

We don't want you to miss out on the latest edition of the **CPS Express!**  
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# CPS Express

E-News for CPS Technicians



March 2016

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## ANNOUNCEMENTS AND NOTICES

### Recertification Requirements Updated

For the first time since recertification requirements were implemented in 2007, Safe Kids is pleased to share two updates. The updates, with full support of the National Child Passenger Board, better meet the intent of the community education and CEU requirements.

#### Community Education

Technicians now have three options to meet their [community education](#) requirement.

Option 1: Participated in at least one two-hour checkup event with at least one other CPS technician at which you serve families using any standardized checklist to provide documentation, if needed.

Option 2: Provided at least four hours of community education. Examples include presenting to parents, educators, kids or organizations (PTAs, law enforcement). These presentations are not for CPSTs.

Option 3: Attended a one hour (minimum) educational session on how to better reach community members, improve communication skills or instructor development.

#### Continuing Education Credits (CEUs)

In 2007 there were far fewer quality online options for new CPS Technical information. With webinars now commonplace, both live and online, technicians may now earn all [six CEUs](#) under Category 5: Online/Web Sessions.

Safe Kids and the National Child Passenger Safety Board appreciate your ongoing dedication to keeping families safe and for staying current in the field.

### Coming Soon: 2016 Membership Applications for the National Child Passenger Safety Board

The National Child Passenger Safety Board has been established to provide program direction and technical guidance to states, communities and organizations as a means to maintain a credible, standardized child passenger training and certification program

Are you looking to get more involved in the field? All are welcome to apply to become a Board Member.

The application period will be April 1, 2016 through June 10, 2016. Look for an announcement in the next CPS Express with a link to the application form.

*Submitted by Sarah Tilton, Membership Committee Chair, National CPS Board (Fort Mill, S.C.)*

## Two NHTSA Reports Published

### Traffic Safety Facts: Early Estimate of Motor Vehicle Traffic Fatalities for the First Nine Months (Jan-Sep) of 2015

A statistical projection of traffic fatalities for the first nine months of 2015 shows that an estimated 26,000 people died in motor vehicle traffic crashes. This represents an increase of about 9.3 percent as compared to the 23,796 fatalities that were reported to have occurred in the first nine months of 2014.

Read the [report](#).

### Quick Facts 2014

NCSA has released the 2014 Quick Facts publication as a quick reference to the most asked questions regarding motor vehicle traffic fatalities and crashes. This publication provides the most current data at your fingertips.

Read the [report](#).

## Inflatable Seat Belt Policy Update

The inflatable seat belt provides additional protection for rear seat occupants. By spreading crash forces five times more than the average seat belt, it enhances head, neck and chest protection. Soon after the launch of the first inflatable rear seat belts, many car seat manufacturers issued warnings for parents not to use the new inflatable belts with their child seats or boosters, citing a lack of testing. Since the initial Ford launch of the seat belts, a few additional makers have approved the use of the inflatable belts with some or all of their seats, although most still advise parents not to use the inflatable seat belts to secure the child seats. Car seat manufacturers remain cautious in recommending the inflatable belt in conjunction with child safety seats primarily from a lack of widespread research, not reports of specific mishaps.

Although there are not many changes, manufacturers continue to assess inflatable seat belt compatibility with their products and will update recommendations and revise statements as new data becomes available. As always, the manufacturers provide the bottom line. Always read and follow their directions. You will note too that the 2015 LATCH manual has included the inflatable seat belt policy with each of the car seat manufacturers. Since any list may become outdated, the best source of information is to contact the manufacturer for the most up to date information.

Download the [latest policy summary](#)

Video: [Ford Inflatable Seat Belt](#)

Video: [Mercedes Belt Bag](#)

List of [car seat manufacturers](#)

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

## Policy and Procedures Manual Updates

[Policies and Procedures Manual](#) (ver. 2/2016) – Updated CEU allowances for Webinar/Online Updates and Community Education expansion.

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](mailto: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

- 2016: 1
- 2015: 24
- 2014: 31
- 2013: 43
- 2012: 34
- 2011: 33
- 2010: 49

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

### CPS Recertification

- 2016: 54.2 percent (January-February)
- 2015: 58.7 percent
- 2014: 56.0 percent
- 2013: 58.5 percent
- 2012: 54.9 percent

## Safe Kids/State Farm Webinars Free and Informative

Participating in State Farm/Safe Kids Webinars are a great way to learn and earn CEUs. We have been grateful for the participation of car seat manufacturers and are always looking for additional topics that would assist you in working with caregivers. This past year we had two unique webinars; Safely Transporting Children by Ambulance and Recreational Vehicles and Child Occupants. Here are some highlights about our webinars and some commonly asked questions that may be helpful to you.

