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# Communicating and Educating

## In this module, we will answer:



- What is best practice?
- How does Good, Better, Best relate to caregiver choices about transporting children in their care?
- What factors influence the choices caregivers make?
- What are some effective techniques for communicating with caregivers?



## WORD WATCH

The following terms and acronyms used in this module may be new to you. Look them up in your **Glossary of Terms** in the Appendix if needed.

best practice  
Good, Better, Best

National Digital Car Seat Check  
Form (NDCF)

## ABOUT THIS MODULE

*Child Passenger Safety Technicians come from a wide variety of backgrounds but they have one thing in common—the goal of keeping children safe in motor vehicles. CPSTs focus on educating caregivers in a positive and supportive manner.*

## FACTORS INFLUENCING CAREGIVER BEHAVIOR AND CHOICES

Caregivers are motivated by many factors including practices, beliefs, experiences, circumstances, anxiety, stress and socio-economic challenges. These factors may affect how open caregivers are to education and the choices they make.



**Consider factors that may be influencing the caregiver's mood or attitude.**

- Is the caregiver required to attend the event?
- Did the caregiver arrive late to the appointment?
- Did the caregiver understand how much time is involved in a car seat check?
- Does the caregiver appear to feel stressed or anxious, perhaps about being judged?
- Is the caregiver concerned about sharing personal information?
- Is the caregiver distracted?
- Is the caregiver having difficulty understanding due to a learning disability?
- Is the child having a hard time cooperating, perhaps because they are tired, hungry or have unmet needs?

**Consider factors that might be influencing the caregiver's choices.**

- Do they face socio-economic challenges?
- Are there beliefs that could affect the caregiver's knowledge or attitude about child passenger safety?



