



Operation of Inspection Stations for Child Restraint Use

Final Report

January 2003



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16. Abstract Inspection stations are locations where parents and caregivers can go to receive one-on-one tutorial instruction on the proper use and installation of child restraints. The objective of this project was to identify and describe the characteristics of model child safety seat inspection stations so that safety professionals can make better strategic and resource allocation decisions for implementation of inspection stations. Seven geographically diverse child passenger safety inspection station programs with a cross section of types of sponsors were selected as study sites. The sponsoring agencies included a law enforcement agency, fire department, automobile dealership, community organization, retail child specialty store, and a medical facility. The seventh study site was a program that administered a network of inspection stations on behalf of a State Highway Safety Office. Careful planning and consideration of many issues is critical for a manageable and successful child safety seat inspection station program. Observations of the study sites and recommendations by site staff resulted in core recommendations for those considering initiating such a program. These recommendations include: determining the need for the service; evaluating financial, personnel, equipment, and other resources available from both the sponsoring agency and from the community; securing the firm commitment of agency administrators; identifying short term and long term funding options; allowing adequate training and start-up time; and seeking funding support from community groups. Challenges identified by the study sites include: identifying and training certified Child Passenger Safety Technicians; locating appropriate sites for inspections; developing operating schedules; addressing potential liability issues; securing on-going funding sources; conducting promotional outreach; and developing an evaluation/review system for station services.					
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Dagerman’s Just For Kids, Las Vegas, NV
Hoffman Estates Police Department, Hoffman Estates, IL
Indiana Automotive Safety Program, IN
Mahube Community Council, Park Rapids, MN
Pat Clark GMC-Pontiac/Clark County SAFE KIDS Coalition, Las Vegas, NV
Primary Children's Medical Center, Salt Lake City, UT

APPENDIX C

RESOURCE SITE INFORMATION

APPENDIX D

MARYLAND CHILD PASSENGER SAFETY “GOOD SAMARITAN” LAW

I. INTRODUCTION

Many terms used in this report may be unfamiliar to some readers. Therefore, a Glossary can be found on page 43 to assist readers.

Child Safety Restraint Use and Misuse in the United States

The effectiveness of properly used child safety restraints is clearly established - 71 percent effective in reducing fatal injury for infants and 54 percent for toddlers in passenger cars according to the National Highway Traffic Safety Administration (NHTSA) (NHTSA, 2001). Since effectiveness is based on correct use, safety may be compromised if the restraint is not installed correctly in the vehicle, if the child is not buckled into the restraint correctly, and if the safety seat used is not age and size appropriate for the child (NHTSA, 2002).

In August 2002, the National SAFE KIDS Campaign analyzed the incorrect use patterns of more than 37,000 child safety seats and vehicle safety belts at SAFE KIDS BUCKLE UP car seat check up events from February 2001 to May 2002. Findings of the study revealed that 81.6 percent of child restraints were used incorrectly, with an average of three errors per incorrectly used restraint (National SAFE KIDS Campaign, 2002).

According to the NHTSA's 2000 Motor Vehicle Occupant Safety Survey, when asked how easy it was to attach the car seat to the vehicle, 97 percent of parents/caregivers responded either very confident (74 percent) or fairly confident (23 percent) that the seat was securely attached. A later question in the survey revealed that more than one-quarter of respondents had on some occasion found that their car seat was not attached securely.

The Lower Anchors and Tethers for CHildren (LATCH) federal motor vehicle safety standard (FMVSS) that became effective in September 2002 will help alleviate some misuse patterns. LATCH, FMVSS 213 (49 CFR 571.213) amendments and FMVSS 225 (49 CFR 571.225), requires vehicles and child safety seats manufactured after September 1, 2002 to be equipped with anchors and attachments to allow child safety seat installation without seat belts. While the NHTSA estimates that the LATCH system will reduce as much as half the misuse associated with improperly installing a child safety seat, LATCH does not eliminate all mistakes. (NHTSA, 2002). Additionally, many families will continue to own non-LATCH equipped vehicles and safety seats for many years.

Overview of Inspection Station Services in the United States

To help reduce misuse of safety seats, highway safety organizations, public safety agencies, medical facilities, safety associations, auto dealerships, and other groups across the country offer safety seat check-up "inspection" or "fitting" stations. At these inspection stations, technicians offer hands-on training about the proper use and installation of child restraints, and advise parents and caregivers as to what restraint is age and size appropriate for their child passengers.

According to NHTSA, as of November 2002 more than 3,500 inspection stations were in operation across the United States. Most of these stations were initiated within the last five years, often with only informal guidance as to how stations might best be designed to achieve their service objectives.

Inspection station services are typically provided free of charge, although some stations request a donation for each seat inspected. Many inspection stations also offer replacement safety seats. Policies for the distribution of replacement seats vary, often depending on the funding source. Some stations will provide replacement seats as a convenience to parents/caregivers, but ask for a donation to cover the cost of the seat.

Objectives of Study

The objectives of this study were to identify and describe characteristics of model child safety seat inspection stations through observations and discourse at selected inspection stations. Specific areas of inquiry were as follows:

1. How the inspection station was developed;
2. Procedural, logistical, staffing, funding and other characteristics of the station;
3. Implementation issues and challenges identified by inspection station staff;
4. Perceptions of the implementation process and recommendations for improvement by inspection station staff;
5. Recommendations for improvement by parents and caregivers;
6. Types of child safety seat misuse encountered by inspectors; and
7. Magnitude of child safety seat misuse encountered by the stations.

II. METHOD

Selection of Study Inspection Station Sites

Categories

A review of child safety seat inspection stations operational in October 2001 revealed the following six types of station sponsorships:

1. Fire Departments/Emergency Medical Service Agencies
2. Law Enforcement Agencies
3. Health Care Providers/Hospitals
4. Retail/Service Companies
5. Automobile Dealers
6. Community Organizations

Selection Criteria

The project staff developed eight basic criteria for potential study sites.

1. Permanent Inspection Station – Inspection station can be:
 - a. Stationary – A fixed site where parents or caregivers can either go to have their child's safety seat checked or call for check-up appointments. These sites can be established indoors or outdoors.
 - b. Mobile – Inspection services are conducted on a fixed schedule, including vans or trailers that travel on a schedule to locations where child passenger safety inspection facilities are set up and inspections performed either on a drop-in or appointment basis.
 - c. Both
2. Use of certified inspectors – Inspection station must have at least one AAA Certified CPS Technician or Technician Instructor directly involved in the program. All others involved in the hands-on checking of seats must have attended a national- or state-recognized CPS training program. Certifications and trainings must be up-to-date.
3. Sufficient length of operation – Inspection station must be currently providing services, and must have been in operation for at least one year prior to October 2001.
4. Volume of inspections – Rural inspection station must inspect an average of ten child safety seats per month for at least one year. Suburban/urban inspection station must conduct an average of 20 per month for at least one year.
5. Standard system of data collection and recording – Site must have an intact system of data collection and recording, and will allow project staff to review such.

6. Existence of Operating Policies – Inspection station should have policies in place addressing staffing, liability, seat replacement and other issues.
7. Sites would secure feedback from parents/caregivers who have utilized inspection station – Site policies should allow communication with people who have used the site’s services in order to obtain feedback as to outcomes of inspections and public perception of the inspection process and/or recommendations for improvement.
8. Agree to participate in study – Inspection station administrators and staff should agree to a 2-3 day on-site visit by project staff and allow project staff to observe inspections and procedures, meet with program administrators, meet with staff and meet with parents/caregivers who have utilized services.

Selection Process

In December 2001, project staff requested recommendations for potential study sites from NHTSA Washington and Regional Office staff. Additionally, the National SAFE KIDS Campaign and child passenger safety advocates recommended potential sites.

To determine if recommended sites met the stated selection criteria, the project staff contacted the sites and obtained information to determine which sites met the stated criteria. NHTSA Regional Office and State Highway Safety Office staff assisted the project staff by facilitating communication with the potential sites.

In March 2002, the project staff met with NHTSA staff to finalize the selection of study sites from a pool of 40 recommended inspection station sites. In addition to meeting the stated selection criteria, the following issues were considered in the selection process:

- Rural, urban, suburban service providers
- Programs serving diverse populations
- Geographical diversity
- Inclusion of identified sponsoring agency categories
- Feasibility of replication of the inspection station service

Study Sites

The following inspection stations were selected to be individual study sites:

1. Atlanta Fire Department, Atlanta, GA
2. Hoffman Estates Police Department, Hoffman Estates, IL
3. Mahube Community Council, Park Rapids, MN
4. Pat Clark GMC-Pontiac/Clark County SAFE KIDS Coalition, Las Vegas, NV
5. Primary Children's Medical Center, Salt Lake City, UT
6. Indiana Automotive Safety Program, Indianapolis, IN
The Indiana Automotive Safety Program was selected in order to study the operations of an inspection station network. Because the Indiana Automotive Safety Program represents

more than 50 individual inspection stations, the findings will not be reported in a manner parallel with the other sites.

7. Dagerman's Just for Kids, Las Vegas, NV.

Dagerman's Just for Kids was added as the seventh study site after the project staff learned of this inspection station during the visit to another site in Las Vegas. After observing the inspection station at this retail child specialty store and meeting with the store owners, the project staff and NHTSA agreed to include Dagerman's Just for Kids in the study.

Resource Information

Many worthwhile programs were proposed for consideration as project sites; however, only a limited number of sites could actually be studied. In order to give users of this study access to information about inspection station programs sponsored by agencies not included in the six individual study sites, brief summaries were compiled about several additional programs. These programs are referred to as "resource sites." Site administrators provided project staff with detailed information about their program. No on-site visits were made to resource sites. (See Appendix C)

Data Gathering Techniques

Site Visits

The project staff conducted on-site visits with the study sites to gather specific information about inspection station services. The project staff met with inspection station program managers, staff members, administrators, program users and various other individuals associated with the respective programs.

A 25-page site visit recording form was developed to document various aspects of the inspection stations' operations (See Appendix A). Areas of interest included:

- General site Information
- Operational Information
- Staffing issues
- Promotional and outreach activities
- Funding and budget issues
- Development of the inspection station
- Operational and administrative challenges
- Evaluation efforts
- Recommendations for other programs
- Child safety seat misuse trends

Observation

The project staff observed facilities where inspection services were conducted, as well as actual safety seat inspections.

Photographs

Photographs were taken to record inspection station facilities and user interactions. Some of these pictures are located in Appendix B.

User Feedback from Sites

Study sites provided the project staff with feedback from parents/caregivers who had utilized inspection station services. This feedback included general level of satisfaction with the inspection services, perceived ability to retain information presented, convenience of services and suggestions for improvement. Project staff members compiled and analyzed this data, comparing comments for similarities among study sites.

III. RESULTS

Standard Site Characteristics

Selection criteria for the study sites listed in the study methodology description required a specific level of performance and program development to qualify for inclusion in the study. In keeping with these criteria, all sites:

1. Were permanent inspection stations offering child safety seat inspections at locations that were fixed, mobile or both;
2. Used AAA Certified CPS Technicians ;
3. Had been in operation for a sufficient period;
4. Conducted the specified minimum number of inspections per month;
5. Employed a standard system of data collection and recording ; and
6. Had established and documented operating policies.

Commonalties Among Sites

Although the six inspection station programs were administered by diverse types of sponsoring agencies; the operating, administrative and other aspects of the various programs were very similar. The challenges faced by the stations were similar as well.

Commonalties among the six individual study sites are listed below. A more extensive listing of commonalties and unique features offered by selected programs is included in Table 1. Components of the Indiana Automotive Safety Program network are not included in the following summary, but rather are listed in the "Individual Site Findings" section.

Operational

1. All six sites offered child safety seat inspections to the general public. Several programs conducted special outreach activities to specific groups, including low income, urban and ethnic populations.
2. Five of the six sites conducted inspections free of charge. The sixth site (the retail study site) conducted inspections as a free service to customers purchasing child safety seats. For all other inspections they required donations that were given to a local SAFE KIDS Coalition.
3. All sites conducted inspections on a schedule of fixed days and hours of operation. Many required appointments, but accommodated walk-ins as well.
4. Adequate parking, public access, safe inspection areas, adequate queuing areas and weather protection were all factors affecting location of the stations.
5. Sites used standardized inspection forms developed by SAFE KIDS, International Association of Chiefs of Police or State Highway Safety Offices. Data was hand tallied and no sites used any computerized method of collecting data.

6. Five of the six sites offered replacement seats free of charge based on their respective seat replacement policies. The sixth site referred families in need to a local SAFE KIDS Coalition.
7. Four of the sites requested donations for replacement seats.

Administrative

1. Most sites used AAA Certified CPS Technicians to conduct actual inspections at permanent sites. One site relied on a "senior checker system" using Certified CPS Techs.
2. Three sites used volunteer Certified CPS Technicians to conduct inspections at mobile and/or monthly inspection stations. One site used volunteers to conduct inspections at their fixed site under a "senior checker system." Other stations utilized volunteers primarily as recorders, traffic controllers and in other non-inspector capacities.
3. Three programs worked closely with local SAFE KIDS coalitions.
4. While all sites quantified the number of inspections conducted, activities relating to program evaluation varied by site. None of the sites had a structured process for evaluating the effectiveness of their program in terms of behavior changes and knowledge retained.
5. Common administrative challenges identified by study sites included:
 - a. Identifying a workable schedule that would meet the needs of the sponsoring agency, available inspection staff and the public;
 - b. Coping with weather conditions that limited inspections;
 - c. Managing schedules for inspectors/technicians;
 - d. Storing replacement seats;
 - e. Initial and ongoing training and certification of inspectors/technicians;
 - f. Identifying and training individuals both in-agency and within the community who would refer families in need of safety seat inspection services (referral sources); and
 - g. Language challenges associated with outreach to Hispanic families.
6. Common challenges study sites faced during development of stations included:
 - a. Obtaining support from agency administrators;
 - b. Providing initial and ongoing safety seat training for inspectors/technicians;
 - c. Providing initial and ongoing training of in-agency and community referral sources; and
 - d. Addressing liability concerns.