### Highlights

- **Register early!** The webinars are promoted in the [CPS Express](#) and on our [Facebook](#) page
- [Can I get credit for watching a webinar with a group?](#)
- [Test your connection](#)
- [How to Join a webinar](#)
- **If you registered and can't participate:** By cancelling your reservation, someone else can participate. 60 percent of our registrants actually attend; we are often asked if we can make more room for additional people. If you know that you are not able to participate, please allow room for others by cancelling your reservation from your confirmation email.
- **Proof of attendance** that includes the Event ID will be emailed following the session. This is automatic after one hour of the end of session. Check your SPAM folder if you haven't gotten it. If it isn't there, contact Kim Herrmann at [kherrmann@safekids.org](mailto:kherrmann@safekids.org).

### Commonly Asked Questions

- **If I missed the webinar, will it be posted?**  
Yes, if the presenters allow us to record the webinar, it will be posted on the [CPS Board](#) website.
- **Can I earn a CEU from watching a recorded webinar?**  
Yes, after you have watched the video, you may earn a CEU by successfully completing the online quiz.
- **I registered but can't log in, what can I do?**  
We have a limited number of seats for these webinars. If you are not able to log in because it is full, we will be recording the webinar (with presenter's permission) and posting it on the CPS Board website.
- **Can I get a handout of the presentation?**  
We will share a link to a PDF of the presentation with the follow up email with any additional handouts or links that the presenter permits us to share.

- **Do I need to complete the survey at the end of the session to get my CEU?**

No, but we love to get your feedback and so will the presenters!

- **Can I ask a question during the webinar?**

You will have the opportunity to submit text questions to the presenter by typing your questions into the Questions pane of the control panel. You may send in your questions at any time during the presentation; we will collect these and address as many in the time we have during the Q&A session at the end of the presentation.

- **I am a Certified Health Educator Specialist, can I get credit for attending the live webinar?**

Yes, if you are CHES certified, you will provide your CHES number when you complete the survey. Following the webinar, you will receive an email with 1.0 CECH for CHES/MCHES (Advanced).

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

## Effective Communication: How to Talk with Parents

As certified child passenger safety technicians, part of our job is teaching parents and caregivers how to keep their children safe. We are passionate, committed and dedicated. It can be difficult when we encounter a parent who, to our eye, is not as passionate and dedicated as we are. We have all interacted with a parent who chose to move their child forward-facing, to a booster or into a seat belt before maxing out the car seat's limits. We recognize that the decision still keeps their kids safe, but we feel they could leave even safer. We felt frustrated, defeated and with a feeling of failure. However, we need to understand the WHY behind a parent's decision. As technicians, there are two things to consider when we approach a caregiver with instruction: How adults learn and perception of risk.

To better understand how adults learn, we apply adult learning theory. This states that adult learners are self-directed, use life experience to absorb the information, are collaborative and seek instruction that is relevant. Did you know that according to Miller's Law and the study of short-term memory, the brain can only absorb an average of seven new messages in one sitting? This can be extended a bit by repetition. A yet-to-be published study on child passenger safety education sessions revealed an average of 17 'safety messages' delivered to parents in a 30-minute appointment. It isn't hard to see how parents sometimes make mistakes! Are we delivering the most vital safety messages to parents?

Now, let's talk about risk. The health belief model is an important public health tool used to understand the WHY behind a health behavior:

- Perceived severity of issue (how bad can this be)
- Perceived susceptibility to issue (what are the chances this will happen to me)
- Perceived benefits of adopting health behavior (what will I get out of this change)
- Perceived barriers to adopting health behavior (what will I have to give up for this change)

The perception of risk may explain engagement (or lack of) in health-promoting behavior. The cost of the change may not provide enough perceived benefit to the parent. How parents choose to assign risk to a behavior or choice is complex. One parent may assign a very high risk to one behavior, while another parent assigns a low risk to that same behavior. Different things matter to different people to a different extent in different circumstances. And this can all change from one day to the next.

So, how do we apply adult learning theory and risk reduction (note- not risk elimination) to our interactions with parents? Motivational Interviewing (MI) is gaining popularity in the area of health education. Applying techniques in MI will allow you to quickly gain the trust of the parent. To do this successfully, let go of the outcome and approach with curiosity. The practice is incredibly useful when you encounter a parent who seems unwilling to accept your advice. One of the critical errors a technician can make is making assumptions about the parent/caregiver.

Assumptions to avoid:

- This person WANTS to change
- This person OUGHT to change
- The person's health, or the health of their child, is the motivating factor for him/her
- If he/she does not decide to change with your advice the consultation has failed
- Individuals are either motivated to change, or they are not
- A tough approach is always best
- I'm the expert - he/she must follow my advice

When a technician makes some of the above assumptions, they can miss out on the real reason why a parent is seeking services. When the assumptions of the technician and the motivation of the parent do not match, the parent will give signs of resistance that include:

- Arguing
- Dismissing
- Challenging
- Inattention
- Excusing
- Minimizing
- Reluctance
- Unwillingness to change

Technicians must be aware of these signs and work to identify the caregiver's motivation for change. One excellent motivational interviewing technique is called OARS:

- Open ended questions
- Affirmations
- Reflections
- Summarize

Technicians use many techniques to invoke behavior change. However, the following behaviors are counter-productive and are not motivational interviewing:

- Shaming
- Warning or threatening
- Disagreeing
- Judging
- Criticizing
- Lecturing with logic
- Scare tactics/fear appeal

As technicians, we must continue to strive for a good outcome, not always the perfect outcome we are seeking!

