

Program: Management	<b>Safety Director</b>	Identifier: MGT 11A Revision: Revision 4 Page: 1 of 19 Revision: 12-2-11
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<b>Safety Director</b>
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Identifier	MGT 11A
Revision	4
Class Length	1 hour and 15 minutes

<b>Change Summary</b>	
December 2, 2011	Updated Lesson Plan Content and PPP

## 1. Lesson Plan Goals

To train volunteers to serve as Safety Directors in their Regions, in accordance with the position description, policies, procedures, and guidelines of AYSO as they relate to this position.

## 2. Class Length

1 hour and 15 minutes (save time for questions)

## 3. Instructor Requirements

Management Instructor  
Advanced Management Instructor at Section Meetings

## 4. Learning Objectives

- To understand the importance of the Safety Director in the operation of the Region.
- To understand the Safety Director's position description, and the importance of following it.
- To review the knowledge a Safety Director must have.
- To discuss how to apply knowledge and implement Regional Risk Management properly.
- To understand that this workshop is the training component and certification can be obtained in the AYSO's Safe Haven<sup>®</sup> workshop.

## 5. Prerequisites

None

## 6. Materials

Workshop Roster  
AYSO Safety Director Manual to show  
Power Point Presentation - PPP  
Safety Director Information Documents/Forms to show  
(If taught at Section Meetings - a copy of the schedule)

## 7. Equipment

Laptop Computer  
LCD Projector  
Flip Chart (if available)  
Markers  
Tape

## 8. Special Instructor Notes Instructor Notes are in Blue

These are the icons that will be used throughout the lesson:



Activity



Key (Critical) Point



Question



Instructor Note



Handout



PowerPoint



Nuts and Bolts



Time - Halfway

## 9. General Instructor Notes

- To be credited for this training, participants must sign the roster legibly.
- Leave 5-10 minutes at the end of the class to answer any questions from participants.
- Always assess the participants to make sure that it is understood that this workshop is for new, first year Safety Directors, and that what you will be covering will be basic information.

### **Small Group Instruction (Under 50 participants) - If giving this workshop at the Regional or Area level, a much more informal approach can be taken)**

- For smaller classes, set up room in classroom style.
- Instruct participants to answer the question on the slide (questions or concerns).
- At the end of the lesson, address any questions or concerns that were not addressed during the course of the lesson.
- If possible a small giveaway such as an "It's for the kids" pin or soccer ball key chain or small candy can be a reward to any Safety Director who gives a solution or helpful hint for another volunteer's problem or for the winning team in the Risk Management game.
- For small groups, if possible, offer to send out to all participants a list of who was in attendance. You will be setting up a system to make it easier for them to communicate with each other. If there is one participant who is a role model or leader in this group, ask if he/she will act as a mentor to new participants who are appointed to this position, or for any of the participants in the workshop.
- End the workshop by giving a list of people who can be called with technical questions. This could be the Area Director, Section Director or National Office staff.

## Section Meetings

- Follow the same guidelines for small group instruction, with the following exception:
  - Ask participants to write down their questions or concerns on a piece of paper and ask participants to put these questions aside.
  - At the end of the lesson, ask participants to pull out the questions they wrote down earlier and to check whether their questions or concerns were answered during the course of the lesson.
  - If questions still remain, take time to address these remaining issues.

**At Section Meetings, please use the PPP provided with the lesson plan.**

### 10. Introduction (5 minutes)

*(PPP Slide 1) When setting up room display PPP Slide 1 Introduce yourself as workshop leader, your topic, and your co-instructors (if any).*

*(PPP Slide 2) Explain the Course Roster Slide; Make sure all participants have signed the roster LEGIBLY with their LEGAL first and last names; address, home phone number and birth date. Birth date is one of the fields used to ensure that course credit is given to the correct person; i.e. "John Smith, Los Angeles, CA"*

- *Begin passing out the roster as participants enter the room. Remember to check at the end of the workshop that everyone has signed it. For larger groups you may need 2-3 rosters. Explain the meaning of S/A/R for the people who don't know.*
- *Remind your students that AYSO provides training, certification, and continuing education in its Safe Haven Program to protect its players and volunteers.*

*This workshop is the training component and AYSO's Safe Haven<sup>®</sup> course is the certification component.*

**(PPP Slide 3)** Briefly review the workshop goal and learning objectives.

- Remind students that supplementary information documents and forms are included on [www.ayso.org](http://www.ayso.org). (At the Regional level, the instructor is responsible for providing a copy of all the handouts to the participants.)