Funding

1. Two programs were fully funded by State Highway Safety Offices (SHSO).
2. Most sites received some funding from their SHSO, typically for replacement seats.
3. Two programs had substantial community/corporate funding.
4. All sites relied substantially on in-kind funding for staff salaries.

Promotions/Advertising

1. Several programs coordinated promotional activities with their SHSO including inspection referrals provided through a state toll-free telephone number.
2. Flyers provided to doctors' offices, pre-natal classes, child care centers, etc. were used at several sites.

3. Creative and unique promotions offered by several sites dramatically increased public awareness and use of the respective stations .
4. As part of their outreach activities, several programs worked with local school systems to promote booster seat and safety belt use. Partnering with schools during "Kindergarten Round-Up" was an important activity for one site.

Circumstances that Would Cause Termination of Inspection Services

1. Loss of funding for program and replacement seats.
2. Concern over liability to sponsoring agency.
3. Loss of administrative support.

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Populations Served	<ul style="list-style-type: none"> - Sites served all populations - Several programs had special promotional outreach to low income, urban, Native American and Hispanic populations 	<ul style="list-style-type: none"> - Hoffman Estates Police Dept. established a Hispanic Resource Center in an apartment complex with predominately Hispanic residents. Along with other social services, inspection services were offered by appointment at the center.
Fee/Donation for Inspection	<ul style="list-style-type: none"> - All sites offered free inspections except one 	<ul style="list-style-type: none"> - Dagerman’s Just for Kids conducted inspections/installations at no charge for customers purchasing seats; for those who come to the store for an inspection only, the shop collected a donation of \$20 per seat checked on behalf of the Clark County SAFE KIDS Coalition (CCSK).
Operational - Scheduling	<ul style="list-style-type: none"> - Service delivery schedules were set to meet the needs of the target audience - All sites had fixed days and hours - Most required appointments, many also accepted walk-ins 	<ul style="list-style-type: none"> - Mahube Community Council required all clients to be scheduled into an awareness class where they signed up for their inspection appointment. - Only Hoffman Estates Police Department had inspectors available 24 hours a day, 7 days a week.

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
<p>Operational - Location</p>	<ul style="list-style-type: none"> - All sites had fixed locations - The sites took weather into consideration and most had an indoor or covered location for inspections during inclement weather - Several sites had heated garages - Adequate parking, safe inspection areas and adequate queuing areas were factors in location - All sites had well-stocked inspection areas with common tools for conducting inspections (e.g., recall lists, slip guard, noodles, locking clips, educational materials, etc.) 	<ul style="list-style-type: none"> - Primary Children’s Medical Center designated a location in the hospital lobby where Safety Squad members were available from 10-11a.m. and 4-5 p.m. on week days for inspections; those desiring a safety seat inspection come to the lobby during these set hours for safety seat inspections – families referred for help with child safety seat installation as a part of their hospital discharge preparation, patients coming in for a routine clinic visit, referrals from other hospitals, hospital employees, etc. - Hoffman Estates Police Department also offered a mobile inspection station site on a fixed schedule - Mahube Community Council offered mobile services to accommodate those families living in the very rural areas of the tri-county region that make traveling to one of the fixed sites prohibitive
<p>Operational - Data Collection</p>	<ul style="list-style-type: none"> - Typically, sites used standardized forms developed by SAFE KIDS, IACP, or the State HSO - Data was hand tallied and then entered into a word processing or spreadsheet document - None of the sites used any kind of computerized method of collecting data - The sites using SAFE KIDS forms forwarded the forms to the National SAFE KIDS Campaign for scanning and inclusion in NSK's database 	
<p>Operational - Seat Replacement Policy</p>	<ul style="list-style-type: none"> - Five of six sites replaced seats according to their replacement criteria - Seats were typically provided free of charge to those who could not afford to purchase a seat - Four programs requested donations for replacement seats 	<ul style="list-style-type: none"> - Dagerman's Just for Kids in Las Vegas did not replace seats; if a customer needed a seat, they could purchase one at Dagerman's or from a nearby retailer; needy families were referred to the Clark County SAFE KIDS Coalition

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Administrative - Staffing and Training	<ul style="list-style-type: none"> - AAA Certified CPS Technicians conducted inspections at five of six sites - "Senior checker system" was in place in the station using non-certified inspectors (AAA-certified CPS Techs, or inspectors with the most experience, supervised the non-certified inspectors) - Maintaining certification was the responsibility of Technicians 	<ul style="list-style-type: none"> - To better facilitate the recertification process, Atlanta Fire Department had all Certified CPS Technician renewal forms for firefighters/technicians sent to the Fire Department - Primary Children's Medical Center included CPS training in its mandatory skills and new employee training for all staff - Hoffman Estates made CPS training mandatory for all police officers - Mahube Community Council made CPS training mandatory for all Head Start staff that transported Head Start Children
Administrative - Volunteers	<ul style="list-style-type: none"> - Certified CPS Techs were used at three sites for mobile and/or monthly inspection stations 	<ul style="list-style-type: none"> - Clark County SAFE KIDS trained nursing students from community college to serve as volunteer inspectors during students' pediatric training
Administrative - Challenges	<ul style="list-style-type: none"> - Identifying workable schedule for sponsoring agency/available Techs/public - Weather conditions limiting inspections - Managing schedules for Tech availability - Storing of seats - Initial and ongoing training of inspectors/techs - Initial and ongoing training of in-agency and community referral sources 	
Development - Impetus	<ul style="list-style-type: none"> - Three programs started with an individual who, after learning about child passenger safety issues, worked to establish services within his/her agency - Two programs developed through State Highway Safety Office outreach - Two programs started after their agencies were selected to showcase national program kick-off 	<ul style="list-style-type: none"> - A Mahube Community Council Head Start parent became interested in child safety seat inspections and obtained State training; after the Head Start parent shared information with Head Start administrators and attended Certified CPS Tech training, the community program was initiated
Development - Challenges	<ul style="list-style-type: none"> - Obtaining support from administrative bodies - Initial training of Techs and/or staff - Addressing liability concerns 	

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Funding Sources	<ul style="list-style-type: none"> - Two programs funded completely by State Highway Safety Offices - Most of the sites had some State Highway Safety Office funds in their budget – typically for replacement seats - Two programs had substantial community/corporate funding 	<ul style="list-style-type: none"> - Mahube Community Council integrated child passenger safety parent classes and inspections into its Head Start parent training program
In-Kind Funding	<ul style="list-style-type: none"> - All sites relied substantially on in-kind funding for staff salaries 	<ul style="list-style-type: none"> - Hoffman Estates Police Department offered overtime funds for six officers/technicians to staff monthly inspection stations
Promotional and Outreach Activity	<ul style="list-style-type: none"> - Most sites used common promotional techniques such as promoting the inspection programs through prenatal programs and distributing flyers at child care centers and doctors' offices - Other promotional activities varied widely - Several programs coordinated with State Highway Safety Office promotions 	<ul style="list-style-type: none"> - Every child whose car seat was checked through Pat Clark Pontiac-GMC and the Clark County SAFEKIDS Coalition had an opportunity to win a college scholarship; very successful promotion - Beanie Baby promotion successful at Hoffman Estates Police Department - Free childcare and a meal were provided at Mahube Community Council Parent Trainings
Circumstances that Would Cause Termination	<ul style="list-style-type: none"> - Loss of funding for program and replacement seats - Liability to sponsoring agency - Loss of administrative support 	<ul style="list-style-type: none"> - Pat Clark Pontiac-GMC/CCSK program came very close to terminating when the dealership attorney expressed extreme concern over liability issues
Program Evaluation	<ul style="list-style-type: none"> - All sites quantified their activity (i.e., number of inspections) and kept track of any crashes involving a family served by the inspection station; none of the sites had a structured process for evaluating the effectiveness of their program (i.e., behavior changes, knowledge retained); all sites were having difficulty deciding how to do such an evaluation. 	<ul style="list-style-type: none"> - Atlanta Fire Department is planning to put identifying stickers on their program's replacement seats and including a section on the emergency run sheets that would indicate if a "program seat" was involved in the crash

User Feedback Summary

Individual study sites and several inspection stations in Indiana's network shared feedback received from their customers. This information indicates that the inspection stations' services are well received.

A. Most Common Responses About the Inspection Service:

- Services were helpful or very helpful.
- The suggestions made to them were easy or very easy to understand.
- Most participants agreed or strongly agreed that the information and services they received would make their children safer.
- Most participants agreed or strongly agreed that they would be able to install and use the child safety seat correctly.

B. Sample Recommendations from Customers:

- "More hours of operation. Weekends without appointment."
- "Make available for everyone. Parents and Grandparents should all know about this service."
- "Advertise more."
- "Make TV commercials to advertise the safety issues of car seats and seat belts and accessories."

C. Sample General Comments from Customers:

- "The knowledge/training of the officers was wonderful. Thank you!"
- "Great Service - quickly done."
- "Keep up the good work."
- "Keep up the 'great' work. Thank you for being there."
- "I have never put a car seat in before. We need more people like this to show how to put car seats in."
- "Safety for my twins is a big issue. A very good job done! Thanks so much!"
- "Very grateful for the help."
- "I came because I wanted to make sure I was installing my seat correctly. Now, I am confident I know how to read car seat directions and install properly."
- "Most helpful was to learn about the switchable retractor in my vehicle. Wish this service could reach even more families."
- "I will be very mindful of the 'proper' installation steps I learned today. Excellent program - Thank you!"
- "It was very informative. Officer was professional and supportive; he gave lots of feedback and was very positive. I'd recommend it!"

D. Most Common Responses to "How Did You Find Out About the Service?":

- Driving by, saw sign
- Word of Mouth, from a friend or relative
- Brochure/Flyer
- Radio

Individual Site Findings

Key features of each site studied have been summarized in two ways for this report. First, Table 2 contains a summary of key features of the six individual study sites and the network program presented in a grid format to facilitate comparison between programs. Secondly, Appendix B contains extensive information gathered during site visits, in addition to supporting documents that may be of use to other agencies.

LOCATION	Atlanta Fire Department, Atlanta, GA	Dagerman's Just For Kids, Las Vegas, NV	Hoffman Estates Police Department (HEPD), Hoffman Estates, IL	Mahube Community Council (MCC), Park Rapids, MN	Pat Clark Pontiac-GMC/Clark County SAFE KIDS Coalit. (CCSK), Las Vegas, NV	Primary Children's Medical Center (PCMC), Salt Lake City, UT	Indiana Automotive Safety Program (ASP), Coordinator for State of Indiana Inspection Station Network
FEATURE							
Sponsoring Agency	Fire Department	Retail - Child Specialty store	Police Department	Community Organization	Auto Dealership and SAFE KIDS Coalition	Children's Hospital	<p>Indiana University is the state's contractor for its CPS program and coordinates the state's Inspection Station Network;</p> <p>53 agencies sponsor individual inspection stations: 19 Police 15 Hospital 5 Fire Dept 5 SAFE KIDS 4 Health Agencies 3 Community Agencies 1 EMS Company 1 Ambulance Co</p>
Geographical Setting	Urban Suburban	Suburban	Suburban	Rural	Urban Suburban	Urban Suburban	Urban Suburban Rural

TABLE 2: Grid of Study Site Key Features

LOCATION	Atlanta Fire Department, Atlanta, GA	Dagerman's Just For Kids, Las Vegas, NV	Hoffman Estates Police Department (HEPD), Hoffman Estates, IL	Mahube Community Council (MCC), Park Rapids, MN	Pat Clark Pontiac-GMC/Clark County SAFE KIDS Coalit. (CCSK), Las Vegas, NV	Primary Children's Medical Center (PCMC), Salt Lake City, UT	Indiana Automotive Safety Program (ASP), Coordinator for State of Indiana Inspection Station Network
FEATURE	<p>Description of Locale</p> <p>30 fire stations throughout Atlanta</p>	<p>In Las Vegas shopping mall west of downtown</p>	<p>Police station in Hoffman Estates, a suburb of Chicago</p> <p>Once a month from March through October at nearby Babies 'R' US</p>	<p>Private, non-profit agency providing services for low income and elderly in Mahnomen, Hubbard and Becker counties of MN. Services include Head Start.</p>	<p>Located in Las Vegas east of the downtown area</p>	<p>Located in Salt Lake City; Level 2 trauma center serving ID, MT, NV, UT, WY</p>	<p>53 individual inspection stations sponsored by various agencies throughout the state of Indiana</p>
Populations Served	<p>All Georgia residents from indigent to affluent</p>	<p>All; Most customers are middle to upper income</p>	<p>All; Special outreach to Hispanic community</p>	<p>Low income, rural</p>	<p>All</p>	<p>All; Routinely serves low income, children with special needs, Hispanic, Native American, and Pacific Island children</p>	<p>All; Special outreach to low-income, African American, and Hispanic communities</p>

