



Canadian
Red Cross

Training Partner

responderfirstaid.ca

Responder First Aid Course information and Policies

Burlington Course and Office location:

Upper Middle Rd. and Guelph Line area, Burlington, Ontario (Location Provided at time of registration)

Street parking available

- Coffee and bottled water available at our Burlington site.
- Dress is casual and we suggest wearing comfortable clothes. Participants will be getting on the floor to perform certain tasks like CPR, Spinal Immobilization etc.
- 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.
- 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 emails from Responder First Aid.
- Please be aware that active security monitoring and cameras are located on site.
- Payments must be made at time of booking online. If you cannot make an online payment, please contact us for arrangements. You may pay in person by eTransfer, cash or cheque but payment must be made at a least 2 weeks prior to the course start date.

Course Attendance/Cancellation/Rescheduling Policy

- All courses are subject to rescheduling due to minimum participant numbers.
- Responder First Aid will make every effort to run a course, but in the event of an insufficient amount of registrations to run a course it will be rescheduled.
- If Responder First Aid cannot run a course, you may book for a different course date, or receive a refund on your full course fee. Any textbooks ordered will not be refunded and will be delivered to you at Responder First Aid's expense in the event we are unable to run a course.
- If a participant wishes to reschedule his/her registration to a future date, a rescheduling fee may be charged depending on the circumstances and notice received. See below for details.
- At any point in time, after registration, if a request of rescheduling is received, a \$25 admin fee will be charged.
- Refunds will not be issued for textbooks ordered and must be picked up or shipped at the participants expense.
- A minimum 48hr cancellation notification is required to receive a refund, less a \$50 admin fee. Less than 48hrs notice, you will be limited to rescheduling the course as no refund will be available. Please note that rescheduling will be subject to availability.

Late Attendance Policy:

- The start time for all of our Professional Responder courses is strictly enforced. According to Canadian Red Cross guidelines, Responder First Aid will not admit participants who arrive over 20 minutes late.
- Participants are expected to call Justin at (647)449-5297 if they are running late.

Course Selection and Certification

- Please make sure you have registered for the correct course. You will receive an email indicating dates, times as well as the course you have registered for.
- Participants are responsible to confirm which course is required for their needs.

Re-Certification Courses

- You must have a Current/Valid Certification (not expired).
- If your certificate has expired, you must complete a full course.

- If your certificate says “**Re-certified**” you must register for the full course. You cannot re-certify a re-certification as per WSIB/MoL regulations
- **Responder First Aid WILL NOT issue refunds to participants who register and fail to meet the minimum qualifications/Prerequisites for the course they have selected.**

Red Cross Certificates are now issued by email upon successful completion of your course.

If you have any questions about this policy or any of the courses we offer, please email us at justin@responderfirstaid.ca.

Thank you for choosing Responder First Aid for your Red Cross Professional Responder training.