager	703-584-8715	703-573-8437	veneym@redcrossnca.org
Mark Veney, Program Manager	240-485-3022	301-588-8140	hutabaratm@redcrossnca.org
Meirina Hutabarat, Supervisor Training & Logistics	703-584-8713	703-573-8437	woelfels@redcrossnca.org
Sue Woelfel, Coordinator, Instructor Dev./Training	703-584-8706	703-573-0348	spiessn@redcrossnca.org
Nancy Spiess, CSR Fairfax	240-485-3020	301-588-8140	byrdj@redcrossnca.org
Janice Byrd Duckett, CSR Montgomery County	240-487-2137	301-559-0909	natdavesd@redcrossnca.org
Daniel Nat-Davies, CSR Prince George's County	703-584-8702	703-573-0348	shepards@redcrossnca.org
Sandy Shepard, CSR Washington, DC	202-439-8035		
Sean Whitfield, Equipment Technician/DC, FFX	301-370-4112		
Thomas Carter, Equipment Technician/PG/MCO			

Instructors, have you ever thought about volunteering by teaching our community classes? If yes, then please contact the following staff members. To volunteer to teach in:

District of Columbia:

Jeanne Cunningham (202) 243-7218 or CunninghamJ@redcrossnca.org

Prince George's County:

Fatmata Margai (240) 487-2121 or MargaiF@redcrossnca.org

Montgomery County:

Iheoma Orduh (240)485-3024 or OrduhI@redcrossnca.org

Fairfax:

Vilma Contreras (703) 584-8707 or ContrerasV@redcrossnca.org

Workplace classes

If your organization does not have the time or manpower to teach classes, consider us doing it for you! To get pricing information and other details please call **Chris Harrison** for businesses in DC or Fairfax County at 703-584-8458 or **Ron Tabor** for businesses in Montgomery County and Prince George's County Maryland at 240)485-3011.

• Check www.redcrossnca.org in March for the Spring Authorized Provider News.