## 11. Body (Lesson Procedure) (PPP Slide 4)

The mission of AYSO is to develop and deliver quality youth soccer programs which promote a fun, family environment based on our six philosophies:

*Make the first click on the slide and ask if anyone knows what the Mission Statement of AYSO is, then make the second click showing the Mission.*

### (PPP Slide 5)

*Ask the participants to honestly tell you how many of them know the six philosophies. AYSO is defined by its' philosophies and every Regional Board Member should know them.*

- Everyone Plays®
- Balanced Teams
- Open Registration
- Positive Coaching
- Good Sportsmanship
- Player Development

### (PPP Slide 6)

AYSO Volunteers are required to:

1. Complete and submit a Volunteer Application **EVERY YEAR**
2. Be authorized to perform their jobs by their Region (or Area, Section or other AYSO authority)
3. Act within their Job Descriptions and the AYSO policies, procedures and guidelines
4. Complete AYSO's Safe Haven® and be properly trained to do their jobs

*To be authorized to perform their duties, they must be appointed to the position and approved by the Board then the RC will give them permission and rights in eAYSO.*

*Safe Haven only has to be taken once except if a volunteer decides to volunteer for another discipline. It is recommended that all Safety Directors take the new AYSO's Safe Haven.*

### (PPP Slide 7)

#### Group Activity

#### Divide into Three Groups


For extremely large groups, dividing up into three groups may be difficult. You may have to do this as a guided participation exercise.

In your groups select:

- One person to write down answers and
- One person to be the group's spokesperson.

All groups will have five minutes to brainstorm answers to their assigned question.

As we review the questions, each group will then have the opportunity to share their answers with the class.

 *These answers should not be looked up in case someone has the Safety Director Manual. Have them guess using common sense.*

**(PPP Slide 8)**

**Group # 1**

Why does the Region need a Safety Director?

Ask students to give the answer that comes to mind first. If students have their Safety Director Manual with them, please ask that they keep the manual closed.

**(PPP Slide 9)**

**Group # 2**

What are the duties and responsibilities of the Safety Director?

Ask students to give the answer that comes to mind first. If students have their Safety Director Manual with them, please ask that they keep the manual closed.

**(PPP Slide 10)**

**Group # 3**

What are the reasons that the Safety Director would communicate with these Regional Board Positions?

- Regional Commissioner (RC)
- Child and Volunteer Protection Advocate (CVPA)
- Treasurer
- Registrar
- Referees and Coaches
- Equipment and Field Coordinator

**Accept any answers that make sense. This is a brainstorming exercise.**

- **RC** – getting all the Regional Board Members to be available at games to fill out the incident report if needed.
- **CVPA** – any volunteers that you have delegated tasks to should fill out the Volunteer Application
- **Treasurer** – ask to budget money to secure goalposts, repair fields, provide first aid kits and training
- **Registrar** – ask to set up a table at Registration to display safety procedures, and pass out SAI forms
- **Referees and Coaches** – go over safety issues and procedures with them
- **Equipment and Field Coordinator** – check and double check safety issues for equipment and field inspection

**(Slide # 11)****Responsibilities**

Act as the Regional focal point for AYSO insurance information and liability concerns.

Implement a Regional Safety Plan which includes:

- First aid
- Field and equipment inspections
- Injury prevention
- Procedures for environmental hazards

The Safety Director is the contact person for each of these main safety focuses.

**(Slide # 12)****Responsibilities**

- Ensure the Region complies with AYSO Incident Reporting and Emergency Treatment Authorization
- Be familiar with the SAI claim process and Incident Report forms
- Ensure the availability of Soccer Accident Insurance brochures and claim forms

[www.ayso.org/resources](http://www.ayso.org/resources)

The Safety Director position covers a variety of safety concerns

**(Slide # 13)**

Safety Director is the Region focal point for Risk Management and Safety Awareness

- EMT
- Weather advisor
- Insurance agent
- Safety inspector
- Doctor

AYSO does the research and the Safety Director looks like the expert in each of these areas of safety concern.

