



NATIONAL
**CHILD PASSENGER
SAFETY** BOARD

A program managed by the National Safety Council

Operations Manual

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This manual defines the requirements and procedures for the effective operation and management of the NCPSB to maximize consistency between Board transitions.

Table of Contents

Mission/Statement of Intent	4
Strategic Plan	4
Position Statements	4
Expectations of Board Members	5
Meeting Participation	5
Confidentiality	5
Official Public Board Communications	5
Conflict of Interest Policy	5
Board Meetings	6
Board Votes	6
Meeting Dates & Times	7
Meeting Agenda	7
Meeting Minutes	7
Board Meeting Travel	7
Supported Board Positions	7
Special Situations	7
Board Leadership	8
Officers of Board	8
Officer Duties	8
• Chairperson	8
• Vice-Chairperson	8
• Secretariat	8
• Immediate Past Chairperson	8
• Certification Program Representative	8
• NHTSA HQ Representative	8
Officer Nominations and Election	8
Committees	9
Executive Committee	9

Certification/Recertification Committee	10
Communications Committee	10
Curriculum Committee.....	10
Diversity Committee	10
Membership Committee.....	10
Quality Assurance Committee	11
Expectations of Committee Leaders and Members	11
Board Communication Channels	11
Board Website	12
Social Media.....	12
Board File Transfer Protocol (FTP) Site	12
Instructor Emails	12
CPS Express	12
Major Tasks and Activities	12
National Child Passenger Safety Certification Training Program.....	12
Child Passenger Safety Technician and Instructor of Year Award Program	13
Board Membership Appointment and Application Process	13
• Appointment Process for Permanent Appointed Positions.....	13
• Appointment Process for Term-Limited Appointed Positions	14
• Application Process for Open Application Positions.....	14
Full Board Orientation Conference Call	15
Application Process Timeline	15
Learn more about the operations of the National Child Passenger Safety Board.....	17
Board Membership and Committee Lists	17
Bylaws	17
Meeting Minutes.....	17
FTP Site.....	17

Mission/Statement of Intent

The National Child Passenger Safety Board (NCPSB) serves as a collaborative voice providing guidance for the safe transportation of children and ensuring the integrity of the National Child Passenger Safety Certification Training Program herein after referred to as the Certification Program.

The Board works collaboratively with the National Highway Traffic Safety Administration (NHTSA), who has the ultimate authority over the curriculum, and with Safe Kids Worldwide (SKW) Certification Program, the Certifying Body, who has ultimate authority over the certification and recertification processes. The Board channels insight from their representative organizations to NHTSA and the SKW Certification Program. It is the intent of both NHTSA and the SKW Certification Program to make every effort to solicit the input of the Board and to inform the Board of changes in curriculum, policy and procedure prior to public announcement, however, neither NHTSA nor the SKW Certification Program are obligated to do so.

Strategic Plan

The Board utilizes a strategic plan to guide its priorities and activities. Developed in March 2010 and reaffirmed in July 2014, the plan is reviewed annually. Each strategic objective is assigned to a Board committee. Committee leaders review objectives and update timelines as needed at committee meetings.

- Position NCPS Board as a leader in child passenger safety
 - Increase national recognition of board through marketing plan (Communications)
 - Expand and strengthen national partnerships (Membership)
- Support Child Passenger Safety Network and National CPS Certification Program
 - Update technician and instructor skills (Certification/Recertification)
 - Increase retention of CPS technicians (Certification/Recertification)
 - Maintain high-quality, up-to-date CPS certification curricula (Curriculum)
 - Develop better resources for CPS network of technicians, instructors and CPS coordinators (Quality Assurance)
 - Keep technicians and instructors motivated and engaged (Certification/Recertification)
- Reach At Risk Communities Better
 - Identify area where technicians are needed (Diversity)
 - Promote safe transportation of children with special healthcare needs (Diversity)
 - Assist in providing resources that can be used with diverse populations (Diversity)

Position Statements

The Board advocates for policies to improve child passenger safety through sharing public position statements. These position statements from stakeholder organizations serve the following purposes.

- Support the National Child Passenger Safety Certification training curriculum.

- Encourage and support best practices for the safe transportation of all children.
- Support and champion the importance of certified child passenger safety technicians in assisting parents and caregivers to safely transport children.