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FEATURE							
OPERATIONAL							
Service Delivery Schedule	<p>Fixed site Set days/hours</p> <p>Drop-in and appointment basis</p> <p>Inspections available 8am-8pm daily</p>	<p>Fixed site Set days/hours</p> <p>By appointment; M-F 10am to 6pm. Summer time hours are 10am to 12 noon</p>	<p>Fixed site Set days/hours</p> <p>Drop-in and appointment basis at HEPD 24 hours, 7 days per week. At least one CPS Technician is available on all shifts</p> <p>By appointment only at Hispanic Resource Center</p> <p>-----</p> <p>Mobile site Set days/hours</p> <p>Drop-in basis at regular community events</p>	<p>Fixed site Set days/hours</p> <p>By appointment at 3 sites</p> <p>-----</p> <p>Mobile site Set days/hours</p> <p>By appointment</p>	<p>Fixed site Set days/hours</p> <p>Drop-in basis primarily, Appointments occasionally</p> <p>6-8pm on 3rd Wednesday monthly</p>	<p>Fixed site Set days/hours</p> <p>Drop-in basis weekdays; By appointment clinics held on 2nd and 4th Thursdays monthly</p> <p>M-F 10-11am and 4-5pm; Twice-a-month clinics from 3-6pm</p>	<p>Fixed and mobile sites</p> <p>Schedules vary</p> <p>Sites are required to provide a minimum of 10 hrs per month for inspections</p>

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FEATURE							
OPERATIONAL							
Fee/Donation for Inspection	Free to all Georgia residents	Free to customers who purchase seat from store; all others pay \$20 donation to Clark County SAFE KIDS (CCSK)	Free to all	Free to all; Prerequisite for using inspection station services is attendance at parent training session on child safety seats	Free	Free	Free
Inspections per Month	50 +	100 per month; 70 for customers, 30 pay donation	125+ per month; 35+ at fixed site, 90+ at mobile sites	20+	Approximately 50 per month	110 per month; 50 from daily walk-in hours, 60 at twice-a-month clinics	Estimate 350-375 inspections per month; 4,283 inspections in 2001
Data Collection	Standardized form supplied by the Georgia Governor's Office of Highway Safety (GA GOHS) Hand tallied and filed	SAFE KIDS inspection form Hand tallied and sent to CCSK/National Safe Kids (NSK) database	IACP standardized form Hand-tallied, filed, and entered into database; uses HEPD case numbering system to track number of inspections and seats distributed	Standardized MN State inspection checklist Hand tallied and filed and entered into database. Database used to track number of inspections and seats distributed	SAFE KIDS inspection form Hand tallied and sent to CCSK/NSK database	Standardized inspection checklist including liability waiver Hand tallied and entered into database	ASP standardized inspection form When providing a replacement seat, individual sites also required to use liability release and safety seat checklist forms Copies of all sent to ASP monthly

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FEATURE							
OPERATIONAL							
Replacement Seat Policy	Seats replaced; no charge to those in need who fall below the US poverty index	Replacement seats must be purchased. If unable to purchase, then family is referred to Clark County SAFE KIDS for services	Seats replaced; no charge on a selective basis, priority to whom cannot afford to purchase Voluntary donations are accepted Child must be present	Seats replaced; no charge for registered Head Start children only; all others who are in need of a seat, including siblings of registered Head Start children, pay \$20 donation Child must be present	Seats replaced; \$40 donation requested; Seats provided for free to those in need	Seats to patients & siblings as needed at no charges; Others a \$20 donation; Special needs seats loaned through hospital	All sites receive 150 safety seats. Individual sites must provide replacement seats when deemed appropriate Seats may not be used for special events or advertised as free give-away seats
Seats replaced per month	58 Total (Average) 0 infant 40 convertible/combo 18 belt position booster	Not Applicable	14 Total (Average) 2 infant 8 convertible/combo 4 belt position booster	13 Total (Average) 1 infant 8 convertible/combo 4 belt position booster	5 Total 0 infant 3 convertible/combo 2 belt position booster	44 Total 11 infant 17 convertible/combo 16 belt position booster	Not available

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FEATURE							
OPERATIONAL							
Liability Insurance	Program in accordance with Georgia Good Samaritan Law and not liable if certified tech	Liability coverage through store general policy	Liability coverage through the city's general policy	Liability coverage through MCC's general liability policy Contracted Program Admin. elected to obtain own personal liability coverage	Liability coverage for dealership through their general liability policy Additional coverage provided by CCSK and their affiliation with the National SAFE KIDS Buckle Up program	Liability coverage through hospital Liability coverage for dealership through dealership's general liability policy	ASP is covered under the university's general liability policy for its coordination of the network and any staff involvement in actual inspections Individual stations are not covered under the university's policy and are encouraged to address this issue and seek legal advice
STAFFING							
Staff Categories	Program Coordinator	Staff schedulers and Inspectors (store owners and manager)	Administrator, Senior Checkers, Inspectors, Recorders, Traffic Controllers, Greeters	Administrator, Instructor, Senior Checker, Scheduler, Assistant	Dealership Special Projects Coordinator, CCSK Executive Director	Program Manager, Asst. Manager, Staff Inspectors, Scheduler, Senior Checker	ASP has a Program Coordinator Sites have Inspectors, and others

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FEATURE							
STAFFING							
Volunteers	None	None	Uses volunteers at mobile site only, including: CPS Techs from HEPD and other police depts., Recorders, Traffic Controllers, Greeters	Uses volunteers only for community events the station helps staff	Extensive use of volunteers: Sr. Checkers, Inspectors, Recorders	Volunteers serve as interpreters	Varies by site
Training	Firefighters are Certified CPS Techs Maintaining certification for firefighters/techs has been a challenge	Inspectors are Certified CPS Techs Staff given in-store training and 8 hour SAFE KIDS training	29 officers and Ass't Chief are Certified CPS Techs All 97 HEPD officers have at least 8-hrs CPS training and have update class yearly	Inspectors take MN CPS course or NHTSA CPS Tech training All Head Start staff encouraged to take annual 6-hr CPS course; Staff who transport Head Start children required to take training	Staff and Sr. Checkers are CPS Techs Local nursing students are trained as Inspectors through CCSK	All inspectors are CPS Techs All hospital staff given CPS overview in new employee training; Key in-agency staff (including neonatal and rehabilitation staffs) who refer families for services receive additional training as needed	Varies by site

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FEATURE							
PROMOTIONS							
Key Promotional Activities	<p>Promoted by GA Governor's Highway Safety Office via public service announcements and their toll free number</p> <p>news media coverage of Fire Department activities</p> <p>Promoted on local cable channel programs</p>	<p>Customers advised in-store regarding installation and inspection services</p> <p>Promotional message included on store catalogue</p> <p>Clark County SAFE KIDS promotes service</p>	<p>Messages in city newsletter and utility bills helped establish program as did Beanie Baby give-away with inspection promotion</p> <p>Ongoing activities include: Word of Mouth, flyers, city cable channel messages, exposure to passer-bys of monthly clinics</p>	<p>Flyers distributed to Head Start families, Social Services agencies, schools, police, and fire departments result in 75% of participants</p> <p>Word of mouth brings others in as does community events</p>	<p>Drawing for 2 college scholarships, flyers, advertising via dealership</p>	<p>Major grant for TV/Radio advertising (50% of requests for inspections)</p> <p>Flyers to MDs and community (30%)</p> <p>Word of Mouth, Events, Law Enforcement (20%)</p>	<p>The program created a PSA for statewide distribution with 1-800-KID-N-CAR number</p> <p>800-number callers are referred to appropriate individual stations</p>

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FEATURE							
BUDGET							ASP'S COSTS FOR PROGRAM ADMIN.
Program	\$30,012	\$300	\$2,800	\$900	\$300	\$50,500	\$291,468
Seats	\$32,488	None	\$2,750	\$600 Program \$7000 In-kind	\$3,000	\$21,000	\$308,204
Personnel costs (Direct expense)	\$12,500	None	None	\$10,000 (Contractor)	None	\$10,000 (Contractor)	\$52,578
Personnel costs (Paid in-kind) (Benefits at 25%)	\$6,750	\$9,000	\$73,000	\$18,141 (MCC calculates Benefits @ 55%)	\$25,000	\$75,000 (Employees)	N/A
Paid Advertising	None	Absorbed in marketing costs	In-kind	None	In-kind	\$93,750	\$20,000
Total	\$81,750	\$9,300	\$78,550	\$36,641	\$28,300	\$250,250	\$672,250 1999-2002 Fiscal Years (See Appendix B for yearly amounts)

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FEATURE							
BUDGET							ASP'S COSTS FOR PROGRAM ADMIN.
Funding Source	City of Atlanta Fire Department and grants from the Georgia GOHS	Program expenses: Dagerman's - \$100 Clark County SAFE KIDS - \$200	In-kind from HEPD for salaries; community org. donations, Citizen Police Academy Alum Assoc., IL DOT, Public Donations	U.S. Department of Health and Human Services (Head Start grant, Community Services Block Grant), MN Department of Public Safety (Safe Communities grant), local Eagles club, local Women of Today club, local auto dealers, and donations from individuals	Salary for inspection station co-administrator who is an employee of the dealership is paid by Pat Clark Pontiac-GMC Salary for co-administrator who is CCSK Coordinator paid by Sunrise Children's Medical Center Other funds/resources from National SAFE KIDS Coalition programs and Nevada Office of Traffic Safety	Grants, community org. donations, Utah OHS, Utah SAFE KIDS	ASP receives grant from Indiana's Highway Safety Office to administer CPS program Individual stations receive grants in the following increments: \$2500 - year 1 \$1500 - year 2 \$1000 - year 3

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FEATURE DEVELOPMENT							
Impetus	Georgia GOHS approached the Atlanta Fire Department with proposal for citywide child safety seat fitting station program based on need seen at weekend events	Training req'd by Britax for retailers selling its brand sparked owners' interest AAA CPS Tech training by CCSK, working relationship with CCSK, and the desire to serve customers and help install safety seats sold by store keeps owners motivated	In 1993, an HEPD traffic Sgt. became interested in CPS and began to hold check-up events More staff trained - Operation Kids and AAA CPS Tech courses Growing community response led to current program level	Head Start parent became interested in child safety inspections and obtained State training After same Head Start parent shared information with Head Start administrators and then attended AAA CPS Tech course, the community program was initiated	Dealership national kick off for GMC safety seat program motivated dealership owner	A visit by the former Chairman of the NTSB motivated hospital administrators to establish a safety seat inspection station in association with PCMC's existing program, Hold On To Dear Life	Working relationship with State HSO

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FEATURE							
CHALLENGES							
Developmental Challenges	<p>Integrating grant funds into City budgeting process</p> <p>Recruiting firefighters for initial training</p> <p>Training 120 firefighters as CPS Techs</p>	<p>Drop-in basis and volume of inspections disrupted store operation resulting in inspection service offered by appointment and on weekdays only</p>	<p>Gaining support of village board and village attorney</p> <p>Raising community awareness</p> <p>Not enough trained staff</p> <p>Difficulty scheduling officers/techs</p> <p>Infrequent events led to long waits for public</p> <p>Initial mobile site too small</p> <p>Difficulty tracking number of inspections</p>	<p>Addressing liability concerns</p> <p>Determining how and where to provide services in rural areas</p> <p>Gaining support from Head Start staff</p> <p>Building public awareness</p> <p>Finding funds to provide seats to needy, non-Head Start families</p>	<p>Identifying schedule workable for dealership and public needs</p> <p>Convincing dealership management to sponsor</p>	<p>Securing hospital support to institutionalize the program</p> <p>Training entire hospital staff</p> <p>Identifying staff to serve as inspectors</p>	<p>Training</p> <p>Securing administrative support at sites</p> <p>Liability concerns</p>

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FEATURE							
CHALLENGES							
Administrative Challenges	<p>Maintaining CPS Tech certification of firefighters</p> <p>Maintaining seats and supplies at 30 fire houses</p> <p>Managing work schedules so Techs are available at all 30 stations daily</p>	<p>Hot Las Vegas climate makes outdoor inspections difficult for inspectors and families</p>	<p>Difficulty getting officers/techs to volunteer for mobile site clinics</p> <p>Continual need to train more officers/techs</p> <p>Communicating and gaining trust of Hispanic community</p>	<p>Storing seats at different sites</p> <p>Pressing for funding and attention to rural community needs</p> <p>Continual need to secure additional funding for replacement seats</p>	<p>Excessive waiting times</p> <p>Volunteer burn out</p> <p>Liability concerns by dealership</p>	<p>Limited staff availability to inspect</p> <p>Transition to fixed hours</p> <p>Storing seats</p>	<p>Obtaining the required monthly reports from the individual sites</p> <p>Ability to distribute seats equitably</p>
Circumstances That Would Cause Termination	<p>Loss of funding (primarily for seats)</p> <p>Change in administrative support</p>	<p>Liability concerns</p> <p>If owners were physically unable to conduct inspections</p>	<p>Lack of funds for replacement seats</p> <p>If a new Village administrator not supportive of program</p> <p>If a new Village atty. concerned about liability to Village</p>	<p>Loss of State or other funding for replacement seats for non-Head Start families</p> <p>New, significant concern over liability issues</p>	<p>Lack of funding for replacement seats for needy</p> <p>Change in dealership support for sponsorship</p> <p>Concern about liability to dealership</p>	<p>Lack of funds for replacement seats</p> <p>Lack of grant funds for staff inspection leader</p> <p>Change in administrative support</p>	<p>Loss of Funding from State HSO; Funding ends 2/2003; ASP attempting to secure additional funding</p>