**(Slide 14)**

AYSO provides all sorts of resources to Safety Directors:

Your Job Description

AYSO Reference Book

The AYSO National Web site, [www.ayso.org](http://www.ayso.org)


Safety Director Manual



These are the resources that AYSO provides to its volunteers. Everything that is in the Manual is also on the website. Go to the top toolbar - (Regional Boards – Safety Director).

**(PPP Slide 15)**

How many of you have the 2011 - 2012 manual? These will be available in January.  
How about a Reference Book?


 Volunteers should make sure that their RC has updated the records in eAYSO to show them as the new Safety Director.

**(PPP Slide 16)**

The Safety Director Manual contains everything you need to know to do your job.

The AYSO Reference Book contains AYSO policies, guidelines and best practices.

\*Need a manual, Contact the Supply Center at 1-888-297-6786

 Anyone can buy a manual. Cross training is a good thing.

**(PPP Slide 17)**

Where can you find your Job Description?

- [www.ayso.org](http://www.ayso.org)
- Safety Director Manual
- AYSO Reference Book
- 


 New Safety Directors should go over this job description with your RC.

**(PPP Slide 18)**

The Training & Certification component for Safety Directors include...


- Safety Director workshop or webinar
- AYSO's Safe Haven<sup>®</sup>

The CVPA and Safety Director form the Region's Risk Management Team and AYSO's Safe Haven<sup>®</sup> covers key Risk Management components.

 Webinars are available each month. Check [www.ayso.org](http://www.ayso.org) for the schedule.

**(PPP Slide 19)**

- AYSO Incident Reports are designed to capture all the pertinent facts and contact information whenever there is a serious incident.
- The Safety Director should ensure that Regional Board members are prepared to assist Region volunteers with completion of the AYSO Incident Reports

 Incident Reports are important documents that could be needed at a future date. Make sure they are filled out quickly and accurately. One copy is retained by the Region and one copy sent to the National Office.

**(Slide 20)**

An Incident Report is required whenever there is a serious incident involving AYSO participants, activities, facilities, or property including:

- Injuries
- Threats of bodily harm
- Fighting
- Property Damage
- Hospitalizations
- Law Enforcement
- Lawsuits

 Use common sense when deciding if an Incident Report should be filled out. However “when in doubt – fill it out.”

**(Slide 21)**

- Download Incident Report Form from [ayso.org](http://ayso.org).
- Notify the National Office immediately of any Incident involving theft, fraud, property damage, law enforcement or lawsuits.
- Send a copy of **all** AYSO Incident Reports to: [insuranceclaims@ayso.org](mailto:insuranceclaims@ayso.org).

 AYSO has a legal department that is there to provide guidance in legal matters.

**(Slide 22)**

True or False

 Have participants stand up if it is True and stay seated if the answer is False.

AYSO’s Insurance Plans include all of the following:

- General Liability
- Soccer Accident Insurance
- Crime Insurance Plan

**TRUE**

**(Slide 23)**

Who/What is covered?

- The Region, AYSO, and properly registered volunteers for legal damages from:
  - Participant and spectator injury
  - Activities necessary to the conduct of games or practices
  - Sponsored functions: meetings, banquets, fundraisers
  - Golf Cart accidents when driven by a licensed adult, not cart replacement

Properly registered volunteers is underlined because it is important to be protected by making sure all volunteers fill out the Volunteer Application Form. Remind class that all volunteers have to be accepted in eAYSO and assigned a job function.

**(Slide 24)**

**What is not covered?**

- The sale or detonation of fireworks
- Amusement devices – specifically bounce houses, climbing walls and other carnival-type rides
- Player vs. Player lawsuits

These types of Regional events are becoming more and more popular so understanding the legal implications is important

**(Slide 25)**

What about opening day events and fundraisers?

**Contact the Risk Management department at the National Office for clarification  
1-800-872-2976**

The providers of Amusements and Fireworks displays/stands must provide proof of their own Liability Insurance to Regions and AYSO.

The key to this issue is to always make sure that the providers of amusements and fireworks provide proof of their own liability.

**(Slide 26)**

Certificates of Insurance

Proof of Insurance

- Agreements to use fields or facilities often require that a Region provide proof of insurance coverage
- Safety Directors should work with other Regional Board Members to obtain all necessary Certificates of Insurance
- The process is easy and done completely online

**(Slide 27)**

eCertsOnline

AYSO provides the eCertsOnline feature for generating Certificates of Liability Insurance. "See [ayso.org](http://ayso.org) > *Insurance* > *Certificates of Insurance* for a link to eCertsOnline."

