

We don't want you to miss out on the latest edition of the **CPS Express!**
Please add cps.certification@safekids.org to your address book or safe list today.

When was the last time you checked the information in your CPS online profile?
Please do it now! This newsletter is available as a [PDF](#)

CPS Express

E-News for CPS Technicians



January 2016

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ANNOUNCEMENTS AND NOTICES

New Online Courses Available

Need CEUs? Safe Kids is launching [a new website](#) with updated content. Courses include Vehicle Safety Part 1 - Federal Standards, Vehicle Safety Part 2 – Non-Federal Information for the Consumer, School Bus Technical Update, New Technology and Using Rear Facing Child Restraints Longer.

Complete the online course, pass the quiz and earn a CEU. The site is new and your feedback is appreciated. [Send us your ideas and suggestions](#).

Benefit for Organizations Pre-Paying CPS Cert Fees

Safe Kids appreciates the many organizations that support CPS Technician certification and recertification. We were recently asked about bulk discounts. We are pleased to share a new benefit: All organizations that prepay at least \$2000 in certification fees will get a bonus 10 percent.

The funds can be used for any certification fee. To use, the [organization manager](#) or affiliate only has to enter the [Voucher](#) (line of credit from Safe Kids) to use the funds.

We appreciate all you do and hope you are able to take advantage of this new benefit. Please [contact us](#) with any questions.

2016 is Here! What Are Your New Year's Resolutions as a Tech?

2015 was a wonderful year! As we look ahead to 2016, many of us make New Year's resolutions. Have you made yours? Here are some suggestions for CPS New Year's Resolutions. You don't have to do them all, just one to keep throughout 2016.

1. Read and share information from the [CPS Express](#) and [Certification Facebook page](#).
2. Get in touch with [instructors and techs](#) in my area to share resources, help with events and to find out what everyone is doing. Let's help one another provide quality education!
3. Log into my [online profile](#) and make sure all my information is current.
4. Explore one new CPS resource within the next few months.
5. Challenge myself as an instructor to teach a module that I haven't taught before.
6. Challenge myself as a technician to present a basic CPS awareness program to a local agency. Safe Kids has a very basic introduction to occupant protection and it is available to download in English, Spanish and Mandarin.
7. Host a checkup event in an area of need.
8. Go online to a CRS manufacturer [website](#) and learn about a new seat.
9. Go to a local specialty store or retail store and learn about a new seat.
10. Volunteer at a checkup event with a [coalition](#) you have never worked with before.

We are interested in knowing additional CPS Resolutions that you have made. Let us know on our [Facebook page](#).

CPST Month - Plan Now!

Mark your calendars! Offer a Certification course in May, National CPST Month, and your instructor team will get a new 2016 lapel pin.

Policy and Procedures Manual Updates

[Policies and Procedures Manual](#) (ver. 12/2015) – NHTSA School Bus Course CEU allocation updated to 5.5.

Child Passenger Safety Technician [Code of Conduct](#).

CPS Customer Service Survey Available

Safe Kids is interested in your experiences with our CPS customer service. If you have contacted the customer service representatives by calling the toll-free number (877-366-8154) or by e-mailing them at cps.certification@safekids.org, please take a few minutes to complete the online survey under [Contact Us](#) on the Certification web site.

This [survey](#) should take no more than two minutes to complete. There is no limit to the number of times you can share your opinions with us.

Thank you for helping us to improve our customer service!

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By the Numbers

Deaths of children in hot cars

- 2015: 24
- 2014: 31
- 2013: 43
- 2012: 34

- 2011: 33
- 2010: 49

Details are available at <http://noheatstroke.org>.

CPS Recertification

- 2015: 58.7 percent (January-December)
- 2014: 56.0 percent
- 2013: 58.5 percent
- 2012: 54.9 percent

Installation Tip: Tighten Seat Belt Then Switch Retractor

As you help educate caregivers about their rear facing car seat, you may have noticed that the car seat tips to one side when you assist in securing it using a switchable retractor. A slight tilt is just fine but technicians can assist families without necessarily using a locking clip. A locking clip is commonly used in this scenario and we know that families may have difficulty using the locking clip properly. Another option would be to tighten the seat belt and then switch the retractor reducing the chance of tilting the seat and not having to use any extra steps for the caregiver.