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FEATURE							
PROGRAM EVALUATION							
Evaluation System	<p>Self evaluation of quantity of inspections</p> <p>Evaluation conducted through GA GOHS grant procedures</p> <p>Stickers are placed on seats distributed through program in order to track crash involvement and outcomes</p>	<p>Self-evaluation of quantity of inspections using inspection form</p>	<p>Self-evaluation of quantity and quality of inspections, and patterns of misuse</p> <p>Customer satisfaction survey for mobile site</p>	<p>Self-evaluation of quantity and quality of inspections, and patterns of misuse</p> <p>Customer follow-up done with Head Start families</p>	<p>Self-evaluation of quantity and thoroughness</p> <p>Operational & volunteer issues discussed at SAFE KIDS meetings</p>	<p>Self-evaluation of quantity and misuse patterns</p> <p>Departmental/ hospital review annually</p>	<p>ASP evaluated by State HSO</p> <p>Sites report to ASP monthly</p>

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FEATURE							
RECOMMENDATIONS FOR NEW INSPECTION STATIONS							
Recommended by sites	<p>Hire full time coordinator at the beginning of program</p> <p>Establish system to track certification status of Techs</p> <p>Establish process to facilitate recertification of Techs</p> <p>Allow adequate time for training when beginning program</p> <p>Seek media coverage</p>	<p>Be careful that you can actually provide the services you advertise</p> <p>Offer advanced training only to those employees who are interested and willing to conduct inspections</p>	<p>Get “buy-in” from administrators</p> <p>Begin slowly – few techs/appts 1 day a week</p> <p>Team with community orgs/agencies</p> <p>Seek funding sponsors</p> <p>Share program successes and recognition with media and others</p> <p>Include program administrators in recognition activities</p>	<p>Get “buy-in” from top administration</p> <p>Start very slowly</p> <p>Conduct community assessment for needs and resources</p> <p>Build state and local partnerships</p>	<p>Be careful of volunteer burn out</p> <p>Develop relationships with community partners</p> <p>Dealership should have CPS trained person on staff</p>	<p>Base service level to be offered on the number of available Techs to conduct inspections and available budget</p> <p>Establish fixed hours instead of “on call” system</p>	<p>Keep seat distribution policies flexible so that active sites can receive more seats as needed</p>

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FEATURE							
MISUSE TRENDS							
Infant	Infant too small for convertible seat	Infant facing forward too early	Infant facing forward too early	Infant too heavy for infant seat	Infant too heavy for infant seat	Harness retainer clip in wrong place	Overall -- Seats are installed too loosely and harnesses are too loose
Convertible/ Forward Facing	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	
Booster	Child too small/young for booster seat	Child too small/young for booster seat	Shoulder belt under arm or behind child	Safety belt loose	Child too small/young for booster seat	Harness used beyond weight limit	
Safety Belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	

Indiana Automotive Safety Program

The Automotive Safety Program (ASP) administers a network of 53 inspection stations on behalf of the Indiana Governor's Council on Impaired and Dangerous Driving (Indiana's State Highway Safety Office). ASP developed this program under a three-year grant from the Governor's Council. Sponsorship of stations within the network includes: 19 law enforcement agencies, 15 hospitals, 5 fire departments, 4 health agencies, 5 SAFE KIDS chapters/coalitions, 3 community agencies, 1 emergency medical service company, and 1 ambulance company.

According to program administrators, ASP and the Governor's Council believe that inspection stations are much more efficient than event-based check-ups and that the network provides continuity and quality assurance for the state. By supporting individual inspection stations at the local level, the public has better access to services.

Each inspection station received grant funds for operations and replacement seats. These "mini-grants" were intended to help offset any costs incurred by the inspection station to function, including advertising or printing costs, miscellaneous equipment or personnel costs. All inspection stations received 150 replacement seats over the three-year grant period. Before the end of the grant period, each station was encouraged to seek funding from local sources to continue functioning.

Organizations desiring to be included in the network completed an application/agreement and met certain requirements. The requirements for approval included:

- a certified child passenger safety (CPS) technician or instructor must staff the inspection station;
- the service must be available for appointments at a minimum of ten hours per month;
- standard operating procedures must be followed;
- network inspection forms must be used;
- the organization must complete and submit monthly activity reports; and
- inspection station staff must attend an annual CPS refresher course provided by ASP in addition to the required re-certification process for CPS technicians or instructors.

To promote the network of stations and encourage the public to use inspection station services, ASP produced a television spot and radio spots that run fairly consistently, promoting the statewide toll-free hotline for people to call to locate an inspection station in their area. Additionally, the hotline number is included on all promotional materials ASP produces and the individual sites include it in their materials. Furthermore, ASP lists all the sites on its web site. Individual sites have used a variety of means to advertise their services to the public. Each site was given a sample press release to use with local print publications.

A few suggestions offered by ASP to others contemplating establishing a network include:

- having commitment from the State Highway Safety Office;
- hiring a full-time coordinator;
- having strong knowledge of the different demographics and resources across the state or region;
- developing policy and procedures before implementing;
- identifying key local persons with the appropriate skills and abilities; and
- thinking through the inspection and reporting processes and the seat distribution.

Resource Site Information

Brief summaries about five additional inspection station programs, referred to as “resource sites,” are included in Appendix C. The purpose of providing information about these programs is to assist potential sponsoring agencies in more easily obtaining information from colleagues who currently operate inspection stations.

Resource site administrators provided detailed information about their respective programs to the project staff and agreed to have this information included in the project report. The project staff did not conduct on-site visits to the resource sites.

The resource site programs are as follows:

- Community Traffic Safety Organization – Northern New England AAA – Auto Car Care Center
- Emergency Medical Service Agency – Mecklenburg EMS Agency
- Government - Corporate Partnership – Montgomery County-Fitzgerald Auto Mall
- Multi-Agency Group Including Police Agencies, Fire Departments and Health Care Providers – “Nurses and Cops Caring for Contra Costa Children”
- State Police Agency – New York State Police

IV. DISCUSSION

Evaluation

All six individual sites and the Indiana Automotive Safety Program acknowledged the importance of evaluation. Because oftentimes funding can depend on program results, several program coordinators/administrators discussed the concern of not having a solid evaluation component in their programs. The need for a structured process for evaluating the effectiveness of their program in terms of behavior changes and knowledge retained was evident.

Critical Issues Regarding Program Longevity

Given the investment in funding, training, program development and other resources by the sites studied and by the approximately 3,500 other inspection station programs throughout the United States, careful consideration of factors affecting program longevity warrants additional discussion.

All six individual study sites gave similar responses to the question, “*What circumstances would cause the inspection station to terminate?*”

- Risk of liability
- Loss of funding
- Changes in administrative support
- Departure of program’s key person or champion

Risk of Liability

Three of the six sites visited stated that potential liability to their sponsoring agency was a factor in the continued operation of their inspection station. Often the program managers were comfortable with available information as to the historical lack of actual cases, judgments and/or settlements in the United States relative to child safety seat installation matters. However, convincing legal counsel for the sponsoring agency was often difficult.

Child passenger safety program coordinators/administrators and others would benefit from the availability of a clear, concise and well annotated document to inform agency administrators and their legal counsels as to historical precedents relating to liability issues for agencies/companies sponsoring child safety seat inspection stations. Additionally, a review of child passenger safety liability coverage provided by various types of insurance products would be helpful to decision makers and child passenger safety technicians. Insurance products discussed should include standard business coverage, special event policies, individual homeowners’ coverage, umbrella policies and other appropriate products.

More state child passenger safety immunity laws would also help address concern over liability issues. Often referred to as “Good Samaritan Laws,” these acts typically specify that a child passenger safety technician or sponsoring organization is not liable for an act or omission that occurs in the inspection or installation of a child safety seat in a motor vehicle if the child passenger safety technician acted in good faith and within the scope of the training for which the technician is currently certified. Virginia, Maryland and Georgia had enacted these statutes as of December 2002.

See Appendix D for Maryland’s child passenger safety Good Samaritan Law.

Loss of Funding

Funding for the study sites fell into three general categories: program expenses, funds for replacement seats, and salaries. In several cases, a different source or combination of sources funded each of the categories. The largest funding source for all individual programs was in-kind funding provided by the respective sponsoring agencies. These funds, typically in the form of in-kind contributions, paid the salaries and benefits for almost all inspection station personnel. The second most common source of fiscal support was State Highway Safety Offices. Another common funding source was local SAFE KIDS coalitions and/or the National SAFE KIDS Campaign. Support from both State Highway Safety Offices and SAFE KIDS programs was typically in the form of replacement safety seats. Donations from local businesses and corporations, including Rotary Clubs and AAA offices, were important sources of funds for two study sites – Hoffman Estates and Primary Children’s Medical Center. Additionally, donations from families who were given replacement safety seats provided a substantial source of funds for several study sites.

- a. Program Expenses:** Expenditures for supplies, tools/equipment, program coordination, promotional materials, training, and travel were typically included in this category. While one program received a substantial grant for advertising and marketing, promotional expenses overall were relatively small. None of the sites paid for all their inspectors, technicians and/or key support staff directly from their program expenses. Two programs paid for key staff positions with grants from State Highway Safety Offices; however, these positions were supported by technical staff paid through substantial in-kind contributions. Mahube Community Council allocated Head Start Parent Training dollars to its CPS program for their program’s lead technician and other program expenses.
- b. Replacement Seats:** Five of the six individual programs and the network program provided replacement seats to those in need and the sixth program referred families in need to another source for services. While the number of replaced seats varied by study site, almost all of these programs strongly believe that a significant aspect of their service to their communities is to provide safe and appropriate seats to those in need. Should funding for replacement seats be terminated, these programs indicated that they would re-evaluate their mission.
- c. Salaries – In-Kind:** The largest budget category for all sites was salaries. The sponsoring agencies of every individual study site visited absorbed a significant amount of program

expense through in-kind contributions. This was also true for inspection stations sponsored by the Indiana Automotive Safety Program. This in-kind funding typically provided salaries and benefits for inspection station personnel. In addition, office space and/or inspection space were provided through in-kind contributions for all individual study sites. In many cases, inspection station services were not defined as a primary work task for employees, but rather a task to be conducted in addition to an already full workload. Only one sponsoring agency, Primary Children's Medical Center, billed a third party for an employee's time spent performing an inspection for a child with special needs, and then only to a limited degree.

- d. State Highway Safety Office Funding:** Two of the sites in the study were funded almost entirely by State Highway Safety Office (SHSO) funds: Atlanta Fire Department and Indiana Automotive Safety Program. (Individual stations in the Indiana inspection station network received SHSO funds distributed by the Automotive Safety Program for program expenses in addition to replacement seats.)

Four sites received some or all funding for replacement child safety seats from their SHSO: Primary Children's Medical Center, Mahube Community Council, Hoffman Estates Police Department and Pat Clark GMC-Pontiac.

Continued availability of funds from the SHSO is critical to the continued existence of several of the child passenger safety inspection programs included in the study.

Change in Administrative Support

In the six individual sites studied, all of the child passenger safety inspection station services were considered to be an adjunct to the primary mission of the sponsoring agencies. Given the substantial in-kind costs, liability concerns, funding requirements and other issues involved in the operation of a child passenger safety inspection station, a loss or curtailment of support from agency administrators and/or individual department heads could have a devastating impact on the ability of the stations to continue services. Several program coordinators/administrators discussed this concern and acknowledged the rather tentative nature of their program efforts.

Departure of the Program's Key Person or Champion

In child passenger safety advocacy work, as in other mission-oriented efforts, a safety program is often conceived, developed and staffed by a key individual who works with almost missionary-like zeal to sustain the effort.

Programs that depend heavily on a key individual are often more at risk for survival should the key person leave the program or become unable to continue working with the safety effort. Three site administrators commented specifically on the critical role the key person at their site played in the continued operation of their respective inspection station services.

Five of the six sites studied began with a key individual who was responsible for the development of their inspection station program. Two of the programs, Primary Children's

Medical Center and Hoffman Estates Police Department, have been successful in expanding their efforts and integrating their programs throughout their entire sponsoring agencies. This integration was accomplished by institutionalizing the inspection station inspection processes, by training and scheduling a substantial number of staff members to conduct inspections, and by securing support for the inspection station's efforts from agency administrators and community groups.

The other three sites, Dagerman's, Mahube Community Council and Pat Clark Pontiac-GMC, are smaller programs with limited inspection staff, fewer community resources, and/or fewer in-agency support networks. Much of the responsibility for all aspects of the respective programs falls on the sites' key person. Consequently, continuation of these programs is heavily dependent on the continued presence of each program's key person.

In the sixth site studied, Atlanta Fire Department, the Deputy Fire Chief championed the program and provided administrative support for development of the initiative. This program was designed from inception to function within all fire stations in Atlanta. Training, work schedules for firefighters/technicians, equipment distribution, coordination, and other essential program components were integrated into the Fire Department's operations. Given continued upper level administrative support and continued funding, the effort should be sustained even if the program's champion should leave the Department.

