

Thank you to all the technicians and instructors who participated in CPS Boot Camp. You shared your ideas and tips with the group and we are sharing them here.

Top Tips

What are some successful and innovative ideas you have used to ensure a successful checkup event, beyond the basics?

1. Indoors/covered when possible
2. Rotate to different community locations
3. Know your community – What days work best for them? What language do they speak? Think about their needs, not your own.
4. Advertise at local businesses with signs that can be easily updated for each event.
5. Provide individual tubs at each lane.
6. Set a ratio of 1:4, senior checkers to techs. Set a ratio of 1:2 for instructor sign offs.
7. Follow up email to techs with event stats and thank you.

Describe some creative ways to reach out to and recruit technicians in the rural/underserved areas in your state or region.

1. Contact with a blast email to LE departments re: needs in certain areas.
2. Offer technical updates in central locations of the state.
3. Send out individual emails to techs whose certifications are about to expire, starting 6 months out → one month
4. “What are you doing?” survey goes out one week, 3 months, 6 months, 9 months after class to find out what they are doing in the field. They are rewarded with money and incentives, car seats, etc.
5. Rotate where courses are held. Offer the site host two free (sponsored) seats on the course.
6. Reach out to ES, PTAs, Head Start Centers
7. Charge a local fee and provide LATCH Manual, meals, etc.
8. Require observing events before they take the course, to get people who should be in the class.

How do you positively and effectively handle a technician or instructor who is giving out inaccurate information, doesn't seem to verbalize effectively, or they are a “silent checker” who is doing all the work but not engaging the parent?

1. Model for others: Education, installation, verbalization
2. Get to the root of the problem (family situations, work struggles, etc.)
3. Slow down and stick to the basics.

4. Lead by example.
5. Know your stuff – stay up to date.

What online resources do you use? Which ones do you like best and why? (A different approach may be- what kind of technology are you using? Do you know of apps or programs that may be helpful. These could relate to curbside use, teaching, awareness for families, etc.

1. LATCH manual needs to be an app.
2. <http://www.trafficsafetymarketing.gov/>
3. I-Auditor app for checklist
4. CHOP – free instructional DVDs.

How do you handle a situation when a technician that is working with a parent ONLY advocates for best practice. The recommendation is “technically not wrong” but they are insistent about going above the manufacturer’s instructions?

1. Start with the good, then move to better and best.
2. Know your technicians and their techniques.
3. Don’t be a car seat Nazi.
4. Interrupt and assist.
5. Have to make it work for the parent.
6. Keep confidence in technicians.
7. Final say is up to the parent.

How do you approach a Technician/Instructor at your event that always seems to find something “wrong” with your seat installs and speaks about these issues in front of the parents at the car? The thing she/she states are not technically wrong but rather just makes your skills be called in to question in front of the families?

1. Ask Tech/instructor to speak with you privately.
2. Speak with person in charge of event; use “I” statements and avoid accusations.
3. Reassure Tech/instructor that you have had these concerns addressed with family.
4. Ask Tech/instructor to walk you through what he/she could/would have done differently.
5. Ask Tech/instructor to pair up with you for the ext family so that you can talk about differing strategies after the seat check
6. Look up information together
7. Talk about best practice and who makes the final decision
8. Good, better, best (safer than when arrived)

How do you welcome new Technicians/Instructors into your area so that you feel like a trusted team and not just a group of independent advocates showing up to provide a service? How do you help new technicians beyond their initial training stay engaged and connected in CPS?

1. Stipends at inspection stations.
2. Yearly updates-Tech.
3. CEU class-move to their area.
4. Skill builders.
5. Central meeting locations (updates).
6. Coalition invitation.
7. Email listing (Twitter, Facebook, etc.)
8. Website information.
9. Open invitation to CPS clinics for Technicians.

What are 5 important tips to ensure that your Instructor Candidate is prepared to teach and work with students during their first Technician teaching experience and beyond?

1. Meet with them in advance-be prepared!
2. Make sure they have a strong mentor.
3. Make sure the IC understands expectations.
4. Breathe! Don't be afraid to ask for help.
5. Preparation! TG and IG labels or color codes for guidance.

How do you handle the "Blog" student that comes to your Technician class and feels they already know all of the information and seem to take over classroom conversation?

1. Praise the person for having lots of good knowledge.
2. Take person aside and let them know that even though they have good knowledge-time constraints-limit discussion-stay on curriculum.
3. Let them know that others need to have time in class to share.

What are some effective ways to keep track of the seat checks you sign off on throughout the year and how do you handle the "last minute" sign-off request?

1. Give techs a time limit for documenting after an event, i.e. within 2 weeks or 30 days because Instructor won't remember later.
2. Take photo of wallet card to help remember last minute sign offs.

3. Put it back on the tech to make appointments for what seats they need.
4. Send reminders when recruiting help for events.

What would you do if one of the senior checkers at your events always seemed to find something “wrong” with your seat installs and spoke about these issues in front of the parents at the car. The things he/she stated were not technically wrong but rather called into question your skills in front of the families?

1. Don't get into an argument in front of parent.
2. Don't undermine another.
3. Don't let perfection be the enemy of good.
4. Don't hesitate to suggest more or take training.
5. Do bring in another set of “eyes”.