Expectations of Board Members

Meeting Participation

Board members are expected to attend in-person meetings and to make every effort to participate in conference calls. Members should respect each other's diverse opinions and experiences. Each member should be given every opportunity to be heard and should allow others to speak opposing opinions or alternative viewpoints. In turn, each Board member should feel free to express these opinions. Should absence become an issue, refer to By-laws Section 4.04.

Confidentiality

The Board meets in Executive Session which means discussions at meetings are confidential and cannot be disclosed to others until such information has been deemed public record. All Board members will sign a confidentiality statement on an annual basis.

Official Public Board Communications

The Board Secretariat facilitates all official public Board communications. Communication includes news releases, general correspondence, as well as responses to questions generated through Social Media and the Board website.

Individual Board members cannot speak for the entire Board without prior consent from the Executive Committee. Failure to comply with the above will result in immediate Board action.

Requests for presentations by Board members should be submitted to the Board Secretariat. The Secretariat will email this request to Executive Committee members for approval. However, presentations that have been previously approved by the Executive Committee and made available to Board members to help promote the Board may be given without advance notice. Following the presentation, the member should provide details of the presentation and audience to the Secretariat.

Conflict of Interest Policy

The conflict of interest policy was adopted by the Board effective March 9, 2010. Each Board member, upon joining the Board, completes the Conflict of Interest form.

A conflict of interest is defined as an actual or perceived interest by staff or NCPSB member in an action that results in, or has the appearance of resulting in, personal, organizational or professional gain.

Board officers and members are obligated to always act in the best interest of the organization. This obligation requires that any officer or member, in the performance of organization duties, seek only

the furtherance of the NCPSB mission. At all times, officers and Board members are prohibited from using their NCPSB title or the organization's name or property, for private profit or benefit.

- The officers and members of the organization should neither solicit nor accept personal gratuities, favors, or anything of monetary value from contractors/vendors.
- No officer or member of the NCPSB shall participate in the selection or administration of a purchase or contract with a vendor where, to his/her knowledge, any of the following has a financial interest in that purchase or contract.
 - The officer or member;
 - Any member of their immediate family;
 - Their partner;
 - An organization in which any of the above is an officer, director or employee;
 - A person or organization with whom any of the above individuals is negotiating or has an arrangement concerning prospective employment.
- Any possible conflict of interest shall be disclosed by the person or persons concerned.
- When a conflict of interest is relevant to a matter requiring action by the Board, the interested person(s) shall call it to the attention of the Board and said person(s) shall not vote on the matter. In addition, the person(s) shall not participate in the final decision or related deliberation regarding the matter under consideration. When there is a doubt as to whether a conflict exists, the matter shall be resolved by vote of the Board, exclusive of the interested person(s).
- The official minutes of the Board shall reflect that the conflict of interest was disclosed and the interested person(s) did not participate in the final discussion or vote and did not vote on the matter.
- Board members will not use their position on the Board for product endorsement.

Board Meetings

Meetings shall be held at the offices of the National Safety Council or any other location approved by the Executive Committee of the Board. The Board will meet in person bi-annually and more often as needed. Bi-monthly conference calls are scheduled between in-person meetings and are determined by Board Executive Committee.

Special meetings may be called at the request of the Chairperson or at least one-fourth (1/4) of the Board members. Notice of all meetings will be sent electronically to all members of the Board.

A majority of Board members present, in person or when the Board meets via conference call, constitutes a quorum to conduct the business of the Board. During in-person meetings, a member may also be present via teleconference if he or she has been involved in the discussion on the issue.

Board Votes

All Board members have one vote with the exception of four non-voting members. The NHTSA Headquarters, NHTSA Regions, Certification Program Representative and National Safety Council

Representative are non-voting members. Non-Voting members will be active participants in all committee activities, including voting on issues pertaining to committee work.

Meeting Dates & Times

The Board holds six meetings per year on odd numbered months. It conducts two in-person meetings and four conference call meetings. Conference calls are scheduled by the Executive Committee at the January meeting of each year. If Board calls conflict with national events, i.e. National Conferences and/or National CPS week, the meeting will typically be scheduled the following week. In-person meetings are usually three days in length and scheduled the second or third week of January and July.

