

## FIRST AID COURSE REGISTRATION PROCESS - Nova Scotia

In partnership with St. John Ambulance, Girl Guides of Canada- Guides du Canada, NS Council is pleased to offer **Emergency/ Standard & Mental Health First Aid Courses** at a reduced rate.

Please Note: This Mental Health First Aid Canada course is designed to teach participants how to recognize and help people who are displaying signs of mental health problems or who are experiencing a mental health crisis. The course does NOT train you to be a therapist, counsellor, or mental health professional. Topics include: what mental health means, signs and symptoms of common mental health problems and crisis situations, a basic model to provide Mental Health First Aid, information about effective interventions and treatments, and how to access professional help.

### Adult Member of Guiding: (Booking Contact Person)

- Review First Aid Booking Procedures at [www.girlguides.ns.ca](http://www.girlguides.ns.ca) under Volunteers -> Guiders Resources -> Training -> St John Ambulance section and follows instructions under Mental Health First Aid.
- Reviews the SJA website at: <http://www.sja.ca/English/Pages/default.aspx> and determines preferred date of course (considering timelines required by GGC).
- Completes Appropriate First Aid Booking form located at [www.girlguides.ns.ca](http://www.girlguides.ns.ca) under Volunteers -> Guiders Resources -> Training -> St John Ambulance section and forwards to [ggcns@girlguides.ns.ca](mailto:ggcns@girlguides.ns.ca)
- Once confirmation received from GGC NS CSR- forwards payment to Guide Office as per deadline.

### GGC NS Customer Service Representative (CSR)

- Received FA Booking form.
- Contacts St John Ambulance to confirm date and confirms with Booking Contact Person or advises of issues.
- If Course is confirmed:
  - Works with GGC Booking Contact Person to resolve issues with booking dates.
  - Confirms all participants listed on form are current members and advises Booking Contact Person of any issues.
  - Maintains file of booking forms and matches payment when received and confirms final registration with SJA has been done.
    - Should payment not be received 2 weeks prior to course date, follows up with Booking Contact Person for payment
    - Should payment not be received within one week of course notifies Office Manager.
- If Course cannot be confirmed:
  - Advises Booking Contact Person to resubmit request with another date.
  - Once Course is confirmed – follows above process.
- Forwards payment to Accounting Admin when received.
- Reconciles Invoice to payments received:
  - If invoice reconciles – forwards Invoice to Accounting Admin for payment.
  - If invoice doesn't reconcile – forward to Office Manager for resolution.

### Accounting Administrator

- Receives payments for Course
- Upon receipt of balanced Invoice – produces payment to SJA

### Office Manager

- Works with Member to secure payment
- Contacts Area Commissioner, if needed, for resolution.