What would you do if one of the senior checkers at your events always seemed to find something “wrong” with your seat installs and spoke about these issues in front of the parents at the car. The things he/she stated were not technically wrong but rather called into question your skills in front of the families?

1. Best practice.
2. Seek outside advice, i.e. NHTSA.
3. Instructor involvement.

What creative ways have the technicians and instructors in your coalition/service area “bonded” aso that you feel like a trusted team and not just a group of independent providers showing up to provide a service?

1. Going to lunch after checkup events and other types of socializing.
2. Informal monthly meeting with techs and instructors.
3. Understanding techs strengths and pairing them with others tht may have weaknesses.
4. A yearly conference of statewide tech and instructors where CEUs are earned.
5. Pairing up for each installation. One with the brains and the other with the bronze.

In what ways do you find out about events in your community/service area and how do you go about volunteering your time for them?

1. Email notification from instructor/local group/local coordinator.

2. Websites-NHTSA, Safe Kids, State Health or DOTs.
3. Some organizations use social media such as Facebook.
4. Some organizations send out a monthly or yearly list of events (helps CPSTs plan ahead).
5. Each state has a training contact that can forward event info to all certified CJPSTs in the state.
6. Use "sign-up genius" or "my sign-up".

What do you consider to be the best way to stay updated on new technology that is coming out in car seats and/or vehicles?

1. Webinars online from Safe Kids/vehicle/child seat manufacturers.
2. CEU classes and conferences/stand alone.
3. Invite manufactures to your trainings/state conference.
4. Subscribe to SRN-or check online for tech update.
5. Go to the stores in your community-See what's there, try products out.

What are some ways in which you like your volunteer time and service to be acknowledged by your coalition coordinator, event organizer, etc.?

1. Food.
2. Caregiver contacts coalition/event organizer with positive report.
3. Parents/colleagues say "Thank You".
4. Recognize CPS award semi-annually or from non-CPS (recognize all).
5. Donations.

What creative ways to do you use to keep techs and instructors up-to-date and certified in your area, region and state?

1. Safe Kids Meeting with 6 hr. CEU.
2. Receive a notice from the State/County for checks.
3. Hold CEU conference at casino provide room and mileage reimbursement.
4. Offer luncheon for trainings-renewals.
5. Allow tech and instructors to go to trainings and conference as part of their job.

How do you positively and effectively handle a technician OR instructor who is giving out inaccurate information, doesn't seem to verbalizing effectively, or they are a "silent checker" who doing all the work but not engaging the parent?

1. Positive approach-instruction/CPS Tech.
2. Refresher on instructions.

3. Check list /review team
4. Join in with tech in teaching parent.
5. Encourage with positive points.
6. Newsletters-monthly.

What steps do you take to ensure a successful check-up event, beyond the basics? Describe any tools, outreach, pre-planning, and implementation you use prior to, during, and after the event.

1. Control traffic flow.
2. Reach out to pediatricians/hospital beforehand.
3. Media involvement.
4. Post on Facebook, social media, websites; go to Safe Kids website to recruit help.
5. Prebrief/Debrief at the end; review good and bad; follow up meetings.
6. Consistent locations; reach out to the local hospital; partner with schools.

How do you handle a situation when a client comes to you and states that their physician tol them that(they could turn their 13 month old to forward facing, that they could take a 45 lb. 3 ½ year old out of a harnessed seat, etc.). The physicians' recommendation is "technically not wrong" but it is not the best practice and it is your expertise against that of their health care provider, many of whom they have a long-standing and trusted relationship with?

1. Don't criticize the doctor.
2. Even though Dr's advice is technically not incorrect, here are the latest recommendations/best practice from the AAP.
3. Give explanation/demonstration of why this is best practice.
4. Give them your credentials and card, provide documentation to give to Dr.
5. Let them know it is their decision, and make sure they know next steps.
6. Provide with supplemental resources such as "Joey" video on why rear facing.

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1. Point out that the advice goes against AAP recommendations.
2. Pediatricians aren't trained in child passenger safety.
3. Give personal anecdotes about how tech's own children ride in the car.
4. Say that seat/research evolves quickly and doctors can't keep up with info.

5. Have a CPST who is also a doctor give advice.
6. Get doctors name so CPST can help educate the doctor.

What are some creative ways you are reaching out to the rural/underserved areas in your State or region?

1. Partner with schools in rural areas.
2. Send instructors out to train local members of community to build a local program.
3. Create web resources that people can reach where ever they are.
4. Partner with rural hospitals to get resources to families. Do press release with local newspaper s or other media with best practices/event info.

What online resources do you use? Which ones do you like the best and why?

1. Go to the source-manufacturer-authority on each seat.
2. Go to NHTSA-authority and recalls.
3. YouTube visual-show issues.
4. Up to date info (Car seat for the Littles website, CHOP, carseat.org, Buckle up Illinois, NHTSA, Safe Ride News).
5. Social media-easy access.
6. Tech portal-CEUs.

What are you doing to foster new partnerships and maintain current ones?

1. Encouraging other in hospital to be techs.
2. New partnerships with in organization.
3. Reach regional Safe Kids coalitions or develop outreach to law enforcement, hospitals and others.
4. Navajo nation-getting more instructors for tech and recertification.
5. Supporting car seat checks in other areas.