

CPS BOOT CAMP

TZD 2015

Discussion Question #1:

“What are some successful or innovative ideas you have used to improve your checkup events?”

Group Discussion Notes:

- Reach out to immigrant communities through a liaison for translation
- Have treats and color books/crayons available to keep children occupied (or a TV with a safety video to watch) so that parents can concentrate on the education component
- Use Police Explorers or Reserves to help with traffic control, and event support
- Make house calls if family is unable to attend due to schedule or transportation issues
- Use a BIG sign or an active person in a costume to get people to pull in to clinic
- Location, Location, Location! Have the event in an area that is visible to passing traffic
- Use Facebook, Nextdoor, or other social media or neighborhood sites to advertise your event
- Advertise to Senior Center
- Use an ambulance bay, fire station, or another location that will allow easy in and out for vehicles
- Offer coupons for amount off a new seat, or have a drawing for a seat
- Advertise to programs that serve children and families in your community (Community Ed, ECFE, Parks and Recreation, Social Services, Clinics)
- Hold your clinic on the same weekday and/or Saturday each month.
- Advertise with healthcare providers in your community

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Discussion Question #2:

“What are some creative ways to reach out to, and recruit, technicians in a rural or underserved area of our state or the region you work in?”

Group Discussion Notes:

- Reach out to Police Department. If some have taken C.A.R.S., see if there is interest in going farther
- Contact churches in the community
- Contact mom’s clubs, public health, libraries, or other community or social service organizations
- Encourage child care providers attending C.A.R.S. to continue with additional training so they can be more of a resource to families they serve
- Get a sponsor in the community to reduce or eliminate the cost of the training
- Advertise through Community Ed to get students
- Recruit from Fire Department, see if City will cover the cost
- Encourage organizations that frequently refer clients for assistance with child seats to send someone to training

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Discussion Question #3:

“How do you positively handle an instructor or technician who is giving out inaccurate information?”

Group Discussion Notes:

- Pair up an experienced tech or proxy with someone less experienced
- Mentor someone and provide current information
- Host curriculum “brush up” for experienced technicians.
- Information changes over time and what an experienced tech learned during certification may now be incorrect.
- Use group email to disseminate updated information to your clinic staff so all are up to date on a topic
- Research the topic and make sure your information is still correct
- Verify with senior checker

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Discussion Question #4:

“What online resources or apps to you use/find the most helpful?”

Group Discussion Notes:

- Manufacturer websites for online manuals and videos
- State Child Passenger Safety website:
<https://dps.mn.gov/divisions/ots/child-passenger-safety/Pages/default.aspx>
- SafeKids site:
<http://www.safekids.org/>
- Car Seats Made Simple site:
<http://www.carseatsmadesimple.org/>
- <http://thecarseatlady.com/>
- NHTSA Site for recall, seat registration and other resources:
<http://www.safercar.gov/parents/CarSeats/Car-Seat-Safety.htm>
- Minnesota Office of the Revisor of Statutes for current laws:
<https://www.revisor.mn.gov/pubs/>
- National Child Passenger Safety Board Website for training and resources:
<http://cpsboard.org/>
- LifeSaver’s Conference site for upcoming and past training information. Information presented is posted at the conclusion of the conference:
<http://lifesaversconference.org/#>
- TZD website for upcoming and past training information:
<http://www.minnesotatzd.org/>
- YouTube
- Cameron’s Story – <https://www.facebook.com/CamersonsStoryisSavingLives/>
- The group felt more APPS are needed for child passenger safety

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Discussion Question #5:

“How do you welcome new Technicians/Instructors to your area, and what creative ways do you use to build trust/teamwork between partners in your region?”

Group Discussion Notes:

- Invite technicians and instructors to participate in events in the community
- Develop communication to find out when new technicians are trained so they can be invited to events
- Hold local networking meetings
- Develop regional communication
- Set up a Mentor Network to help new technicians and recruit for events
- Work with agencies outside of your own expertise(hospitals, law enforcement, fire, social services)

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Discussion Question #6:

“How do you find out about events in your and go about volunteering for them?”

Group Discussion Notes:

- Region’s Hospital emails with updates on upcoming clinics in the St. Paul and surrounding area
- Heather Darby sends out email requests from those clinic hosts requesting help
(make sure Heather has your current email address to receive these and other important updates)
- Public Service Announcements on local radio or in local papers will inform of upcoming events
- State, county and personal requests via email
- Attend local coalition meetings with other agencies
- Word of mouth

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Discussion Question #7:

“What have you found is the key to ensure a successful check-up event? Describe any tools, outreach, and pre-planning that you utilize before, during and after an event.”

Group Discussion Notes:

- Lots of technicians available, more than what you think you need
- Advertise the event many ways (local media, hospitals, clinics, car dealerships, social services, community ed)
- Have law enforcement present
- Determine the schedule of events prior to the start of the new year so those you would like to work/attend the event can plan ahead
- Open up to outside agencies to help plan and staff the event
- Use a “Booster Bar” at your event to measure height of children and make recommendations
- Utilize community events to distribute information
- Have a supply cart to hold the necessary resources for your clinic (latch manual, recall list, check-off forms, clipboards, pens, snacks, noodles, handouts, hand sanitizer, scissors and other needed items)
- Have a plan for families that arrive with a seat that is not appropriate/safe
- Maintain a monthly schedule with regular rotation to set locations in your area
- Partner with car dealership in your area for clinic or to provide resources
- Host a clinic for grandparents

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Discussion Question #8:

“How to you handle when a client states “ Our physician told us we could turn our 13 month old forward facing,” or “Our doctor said we could take our 45lb, 3 ½ year old out of the harnessed seat” when this is not the best practice-recommendation?”

Group Discussion Notes:

- Have copies of the AAP recommendations and provide to parents
- Educate on the recommendations, choice is ultimately up to the parent
- If you can get the name of the provider, offer to provide updated literature to the doctor or clinic
- Talk to hospitals or clinics in your area and provide, or tell them where to find, updated information
- Be careful not to insult/bash the doctor to parents
- “Doctors have a lot to know and can’t be an expert on everything. They are often well trained to treat an injury, but not always in ways to prevent one”
- Use videos to demonstrate
- Use education to provide information to parents on best practice, AAP recommendation, applicable laws, and other information and then allow the parent to make the choice
- Show both means of installation

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Discussion Question #9:

“How do you handle a situation when a technician or instructor is working with a parent and only advocates for best practice? The recommendation is not “technically wrong”, but they are insistent about going above and beyond the manufacturer’s instructions.”

Group Discussion Notes:

- It depends on how the information is being received
- Pull the instructor or tech aside to see what is going on, but not in front of family
- Arrange a switch of staff between vehicles
- Try to figure out what is steering the interactions
- Show pertinent information in writing
- Provide education on best practices, law, manufacturers recommendations
- Remember final say is up to the parent

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Thanks to all who participated in the session and helped to generate these ideas!

- Remember our goal is to educate, and for families to leave us safer than when they arrived.
- We are a team. Working together, we improve the safety of children and families throughout our state!

To see the questions and answers generated from the CPS BOOT CAMP session at the LifeSavers 2015 Conference:

<http://lifesaversconference.org/wp-content/uploads/2015/10/TopTips.pdf>

To view the Liability Videos discussed in this session:

https://www.youtube.com/playlist?list=PLI_fr7WUMSe2WCnVpep-qHA0VjSV5Isa