

In-person CPR & First Aid Training Policy

This policy does not apply to our online, virtual Zoom classes. Please see the Virtual Training Policy.

By registering for training with Quality Care Connections (QCC), Lane County's CCR&R (Child Care Resource and Referral), you agree to read and follow the instructions and policies below.

Please review this PEDIATRIC CPR & FIRST AID TRAINING policy as it has changed in the last several years. We are committed to compliance with the CPR and First Aid Trainings ([English](#)) ([Spanish](#)) rules and regulations as put forth by the Department of Early Learning and Care (DELIC).

Please note we are now collaborating with LCC Health Professions as long-time providers of the American Heart Association (AHA) certification at Lane Community College.

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There are three steps to complete to receive your CPR & First Aid Card (CPR/FA).

1st BOOKEO. All class registration and payment go through our online booking system, **BOOKEO**.

2nd Attend IN PERSON at Lane Community College Main Campus.

3rd ACCESS YOUR CPR/FA CARD ONLINE. You must find and open your email from American Heart Association or the American Red Cross (English) or HSI (Spanish) to download your CPR/FA Card usually within three business days.

New Feature coming soon - access your own Bookeo account for information before every class you take!

1. What is the current CPR/FA guideline from DELC / Child Care Licensing?

- a. All caregivers in licensed facilities as well as ERDC-listed license-exempt providers who are “enhanced” or that care for non-relatives are all required to hold a current Pediatric First Aid and CPR certificate. CPR/First Aid training ***must include in-person instructor-led practice and assessment*** to ensure the technique can be performed in an emergency. Online only classes are not accepted.
- b. At this time, QCC provides **ONLY IN-PERSON PEDIATRIC CPR & FIRST AID TRAINING**

2. Where will the class take place?

- a. All of our CPR & First Aid training is at Lane Community College. ([click for map](#))
- b. In English at Building 5, room 136
- c. In Spanish at Building 26, room 314

3. How will I register for the PEDIATRIC CPR & FIRST AID TRAINING?

- a. You must register and pay in advance in BOOKEO for PEDIATRIC CPR & FIRST AID TRAINING, or use a DISCOUNT CODE if your class is free through ERDC/DHS or AFSCME Union.
- b. Use your personal email when you register in Bookeo for your printable CPR/FA e-card.
- c. After registering, you will receive a confirmation email from Bookeo with class time and location.
 - i. You can access your Bookeo Account anytime to see the time and place of the class you registered for.

4. How will I pay for PEDIATRIC CPR & FIRST AID TRAINING?

- a. Are you a License Exempt ERDC/DHS provider with no more than 3 children in care?
Use the DHS/ERDC scholarship code at checkout.
- b. Are you the owner of a licensed Registered Family Child Care or Certified Family Child Care? Use the FCC Union scholarship code at checkout.
- c. Do you work in a Certified Center as an Aide I or Assistant I?
 - i. Your center may qualify for reimbursement at <https://wou.edu/tri/forms/>

5. How will I get my ORO Credit Hours and CPR Card for my attendance in training?

- a. A digital CPR/First Aid card will be emailed to you directly. Certification is by American Heart Association for class in English and from Health Safety Institute/HIS for class in Spanish.
- b. QCC will enter your training hours into ORO within 3 business days.
- c. Arrive on time. The instructor CANNOT give you credit for attending if you are more than 15 minutes late.
- d. To make sure you get your card and hours right away, **follow these three steps**;
 - i. When you sign in on the class attendance roster in the classroom, make sure your EMAIL is your personal email, spelled correctly, and written clearly.
 - ii. After the class, check your personal email and SPAM FOLDER within 1 business day. You should have the link to access your PEDIATRIC CPR & FIRST AID TRAINING Card. If not, contact our office right away.
 - iii. ORO hours for attending the class will be entered by our office within three business days. Follow [these directions](#) to access your ORO certificate if needed.

6. What happens if I have to cancel or if I miss class?

- a. Cancellations are accepted at least 6 hours before the in-person class begins.
- b. Quality Care Connections can provide an account credit for missed classes.
- c. You may use your account credit to reschedule your CPR/First Aid class or to take another class with Quality Care Connections.
- d. You can cancel your registration in one of three ways. You can:
 - i. Access your Bookeo Account and cancel your own attendance.
 - ii. Call our office to speak with a specialist or leave a message.

- iii. Call or text the instructor on the day of the class if you are experiencing an unexpected issue.