**(Slide 28)**

Multiple Choice

Which item is not covered by AYSO's Soccer Accident Insurance (SAI):

- a) Currently registered participants (coaches, referees, players, staff members)
- b) Accidental bodily injury while participating in team practices, games, or tournaments
- c) Group/Team travel directly to and from AYSO sponsored events
- d) Coaches, Referees and Parents in a scrimmage**

SAI does not cover adults playing in a game of soccer. Adults should not be allowed to "scrimmage" with or against children for injury prevention reasons.

This question will have participants divided between (c) and (d). An explanation is needed.

**(Slide 29)**

**Under NO circumstances** should **non-registered** players or volunteers be allowed to participate in the program (either practice or play) because they are not covered by the SAI plan. Doing so would create an unacceptable exposure to liability lawsuits. (SAI = Soccer Accident Insurance.)

Did you know...

All players and volunteers must be properly registered in eAYSO in order for SAI claims to be processed.

AYSO and the Region may become liable for any claims made by a non-registered player or volunteer.

 Stress this point again


**(Slide 30) SAI**

Full Excess Policy

- Claims must be submitted to any other applicable health care coverage prior to submitting a claim to SAI.

Usual &amp; Customary

- Claims for medical treatment and services will be considered for payment as long as they do not exceed those generally charged for similar medical care in the area.

 Players and volunteers must submit their Claim Form to their own insurance company first and then to AYSO's insurance company.

### (Slide 31) SAI Claims

- The Regional Safety Director is responsible for ensuring that any injured participant or their parent/guardian:
  - receives the **SAI Brochure**
  - retrieves the **Claim Form** from [www.ayso.org](http://www.ayso.org).
- DO NOT promise that AYSO's policy will cover ALL out-of-pocket expenses.

There is a \$1,000 therapy limit to the claim.

### (Slide 32) SAI Claims

- The injured party, or their parent/guardian, (claimant) is responsible for completing the form and should submit it to the SAI carrier within 90 days even if their insurance has not finished paying.
- Claims have a \$200 deductible and benefit payments are limited to \$50,000.
- The Safety Director is responsible for keeping a Region copy of all submitted claims.

### (Slide 33)

SAI Who is covered?

All currently REGISTERED players, Coaches, Referees and volunteers, while participating in the following activities:

Scheduled games, practices, tournaments, or other sponsored activities (meetings, banquets, fundraisers) provided they are under the direct supervision of an AYSO registered volunteer.

### (Slide 34)


SAI Who is Covered? Continued -

Group travel (five or more in one vehicle) directly to or from such activities, provided that players are traveling as a team and the vehicle is operated by a licensed adult driver with current auto insurance on the vehicle.

### (Slide 35)

SAI Brochures

\*Available from the Supply Center 1-888-297-6786 & [www.ayso.org](http://www.ayso.org); Should be distributed to all families annually at Registration and to Coaches at Coach meetings

 These brochures should be passed out at Registration and not just left at on a table. A MS Word version is available online which is easier to read.

**(Slide 36)**

SAI Claim Forms

Available from [www.ayso.org](http://www.ayso.org).

Injured participant or parents/guardians should be directed to the website to obtain SAI claim forms.

**(Slide 37)**

Notice of Claim

- A Regional official must complete Part A for the form which ensures that the injured participant is registered with the Region; has an AYSOID number, and that the facts regarding the injury are documented. The Incident Report should be attached.
- The RC and Safety Director must sign the form and return to the parent to complete.

These brochures should be passed out at Registration and not just left at on a table. A Microsoft Word version is available online which is easier to read.

**(Slide 37)**

The Safety Director must complete part A. Attach the AYSO Incident Report for the injury. The RC and Safety Director must sign the claim form and return to the parent.

- Claim form must be started by the RC and Safety Director and returned to the parent to complete.
- It is the claimant's responsibility to complete the form and submit the claim to The Loomis Company for processing as indicated in the instructions.
- They should send it Return Receipt Required for proof of mailing/receipt
- Safety Director must keep a copy of the completed form for the Region.

**(Slide 38)**

Claimant completes part B and mails both parts to The Loomis Company AFTER Region approval.

