


From: **Caleb Strack**
To: qualityassurance@redcross.org 

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Hi there,

My name is Caleb Strack. I am an LGIT through the Red Cross and have recently started a new position at a facility in which I am in charge of all lifeguard training and certification. One of my objectives when I was hired was to essentially "clean up" a long history of improper policies and procedures when it came to Red Cross training. Our LTP is under Swiminc, Inc dba Worthington Pools.

One recent mistake that I came across is that it looks like one of the LGIs here certified someone under the age of 15 in lifeguarding. It appears as though they turned 15 six days after the course ended.

Would you have any guidance or tips for how to proceed with this?

It may be helpful to also note that if any QA flags arise with our account, please let me know. I am working hard to try and make things right here, but there is still a lot that I don't know.

Thank you!

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Caleb Strack
Director of Operations
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