*Submitted by Amber Kroeker, National CPS Board, CPS Advocate (Portland, Ore.)*

## **Auditor Alcove: It Should Take Some Serious Time for a Seat Check Sign Off**

Throughout the course of my work days as the quality assurance specialist, I have looked at thousands of in-person CEU session agendas. This means that there are plenty of opportunities for CPSTs to earn their CEUs for recertification without having to sit in front of their computer. While it is not possible for everyone to attend an in-person session, it is through the dedication and passion of people like you who make it possible. These sessions have a wide range of topics, but all aim to improve the technical skill of the CPSTs, which is the ultimate goal.

One thing is troubling, though. Many of these updates advertise an opportunity for CPSTs to complete their seat sign-off requirements at the end of the day. The seat sign-off requirement is included with recertification as a way to make sure that CPSTs are providing families with accurate information in a way that upholds the [CPST Code of Conduct](#). It is also necessary to make sure that the CPST is able to effectively communicate with parents, caregivers, children and colleagues. The seat check sign-off for recertification is not simply a verification of technical skill and the ability to properly install a car seat. It is so much more, and should take longer than the average seat check appointment.

As the observing instructor or tech proxy, you need to be present for the entire check, from the moment the tech introduces themselves to the moment the vehicle drives away. At the conclusion, it is necessary to speak with the CPST to go over any issues encountered and to discuss the outcome. It is absolutely impossible to do this at the end of a CEU session day with a large number of CPSTs.

If you are unsure of what you should be looking for when observing a tech for their sign-off, there is a checklist available [here](#) to guide you. You can also read through the recertification requirements [here](#). I hosted a webinar on the subject that you can view [here](#).

If you have an idea that would make things easier for other CPSTs or CPSTIs, please share it with us. If you have any questions about CEUs, what documentation is required, or [audits](#), please e-mail [cpsaudit@safekids.org](mailto:cpsaudit@safekids.org).

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

## Fact or Fiction: Using Cleaning Agents Such as All Purpose Cleaner or Vinegar is Not Harmful to Cleaning Vehicle Seat Belt Webbing.

**FICTION.** It is important to follow the vehicle manufacturer's cleaning instructions. Using steam, cleaners, or vinegar may be harmful to the webbing and alter its performance in a crash. Using these products might not provide adequate protection in a crash. Clean and rinse safety belt webbing only with mild soap and lukewarm water. Allow the webbing to dry. Always follow manufacturer's instructions.

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

## Featured FAQ: How Do I Change My Name in My Online Profile?

Everything in a CPS online profile can be edited online except an individual's certification information and name. If you have changed your name or have a typo, please send a short written request to Safe Kids ([kchausmer@safekids.org](mailto:kchausmer@safekids.org)) that includes your Certification ID (T/I#), name as listed in the system and name as you would like it to appear.

You will receive a confirmation email within two business days. If you do not receive an emailed reply, please follow up (202-662-0600) as our spam filters may have blocked your message.

Read the FAQ [online](#).

## Just for Instructors: Beyond the Usual Webinars

Many of you have enjoyed learning and earning CEUs by attending online webinars. With the new option to complete your Community Education requirement by attending a session to learn how to better reach at-risk communities, improving communication (to techs or to caregivers) or instructor development, Safe Kids is interested having you showcase your experience and knowledge. Safe Kids looks forward to providing webinars where you share your tips, tricks and lessons learned.

Please [contact us](#) and let us know if you are interested in presenting!

## 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: Long Beach, California (Lifesavers National Pre-Conference)

Date: April 2, 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](#)

- **Car Seat Manufacturer Update: mifold and the Mfrs. Alliance for CPS (MACPS)**  
Thursday, March 31, 2016  
2:00 p.m. – 3:00 p.m. ET  
[Register now](#)
- **Car Seat Manufacturer Update: GB North America: Evenflo, GB, Urbini**  
Thursday, April 28, 2016  
2:00 p.m. – 3:00 p.m. ET  
[Register now](#)

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

## ADVERTISE WITH US

Learn more about [CPS Express Ad Space](#).

## Training Seat

Seats include a variety of seat belt systems, forward and rear facing anchor points and LATCH. Seats are mounted on an aluminum box with a locking storage compartment, and 5" wheels for easy transport. For more information, email [customerservice@anyconcept.com](mailto:customerservice@anyconcept.com) or 301-960-4426 and check out the [flier](#).

## 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](mailto: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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