Meeting Agenda

The meeting agenda is approved by the Executive Committee. Any Board member may add items to the written meeting agenda by emailing this request to the Board Chairperson or Secretariat at least one week prior to the scheduled meeting.

Meeting Minutes

Meeting minutes are submitted to the Board before each meeting and posted to the Board's public website once approved.

Board Meeting Travel

The Board Secretariat coordinates meeting logistics, such as meeting space and hotel room block, for in-person Board meetings. At least twelve weeks prior to in person Board meetings, the Secretariat will email Board members this information in order for Board members to make timely travel arrangements.

Supported Board Positions

As Board membership is voluntary, there is no compensation and members' organizations are responsible for their own travel expenses. Limited travel reimbursement is available for the Child Passenger Safety Advocate if the individual member is not supported by a sponsoring organization.

Travel reimbursement is available for Board members of the supported Board position when no other organizational travel support is available. The Board member will be reimbursed travel expenses not to exceed \$600.00 per in-person Board meeting. Board member will be required to submit all travel receipts to the Board Secretariat within 30 days of meeting travel completion. Government per diem rates will apply for requested reimbursements.

Special Situations

The Board recognizes that special situations may create a temporary hardship. Any member may email or call the Secretariat to request travel assistance. These requests may be granted with NSC approval based upon availability of funds.

Board Leadership

Officers of Board

The Officers of the Board include the Chairperson, Vice-Chairperson, the Secretariat to the Board, Immediate Past Chairperson, NHTSA Headquarters and the SKW Certification Program representatives.

The Vice-Chairperson is elected by the Board's voting membership. The Vice-Chairperson is a three-year leadership commitment. He/she serves as Vice-Chairperson for one year. In the beginning of the second year of the term, this person becomes the Chairperson for one year. Beginning in the third year, this person moves into the role of Immediate Past Chairperson.

Officer Duties

- **Chairperson**
The Chairperson acts as spokesperson for the Board, facilitates Board meetings and serves as co-administrator for Board social media accounts.
- **Vice-Chairperson**
The Vice-Chairperson coordinates committee and task force activity. He/she serves on the Chairperson's behalf in the absence of the Chairperson. The Vice-Chairperson leads the membership committee and serves as co-administrator for Board social media accounts.
- **Secretariat**
The Board member representing the National Safety Council (NSC) serves as the Secretariat to the Board. The Secretariat takes and distributes minutes, organizes meetings, assists the committees, maintains all records and correspondence pertaining to membership application and otherwise attends to the business of the Board. The Secretariat leads the communications committee and serves as the administrator of the Board's website and social media accounts.
- **Immediate Past Chairperson**
The Immediate Past Chairperson serves as an officer of the Board in a mentoring capacity to the incoming Chairperson and is the co-administrator for social media activities.
- **Certification Program Representative**
Certification Program Representative acts as spokesperson for and represents the interests of the National Child Passenger Safety certification training program.
- **NHTSA HQ Representative**
The NHTSA HQ Representative acts as spokesperson for and represents the interests of the National Highway Traffic Safety Administration, in matters related to Board activities.

Officer Nominations and Election

All Board members as of the January meeting of the voting year are eligible to be placed on the ballot for officer elections, with the exception of the following members: the four permanent, non-voting

Board members, the Vice-Chairperson, the Chairperson and the Immediate Past Chairperson. The Secretariat will provide a list of all eligible Board members by May 31st.

- By June 30, Interested Board members will notify the Secretariat of their interest in being placed on the ballot. Notification includes a formal statement of interest listing their qualifications to serve in a leadership position on the Board.
- The Board Secretariat will distribute the candidates' statements of interest to the voting members by the Friday before the July in-person meeting.
- At the in-person July meeting, each nominee will address the Board and explain why they should be selected as Vice-Chairperson for the following year.
- On the second day of the July in-person Board meeting, the Secretariat will distribute the Officer Ballot to the Board. The vote will be conducted by anonymous paper ballot, submitted to the Secretariat by the close of business on the second day of the meeting. Every Board member who can vote must vote. Members not present at the meeting may submit an electronic ballot to the Secretariat by the close of business on the second day of the meeting.
- Ballots will be counted by the Executive Committee. Election shall be by majority vote of the Board. The results of the election will be announced on the morning of the third day of the in-person meeting.
- In case of a tie, a runoff election will be held on the third day of the in-person meeting with a new poll.