Involving families in proper installation techniques during checkup events is critical experience for caregivers. It also helps them learn how to do it correctly and then teach additional family members. Many techs have developed their individual styles in sharing information or recommendations with caregivers, supplemented by handouts. The certification course continues to emphasize the mantra of Learn, Practice, and Explain so the caregiver has the confidence and competence to put their child's seat in properly. Over the years we have discouraged the practice of sitting in or using excessive force to install seats and to get the caregiver as involved in the process so we know that when they leave the inspection that they have understood our recommendations. Technicians need to make installation steps as simple as possible and take the mystery out of installing a car seat. Yes, emphasizing the installation features of car seats using LATCH is important and so is using the seat belt.

There have been some issues when installing rear facing seats with switchable retractors. Switching the retractor and then tightening the belt upward to the retractor may tip one side of the base or convertible. To remedy the situation, locking clips have been used by many techs. A locking clip is used after leaving the retractor in ELR mode, taking the upward pressure off the belt guide that caused the tipping. This is an option, although some major car seat makers are phasing out the inclusion of locking clips with most models, but by modifying your technique you may also remedy this situation in another way. If the vehicle has a switchable retractor and you are assisting a parent with a rear facing base, tipping may be remedied more easily (for the parent too) by modifying your technique.

Joe Colella from Traffic Safety Projects has a useful [video](#) for technicians and for caregivers. Tighten the belt and then switch the retractor. It's simple but it works.

Submitted by Joe Colella, Traffic Safety Projects (Beaufort, South Carolina) and Kim Herrmann, Safe Kids Worldwide (Ft. Myers, Florida)

Shelf Liner: To Use or Not to Use?

The field of child passenger safety is constantly evolving – what was once recommended may no longer be preferred. For that reason, the technician certification curriculum is regularly revised and updated to remain current with new information and technology in the field.

One of the updates to the latest curriculum revision (March 2014) was the removal of shelf liner as an approved method for installing child restraints. Shelf liner was removed from the curriculum because when used it may give a false sense of a secure child restraint installation when the restraint actually is not properly installed. Additionally, shelf liner has been known to melt and damage vehicle upholstery.

Rather than recommending shelf liner, the current curriculum advises technicians to follow the instructions provided with their child restraint.

Some child restraint manufacturers have started manufacturing seat protectors approved for use with their products. Others may approve specific types of seat protectors, even if manufactured by a different company. Still others may allow for the use of a towel beneath the child restraint.

Many child restraints are also designed with features intended to protect the vehicle seat. A flat, smooth shell on the bottom of the restraint or the addition of anti-skid material may eliminate the need to add any additional products to minimize damage to the vehicle seat.

As always, you should consult both your child restraint and vehicle manuals to determine the most appropriate installation for a particular seat. If you have a question about what is allowed, contact your manufacturer's customer service center for additional guidance.

Submitted by Dave Sander, Child Restraint Manufacturer Representative (Miamisburg, Ohio)

Doona and Britax Webinar Follow Up

Thank you to the 341 technicians who attended the November 18 webinar featuring Britax and Doona child restraints. The speakers, Britax's Sarah Tilton and Doona's JT Viehweg were able to answer many of the questions posed by interested technicians. Doona is following up with some additional Q&A:

Can I use a Doona seat with an inflatable seat belt? Reviewing currently available data and information, Doona must not be used with an inflatable seat belt.

Does Doona have a tech discount program? Doona is pleased to offer a discount program for CPS techs. Technicians can purchase a Doona for themselves at a 30% discount. Simply email [JT Viehweg](mailto:JT.Viehweg@doona.com), your request and include a copy of your CPST certificate/wallet card. CPST Instructors who would like a Doona seat for teaching, please feel free to contact [JT Viehweg](mailto:JT.Viehweg@doona.com).

