

October 1, 2009

Dear Colleague:

Thank you for your patience and understanding during this transition time for the American Red Cross in Connecticut. As of October 6th, the new Authorized Provider (AP) Support Team will be in place and ready to assist you. They are:

Nancy Joyce, AP Training & Education Specialist, 860-678-2820, joycen@usa.redcross.org

Naomi Kimbrough, AP Training & Education Specialist, kimbroughn@usa.redcross.org

Peggy Jimenez, Director of Education Operations, 860-678-2836, jimenezp@usa.redcross.org

Please feel free to contact any of them with any questions or concerns you may have.

Attached you will find instructions for processing course record sheets. You are still able to pay by cash, check, credit card, with a purchase order or a "Promise to Pay" letter. The only difference is where you will be sending the course record sheets. They will eventually end up at the Farmington office for final processing and issuing of completion certificates. The AP Support Team will continue to strive to maintain its goal of a 10-business-day turn-around time for issuing certificates upon receipt of the course record in the Farmington office.

An exciting change that has occurred is that all course records and instructor records will now be maintained in a web-based data system. That means, moving forward, all offices of the Connecticut Regional Chapter will have access to all records that have been entered into the system. Unfortunately, all previous records will not be in the system so please bear with us as we may need to research past teaching history, instructor authorizations, past course records, etc. as necessary.

With this new web-based system, instructors will be able to access an Instructor Authorization Transcript on-line. In an effort to go green and to reduce expenses, we will no longer provide you with a hard, instructor authorization certificate. You will be able to access an electronic transcript by going to <https://learningctr.redcross.org/>.

You will need your ID number and password. To request your ID number, please contact any one of the AP Support Team mentioned above.

To access your instructor authorization transcript:

- Go to <https://learningctr.redcross.org/>.
- At the top, left of the screen, click "Student Log In."
- Enter your instructor ID and password. Your password is "**student**" (all lower case).
- On the left hand side, under "Student Information", click "Reports." Under "Report Name," click "Instructor Authorization Report." The report will include the following:

With offices in
Bridgeport · Danbury · Darien · New Canaan · New Haven · New Milford · Norwalk · Milford · Stamford · Torrington ·
Waterbury · Waterford

Visit www.ctredcross.org or call 1 (877) 287-3327 for more information.

- Your name and ID
- Street Address
- City, State, Zip
- Phone numbers
- Email address
- Current Instructor authorizations and expiration dates

Also, with busy schedules in mind, the CT Regional Chapter is encouraging customers to order American Red Cross training materials directly online at www.ShopStayWell.com. This Website allows you to place an order 24 hours a day, 7 days a week and receive Red Cross training materials without ever leaving your home or office! The site features: instructor and participant materials, DVDs, CPR and first aid student training kits, pocket masks and much more. There is a simple registration process that allows you begin shopping immediately. It is fast and convenient with order shipment within one business day directly and conveniently to your location. You may also call (800) 667-2968, Monday-Friday, 9am-7pm, for Customer Service.

As the CT Regional Chapter transitions into an exciting new chapter, there will be some price changes with AP fees. Each previous chapter had different costs for administration fees, rental equipment, length of rentals, etc. We have gone through each of these prices to come up with standard AP fees for the entire chapter. These will become effective on November 1st. They are as follows:

- Administration Fee: \$7 per student per course. The fee covers the cost of record keeping and processing for the student, instructor and authorized provider. Fees are based on the number of students enrolled. This fee is required regardless of whether or not a student completes or passes the course and/or receives a certification card.
- Replacement Certificate Fee: \$7 per student per certificate.
- Equipment Rental: \$15 per item for 48 hours; \$25 per item for 5 days. An Equipment Reservation Form must be completed for all rental requests. To obtain a copy call your local Red Cross office or download it from our website: <http://www.ctredcross.org> ("Instructors"). A late fee of \$10/per item/per day, and replacement cost on any item damaged beyond normal use or lost will also be assessed. Equipment must be returned to the location from which it was rented.
- School Membership and Aquatics Membership Programs: Please review our website periodically in the coming months. Information will be posted as it becomes available.

As a reminder, please notify the Chapter of dates, times, and locations for each course at least 10 days before the course start date. This is noted as a responsibility of the AP in the AP agreement. The course notification form can be found on our chapter website. Updated AP agreements will be sent out in the near future.

Thank you for your continued support of American Red Cross training programs. Should you have any questions, please do not hesitate to contact me at 860-678-2836 or by e-mail at jimenezp@usa.redcross.org.

Peggy Jimenez
Director of Education Operations