

CLASSROOM NOTES:

- Speak in simple terms.
- As a technician, your goal is to help the parent/caregiver use the seat the right way every time.

Include the family:

- When caregivers and children are left out of the process of education, they cannot learn. An important part of the CPST's role is to decide what caregivers are really asking when they request information and help.
- Use the caregiver's name, and use the children's names.

What are they really asking?

- When they ask: "Which car seat is escape-proof?" But mean: "My child can get out of the car seat himself."
- When they ask: "When can I turn him around?" But mean: "I want to see my child. Why is it safer to face the back?"

Look for information about the vehicle or children that can help you understand what the family may need, so you can communicate better:

- Who is in charge? The parent/caregiver or the child?
- Financial concerns: Old vehicle, old car seats.

Communication Skills

- Remember, your job is to educate, not install
- Speak slowly, clearly, and take your time
- Be positive and encouraging
- Practice installation with the caregiver
- Have caregivers explain what they are doing and why as they install the seat
- Remember that the caregiver should be a full partner from beginning to end

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CLASSROOM NOTES:

- CPSTs need to know the facts to prevent misinformation. Other technicians may provide information to you that is misinformation because “we have always done it that way.”
- Make sure your information is correct before sharing it with the parents/caregivers.

Activity 2: Putting It All Together – Learn. Practice. Explain.

- How does Abbey respond in a positive manner to the caregiver?
- What examples of best practices does she provide?
- How would you describe her style of communication and body language?

Play Video
Courtesy Lawrence Memorial Hospital

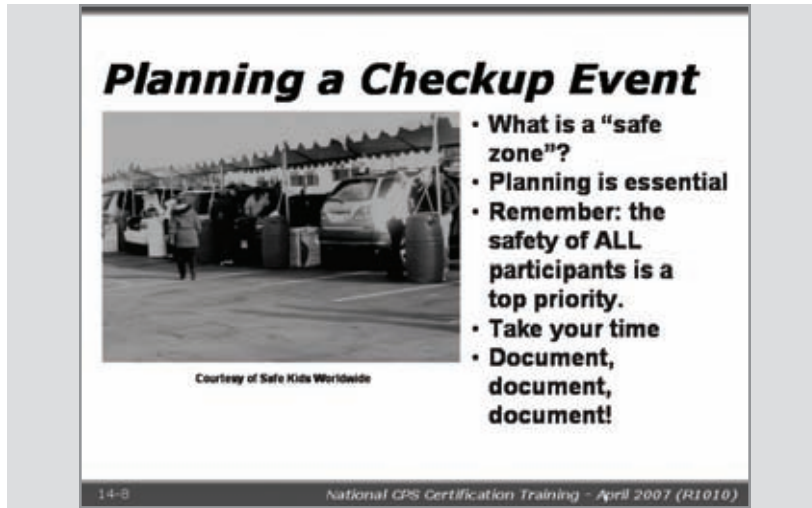
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Activity 2: “Abby the CPS Tech” video

Watch the Abbey video (8 minutes)

Video discussion: (7 minutes)

- The “Abby the CPS Tech” video shows and describes what a certified CPS Technician does.
- Think about what makes Abbey such a good technician and her thoughtful approach to the inspection:
 - How does Abbey respond in a positive manner to the caregiver?
 - What examples of best practices does Abbey provide to the parent/caregiver?
 - How would you describe Abbey’s style of communication and body language?



Activity 3: Planning a checkup event

- The main purpose for conducting a CPS checkup event is to provide a public service to educate and provide needed hands-on assistance to parents and other caregivers.
- Teams of checkers work with and teach parents/caregivers the basics of correct selection, use and installation of CRs and the proper fit and use of seat belts.
- Checkup events also provide opportunities to detect unsafe child restraints (recalled, damaged, missing parts or labels/instructions, etc.).
- Course Instructors will be reviewing important information about the end-of-class checkup event you must actively participate in to be eligible for certification as a CPS technician
- First, it is important to understand how checkup events are planned and operated. Note also that many of the details for setting up and operating a permanent inspection station are similar as those for a “parking lot” event.
- See “Map It Out” worksheet in the appendix as an example of a diagram to sketch your checkup event traffic flow.

Planning and Operating a Checkup Event—The following are several key issues to consider when planning an event or setting up an inspection station.

CLASSROOM NOTES:

Additional details may be found in the appendix under “Using Your New Skills” and “CPS Inspections and Checkup Events”.

- Do not wait until the last minute to plan your event!
- Who is your target audience?
- How many families do you expect at the event?
- How much time should be allocated per child seat?
- Determine who the event coordinator will be. Each event needs a designated event coordinator.
- Conduct a pre-site visit.
- At the event:
 - Physical Environment:
 - Staffing:
 - Educate the caregiver by fully involving the caregiver in the checkup
 - Have adequate supplies

WHAT TO EXPECT DURING THE END-OF-CLASS CHECKUP EVENT

Be sure you understand

- What will be the time allocations per child seat?
- Who will be the event coordinator?
- Which checkup form will be used and how to use it?
- Who will be responsible for reviewing the work of each checkup team?
- Where will supplies — forms, clipboards, recall lists, LATCH manual, CR manufacturers’ instructions, educational materials for caregivers, etc. — be available for technicians.

Remember that the safety of all participants is a top priority

- Promote one way traffic flow
- Turn off all vehicle motors
- Watch small children as parents may be distracted
- Walk around every car before starting the engine to be sure there are no children or materials around near or under the vehicle

