



**American  
Red Cross**

Health & Safety Services

Broward County and  
Greater Miami & The Keys Chapters  
6710 W Sunrise Blvd., Ste 111  
Plantation, FL 33313  
Phone: 866.797.7990  
Fax: 954.797.1861

## General Information:

### **Will I receive a confirmation – and can I get a receipt?**

You can receive a class confirmation and receipt by sending a self-addressed, stamped envelope with your Registration Form. If you register online, you will receive an e-mail confirmation. Remember to verify the date and time of your training session as it appears on your confirmation.

### **Can I take a class if I have a medical condition or a special educational need?**

We will work with you to accommodate medical conditions or disabilities as much as possible, although certification requirements vary among classes. For more information, or to pre-arrange a class, call the Health and Safety department at (866) 797-7990 or e-mail

[RuffinC@usa.redcross.org](mailto:RuffinC@usa.redcross.org).

### **How actively must I participate in class?**

You'll learn more—and have more fun—by participating as much as possible. Most classes include videos, group discussions and skills practice that require you to participate in hands-on activities. Since some of the skills practice takes place on the floor, please wear comfortable, non-restrictive clothing.

To receive certification, you must attend all class sessions and pass both skills and written testing.

### **What if I'm late to class?**

Since the core of most programs is taught at the beginning of class, you won't want to miss a minute of class time. In order to maximize training time, session starting times are firm. Late arrivals are admitted at the discretion of the instructor, but tardiness may affect certification. If you arrive too late or miss a scheduled class, a re-registration fee may be assessed to register for another class.

### **Can I transfer or cancel a class?**

If you need to transfer or cancel a class, please let us know at least two full working days in advance so we may fill your space. Please be sure to call during regular business hours (Monday through Friday, 08:30 a.m. – 05:00 p.m., excluding major holidays.) We will make every effort to accommodate your request, but refunds and transfers may not be honored if made without sufficient advance notice. A re-registration fee will be assessed if we cannot fill your space or if you miss your scheduled class. A \$15.00 processing fee or 10% of the course price, whichever is greater, will be assessed for all refunds. A \$15.00 processing fee will be assessed for class transfers.

Transfer requests will be honored during the first thirty (30) days after a scheduled course. Transfer requests received after that time may not be honored and a re-registration fee will be assessed.

### **Can lost certificates be replaced?**

We can send you replacement certificates for any courses taught in Broward County and Greater Miami & The Keys Chapters as long as your certification is still valid. Simply provide the course name, location and completion dates when making your request. A \$10.00 processing fee will be assessed for each replacement certificate issued.

### **Anti-Discrimination Policy**

No person will be excluded from service or classes because of race, ethnic origin, religion, handicap, gender or sexual orientation.