Committees

The Board has the following standing committees.

- Executive
- Certification/ Recertification
- Communications
- Curriculum
- Diversity
- Membership
- Quality Assurance

Ad hoc committees and special committees needed to address the initiatives of the Board may be formed or dissolved as deemed necessary by the Board.

Executive Committee

The Executive Committee includes the Board Chairperson, Board Vice-Chairperson, Immediate Past Chairperson, NHTSA Headquarters representative and Certification Program representative.

- Meets by conference call about two weeks before regularly scheduled board meetings to plan the meeting agenda.

- Approves the Board meeting attendance of guests and former Board members whose terms have expired.
- Reviews new member orientation materials.
- Approves requests from Board members to speak on behalf of the Board.

Certification/Recertification Committee

- Develops activities and programs to promote certification and recertification (e.g., continuing education units and the annual awards recognition program).
- Serves as a resource to the Certification Program to provide feedback and guidance on the policies and procedures related to certifying/ recertifying Technicians, Technician Instructors, Instructor Candidates and Technician Proxies.
- Works with the Certification Program to process any appeals relating to certification/recertification.

Communications Committee

- The Communication Committee is chaired by the Secretariat.
- Makes recommendations to the full Board regarding communications to technicians, instructors and general public.
- Facilitates implementation of all communications and public relations on behalf of the Board.
- Oversees the CPS Board website, listserv and social media accounts and activities.

Curriculum Committee

- Organizes and updates the content and structure of the National Child Passenger Safety Training Program.
- Updates and maintains the Child Passenger Safety Renewal Testing Course.
- Ensures buy-in for curriculum changes including the creation of ad hoc curriculum subcommittees with membership from outside the Board.

Diversity Committee

- Provides assistance and continuous support of the development of plans, strategies and initiatives to encourage increased emphasis on diversity issues, cultural, economic, racial, and special health care needs, in the field of child passenger safety.
- Assesses existing needs and develops opportunities to include diversity issues through the promotion of innovative and effective best practices and resources in child passenger safety.

Membership Committee

- The Membership Committee is chaired by the Vice-Chairperson.
- The NHTSA Regional Representative serves on the Membership Committee.

- Maintains the quality and integrity of the Board membership process including, but not limited to reviewing application forms, developing scoring criteria, scoring applications and conducting candidate reference checks and candidate interviews.
- Recommends prospective applicants for vote of the full Board.
- Identifies and recommends additional organizations to participate on the Board in an effort to ensure inclusiveness and diversity.

Quality Assurance Committee

- The Quality Assurance Committee includes a representative from NHTSA and SKW Certification Program.
- Reviews the bylaws and operating procedures of the Board to identify gaps within these documents and makes recommendations.
- Assesses the needs of CPS professionals and develops resources to maintain the quality of the curriculum and certification training program.
- Works with the Secretariat to maintain online curriculum resources.
- Oversees and promotes the Instructor Development Course that was developed by the NCPSB in 2012.
- Works to maintain the quality and consistency of the entire program.

Expectations of Committee Leaders and Members

Unless stated in the by-laws, committee leaders are selected annually by a majority vote of the committee at the January in-person meeting. Committee leaders have the following responsibilities.

- Conduct committee meetings.
- Record and submit committee meeting notes to the Secretariat within thirty (30) days of the meeting.
- Encourage member participation and work with the Board Chairperson in addressing participation issues.
- Update strategic plan objectives assigned to their committee by the Board.

Committee members have the following responsibilities.

- Be active and engaged participants.
- Complete assigned committee tasks in a timely manner.
- Attend committee meetings as scheduled.

Board Communication Channels

A number of communication channels are used to share information about the activities and decisions of the Board, with CPS professionals in the field.

Board Website

The Board website url is <http://www.cpsboard.org>. The National Safety Council hosts, updates and maintains the Board's website.

Social Media

The Board has a Facebook page <https://www.facebook.com/cpsboard> and a Twitter account (www.twitter.com/ncpsb).