In order to preserve the investment in safety efforts by sponsoring agencies and communities, it is important that safety programs develop support systems based on adjunct staff, community resources, volunteers (where possible) and careful documentation of operating procedures/policies. Other important activities include involving agency administration in outreach and program activities and integrating the inspection station services as closely as possible with core activities of the sponsoring agency.

Implementing New Inspection Station Programs

Agencies and individuals interested in establishing child passenger safety inspection stations should consider the following items:

Planning

1. Evaluate community need for service.
2. Identify potential funding sources – short and long term.
 - a. State Highway Safety Office
 - b. Fine money from Child Safety Seat Law violations deposited into a specially-designated fund for low-income child passenger safety programs and safety seats. (Minnesota and Virginia have had this type of program in place for many years.)
 - c. Community/state child development grants (i.e., "Healthy Kids" initiatives)
 - d. Foundations
 - e. SAFE KIDS Coalitions
 - f. Sponsorship by a healthcare organization (hospital, clinic, university medical training program)

- g. Sponsorship by an insurance agency, automobile club, or other automotive-related business
 - h. Sponsorship by a local radio or television station (This type of funding is typically available for special events only.)
 - i. Donations from community groups, local businesses, and individuals
 - j. Inspection station user fees
 - k. Designation of child safety seats as Medicaid and/or Emergency Assistance eligible items (At present, child safety seats are not usually considered eligible for Medicaid funding; however, some states may include child safety seats as an allowable emergency assistance item.)
3. Identify/hire a coordinator for program.
 4. Identify potential sources within sponsoring agency and/or from community who will refer families in need of safety seat inspection services.
 5. Determine availability of Certified CPS Technicians .
 6. Determine availability of Certified CPS Tech Instructors.
 7. Obtain background materials on liability issues to address potential concerns from administrators.
 8. Discuss potential liability issues with administration and research agency insurance coverage.
 9. Identify extent of administrative support from sponsoring agency.
 10. Determine level of support for substantial in-kind contributions from sponsoring agency.
 11. Survey locations for inspections based on accessibility, availability on a regular basis, capacity for anticipated volume of vehicles, provisions for weather conditions, space to conduct inspections, safety for vehicles/inspectors/participants, visibility from street (if desired).
 12. Determine service level to be provided based on available resources:
 - a. Inspection only
 - b. Inspection and replacement seat distribution
 - c. Days/Hours of service
 13. Determine fee policy for inspections:
 - a. Free
 - b. Donation Requested
 - c. Fee (what level?)
 14. Determine seat replacement policy:
 - a. Free
 - b. Donation Requested
 - c. Available for purchase
 - d. No seats distributed
 15. Develop marketing plan.
 16. Identify sources within the community that will provide safety seats for free to families unable to purchase seats.
 17. Identify disposal system for unsafe child safety seats.

Administration/Operations

1. Establish policies/procedures for inspections.
2. Establish policy for distribution of seats (if applicable).

3. Select/develop forms and releases to be used (consider using standardized forms currently available).
4. Establish policy and system of data collection and record keeping.
5. Establish a training, retraining and recertification process to ensure viable inspector pool.
6. Educate both sponsoring agency staff and community network as to the availability of the inspection service, why families should have their safety seats checked, procedures for accessing the service, and guidelines for replacement seats.
7. Work to include community volunteer resources as much as possible, such as using senior groups and others for recorders, greeters, safety supervisors, etc.
8. Strive to include agency administration in outreach and program activities.
9. Work to integrate inspection stations services into core activities of sponsoring agency.
10. Involve the media in promoting and spotlighting the program.
11. Track lives saved, injuries prevented and report to media for positive recognition:
 - a. Encourage customers to report crash involvement and outcomes.
 - b. Develop a tracking system for replacement seats distributed and/or safety seats inspected that are involved in a crash; for example, putting a sticker on seats to flag EMS personnel to report incident.
12. Include agency administrators and stakeholders in promotional and recognition opportunities.

Evaluation

1. Review and evaluate operations, program effectiveness and promotional efforts regularly with a team of stakeholders.
2. Consider including the following information for program evaluation:
 - a. Quantify volume of inspections.
 - b. Compare inspection volume to promotional activities.
 - c. Obtain customer feedback as to accessibility of site, clarity of information presented, perceived ability to follow recommendations, etc.
 - d. Develop a follow up procedure to determine if users retain training and can demonstrate correct installation.
 - e. Identify what agencies/individuals refer families to inspection station in order to better target future promotional activities.
 - f. Determine patterns of misuse for future educational efforts.
 - g. Obtain feedback from staff and volunteers regarding station operation, training needs, etc.
 - h. Review inspection forms to determine quality of documentation.
 - i. Observe inspectors to determine quality of inspections.

V. CONCLUSION

Although inspection station programs are administered by diverse types of sponsoring agencies, the programs demonstrated similarities in operation, administration, funding, and other areas. Careful consideration and planning for a myriad of issues are critical for a manageable and successful child safety seat inspection station program.

Observations of the study sites and recommendations by site staff resulted in core recommendations for those considering initiating such a program. These recommendations include: determining the need for the service; evaluating financial, personnel, equipment, and other resources available to the program from both the sponsoring agency and from the community; securing the firm commitment of agency administrators; identifying short term and long term funding options; allowing adequate training and start-up time; and seeking funding support from community groups.

The challenges identified by the study sites include: identifying and training certified Child Passenger Safety Technicians; locating appropriate sites for inspections; developing operating schedules; addressing potential liability issues; securing on-going funding sources; conducting promotional outreach; and developing an evaluation/review system for station services.

While child safety seat inspection stations can conduct inspections of child safety seats without offering safety seat replacements; faced with families who are in extreme need, many stations distribute safety seats as a part of their service. Station staff and administrators voiced concern as to the viability of their program should funding for replacement seats be terminated. Concern over potential liability and loss of administrative support are also issues that threaten long term viability of inspection station programs.

VI. References

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NHTSA's Frequently Asked Questions About LATCH. National Highway Traffic Safety Administration, Washington, DC, August 2002, www.nhtsa.dot.gov/people/injury/childps/LATCH/QandA.html.

Patterns of Misuse of Child Safety Seats, National Highway Traffic Safety Administration, Washington, DC, January 1996, report number DOT HS 808 440.

VII. Glossary

Checker: Person who conducts the inspection of a child safety seat.

Child Passenger Safety Technician, CPS Technician, CPS Tech: Person who successfully completes the National Highway Traffic Safety Administration's (NHTSA) Standardized Child Passenger Safety Training Program and receives certification from the AAA.

Child Passenger Safety Technician Instructor, CPS Technician Instructor, CPS Tech Instructor: Person who successfully completes the requirements to become an instructor of the NHTSA's Standardized Child Passenger Safety Training Program and receives instructor certification from AAA.

FMVSS 213 (49CFR571.213): Federal Motor Vehicle Safety Standard that pertains to all restraint systems intended for use as crash protection in vehicles for children up to 50 pounds.

FMVS 225 (49CFR571.225): Federal Motor Vehicle Safety Standard that pertains to the standardized vehicle anchorage systems (upper and lower) that are independent of the vehicle seat belts.

Inspector: Person who conducts the inspection of a child safety seat.

Recorder: Person who assists with a child safety seat inspection, including recording inspection information on a form of some kind.

Scribe: Person who assists with a child safety seat inspection, including recording inspection information on a form of some kind.

APPENDIX A

Site Visit Form

Child Safety Seat Inspection Station Site Visit Form

Date visited: _____ Observation conducted by: _____

Inspection Station Location Name: _____

Street Address _____

City, State: _____

OPERATIONAL

CONTACT:

Where is the service provided? Fixed Site Mobile Both

In what type of geographic setting is this inspection station located? Urban Suburban

Rural, Describe: _____

When did inspection station begin operating (month/year)? _____

How long has this inspection station been in continuous operation? _____

How many inspections are completed per MONTH? _____

Is a fee charged for this service? Yes No

If yes, please explain: _____

What, if any, special populations are targeted with more emphasis?

Low-Income African American Hispanic Asian Migrant Laborers other _____

Are special marketing techniques, messages and/or materials used to reach these special populations? Are languages other than English used?

If answer is yes to either or both questions, please explain:

What is the service delivery schedule? Which, if any, days/hours see more traffic?

Fixed site, set days/hours, drop-in basis. Explain:

Fixed site, set days/hours, by appointment only. Explain:

Fixed site, by appointment only. Explain:

Mobile site, set days/hours, drop-in basis. Explain:

Mobile site, set days/hours, by appointment only. Explain:

Does the station have access to a trailer/van or other accommodation for mobile inspection services?

Source:

Explain:

Does the station participate in community inspection “clinic” events? Explain:

What tools/equipment are stocked?

- Up-to-date Recall List
- CSS Manufacturer's Instructions
- Locking Clips
- Belt-shortening Clips
- Replacement Seats
- Foam Noodles
- Slip guard
- Other_

How are Customers/Participants Educated?

- Participants are instructed and have hands-on involvement with seat installation
- Participants observe the inspectors and may assist with seat installation
- Participants receive written materials
- Participants receive a telephone number to call for follow-up information/questions
- Inspectors ask and educate about the use of restraint systems in other vehicles
- Inspectors ask and educate about other family members (age, etc.)- if use safety belts and/or booster seats
- Inspectors mention and/or provide material specifically about the reasons and risks of using safety belts alone, the reasoning/benefits of booster seats, not using seat restraints, etc.
- Inspectors mention about changes in restraint systems that will be needed (as the child gets older and bigger- preparing and educating parents for the future)
- Inspectors provide information about state laws regarding child restraint and safety belt use
- Other: _____

Explain details and describe educational materials used:

Do inspectors involve children in the inspection? If so, how?

What "forms" are used?

- Inspection form
- Seat Replacement form
- Liability waiver statement/agreement
- Evaluation form
- Other:

How is inspection data collected?

- Standardized paper form
- Computer software (e.g. Palm Pilot)
- Both

Explain details:

How long is data kept? _____

How is inspection data compiled and stored?

- Hand tallying and filed
- Computer database (e.g., scanned, entered via keyboard, downloaded from Palm Pilot)
- Both

Explain details:

How long is data kept? _____

What is the replacement seat policy?

- Seats replaced free of charge

Explain details (when, why [e.g., recalled], how):

Average total # seats provided per MONTH: _____

infant seats provided per MONTH: _____

convertible seats provided per MONTH: _____

booster seats provided per MONTH: _____

Seats replaced free of charge on a selective basis (e.g. Medicaid eligible, etc.)

Explain details:

Average total # seats provided per MONTH: _____

infant seats provided per MONTH: _____

convertible seats provided per MONTH: _____

booster seats provided per MONTH: _____

Seats replaced for a fee

Explain details:

Average total # seats provided per MONTH: _____

infant seats provided per MONTH: _____

convertible seats provided per MONTH: _____

booster seats provided per MONTH: _____

Seats are loaned

Short term loans (up to 2 months)

Explain details and fees, if any:

Average # seats provided per MONTH _____

infant seats provided per MONTH: _____

convertible seats provided per MONTH: _____

booster seats provided per MONTH: _____

Long term loans (for more than 2 months)

Explain details and fees, if any:

Average # seats provided per MONTH: _____

infant seats provided per MONTH: _____

convertible seats provided per MONTH: _____

booster seats provided per MONTH: _____

No seat replacement offered. Explain details (including how recalled seat that has not been fixed is handled):

If program has a seat replacement policy:

How are replacement seats funded?

Funds for seats come from general program budget

Funds for seats come from separate funding source, explain: _____

Local community group/partner donates funds

Local community group/partner donates seats

National group/partner donates funds

National group/partner donates seats

Other – Explain:

How do you acquire replacement seats?

- Program purchases seats directly from manufacturer
- Program purchases seats via buying group or other organization
- Program receives seats from separate source, explain: _____
- Individual receives seats through voucher or similar program

Explain:

- Other – Explain:

How/Where are replacement seats stored?

- Seats are shipped to station and stored on-site In the building In a trailer/van
- Seats are stored off-site In another building In a trailer/van In a storage unit
- Other – Explain:

If program offers loaner seats, are seats put into program as:

- NEW - PURCHASED by the program or DONATED (circle one or both as applicable)
Explain details:

How long are these seats used by program? _____

How are seats maintained?

- USED/SECOND-HAND - PURCHASED by the program or DONATED
(circle one or both as applicable)

Explain details:

How long are these seats used by program? _____

How are seats maintained? _____

Do marketing messages mention about possible "free replacements or availability of seats"?