Submitted by Kim Herrmann, Safe Kids Worldwide (Fort Myers, Florida)

Auditor Alcove: Please Use Your Phones During Class

In last month's Auditor Alcove, I discussed ideas for incorporating use of participant cell phones during the CPS Course. Since the course is designed for adults and there are a wide variety of adult learning techniques, this can be beneficial for a particular learning style. If we, as instructors, encourage our participants to utilize all of their available resources not only during the course, but when working in the field, it stands to reason that we should also encourage it during skills assessments.

Allowing participants to utilize the resources that we teach them about is not only acceptable, but encouraged. If a participant is struggling with a particular aspect of an installation, we need to make sure that they know how to use their resources and critical thinking skills to figure it out. This may involve accessing the manufacturer's website, scanning QR codes on car seats or in manuals, watching installation videos on the CPS Board YouTube channel, or any other resource they are comfortable with. The only thing that is not allowed is discussing with another person, like a course participant or the manufacturer customer service rep.

The only way for us as technicians to know that a caregiver has understood our education and knows how to complete the installation themselves is to watch them do it while explaining it (Learn, Practice, Explain!). Watching a participant utilize their available resources during a skills assessment that they are having difficulty with is a great way for us to confirm their ability to think critically and figure it out!

Submitted by Jami Eklund, Safe Kids Worldwide (Massillon, Ohio)

Fact or Fiction: The Difference Between a CPS Educator And An Installer Is That The Educator Teaches The Caregiver How To Correctly Use Their Car Seat While An Installer Does It For Them.

FACT. The CPS Technician as an educator considers the child's needs for selecting the car seat, facing the appropriate direction, determining the best location in the vehicle for each family member, guides the parent through the installation process and making sure the child is harnessed properly. The educator also checks for recalls, provides educational materials and uses resources such as vehicle manuals and car seat instructions to clarify and explain a recommendation. The guiding principle that each of us curbside is "Learn, Practice, Explain". LPE applies to technicians, instructors, and parents/caregivers.

The "educator" in us also needs to be mindful of how we communicate recommendations through our tone and body language. The "educator" is respectful of parents and their right to make decisions for their children, whether or not they choose best practice. Educators provide quality service regardless of race, ethnicity, color, national origin, gender, sex orientation, religion, age, disability, social or economic level. Our goal is to have the caregiver be competent and confident in their skills.

If you are simply an installer, you are not engaging the caregiver or empowering them to buckle up their children.

Sources: [National Child Passenger Safety Certification Training Program Manual March-2014](#) and the [CPS Board Code of Conduct](#).

Submitted by Kim Herrmann, Safe Kids Worldwide (Ft. Myers, Florida)

Featured FAQ: What Should I Do If I Forgot My Log-In Information?

Option #1:

Go to Certification home page: <http://cert.safekids.org>

- Click on Log In (button on the right)
- Select CPS Tech/Tech To Be link (first choice)
- Click on Forgot Your Password link.
Enter your name and email.
The system will email it to you almost immediately.
NOTE: Once you log in, you are welcome to choose a new username or password (simply click on Edit Username or Edit Password action item)

Option #2

- Call Certification Customer Service toll free Monday-Friday, 9:00 AM- 7:00 PM ET, at 877-366-8154.
- Email Certification Customer Service: cps.certification@safekids.org
- EMAIL NOTE: It may take 1-2 business days for a reply.

Read the FAQ [online](#).

Notes from the CPS Board: Reflections of Time on CPSB

This month marks the end of my five year journey on the National Child Passenger Safety Board. The last five years have been an exciting time for the Board. We have revised and launched a major revision to the curriculum, completely redesigned the Board website, refreshed our logo, started an annual award honoring deserving techs and instructors in the field and we have become active on social media with Facebook and Twitter accounts.

If you have not followed the work of the Board, I encourage you to do so. The Board's [website](#) is an excellent resource for techs and instructors – with links to materials related to the curriculum, online CEU opportunities and regular updates to share new and relevant information for the field. Following the Board on [Facebook](#) or [Twitter](#) is a great way to get started. We post daily with information about new resources, research, CEU

opportunities, etc. We also love to share information about work happening every day in the field – so feel free to send in your CPS pictures and you may find your community highlighted!

