



CASE Notes



August 2016

Welcome

This is the first issue of “CASE Notes”. This will be an intermittent newsletter with news, tidbits, and information on what is happening at CPR AED and Safety Education (CASE). If you have any submissions, feel free to email us at cpaedtraining@comcast.net. Examples that you may consider submitting are links to news articles, teaching advice, questions (where we provide the answers), and ideas.

Leaving hand written Notes at office

Is there an AED trainer not working? Is there a manikin broken? Were you having problems with the copier/computer that did not allow you to complete the course paperwork? If so, your first action is to **call** 301-681-4300. No answer? Leave a voicemail. Voicemail full? Send email to cpaedtraining@comcast.net. What should you say? What the problem is and what action you have taken.

In any case, do not leave an unsigned note at the office without any other action. We do not go to the office daily. In fact, it may be a week or more until Judy, Gregg, or Sheri go to the office and see a note. Also, an unsigned note does not help by itself. Please put your name and a date on the note so we know who to call to collect more information if needed.

Example: Found broken AED in office today with note on it saying it did not work. No name, no phone call associated with it. It is possible that this is the same AED

that Jim fixed earlier (thank you Jim) in the week but is again back in the office out of service. We checked it out and it appears to be working. Unfortunately, the wire set that goes to it is missing because they were not placed together. Now we have to pay \$13 to have the wires replaced. Call no matter the day or time please. Thank you

Course Paperwork Copies

So you come to teach a class or gather materials to teach an offsite class and there is not enough paperwork in the pigeon holes. Easy fix.....Turn on the desktop computer in the office. On the Desktop page, there is a folder labeled "Print Packets". Open the paperwork file that you want and print copies. Please print enough copies for you and for the next several classes. Also, please make sure that you are printing in black and white and that you are printing double sided if applicable. If printing is not an option, there are originals at the bottom of the appropriate piles of paperwork in plastic protective sheets. You can use the original to make copies. Please make sure to return the original to the bottom of the pile. NOTE: when making copies instead of printing, the answer sheet will not match the transparent answer key. Please keep that in mind.

Requesting Entrepreneurial or Training Site Classes

Hello, this is part of the "Directions for Entrepreneurial Courses" guide that everyone has been sent. But to reiterate, the email to case.course.manager@gmail.com should include the following information or the class will not be approved.

Email case.course.manager@gmail.com to request permission to hold class. You must email us at least 7 days prior to the class. Email must include the following:

- a. Course to be taught (Heartsaver, BLS renewal or provider, etc.)
- b. Date and time of class
- c. Location of class name (Dr. Such and Such, or XYZ school, etc)
- d. Street address including suite/room numbers of class

- e. Number of expected students
- f. Source of your equipment to teach class
- g. How the books will be issued to the students**
- h. What you require from CPR AED and Safety Education (copies of the Exams, video, rental of manikins, etc.)
- i. If there are adjunct instructors, please list their names. If they are instructors who are not affiliated with CASE, then you must submit a copy of their card (front and back) to case.course.manager@gmail.com

Please allow up to 48 business hours for processing class requests. Please do not expect classes to be created or processed before this time.

Professional Liability Insurance

ATTENTION: We are unable to approve any instructor from teaching a class moving forward unless we have evidence of coverage for personal liability insurance. Copies of the certificates can be emailed to cpaedtraining@comcast.net. If you are covered by a sponsoring company's policy, we must either have the certificate outlining the professional liability coverage or a signed letter from your loss prevention manager stating that you are covered. Please understand that general liability does not provide this coverage. Professional liability is a separate coverage. We thank you and apologize if this causes any inconvenience.

Transition to Training Center Manager

So we have finally transitioned all data management to "Training Center Manager". This new system is much more cost effective and allows us to track a lot more data in one place. That being said, we are no longer using "Enrollware". Recognizing that the web link to the new software is very long and not easy to remember, we have placed a link to it on our new instructor page. Where is the new page? You can access it from our main website at www.cpraedandsafety.com. Scroll to the bottom of the web page and look in the very bottom left hand corner. There is a small link labeled: "Instructor Page". Click on this link and you will be taken to the new instructor page. On this page, besides have the link to the TCM portal, there are links to other paperwork, CASE Notes, the Instructor Network, and other resources to help you as instructors. Some of this is still under construction so please be patient. If you have suggestions to place on this page, please let us know.