**(Slide 39) - Other Insurance**

Crime Insurance

- AYSO's plan provides protection against financial loss from theft or forgery by an official or volunteer.
- Requires full Region compliance with NAP.
- Plan has a \$5,000 deductible and a policy limit of \$50,000.
- For questions or claims, contact the National Office Risk Management/Insurance Department 1-800-872-2976.

**(Slide 40)**

Regional Equipment Insurance:

- Regions may purchase coverage for loss or damage to Regional equipment due to fire, vandalism or other specified causes from Willis Insurance Services, Inc.
- Voluntary program.
- Costs average \$250 per year.
- See [www.ayso.org](http://www.ayso.org) for plan application and details.

**(Slide 41)**


- AYSO DOES NOT provide automotive liability or property damage coverage for transporting children to official games or practices.
- Most states require that the vehicle owner/operator carry liability insurance.
- AYSO recommends taking the additional liability coverage offered by the rental car agency when renting a vehicle for transporting teams.

**(Slide 42) Did you Know?**

- The National Highway Transportation Safety Administration ([www.nhtsa.gov](http://www.nhtsa.gov)) reports that 15 passenger vans are at greater risk for rollover accidents and injury than other vehicles.
- AYSO DOES NOT recommend renting these vehicles for transporting AYSO players.

**(Slide 43)**

Check the Safety Director Resources on [ayso.org](http://ayso.org) for a link to this CBS news video about Goalpost Safety

 This issue is the single most important safety issue for any Region. Remember that goalpost safety is critical especially when games are not in play. A procedure is needed for how to store portable goals when not in use.

**(Slide 44)**

The 2011-2012 Safety Director Manual and [ayso.org](http://ayso.org) includes a copy of the Consumer Product Safety Commission's goalpost safety guidelines.

Aside from the obvious condition of the goals, all goals must be anchored when in use and stored safely when not used (chained face to face or chained to a fence so they cannot topple over.)

**(Slide 45) Goalpost Safety**

All goals should have Warning Labels!

Free labels are available from Fold-A-Goal the preferred goal supplier for AYSO.

Contact Fold-A-Goal, 800-542-4625 or [info@fold-a-goal.com](mailto:info@fold-a-goal.com).

**(Slide 46)**

AYSO equipment, particularly goalposts, should only be used by AYSO programs because of the potential liability to AYSO.

**(Slide 47)****Field Inspections**

- The Safety Director should work with Field Coordinators and Workers, Referees, and Coaches to ensure fields are inspected for hazards:
  - *Prior to the season start* in order to correct permanent problems,
  - *At the beginning of each game day* to evaluate field conditions (taking into account weather) and
  - *Before each game* to remove hazards created by debris or foreign objects left behind.

This responsibility is something that can be delegated to a volunteer who lives near a particular field.

**(Slide 48)**

Prior to the season start, fields should be evaluated and corrected as needed for:

- Walls or fences too close to playing fields
- Trees or plants protruding into field of play
- Spectator seating too close to touchlines
- Playing fields unprotected from traffic
- Field equipment from other sports
- Sprinklers, poor grass/surface area, holes

**(Slide 49) Field Inspections**

- Before each game day, fields should be evaluated for conditional hazards including:
  - Very dry/hard surfaces
  - Wet, slippery fields
  - Foreign objects such as rocks, broken glass, metal
  - Gopher holes, divots, bumps on the field

**Before each game,** Referees check for debris

**(Slide 50) Field Inspections**

Be prepared for environmental hazards:

- Hot weather: risk of dehydration/heat stroke
- Severe cold weather: risk of hypothermia
- Thunder and lightning
- Tornado, hurricane, severe weather warnings
- Wildfire

Encourage the Regions to post their policy on their website and inform all coaches of the policy at the beginning of the playing season.

**(Slide 51) Look for Inspection checklists on ayso.org**

Goalpost Safety and Field Inspection checklists are available on [ayso.org](http://ayso.org) in the Safety Director Resource section. These lists can be given to Field Coordinators and workers to help with the on-going inspection process.

**(Slide 52) First Aid Kits**

- A Basic First Aid Kit should be available to every team during practices and games. Kits can be provided:
  - to each coach at the start of the season,
  - in a standard location at all soccer fields used for practices and games.
- Kits should be inspected and re-stocked frequently.

See Safety Director Manual for suggested contents.