I also challenge you to actively support Board initiatives. When you see an announcement about a survey, please – take a few minutes to complete it. When the Board looks for field reviewers for a future curriculum revision – volunteer to help. When announcements go out about nominating techs and instructors for our annual award – think about all of the people that have shaped your passion for CPS and nominate someone. Your active participation is what will help shape the future of our field.

Finally, I encourage you to check the Board’s website for announcements about the open membership process in April. This is an all-volunteer board. Most members serve a three year term and are selected via the annual open membership process. We rely on passionate, enthusiastic and thoughtful CPS advocates to fill these open seats on the Board.

My service on the Board has absolutely been one of the highlights of my professional career. I am forever grateful for the men and women that I have served with in this journey – and honored to call these amazingly talented and dedicated individuals my friends. I cannot wait to see what the next five years has in store for the Board and the field of CPS. Keep up the great work!

Submitted by Sarah Haverstick, Past Chair, Injury Prevention Representative (Nashville, Tennessee)

Just for Instructors: Making Use of Recorded Webinars

Have you gotten an “emergency” call to put together a technical update? Although techs can earn most of their CEUs online, we do like to have face to face time. Putting together an update is easy...use what is out there! The CPS Board adds webinars regularly, like the popular “Recreational Vehicles and Child Occupants” webinar that was offer live last month from Safe Kids and State Farm.

Can I watch a video (recorded webinar) for CEUs?

Although watching a CPS technical video on your own would not qualify for CEUs, you could organize an update where you and fellow techs meet to watch and then discuss the video. This would be considered category 1 (in-person session). It might just be you and the technicians you work with, but with an agenda, sign in sheet, and proof of attendance, it will be organized and meet the requirements.

It could also be submitted for pre-approval for CEUs. As with all CPS CEUs, the content must be CPS technical, such as LATCH or special needs transportation options, rather than programmatic.

Read the FAQ [online](#).

CEU CORNER | [Top](#)

This section provides information on nationally available continuing education opportunities. We are not able to include information on state or local conferences, training or other technical updates if they cannot be made available nationally. This information is provided as a resource only. Events and activities listed here are not endorsed by Safe Kids unless otherwise noted.

CPS Express CEU Corner Submissions: Please e-mail the necessary information (in the format below) to [Kerry Chausmer](#).

Conferences

Conferences (includes pre-conference dates)

[CPS Restraint Systems on School Buses National Training](#)

Location: Houston, TX

Date: February 26, 2016

[Lifesavers Traffic Safety Conference](#)

Location: Long Beach, California

Dates: April 3 – 5, 2016

[KIDZ IN MOTION \(KIM\) Conference](#)

Location: Orlando, Florida

Dates: August 10-13, 2016

Online Courses

A variety of webinars are available online and free of charge. [Learn more](#)

Upcoming Webinars

Live Webinars

Test your connection now! Go to <http://bit.ly/testGTM> and click on JOIN LIVE MEETING. If you have problems, you can talk with their customer support for assistance.

Can I get credit for watching a webinar with a group? [Read more](#)

- **CEUs online: Free and at your fingertips (Not eligible for CPS or CHES CEUs)**
Tuesday, January 11, 2016
2:00 p.m. - 2:30 p.m. ET
[Register now](#)
- **Child Seat Manufacturer Fall Update**
Thursday, January 21, 2016
2:00 p.m. - 3:00 p.m. ET
[Register now](#)
- **Research Results of Common Incompatibilities During Car Seat Installation**
Thursday, February 18, 2016
2:00 p.m. - 3:00 p.m. ET
[Register now](#)

More webinars coming soon! Mid-month updates posted on [Facebook](#).

Questions? Comments? Concerns?

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Ideas and Article Submissions

Advocates and manufacturers are welcome to submit articles, or suggestions for articles, to the CPS Express!

Send your ideas and submissions to
kchausmer@safekids.org

All submissions may be edited for content and length.

Program Partners



Program Sponsor



[The National Child Passenger Safety Certification Training Program](#)

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