

## Hybrid First Aid and CPR Training Policy

*By registering for training with CCR&R, you agree to our training policies*

**Hybrid/Blended:** A mixed-mode approach that uses both online and in-person training. Core knowledge content is provided in video segments and interactive student exercises online, followed by in-person training, skills practice, and evaluation.

### Registration:

- **You must register and pay 7 days in advance for First Aid and CPR class. We do not process registrations on weekends or holidays.**
- **It is your responsibility to ensure your email address is correct.**
- Register for CPR/FA through [the CCR&R Training Calendar \(Bookeo\)](#). Once registered, you will receive a confirmation email from Bookeo.
- CCR&R staff will process your payment and registration within 48 hours business days. You will receive a separate email from Health Safety Institute (HSI)/Medic First Aid to begin the online course.
- If you have not received the link after 48 hours, please check your email junk folder or contact CCR&R.

### Online Course Link:

- The online HSI course is your unique link and cannot be reassigned or shared with another person. If another person uses your link there is no way to verify that they completed the course and they will have to do it again.
- Your online HSI course link is available to you 24/7.
- After you have completed the online course, you will be able to download a certificate and be eligible for the in-person training.
- You are responsible for managing your training link and completing the online course on time.
- HSI encourages the online course to be completed on computers, laptops, and tablets.
- CCR&R has computer labs on site if you need technical assistance or a computer to use.

### In-Person Training Attendance:

- Youth under the age of 16 must be accompanied by an adult.
- The HSI online course must be completed before you attend the in-person training and your name must appear on the in-person training roster.
- Please arrive to the classroom 5-10 minutes early.

- You will not be able to participate if you arrive later than 15 minutes after the start of the class.

#### **Refunds and Credits:**

CCR&R does not provide refunds.

- Your Bookeo account may be eligible for a Bookeo credit if **you did not open your assigned HSI online course link** and you cancel your in-person training at least 6 hours before the in-person class begins.
- “No call-no shows” will result in forfeiting your Bookeo credit, and will need to pay and register again.

#### **Cancellations:**

Cancellations are accepted at least 6 hours before the in-person class begins.

- If you need to cancel your in-person class, please contact CCR&R staff at least 6 hours before the in-person class begins to discuss your eligibility.
- If a cancellation has not been received 6 hours before the in-person class begins, you will forfeit your Bookeo credit.

#### **Rescheduling:**

Rescheduling is accepted at least 6 hours before the in-person class begins. Rescheduling your in-person class is accepted one time only *90 days* after your in-person class date.

- To be eligible your online course must be completed.
- If you do not reschedule within 90 days, you will need to register, pay, and retake the full course again.

#### **Course Completion and CPR Card:**

- Upon successful completion of this course, a digital certificate card will be emailed to you by the Health Safety Institute (HSI).
- CCR&R will manage and verify your ORO hours within 10 business days.
- If you need assistance with technology support, or have any questions, please do not hesitate to contact CCR&R.

Thank you for attending training with CCR&R

Contact CCR&R by phone at 503-585-2491 or email [CCRRWeb@mwvcaa.org](mailto:CCRRWeb@mwvcaa.org) for assistance