

Frequently Asked Questions for the Canadian Red Cross Babysitter's Course with PMTE

Q: [My child\(ren\) is\(are\) ALMOST 11 years of age, can I register them for the course?](#)

A: We appreciate your eagerness to place your child(ren) into this fantastic course early, however, we have to say no. We have made exception to this rule in the past, however, it can be frustrating for us to yes to a child who is 2 weeks away from turning 11, but then say no to a child who is 3 weeks away from turning 11 and so on. For this reason, we now stick to the age Canadian Red Cross assigned to course and look forward to your child attending one of our future courses!

Q: [Can my younger child\(ren\) attend with their older sibling?](#)

A: Unfortunately, no. We book our facilities and instructors based on specific instructor to participant ratios as outlined for us by the Canadian Red Cross.

Q: [Can I send food/drink/snacks with my child\(ren\) to the course?](#)

A: Once you have registered your child(ren) for the course, you will receive a follow-up email with specific details for the course location your child(ren) is (are) registered at. Most locations allow participants to bring water bottles, in fact, we encourage them. With regards to other food/drink/snacks, please refer to your course specific email.

Q: [Does my child\(ren\) need to bring anything for the course?](#)

A: A pencil is always a good thing to bring to the course, although if your child(ren) forget, we will also have some on site for them to use. If your child has a doll, with the likeness of a baby (ex: Cabbage Patch Kid), which can be used to dress, feed, change diapers on, then we encourage them to bring one per child to the course. Do not stress if you do not have one, the instructor will have extras at their course location if necessary. Please no "noise making" dolls (ex: dolls that talk, cry, burp, etc.), as these can cause big distractions in the course.

Each course is set up with specific details pertinent to the specific location, date, and time for the course. Once you have registered your child(ren) for the course, you will receive a follow-up email with specific details for the course your child(ren) is (are) registered in.

Q: [How much in advance can my child\(ren\) be dropped off for the course?](#)

A: We ask participants to arrive no more than 15 minutes in advance, as our instructors may be busy making final preparations for their class.

Q: [Do I have to sign my child in and out of this class?](#)

A: At the time of registration, you are required to complete a Canadian Red Cross Participant Information form for each child. Please indicate on the form if your child can leave the course

independently or not. If not, your child will need to be signed out by one of the people indicated on the form.

Q: If something comes up while my child is in the course, and I need for someone other than who was indicated on the Canadian Red Cross Participant Information form upon registration to sign my child out of the course, what do I do?

A: Please email us at info@pmte.ca right away with the changes, then call the instructor (refer to the pertinent details email you received upon registering for the course, as the instructors cell will be provided to you then). The instructor will hand the phone to your (oldest) child to confirm details with you. In your email giving written permission, please include the first and last name of the person picking your child(ren) up and their relationship to the child(ren) (ex: Mother, Father, Grandparent, Neighbour, etc.). They will also need to show ID to the instructor to verify the change, as well as sign the sign out document.

Q: My child(ren) has a learning disability, will the instructor be able to work directly with my child(ren)?

A: No problem at all, however, to provide your child(ren) with the best learning experience possible please provide as much of those details at the time of registration. One of our staff may contact you to discuss further if necessary.

Q: My child(ren) struggle with reading and/or writing, will this be a problem with them taking this course?

A: When participants arrive to the course, they will find their course workbook sitting at the tables. Although our instructors will re-emphasize this at the beginning of the course, please let your child(ren) know in advance we will not be evaluating them on those skills. There will be times in the course where participants will work independently and in groups. We ask them to try their best, but our instructors are there to help.

Q: My child(ren) misplaced/lost/wrecked their certificate after the course, can PMTE provide us with a new one?

A: If the Canadian Red Cross has an electronic certificate available for the course, we can issue one of those free of charge to the email provided at registration. If a paper certificate is requested, there is a \$30 charge, as one needs to be re-ordered from the Canadian Red Cross. Alternatively, you can contact the Red Cross directly to see if there are any more options.

Q: My child(ren) left one of their belongings at the course, is there any way to get it back?

A: Our instructors always do a clean sweep of the rooms used for courses prior to leaving, so chances are we have your item(s). Please call (403-969-9731) or email our office (info@pmte.ca) to make arrangements for pick up.

This course is a great deal of fun for our instructors and our participants! If you still have a question we did not mention above, please feel free to contact us directly as we are always happy to help!

Thank you again for choosing us, we look forward to working with you AND your child(ren)!