Explain why or why not and if yes, how:

FREQUENT CSS MISUSE

CONTACT: _____

List the 3 Misuses Encountered Most Frequently:

- | | |
|---|--|
| <input type="checkbox"/> Safety belt NOT holding safety seat tightly | <input type="checkbox"/> Safety seat recalled, not fixed |
| <input type="checkbox"/> Locking clip used incorrectly or not used when needed | <input type="checkbox"/> Safety seat too old |
| <input type="checkbox"/> Safety seat harness loose on child | <input type="checkbox"/> Harness in wrong slots |
| <input type="checkbox"/> Harness retainer clip in wrong position or not present when required | <input type="checkbox"/> Other, please specify: |

Most common infant seat misuse:

- | | |
|--|---|
| <input type="checkbox"/> Infant facing forward too early | <input type="checkbox"/> Harness in wrong slots |
| <input type="checkbox"/> Infant too tall for infant seat | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> Infant too heavy for infant seat | |
| <input type="checkbox"/> Infant too small for convertible seat | |

Most common convertible/FF seat with harness misuse:

- | | |
|---|--|
| <input type="checkbox"/> Child too tall for convertible seat | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> Child too heavy for convertible seat/forward facing seat w/harness | |
| <input type="checkbox"/> Harness in wrong slots | |

Most common booster seat misuse:

- | | |
|---|---|
| <input type="checkbox"/> Child too small/young for booster seat | <input type="checkbox"/> Other, please specify: |
| <input type="checkbox"/> Shoulder belt under arm/behind back of child | |

Most common safety belt misuse:

- | |
|---|
| <input type="checkbox"/> Child too small/young for adult safety belt |
| <input type="checkbox"/> Shoulder belt under arm/behind back of child |
| <input type="checkbox"/> Other, please specify: |

STAFFING

CONTACT: _____

Administrator
Paid Position? Yes No
at this site:

Training Required:

Title:

Time:

Duties:

Scheduler
Paid Position? Yes No
at this site:

Training Required:

Title:

Time:

Duties:

Senior Checker
Paid Position? Yes No
at this site:

Training Required:

Title:

Time:

Duties:

Inspector
Paid Position? Yes No
at this site:

Training Required:

Title:

Time:

Duties:

Recorder/Scribe/Assistant

Training Required:

Paid Position? Yes No

Title:

at this site:

Time:

Duties:

Other

Training Required:

Paid Position? Yes No

Title:

at this site:

Time:

Duties:

Other

Training Required:

Paid Position? Yes No

Title:

at this site:

Time:

Duties:

Do you use volunteers for inspection station services?

How do you recruit volunteers?

Do you have problems with scheduling/coordinating your volunteers? If so, what?

Do you have any problems with turnover of staff? If so, how do you deal with it? How do you prevent it?

Do you regularly monitor "inspections"? If so, who monitors them and how often?

How do you initially educate your staff?

**Have you identified additional training needs for you and/or your staff?
If yes, what training needs have been identified and are the training resources in your area adequate and convenient for you and your staff to meet those needs?**

**How do you educate/inform your staff about recalls, new information, announcements, etc.?
(Use bulletin board, memos, etc.)**

PROMOTIONAL OUTREACH ACTIVITY

CONTACT: _____

Give-away items (e.g. buttons, coloring books)
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Brochures/Flyers
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Posters
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Newspaper ads/PSAs/articles
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Radio ads/PSAs/articles
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- TV ads/PSAs/articles
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Community Events
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Word of Mouth
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Other _____
Specify:

How/where distributed/displayed:

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Do you provide any specific marketing, promotional activities, etc. to (check all that apply):

Health care providers in your community
How did you "tailor" the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Child care workers/Head Start staff
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- School systems
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

- Faith-based communities
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Parent groups
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Grandparent groups
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Other _____
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Other _____
How did you “tailor” the message to this group?

How frequently did you contact this group?

Were there indications you saw/heard that showed this activity had an impact? If yes, explain:

Do you have any “specialized” types of promotion, inspection days and/or activities? If so, what?

For example: Have you had any special promotions/activities with a focus on booster seat inspections?

With respect to promoting the inspection station services, have there been relationships or partnerships that have been particularly helpful? If so, please explain details and why they were helpful? Are there any partnerships that you would like to have that you don't have now?

FUNDING & BUDGET

CONTACT: _____

(Indicate anticipated terms of funding source including duration/consistency of funds, how often applications must be made, etc.)

Private sources:

Grant-based

Explain:

Corporate Sponsorship

Explain:

Self-sustaining

Explain:

Other

Explain:

Public sources:

Grant-based

Explain:

Contract

Explain:

Combined

Explain:

What is the annual budget for this inspection station?

- Less than \$5,000 per year
- \$5001 – \$15,000 per year
- \$15,001 – \$25,000 per year
- \$25,001 – \$50,000 per year
- \$50,001 – \$75,000 per year
- More than \$75,001

Indicate the expenses covered by this budget:

- Salaries
- Space
- Tools/equipment
- Replacement seats
- Promotional Materials
- Office Supplies
- Overhead
- Other:

What, if any, In-Kind services and/or materials are provided and from what sources?

How are inspectors paid for their services?

- Volunteers
- Salaried employees, Explain details/rate of pay:

- Contract employees, Explain details/rate of pay:

Does the inspection station have liability insurance coverage?

- Separate policy for site
- Covered under another policy
- No coverage

Are inspectors required to have individual liability coverage? Yes No

If yes, does the station pay for this coverage? Yes No

DEVELOPMENT OF THE INSPECTION STATION

CONTACT:

What was the impetus for the development of this station? (Safe Kids Coalition, Hospital Foundation/Education Service, Retail, Law Enforcement sponsored, State Highway Safety Office?)

Who/what program/what resources were most helpful in the development of this station?

What challenge(s) was/were encountered in the initial development and setting up of this inspection station?

Challenge	Solution

Has the availability of resources/funding changed since the initial operation of this inspection station? If so, what were the implications and how were they handled? What resources would you like to have that you don't have now?

What challenge(s) was/were encountered in operating this inspection station or on-going challenges?

Challenge	Solution

What, if any, significant changes were made to the inspection station since it began and why?

Administrative, explain:

Location, explain:

Funding, explain:

Personnel structure, explain:

Are significant changes to the inspection station under consideration or imminent?

Administrative, explain:

Location, explain:

Funding, explain:

Personnel structure, explain:

What circumstances would cause the inspection station to terminate?

EVALUATION

CONTACT: _____

Is this program evaluated? Yes No

What basis:

- Quantity of Inspections
- Length of Individual Inspections
- Misuse Patterns
- Frequency of Repeat Customers
- Customer Satisfaction
- Customer Follow-up (to determine if correct use lessons learned were retained)
- Other:

By whom:

- Station Staff
- Outside Source, explain: _____
- Other:

Tools Used (describe how used):

- Inspection Forms

- Customer Surveys

- Customer Phone interviews

- Follow-up Inspections

- Anecdotal

- Other:

Have there been changes to the evaluation process over time?

Are changes to the evaluation process anticipated?

OTHER COMMENTS

CONTACT: _____

What are the most FREQUENT reasons people give you for using your service?

Have you identified reasons why more people in your target DO NOT utilize your service?

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

What would you recommend to other organizations starting an inspection station as the most important things to do?

What would you recommend to other organizations starting an inspection station as the most important things to avoid?

Do you have any other recommendations for organizations starting an inspection station?

Is there anything you wish we would have asked but didn't?

Any additional comments about this inspection station (unique features, special programming, etc.):

COMMENTS FROM ADMINISTRATORS/SPONSORS/STAFF/OTHERS

Name/Title: _____

Discussion:

Name/Title: _____

Discussion:

Name/Title: _____

Discussion:

Name/Title: _____

Discussion:

Contact information

Name: _____

Title/Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ FAX: _____

Email: _____

Name: _____

Title/Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ FAX: _____

Email: _____

Name: _____

Title/Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ FAX: _____

Email: _____

Name: _____

Title/Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ FAX: _____

Email: _____

Name: _____

Title/Agency: _____

Address: _____

City/State/Zip: _____

Phone: _____ FAX: _____

Email: _____

APPENDIX B

Detailed Information by Study Site

Site

Atlanta Fire Department, Atlanta, GA

Dagerman's Just for Kids, Las Vegas, NV

Hoffman Estates Police Department, Hoffman Estates, IL

Indiana Automotive Safety Program, IN

Mahube Community Council, Park Rapids, MN

Pat Clark GMC-Pontiac/Clark County SAFE KIDS Coalition, Las Vegas, NV

Primary Children's Medical Center, Salt Lake City, UT

Atlanta Fire Department, Atlanta, GA



Site Visit Summary

Inspection Station Location Name: City of Atlanta Fire Department Permanent Fitting Station Program

Street Address: City Hall East - Suite 2001, Ponce de Leon Ave. N. E.

City, State: Atlanta, GA: 30308-1807

Phone: 404-853-7081- Atlanta Fire Department; 404-656-6996 – GA Governor’s Office of Hwy. Safety

Email Contact: Capt. William May wgmay@ci.atlanta.ga.us; Alex Cabral acabral@gohs.state.ga.us

Date Visited: 7-9/10-02 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Fire Department with sponsorship by state highway safety office

Type of service: Fixed Site Mobile Both

Inspections Completed Per Month: Average 50+ inspections per month

Annual Budget:

\$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000 Over \$75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

Inspections are conducted in approximately 30 of the in-town fire departments throughout the City of Atlanta. Fire stations in Atlanta have an established program of providing blood pressure screening to the public and the child safety seat checks are seen as an extension of the Fire Department’s community health and prevention services. The Atlanta Fire Department works closely with the Georgia Governor’s Office of Highway Safety (Georgia GOHS), the funding source, in all aspects of the program. Firefighters, trained as certified CPS technicians, are assigned duty in fire stations throughout the city and conduct inspections upon request from the public. Since responding to a fire or other emergency call is the first priority of the department, should an alarm occur the public must on occasion wait or return at a later time for a child safety seat inspection. According to one firefighter/inspector who is particularly active in the program, this situation has occurred for him only two times in 10 months.

Populations Served:

Families from indigent to affluent are served. In particular, the program seeks to serve lower income individuals, as well as ethnic populations including African American, Hispanic and Asian families. Fire stations, located in ethnically diverse neighborhoods throughout the City of Atlanta, conduct various programs to reach out to families living near the stations. These activities include programs with faith-based groups, neighborhood health care facilities and open house activities at the fire stations. Child safety seat inspection services are also promoted through fire education and other community health services provided by the Atlanta Fire Department.

OPERATIONAL DETAILS:

The Atlanta Fire Department Permanent Fitting Station Program has been operational since February 2001. The Inspections are provided at no cost to participants.

Service Delivery Schedule:

Fixed site, set days/hours, drop-in basis: Fire stations are open for inspections from 8am - 8pm daily and operate on a drop-in basis.

Fixed site, set days/hours, by appointment: Stations occasionally schedule appointments within the 8am – 8pm schedule.

Tools and equipment used for inspections: Each fire station is equipped with basic materials for inspections including up-to-date recall lists, locking clips, belt-shortening clips, replacement seats, foam noodles, slip guard and CSS Manufacturer's Instructions.

Data Collection: The fire stations use a standardized "inspection checklist" developed by the Georgia Office of Highway Safety. Completed inspection forms are hand tallied and filed.

Inspection process: A typical inspection begins by the firefighter/technician asking the parent/caregiver to complete a form containing information about the child (children) whose seat(s) is to be inspected. A liability waiver is also included in the form. Inspectors strongly emphasize that children must be present to determine whether the child (children) is in an age and size appropriate safety seat, and whether the child is buckled into the seat correctly.

The inspector observes how the seat is installed upon the family's arrival and makes recommendations as needed. Participants receive hands on instructions and are encouraged to install the seat themselves after demonstration. Technicians encourage parents to come back to have the safety seat installations in other family vehicles inspected as well. Techs discuss with families about future safety restraint needs for the child and discuss restraint use for other children in the family. Techs involve children, as age appropriate, mainly by reinforcing safety restraint use and by asking older kids to adjust buckles and straps as necessary.

Replacement Seat Policy: This station's policy is to replace seats free of charge on a selective basis to those who fall below the US poverty index – total annual household income less than \$50,000. The program does not offer loaner seats.

From May through September 2002, 233 seats were distributed, an average of 58 seats per month. Typically, 70 percent of seats replaced are booster seats and 30 percent are convertible seats. Infant-only seats are not distributed.

Funding for the replacement seats comes from a grant from the Georgia GOHS and from national groups such as the Boost America program. Replacement seats are acquired directly from manufacturers through the city purchasing process. Seats are stored off-site in a city building.

This site does not advertise the availability of replacement seats because the program is primarily an inspection service and seats are only distributed to those in need who cannot afford to purchase a seat.

Liability Insurance: The City of Atlanta Fire Department operates its child safety seat fitting station in accordance with the Georgia Good Samaritan Law, (HB 1966), whereby certified child passenger safety technicians and/or their sponsoring agencies shall not be liable for acts or omissions with respect to child safety seat installation services.

STAFFING

<p>Administrator Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No # at this site: 1</p> <p>(Tasks currently managed by Captain W.G. May. Agency will hire full time coordinator in future.)</p>	<p>Title: Program Coordinator</p> <p>Training Required: Certified CPS Technician, Lieutenant or Captain level</p> <p>Time: Currently 25% of overall duties spent on Safety Seat Program</p> <p>Duties: Coordination of program including training, assistance in technician recertification, distribution of seats and supplies, compilation of forms, ordering of seats and equipment.</p>
<p>Senior Checker Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-Kind Compensation)</p> <p># at this site: 55-80 (Count fluctuates based on transfers, certification status, etc.)</p>	<p>Title: Fire Fighter/Technician</p> <p>Training Required: Certified CPS Technician</p> <p>Time: 10% (1 hour of an 8 hour shift)</p> <p>Duties: Assist parents/caregivers in completing necessary forms, provide technical guidance and instructions, maintain supply of necessary paperwork and forward to headquarters.</p> <p>The Atlanta Fire Department's goal is to have 2 technicians per shift, 3 shifts a day at all 30 in-town fire stations.</p>

Paid Staff: Staff members are salaried employees of the City of Atlanta Fire Department.

