

Which class is right for me?

American Heart Association (AHA) Basic Life Support (BLS) Provider Courses are Advanced Level Courses, specifically designed for Healthcare Providers, such as: Physicians, Nurses, Paramedics, Emergency Medical Technicians (EMT), Firefighters, Dentists, Dental Hygienists & others working in a Clinical, Patient Care setting.

Health & Safety Institute (HSI) Community CPR/AED & First Aid Courses are Standard Level Courses specifically designed for Non-Healthcare Providers, such as: Parents, Child Care Providers, Teachers, Coaches, Personal Trainers, Lifeguards, Scout Leaders, Scouts, Students & others.

We offer a Course Completion Option for everyone:

- Initial - for first time students
- Renewal - for recertifying students
- Challenge - for recertifying students that are very confident in their abilities; Pass/Fail option (HSI Classes only)
- Blended Learning - for all types of students; 1/2 completed Online; Skills 1/2 completed In-Person with an Instructor.

Please read the above Course Descriptions to determine which class is best for you or if you're unsure, just ask us! We're happy to offer suggestions, but ultimately, it is your responsibility to know which Course your Employer or Institution requires. Students will be taught the Course they request & No Refunds will be issued for the class taught.

How do I schedule a class?

You may book an appointment by Phone/Text: (443-532-8258); Email: (priorityonecprfirstaid@gmail.com); or this Website - by Clicking "SCHEDULE" Button under *Courses and/or Other Services* or by Completing a Form on the *Contact Us* Page. If we're unavailable when you call, we may be in the middle of a class session with another customer. But we'd love to help you! Please leave a message & we will contact you as promptly as possible.

Where are classes held?

Our goal is to make training accessible for everyone! Therefore, our business is unique in that we travel to your location & provide instruction in the comfort of your home or business. Classes can be indoor or outdoor (weather permitting). Our Travel Area includes: Southern, Central & Capital Regions of MD; Northern Neck Regions of VA; Northern VA & Washington D.C. We are willing to travel over 50 Land Miles (by automobile) for confirmed Groups of 6+ people. We are not able to travel over 50 miles for individual training.

*We do not offer classes at our location. If you are uncomfortable with the idea of us coming to your location for training, then you may reserve a room or space at a Public Location for us to use (Library, Community Center, Park, etc.).

When are classes held?

Classes are offered by appointment, Monday - Friday, 8:00 a.m. - 8:00 p.m. for Individuals & Small Groups. Saturday Classes are available for Large Groups of 4+ people only. No exceptions. We have experienced too many last minute cancels for Individuals requesting Saturdays. We do not offer Sunday appointments. We observe all U.S. Federal Holidays & Closings.

How do I study or prepare for class?

Step-by-step Blended Learning Course Instructions will be sent to the Student upon scheduling of a Skills Session Appointment. Contact us immediately with any questions. We can help guide you with enrollment & to clarify scenarios, but we are not allowed to prompt you or complete content for you. Please allow extra time to complete coursework, especially if this is the first time you've completed the Blended Learning option. Other Students will receive Student Manual access the day of class. If you would like materials in advance, arrangements can be made ahead of time. You may purchase a Paperback Student Manual (for an additional cost), if the Course you select comes Standard with an Electronic Book (eBook) - please inform your Instructor when you book your appointment.

When do I receive my certification card?

American Heart Association (AHA) Electronic Cards (eCards) will be sent via email, immediately after all course components are completed & after payment is received in full. Please supply your Instructor with a current, valid email address that you check frequently. You must click the link provided in the email to claim your card. These links expire, so please claim your card as soon as possible. If you do not see an email in your Inbox, then check your Junk or Spam folders. It is recommended that the Student save a pdf copy of both the Full & Wallet Size Versions of their Certification Card to their personal computer.

Health & Safety Institute (HSI) Electronic Cards (eCards) will be sent via email, immediately after all course components are completed & after payment is received in full. We will be moving from Paper Certification Cards to Digital Certification Cards in 2021, after all Paper stock is gone. It is recommended that the Student scan & save a copy of their Certification Card to their personal computer.

How do I pay for the class?

Payment for Blended Learning Courses is due in 2 parts. You must pay for Part 1 - Online Portion in order to access content. Failure to pay this, results in cancellation of your Skills Session. Payment for Part 2 - Skills Portion of the Blended Learning Course & Classroom Courses is due the same day as class, prior to instruction. Certification Cards will not be issued to Students, until payment is received in full. We accept Cash, Checks (made payable to Lori Roper), Credit Cards (Visa, MasterCard, American Express, Discover), Apple Pay; Android Pay; & Peer to Peer/P2P (Paypal, Venmo, Zelle, Google Pay, Cash App) as payment.

How long is my certification good for?

Most Certifications are valid for 2 years from the date of issue.