The Board Secretariat, Chairperson and Immediate Past Chairperson administer the Facebook page and Twitter account. Administration includes writing posts to share Board information and the posting of items that may interest the key audience of CPS technicians and instructors, uploading Board photographs and responding to user-generated comments. Board members are encouraged to "like" the Board Facebook page, "follow" its Twitter account, comment on Board posts and submit regular content suggestions for social media posts. Suggested items of interest include CPS announcements from your organization, community or state, photographs of training courses or seat check events, etc.

Board File Transfer Protocol (FTP) Site

The Board has a private FTP site, hosted by the National Safety Council: <https://nscftp.nsc.org/login>. All board members are granted access to this site, which is used for the transfer of documents between board members.

Instructor Emails

As needed, the Board sends timely-topic emails to certified instructors. Topics include up-to-date resources, technical issues, teaching tips, policy and procedure reminders, etc. Board members are encouraged to submit topics and write content.

CPS Express

The CPS Express is a monthly newsletter of the Certification Program. Although not an official Board publication, the Certification Program provides a featured section from the Board in each monthly newsletter. Board members are encouraged to write and submit featured articles.

Major Tasks and Activities

National Child Passenger Safety Certification Training Program

The Board provides technical and subject matter expertise to NHTSA in the development and maintenance of the National Child Passenger Safety Certification Training Program. Board members may be asked to write, review and/or revise curriculum content. In addition, Board members may be asked to provide feedback and/or solicit feedback from other CPS technicians, CPS Instructors and allied professionals. A typical curriculum product cycle includes one to two technical updates of course content and one major revision of the course every five years.

Child Passenger Safety Technician and Instructor of Year Award Program

This annual recognition program was established in 2011 to recognize the achievements of one certified child passenger safety technician and one instructor. The award ceremony is conducted at a pre-session workshop at the Lifesavers Conference.

The Certification/Recertification Committee leads and coordinates this activity. It is assisted by the Communications committee and Board Secretariat to communicate key dates to CPS professionals and to publicize award winners.

- Review and update the Nomination and Application process (July-August)
 - Update announcements, nomination and application documents
 - CPS Express article announcing the awards program (August CPS Express)
- Call for Nominations (September – November)
 - Implement Board communications
 - Implement Board email process
 - Update CPS Board website
- Nominations Close (November)
- Committee Selection Process (December and January)
 - Review and score applications
 - Compile scoring results to select winners
 - Finalize section of winners at the January In Person Committee Meeting
 - Notify Award Winners
- Coordinate Award Ceremony and Communications (February-March)
 - Write Press Releases and Board Communications
 - Design and order Lifesavers Signage
 - Order CPS Winners Plaques
- Award Ceremony – Lifesavers Conference (Spring – Typically March or April)
 - Implement communications plan
 - Conduct award ceremony

Board Membership Appointment and Application Process

There are three types of member positions on the NCPSB: Permanent Appointed, Term-limited Appointed and Open Application positions.

- Appointment Process for Permanent Appointed Positions

NCPSB members representing the American Academy of Pediatrics, American Automobile Association, Governor’s Highway Safety Association, Safe Kids Worldwide, National Safety Council, Safe Kids Worldwide Certification Program, NHTSA Headquarters and NHTSA Regional Office are appointed to the Board by their respective organizations.

 - To change their appointed representative to the Board, the organization must submit written notification to the Board Secretariat.

- **Appointment Process for Term-Limited Appointed Positions**
NCPSB members representing child restraint manufacturers and vehicle manufacturers are appointed to the Board by their respective industry associations. These positions serve three year terms. Upon expiration of a term, a representative may be re-appointed for an additional three year term by their respective industry associations. The appointment process for these positions is as follows.
 - The Secretariat will notify the appointing organization that their appointed representative's term will expire and request the name of their proposed nomination for the Board.
 - The notification will be done at the same time as the Call for Applications are posted on the Board website with a date for response from their appointing organization.
 - The appointing organization notifies the Board of their proposed nomination for Board membership by response date.
- **Application Process for Open Application Positions**
NCPSB open application members represent: Advocacy; At-large; Diverse and Underserved Populations; Injury Prevention Healthcare and Public Health; and Public Safety Law Enforcement, Fire and EMS.

Applicants complete an application for membership. The Membership Committee reviews applications, selects candidates to interview, recommends a slate of new members for Board approval and conducts a new member orientation.