Use of Volunteers: This site does not use volunteers for inspection station services.

Staff Turnover: Staff turnover has been an issue for this program as some firefighters let their certification lapse, choose not to maintain certification and/or are reassigned to different stations or to different positions within the department. Assistance with the recertification process has helped firefighters maintain certification.

Staff Training and Continuing Education: The Georgia GOHS provided grant funds and helped coordinate the initial training of technicians for the program. Georgia GOHS and University of Georgia child passenger safety instructors conducted five 32-hour training classes between November 2000 and March 2001 to train a total of 120 firefighters. The initial training was offered to firefighters who volunteered for the program. In the future, firefighters may be assigned to take training. Update training and help with the recertification process is provided annually for firefighters. The Atlanta Fire Department hopes to build the technician training into their academy training.

Updates, recalls and other emerging issues are disseminated via email to each station and/or included in briefings held at the beginning of each shift.

PROMOTIONAL AND OUTREACH ACTIVITY

Promotional activities have been closely coordinated with the Georgia GOHS. The Atlanta Fire Department/ Georgia GOHS kicked off the Fitting Station program at a press event in February of 2001 during national Child Passenger Safety Week. News media coverage for the event was substantial and helped to establish the availability of the service. The program is also promoted through the City's cable access television channel.

The Georgia GOHS includes information about the Atlanta Fire Department Fitting Station program in its various informational and outreach activities including Click It or Ticket activities and television and radio public service messages. The Georgia GOHS also directs public inquiries about child passenger safety seat inspections to the Atlanta Fire Department when appropriate.

Additionally, the Fire Department's Public Information unit includes information about the Department's fitting station service in all appropriate community education and outreach. The department has to date not used brochures, flyers, posters, paid advertising, or give-a ways to promote its inspection station services. The department believes word of mouth has contributed greatly to awareness of this community service.

Targeted Promotional and Outreach Activity: Specific programming is geared toward special populations the following ways:

Childcare workers/Head Start staff – The Fire Department's Fire Marshall Unit promotes the Department's Child Safety Seat Fitting Station program to day care facilities through the unit's inspection/education work.

Faith-based communities – Kick-off programs at several local fire houses were held in conjunction with neighborhood churches. The Fire Department participates in numerous health fairs sponsored by churches and other community organizations to promote fire prevention, smoke detector use, blood pressure screening and child passenger safety inspection station services.

Community – The Fire Department also promotes the Fitting Station service through mini town meetings held regularly in the 26 neighborhood planning unit meetings throughout the City of Atlanta. Also, each fire station holds an annual open house for their specific community area.

Promotional Partnerships: The Atlanta Fire Department Fitting Station administrators credit assistance from the Georgia GOHS, area Safe Community networks, and the existing network of child passenger safety technicians and advocates in the Atlanta area as providing critical support for the Department's promotional activities.

FUNDING AND BUDGET

The 2001-2002 budget for the Atlanta Fire Department Fitting Station program was \$75,000. This amount includes funds for a program coordinator, but does not include personnel costs for firefighters/technicians inspection time and administrative oversight of the program.

In-Kind Services and Materials: The Atlanta Fire Department provides in-kind funds for salaries of inspectors/firefighters. With 50+ inspections per month (at the time of site visit) x 0.5 hour per inspection x \$18/hour (average wage) plus 25% in benefits multiplied by 12 months per year, the Fire Department provides approximately \$6,750 in in-kind costs on an annual basis. The Atlanta Fire Department also provides the following in-kind services: firefighter/technician time spent during trainings, office and inspection space, signage, training facilities, administrative oversight and personnel support, storage and transportation services.

**Atlanta Fire Department Fitting Station Budget Overview
(Budget for 5 months, May – Sept 2002)**

Expense	Amount	Subtotal
Program Support:		
Supplies, equipment, recertification training fees, overhead	\$17,713	
Computer Equipment:	\$5,208	
<i>Subtotal</i>		\$22,921
Seats: 983 @ \$33 per seat	\$32,488	
<i>Subtotal</i>		\$55,409
Personnel (Direct Program Expense):		
Salary and benefits for coordinator only	\$12,500	
Contractors - Instructors for Training	\$6,000	
<i>Subtotal</i>		\$73,909
Travel	\$1,091	
<i>Subtotal</i>		\$75,000
In-kind Personnel Costs (Annual estimate)	\$6,750	
Total		\$81,750

Funding: Funds for the program have been provided by a grant from the Georgia GOHS. The above budget was for 5 months, May – Sept 2002. Effective October 2002, the program enters its third year of funding with a proposed funding level of \$100,000. Additionally, the City of Atlanta provides substantial contribution to the program through in-kind contributions.

DEVELOPMENT OF THE INSPECTION STATION

The Georgia GOHS approached the Atlanta Fire Department asking that the Fire Department consider establishing a citywide child safety seat fitting station program. The need for such a program was based on the high rates of misuse of child safety seats seen at weekend child safety seat inspection clinics in the Atlanta area and the excessive wait time at these clinics. According to the Atlanta Fire Department, two-thirds of their runs are emergency medical services-related, so the prevention benefits of the inspection station program were in line with the Department’s mission. The Fire Department’s locations throughout the city, round-the-clock accessibility, and existing community service/prevention activities made the Atlanta Fire Department an ideal provider for these services.

The fitting stations were brought online in phases, 10 in December 2000, 10 in February 2001 and 10 in March 2002 as firefighters were trained. As of the site visit in July 2002, 70-80 firefighter/technicians were involved in the program, but there was concern as to the number of personnel that would re-certify.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Presenting and securing agreement for Inspection Station program in the Atlanta Fire Department	<ul style="list-style-type: none"> • Georgia GOHS identified several “champions” of the Inspection Station concept and supported these individuals in their effort to win departmental acceptance of the program.
Integrating the Georgia GOHS grant funds into City of Atlanta calendar year and budget requirements	<ul style="list-style-type: none"> • The Georgia GOHS worked closely with Fire Department administrative staff to carefully follow City of Atlanta approval procedures and fiscal documentation for acceptance of the grant funds.
Training enough firefighters to staff the firehouses	<ul style="list-style-type: none"> • The GA GOHS provided critical support through their existing relationship with CPS technician instructors. • Fire Department administrators allowed some overtime hiring to accomplish the necessary training.
Recruiting firefighters for initial technician training	<ul style="list-style-type: none"> • Information about the need for inspection stations services was provided to the firefighters. • Passage of Georgia’s Good Samaritan law addressed firefighters’ concern regarding liability. • 120 Firefighters volunteered for initial training.

ADMINISTRATIVE CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Maintaining certification for firefighters/technicians	<ul style="list-style-type: none"> • The Atlanta Fire Department is listed with AAA as the mailing address for Atlanta Fire Department firefighters/technicians so that the program coordinator can facilitate recertification process. • The Fire Department offers a recertification update course so that demonstration of certification “hands-on” requirements can be completed more easily.
Maintaining inventories of seats and supplies at various stations	<ul style="list-style-type: none"> • Technicians at each station are responsible for advising headquarters when materials are needed. • Available Fire Department personnel transport the seats from storage to the various stations. • One occasion when seats ordered from manufacturers did not arrive as scheduled, the program was able to purchase seats locally to meet immediate needs.
Gathering inspection forms	<ul style="list-style-type: none"> • Procedures require that firefighters forward completed inspection forms to the coordinator for compilation and filing.
Managing work schedules so that every station has a firefighter/technician working from 8am-8pm daily	<ul style="list-style-type: none"> • Careful scheduling is emphasized to provide necessary coverage. • Additional technicians are trained when possible.

Significant Changes Made to the Inspection Station Since It Began:

Funding – Georgia GOHS grant funding increased for 2002-2003

Personnel – Initial coordinator left program and Deputy Chief took over administrative duties for a period before assigning another coordinator. Deputy Chief was surprised at the time required to administer the program, but continued to support the program.

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative – Coordinate recertification process more closely

Funding – Seek partnerships with private sector

Personnel – Train more firefighter/technicians

Circumstances That Would Cause the Inspection Station to Terminate:

Termination of funding, change in administrative support.

PROGRAM EVALUATION

The Fitting Station program is evaluated in two ways: self-evaluation for quantity of inspections and by the Georgia GOHS to determine if the program has accomplished the goals established in their grant. The program also plans to place stickers on the back of seats distributed to track distributed seats involved in crashes. The city EMS program will assist with the tracking program by advising the Fire Department when a stickered seat is discovered at a crash scene. Additionally, the Fire Department plans to send follow up cards to determine levels of customer satisfaction.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

Convenience of service and availability of seats for those in need.

Have you identified reasons why more people in your target DO NOT utilize your service?

Many are not aware of the need to have safety seats checked or they are not aware of the service. Some people may fear discovery of undocumented residency.

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Hire full time coordinator from inception of program and track recertification of technicians more carefully.

What would you recommend to other organizations starting an inspection station as the most important things to do? Allow enough time for planning prior to initiation of program, carefully synchronize funding periods between the funding agency and sponsoring agency, seek media support and corporate sponsorship. Work to gain strong support of sponsoring agency's administrators and include in media efforts.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Promote availability of inspection services, not free seats. Only give seats to those who qualify.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt not holding safety seat tightly, locking clip used incorrectly or not used when needed and safety seat too old.

The most common infant seat misuse observed is: infant too small for convertible seat.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in wrong slots.

The most common booster seat misuse observed is: child too small/young for booster seat.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

**Atlanta Fire Department
Sample Materials**

PROJECT OBJECTIVES

Provide S.M.A.R.T. Objectives

Write objectives that clarify the expected accomplishments of the project. Objectives should be Specific, Measurable, Action-oriented, Reasonable and Time-specific (S.M.A.R.T.) At a minimum, each objective should include an action verb, specify a target date for accomplishment, be specific, quantifiable, realistic, and impact the problem.

Objectives of establishing the 30 Fitting Stations include:

- Providing training and certification, through GOHS, for the approximately 80 personnel who will become designated as fitting station technicians
- Providing parents and caregivers the opportunity to have a certified child passenger safety technician inspect and install their child safety seat, and educate them about the important child safety seat issues. This service will be made available as long as supplies last. All this will be done free of charge to the public.

During the course of phase two of the program the Fitting Station Program will:

- ✓ Check an average of 196 installations monthly of child safety restraint systems;
- ✓ Provide child safety restraint educational materials to each parent or child care provider who visits one of AFD's 30 fitting station locations during the duration of the program;
- ✓ Distribute and properly install an average of 196 Touriva Child Seats each month (May through September) to Georgia residents;
- ✓ Each Fitting Station or its personnel will sponsor, host or participate in at least one child safety seat check open house within the community where they are located

Promotion of the issue of proper car safety seat installations within North and Central Georgia by distributing information on the program and through Public Service Announcements in the print and electronic media.

29 Apr 02 : GOHS Recommended Change

IMPLEMENTATION PLAN

<u>DATE</u>	<u>ACTIVITY</u>	<u>ASSIGNMENT OF RESPONSIBILITY</u>	<u>COMMENT</u>
1 May 02	Hire Project Coordinator (PC) for the duration of this grant	Deputy Chief of Technical Operations and Human Resources Manager	Subject to timely award of grant
10 May 02	Order car seats and booster seats	Deputy Chief of Technical Operations and PC	Subject to proper purchasing procedures
30 May 02	Receive car seats and booster seats	Project Coordinator	Subject to distributor's inventory availability
1 June 02	Start 1 st training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
1 June 02	Deliver safety seats to fire stations	Project Coordinator	Approximately 33 seats to each fitting station. Each station will issue 7 seats per month
17 June 02	Start 2nd training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
1 July 02	Start 3rd training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
10 July 02	Launch media campaign to advertise Car Safety Seat Fitting Station Program	Project Coordinator and the AFD's Public Information Officer	Major outreach event
1 August 02 through 31 September 02	Continue to inspect vehicles with car safety seats installed	Fitting Station Certified Technicians	Each fitting station is projected to service an average of 7 vehicles per month
1 August 02 through 31 September 02	Install new safety seats in vehicles without a properly working safety seat	Fitting Station Certified Technicians	Each fitting station is projected to service an average of 7 vehicles per month

29 Apr 02: GOHS Recommended Change

**GOVERNOR'S OFFICE OF HIGHWAY SAFETY &
CITY OF ATLANTA FIRE DEPARTMENT
FITTING STATION**

**STANDARD OPERATING PROCEDURES (SOP)
&
POLICIES**

INTRODUCTION:

The City of Atlanta Fire Department has agreed to a formal partnership with the Georgia Governor's Office of Highway Safety (GOHS) to check and distribute child safety seats to the metropolitan Atlanta general public. The City of Atlanta will use its 30 fire stations in order to serve the public as permanent fitting stations. The hours of operation for the fitting stations will be from 8 a.m. until 8 p.m. daily unless emergency situations or general operation procedures occur that require firefighters immediate attention.

In accordance with House Bill 1066, Section 1, subsection (b), A child passenger safety technician or sponsoring organization shall not be liable to any person as a result of any act or omission that occurs solely in the inspection, installation or adjustment of a child safety seat, or in providing education regarding the installation or adjustment of a child safety seat if the child passenger safety technician or sponsoring organization provides the services without a fee and acts in good faith within the scope of training for which the technician is currently certified and unless the act or omission constitutes willful and wanton misconduct or gross negligence. The City of Atlanta Fire Department operates its fitting station in accordance to this established state law.