Only trained personnel should provide anything beyond basic first aid to avoid further injury.

**(Slide 53) First Aid**

The Safety Director and Safe Haven® Manuals provide brief descriptions of emergency medical conditions.

- Intended to help Coaches, volunteers and parents recognize conditions that require immediate medical assistance.
- Common injury descriptions are also included.
  - Help prevent more serious injury or complications.
  - Not intended to be a treatment guide or first-aid training.

Only trained personnel should provide anything beyond basic first aid to avoid further injury.

**(Slide 54) Emergency Treatment Authorization**

Coaches **MUST** have a **signed** copy of the Player Registration Forms or acceptable Emergency Authorization forms with them at all times during practices and games in the event of medical emergency.

**(Slide 55) Participation Release**

Should be given to parent/guardian of any player suffering an illness or injury requiring the care of a doctor or trip to the ER.

Must be completed by parent/guardian before player returns to play.

All forms should be given to Safety Director for storage with Region files.

 This form can be found online at [www.ayso.org](http://www.ayso.org) in a fillable PDF form.

**(Slide 56) Concussions**

- Occur when a blow to the head causes the rapid movement of the brain inside the skull.
- Result of fall, head-to-head collision, striking the goalpost/ball or even a mild bump/blow.
- Can occur without loss of consciousness.
- Is a serious brain injury that can cause death.

<http://www.cdc.gov/concussion/HeadsUp/youth.html>

**(Slide 57) Concussions**

Check the Safety Director Resources on [ayso.org](http://ayso.org) for a link to the CDC website and their “Heads Up” program.

It provides free online coach training, key facts about the symptoms, risks, and precautions for dealing with Concussions.

All coaches should be given the AYSO/CDC Coach’s clipboard sticker. ???

**(Slide 58) Concussions**

The AYSO/CDC Information sheets should be given to all players and parents.

It offers a place for signatures in states that require an annual acknowledgement of the risks associated with concussions.

**(Slide 59)**

Use the Safety Director Checklist in the Safety Director Manual.

[This is an orderly list of things that every Safety Director should do each year.](#)

**(Slide 60) Group Activity**

Game Instructions:


- Divide into same groups as before.
- For every question, only one person per team will answer.
- After the question is asked, each person will have five seconds to answer.
- Show the correct answer card:

Yellow = True


Red = False

Wait until the Instructor asks for the answer before showing the card.

All correct answers receive one point; incorrect answers receive zero points.

 If the group is too large or too small it might not make sense to divide into three groups, Remember that everyone likes a competition so consider how you will do this exercise early in the workshop. You may not have time to waste figuring it out at the end of the workshop.

**(Slide 61) Game Questions - Goalpost Safety**

 Reminder – Do not show answer until instructor asks for it. You probably will have limited time at the end of this workshop so this game should have a quick pace. Hold all questions until the end of the workshop.

TRUE or FALSE

Ensure goalpost warning labels are clearly visible on all portable goals. (True)

Climb on goals to be sure nets are secure on top. (False)

Checking all connecting hardware at the start of the season is sufficient. (False)

The Safety Director Manual provides criteria for goal inspection. (True)

**(Slide 62) Game Questions - Environmental Hazards**

Reminder – Do not show answer until instructor asks for it.

TRUE or FALSE

Wet fields do not pose a risk because kids like to play in the mud. (False)

On an open field, it is safest to lie on the ground during a lightning storm. (False)

It is the Safety Director's responsibility to ensure that a basic First Aid kit is available to every team during all practices and games on every field in use by the Region. (True)

You probably won't have time to discuss any of these topics during the quiz. Hold all discussions until the end of the workshop.

**(Slide 63) Game Questions - Concussions**

Reminder – Do not show answer until instructor asks for it.

TRUE or FALSE

A player who might have a concussion is ok to play if they can clearly see how many fingers someone is showing them. (False)

Concussions do not occur from "heading" the ball. (False)

To suffer a concussion, a player must lose consciousness. (False)

Parents should be encouraged to seek professional medical care and a medical release. (True)

**(Slide 64) Conclusion**

- Get trained and certified
- Ask for help
- Involve the Regional Board
- Use checklists for inspections
- Properly store/route all forms
- Contact the National Office 1-800-872-2976 for assistance

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**(Slide 65)**

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<b>Thank you for attending</b>
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