- **Application Process**
 - The Membership Committee, chaired by the Board Vice-Chairperson, posts an announcement in late spring that lists positions that will be open for the following calendar year. At that time, the Board issues an "Invitation to Apply for Board Membership" for the open positions.
 - An application form with complete instructions for applying is posted for download from cpsboard.org. Applicants are encouraged to apply for more than one position, if appropriate; however, applicants can only be selected to represent one category.
 - Persons applying to represent an organization are required to have the organization's Executive Director or CEO sign the Application Form. The form must be signed by the applicant if they do not have a sponsoring organization.
 - A completed application consists of three components: the completed application, the signed supervisor acknowledgement form and the candidate's resume. The completed application is submitted to the Board Secretariat.
- **Application Review Process**
 - Membership Committee members review all applications independently and select the top candidate(s) for each category using the following criteria to review and rank the applications.
 - Application is submitted on time.

- Applicants meet criteria for the category they wish to represent.
 - Application is ranked against other applications in the same category (not across category comparison).
 - Applicants receive special credit if they do outreach to diverse communities regardless of category of the application.
 - Applicant receives special credit if they are new applicants versus existing or former Board members who are re-applying.
- If the Board does not receive qualified applications for certain categories, then the Board may re-open the application process for the particular category or categories, select an appropriate candidate from the applications that were received or invite the outgoing Board member to serve another term.
- Candidate Selection Process
 - The Membership Committee meets or uses teleconferencing to review applications and come to consensus on the top candidates during the in-person July meeting.
 - The Membership Committee conducts telephone and/or video conference interviews of the top candidates for each open category. The Committee then reviews the overall composition of the proposed “new” Board (i.e., existing members that would continue to serve, along with the proposed new members) to promote diversity (i.e., ethnic, professional, gender, geographic) among the Board members.
 - Prior to the September meeting, the Membership Committee submits the list of proposed new members to the entire Board and to the NHTSA regions.
 - The Membership Committee recommends the proposed new members to the full Board during the September Board conference call. Following final Board approval, the Membership Committee Chair notifies the applicants of their selection.
 - All applicants are sent a letter from the Board stating their selection to the Board or if not selected, a letter of thanks, regrets and encouragement to apply in the next membership cycle.

Full Board Orientation Conference Call

The Membership Committee organizes and invites all current and incoming Board members to participate in a NCPSB orientation teleconference in mid-December. The purpose of the call is to introduce new members to the Board and to start their orientation to their positions on the Board prior to their first in-person meeting, the following January.

Application Process Timeline

- Review Board application documents (January-March)
 - Confirm which rotating positions will be open the following calendar year
 - Update the application documents to be posted on the board website
- Invitation to Apply for CPS Board (April-June)
 - Open applications process (first week of April)

- Coordinate Board Communications
 - Update CPS Board website
 - Close applications (second week of June)
- Application Review Process (June and July)
 - Application scoring (Mid-June to first week in July)
- Committee Review and Candidate Interviews
 - Selection of applicants for interviews (July in-person meeting) Note: if an out-going term-limited Board member is elected Vice-Chairperson for the following year, the slate of candidate interviews will be reduced and the existing representative on the board will have their term extended 3 additional years.
 - Reference checks of selected applicants (Last two weeks of July)
 - Applicant interviews (Second or Third week of August)
 - Vetting of selected applicants with the NHTSA Regions (Last week of August)
- Board Approval
 - Recommend new Board members (during September Board conference call)
- Notification to Applicants
 - Notify applicants of status of their Board application (by October 31st)
 - Full Board New Member Orientation conference call (mid-December)

The Membership Committee reviews forms, scoring criteria and updates processes during interim committee calls and January In-person meeting.

Learn more about the operations of the National Child Passenger Safety Board

Homepage: www.cpsboard.org:

- Board Member Contact List
- Board Committee List
- Application for Board Membership
- Minutes of Board Meetings
- By-laws
- Instruction & Technician of Year Awards

Board Membership and Committee Lists

<http://cpsboard.org/cps/wp-content/uploads/2015/04/2015-NCPSB-Committees.pdf>

Bylaws

<http://cpsboard.org/cps/wp-content/uploads/2015/01/bylaws-update-012415.pdf>

Meeting Minutes

<http://cpsboard.org/learn-about-the-board/>

FTP Site

Login information will be provided by the Secretariat for new members: <https://nscftp.nsc.org/login>