



Online CPR/FA/AED Completion Training for Resource Parents & Applicants



Self-Guided Tutorial for Resource Family Support Staff



American Red Cross
Training Services

What Staff Need to know:

- ▶ DCS is now providing Adult, Child, and Baby CPR/FA/AED to resource families who are becoming licensed foster homes entirely online through the American Red Cross **replacing** previous process that required a coupon code and applicant/foster parent self-registration or clerical registration
- ▶ No Part of this training is in-person. It is online only.
- ▶ This is not a “certification” but is a “completion” as no in-person skills component is required
- ▶ Registration for this process is being coordinated in-house by members of our own foster care Administrative Support staff and RAPT team
- ▶ Resource parents may still utilize certifications for Adult and Pediatric (must include adult, child, and pediatric) provided by accredited organizations (such as American Heart Association) in place of the DCS offered option through American Red Cross.
- ▶ Policy has not yet been updated to reflect these changes, but is coming soon!

How to Register Your Applicant or Foster Parent...

Step 1: Determine if the applicant is at an appropriate juncture in annual review/initial licensing process and ready to complete CPR/First Aid/AED and explain the process to them.

- ▶ Applicants and Foster Families should expect an email directly from the Red Cross with instructions to complete the online course.
- ▶ They will receive these instructions based on when you submit their registration.
 - ▶ If you submit a registration between the 1st and the 14th of the month, an email will be received by the Applicant or FP on or around the 15th of the month with instructions for completions
 - ▶ Likewise, for registrations received between the 15th and the end of the month, an email will be received on or around the first of the following month and available from the 1st - 14th .

How to Register Your Applicant or Foster Parent...

- ▶ Step 2: Complete one referral form for one applicant OR a couple on the Red Cross Referral Form.

Indiana Foster Care
Open your Heart, Open your Home

Red Cross Referral Form

Date: click or tap to enter a date.

FCS: click or tap here to enter text. Region:

1st Applicant Name: click or tap here to enter text.

1st Applicant Phone Number: click or tap here to enter text.

1st Applicant Email: click or tap here to enter text.

2nd Applicant Name: click or tap here to enter text.

2nd Applicant Phone Number: click or tap here to enter text.

2nd Applicant Email: click or tap here to enter text.

If not immediately registering, please list approximate month for course training: click or tap here to enter text.

Notes: click or tap here to enter text.

PLEASE NOTE: Each Applicant must have their own email address.
PLEASE NOTE: Applicants are registered for training on the 1st or the 15th of the month depending on date received.
PLEASE NOTE: Applicants will have two weeks to complete training.

Please make sure a unique email is provided for each Applicant or FP

Please be sure that if FP or applicants have an account with Red Cross already, they use the same established login information.

If you are able to obtain these email addresses, please do!

How to Register Your Applicant or Foster Parent...

- ▶ Step 3: Email the Red Cross Referral for to email box dcs1staidcprregistrations@dcs.in.gov
 - ▶ You will receive a confirmation email from this box upon receipt
 - ▶ Registrations submitted between 15th and the 28th of the month will become available to Applicants on 1st through 14th.
 - ▶ Registrations submitted between 1st and the 14th of the month will become available to Applicants on the 15th through the 29.
 - ▶ All necessary information for participant to complete this course will be emailed directly to the email address you provided on the referral form

NOTE: If the training is not completed in the first training period, they will be auto-enrolled, however you may need to remind them as they will not be auto-enrolled a third time. You will be notified so that you are able to reach out to the Applicant/FP regarding barriers to completing the course.

Information and Tips for Specialists to Share for Successful Completion

- ▶ Certificates are not available to the participant UNTIL the class period closes on or after the 15th or 29th
- ▶ Applicants should watch Spam email boxes as this is often where this email lands, in the event they do not receive
 - ▶ Tip: they can also search “all email boxes”
 - ▶ Specialists can/should search the red cross web site too.
 - ▶ If you need proof of completion sooner than closing date, have the Applicant/FP email you a screenshot of the completion screen at the end of their training. This will provide verification until a certificate of completion can be generated
 - ▶ Admin cannot create certificates of completion.
- ▶ Find available certificates here: <https://www.redcross.org/take-a-class/digital-certificate>

More tips...

- ▶ If someone states that they did complete the course, but it is showing some things incomplete, direct them to go through the sections of training not marked complete and check-mark, so they are. They will find a table of contents/checklist as part of their training. If all boxes are marked complete and their page is showing 100% complete have them screen shot it, send it to you, and email proof to dc1staidcprregistrations@dc1.in.gov
- ▶ Be sure your referral form is filled out correctly before sending.
- ▶ The course itself takes approximately, 2-4 hours to complete depending on the individuals comfort level with technology
- ▶ Administrators at the Red Cross email box CAN NOT create certificates
- ▶ Licensed Foster families who have Red Cross accounts from previous courses, must access Red Cross website with established login id and password. They should NOT create a new account.

EXAMPLE EMAIL RECEIVED BY APPLICANT/FP

Dear Foster Parent,

Thank you for registering. Below are instructions to access your course and course materials.
Class Name:Adult, Child and Baby First Aid/CFR/AED-OL for AP

3 Easy steps to log in and get started:

Step 1: Check your browser and make sure you are using Firefox®, or Google Chrome™.
If your default browser is Internet Explorer, copy RedCrossLearningCenter.org into the Firefox or Google Chrome browser

Step 2: Log into the Red Cross Learning Center at: Redcrosslearningcenter.org

Your Red Cross Learning Center Username is: kyria.mcbraver-christison003@dcs.in.gov

Step 3: Enter Your Password. If you do not have or remember your password, you can *click on Forgot password link* to set up a new password

Once you sign in, you will see your Red Cross Learning Center account homepage. Click on the class to access the digital course materials, then hit Launch to start the online content. If you need assistance, click on the Questions navigation tab for FAQs and to click to chat or create a case with our support team.

If you have registered for a 1 Year Provisional Certification course, you must attend a Provisional Skill Session to receive an OSHA compliant certification.

Thank You,
American Red Cross Training Services

This is a notification-only email, please do not respond to it. For answers to most questions about orders, payment, shipping on our website, and more please visit the online [Frequently Asked Questions](#) section of our website. Feel free to contact our Customer Service Center at support@redcrossintraining.org - chat with a representative [online](#) or call us at [1-800-RED-CROSS](tel:1-800-RED-CROSS). Our customer service hours are Monday-Friday: 7:30am-10:00pm ET, Saturday: 7:30am-8:00pm ET

OSHA COMPLIANT
CERTIFICATION IS
NOT REQUIRED
FOR FOSTER
PARENT LICENSE



If you have any additional questions, please email them to dc1staidcprregistrations@dcs.in.gov



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