The purpose of these Standard Operating Procedures and Policies is not to precede or interfere with the NHTSA Standardized Child Passenger Safety Training Manual Program. The purpose however is to ensure compliance with these standardized policies as well as provide guidance on the operation of the GOHS/City of Atlanta Fire Department Fitting Station.

All Child Passenger Safety Technicians participating in this program must maintain established certifications and re-certifications as indicated by NHTSA and AAA.

**GOHS/CITY OF ATLANTA FIRE DEPARTMENT
CHILD SAFETY SEAT POLICY & PROCEDURES**

CHILD SAFETY SEAT ELIGIBILITY REQUIREMENTS

EFFECTIVE DATE: May 1, 2002

POLICY:

The Atlanta Fire Department does not have a “duty” to provide free seats to the public. We do, however, have a duty to provide correct information about each seat and how it should be installed. We have a duty to advise the caregiver about an unsafe seat, as well as recommendations for replacement type.

The Atlanta Fire Department Fitting Stations are designed to meet the needs of indigent families and the high-risk populations. For families whose total household income exceeds \$50,000, it is **not** recommended that they receive a free replacement seat. However, all persons are eligible to have their child safety seat checked by one of our Certified Child Safety Seat Technicians.

It is our goal that no family or caregiver leaves an Atlanta Fire Department check event or inspection with a child improperly restrained.

PROCEDURE:

As a parent or caregiver arrives at the Atlanta Fire Department Fitting Stations, the Certified Child Passenger Safety Technician must:

- Assist parent/caregiver in completing all necessary forms.
- Provide technical guidance and instructions.
- Make the final determination as to who receives a replacement seat.

**GOHS/CITY OF ATLANTA FIRE DEPARTMENT
CHILD SAFETY SEAT POLICY & PROCEDURE**

INSPECTION OF CHILD SAFETY SEATS

EFFECTIVE DATE: May 1, 2002

POLICY:

All Child Passenger Safety Technicians must adhere to NHTSA, Standardized Child Passenger Safety Training Manual Program-Participant Manual-Spring, 2001 Edition and must maintain their certification through AAA.

PROCEDURE:

All metropolitan Atlanta residents are to be encouraged to have their Child Safety Seats Inspected by a certified CPS Technician at each Atlanta Fire Department Fitting Station. New seats will be only distributed under the guidelines of the replacement seat policy. All certified CPS Technicians will fill out the proper paper work documenting each checked seats. These forms will be maintained at each station and available for review upon request.

Dagerman's Just for Kids, Las Vegas, NV



Site Visit Summary

Inspection Station Location Name: Dagerman's Just for Kids

Street Address: 2370 S. Rainbow Blvd.

City, State: Las Vegas, NV 89146-2977

Email Contact: Jim Dagerman jim@dagermans.com

Date Visited: 7/17/02 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Retail; Child Specialty Store; Part of the "Baby News" association of independent retailers.

Type of service: Fixed Site Mobile Both

Inspections Completed Per Month: 100 per month = 70 customer + 30 donation inspections

Annual Budget: (Including in-kind salaries)

\$0 - 5,000 \$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

Dagerman's Just for Kids is a child specialty store located in a shopping mall in the western part of Las Vegas. Inspections are conducted in parking spaces in front of the store and/or under a canopy in a designated area behind the store. Jim and Jana Dagerman are Certified CPS Technicians and Jana is an instructor as well.

Populations Served:

The store's customer base is primarily middle to upper income. Consequently, families using Dagerman's inspection services tend to be in these demographic groups. The store offers inspections to the general public; however, requires a donation for non-customers. Those who cannot afford the donation or need no-cost child safety seats are referred to the Clark County SAFE KIDS Coalition.

OPERATIONAL DETAILS:

Installations and inspections are conducted at no charge as a service for customers purchasing seats. For those who come to the store for an inspection only, the shop collects a donation of \$20 per seat checked and installed. The donated money (approximately \$600 per month) is given to the Clark County SAFE KIDS Coalition (CCSK), with whom the storeowners have a close working relationship. Approximately 70 percent of the child safety seat inspections are for Dagerman's customers. Of these inspections, 75 percent are installations of new seats purchased at the store.

Service Delivery Schedule:

Fixed site, set days/hours, by appointment: Inspections are conducted weekdays from 10am-6pm during winter months and from 10am-12 noon during summer months. Only new seats purchased at the shop are installed on Saturdays. Inspections are by appointment.

Fixed site, set days/hours, drop-in basis: Dagerman's will occasionally conduct an inspection for individuals who drop-in for a check up.

Dagerman's is a member of the Baby News association of independent retailers. There are currently approximately 35 US child specialty stores that belong to Baby News. According to the Dagermans, approximately 7 of these stores provide assistance to customers for child safety seat installations.

Tools and equipment used for inspections: The store keeps the following materials handy for inspections: up-to-date recall lists, CSS manufacturer's instructions, foam noodles and slip guard. Locking clips and replacement seats are available for purchase at the store.

Data Collection: This station uses a standardized "inspection checklist" developed by SAFE KIDS, and forwards inspection forms to Clark County SAFE KIDS Coalition for compilation.

Inspection Process: A typical inspection begins by a staff member instructing the parent/caregiver to fill out the information section on the inspection form. When completed, the inspector escorts the family to their vehicle where the inspector observes the installation of the seat(s) on arrival, checks to be sure the seat fits the child (children) correctly and determines whether harness straps and other equipment are used correctly. The inspector makes appropriate recommendations and, given the willingness of the participant, has the participant install the seat with guidance. The inspector asks about restraint use by other children in the family, advises family as to future restraint needs of child and invites the family to return for update inspections as needed.

Replacement Seat Policy: This station does not replace seats. If a family needs a seat but is not able to purchase one, the inspector refers the family to the Clark County SAFE KIDS Coalition.

Liability Insurance: Liability insurance for the child safety seat inspections conducted by Dagerman's is included in the general liability coverage for the store. Inspectors are not required to have individual liability coverage.

STAFFING

This site has a total of 8 staff members who perform various functions as a part of their employment at Dagerman's.

<p>Scheduler Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-Kind Compensation) # at this site: 4-5</p>	<p>Title: Store staff Training Required: In store training; After 90 days, employees are eligible to go to SAFE KIDS 8-hour training course. Time: 8 hours per month spent scheduling appointments Duties: Employees schedule appointments for child safety seat inspections requested from in-store customers or by telephone.</p>
<p>Senior Checker Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation) # at this site: 3</p>	<p>Title: Store owners and Manager Training Required: Certified CPS Technician Time: Approximately 10 hours per week among three inspectors Duties: Inspect child safety seats, make recommendations, install seats for parents and/or assist parents in installation</p>

Paid Staff: Staff members are store employees.

Use of Volunteers: This site does not use volunteers for inspection station services.

Staff Turnover: This site does not have problems with turnover of inspection staff; they are owners and long-time store manager.

Staff Training and Continuing Education: All three active inspectors at this site were trained through the Clark County SAFE KIDS Coalition. Staff members are given in-store training initially and after 90 days of employment they have the opportunity to take a SAFE KIDS 8-hour training course. Recalls are posted on an employee bulletin board. Other critical updates and emerging issues are posted in an information notebook that employees must read regularly.

PROMOTIONAL AND OUTREACH ACTIVITY

Dagerman's Just for Kids promotes its child safety seat inspection services to its customers in-store by offering safety seat installations for seats purchased at Dagerman's, via the telephone through messages played while customers are waiting for assistance and by a printed message on their catalogue. Clark County SAFE KIDS Coalition lists Dagerman's as a community resource for safety seat inspections and promotes the availability of the appointment based service to the public through their outreach activities such as child birth education classes.

Jim and Jana Dagerman also volunteer their time during inspections at Clark County SAFE KIDS Coalition inspection events and at the monthly inspection station held at Pat Clark Pontiac GMC. Word of mouth and SAFE KIDS promotions result in 30 percent of the safety seats checked.

Promotional Partnerships: The working relationship between Dagerman's and Clark County SAFE KIDS Coalition has been mutually beneficial.

FUNDING AND BUDGET

The estimated annual cost of the program is \$300, not including salaries for staff to complete inspections. Dagerman’s pays for \$200 and Clark County SAFE KIDS Coalition funds \$100 of this cost. **In-Kind Services and Materials:** The Dagermans estimate their staff time to conduct inspections at 50 hours per month (1/2 hour per inspection multiplied by 100 inspections per month). At an hourly rate of \$12.00, the cost in staff time is \$600 per month or \$7,200 per year, plus 25% benefits totals \$9,000. The Dagermans assign this in-kind expense to marketing and customer service. In addition to this staff time, space, overhead and other operational expenses are provided in-kind.

Dagerman’s Just for Kids Budget Overview

Expense	Amount	Subtotal
Program Support: Supplies	\$300	
<i>Subtotal</i>		\$300
In-kind Personnel Costs	\$9,000	
Total		\$9,300

Funding: Dagerman’s Just for Kids funds this program with the exception of approximately \$100 in supplies from the CCSK.

DEVELOPMENT OF THE INSPECTION STATION

The impetus for the development of this station was the training required approximately five years ago by Britax for retailers selling this brand of child safety seat. Additionally, the Dagermans place a priority on community service through their association with CCSK Coalition, and they believe that this service helps to market their business and build customer loyalty.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
On demand inspections during weekend hours	<ul style="list-style-type: none"> Initially, the store posted a sign-up sheet for Saturday and Sunday inspections. The weekend volume ultimately interfered with the operation of the store. Owners decided to develop set hours and to limit weekend services to installation of new seats sold.
Volume overwhelming and difficulty for owner to schedule his time effectively	<ul style="list-style-type: none"> The store moved to inspections by appointment only. Non-customers of the store advised that donations would be requested for inspections. Those unable to afford the donation are encouraged to attend alternate inspection services in Las Vegas and/or to contact the Clark County SAFE KIDS Coalition.

ADMINISTRATIVE CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Hot Las Vegas climate makes outdoor inspections difficult for inspectors and for families	<ul style="list-style-type: none"> Establish morning hours during hot months. Purchased tent and collapsible picnic table to equip designated area for inspections during hot months.

Significant Changes Made to the Inspection Station Since It Began:

Administrative – Schedule for services

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative – Services provided to non-customers may change if other community services become available on a regular basis.

Circumstances That Would Cause the Inspection Station to Terminate:

Liability concerns, if owners were physically unable to conduct inspections

PROGRAM EVALUATION

The station staff evaluates the inspection station with respect to the quantity of inspections completed using the inspection forms.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

Concerned about child's safety, don't want to drive across town to other inspection stations/events, would rather pay for the convenience of appointment-based and local inspection service.

If you had the chance to start over again, is there anything you would do differently?

Establish appointment-based service.

What would you recommend to other organizations starting an inspection station as the most important things to do? Be very careful that you can actually provide the services you advertise and that you can sustain these services; be careful to offer advanced training only to those employees who are interested and willing to conduct inspection services.

Any additional comments about this inspection station: Of the customers who come back to the store for seat inspections and installation updates (70% of inspections), most of these customers make a purchase from the store during their return visit.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt not holding safety seat tightly, locking clip used incorrectly or not used when needed and safety seat harness loose on child.

The most common infant seat misuse observed is: infant facing forward too early.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in wrong slots.

The most common booster seat misuse observed is: child too small/young for booster seat.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

Dagerman's Advertising Catalog

BABY NEWS
 "We deliver everything but the baby... all year round"

Dagerman's
 just for kids

A SPECIAL STORE JUST FOR KIDS

We invite you to experience the unique atmosphere of quality children's furnishings, bedding, the cutest clothes and accessories at Dagerman's.

Introducing our new on-line Baby Registry offering gift giving and selection at your fingertips.

Register for your Baby Shower with Dagerman's and receive a FREE GIFT with our compliments!

The Dagerman's staff are NHTSA Certified Child Passenger Safety Technicians, trained to safely install every car seat we sell.



Dagerman's
 just for kids

"We deliver everything but the Baby"

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 Monday-Saturday 10 - 6 • Sunday 12 - 5

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Hoffman Estates Police Department, Hoffman Estates, IL



Site Visit Summary

Inspection Station Location Name: Hoffman Estates Police Department

Street Address: 1200 Gannon Dr.

City, State: Hoffman Estates, IL 60195 **Phone:** 847-781-2804

Email: Steven.Casstevens@HoffmanEstates.org **Web Site:** www.hoffmanestates.org/police/traffic

Date Visited: June 24, 25, 2002 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Police Department

Type of service: Fixed Site Mobile Both

Inspections Completed per Month: 125+ = 35 + at fixed site and 90+ at mobile sites

Annual Budget (including in-kind personnel costs):

\$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000 Over \$75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

The Village of Hoffman Estates, IL, is a northwestern suburb of Chicago with a population of 49,500 and an average household income of \$52,600. The Hoffman Estates Police Department has 142 employees, 97 are sworn police officers. Hoffman Estates is one of 38 communities in the State of Illinois (a state with a secondary enforcement safety belt law) that has passed a city ordinance making safety belt use a primary enforcement law.

Populations Served:

Residents of Hoffman Estates and from surrounding communities are served with special emphasis on low income and Hispanic populations. HEPD operates a Hispanic Resource Center out of an office in a predominantly Hispanic apartment complex. Several of the officers and other staff speak Spanish, and brochures are available in Spanish. The HRC promotes child passenger safety in general and provides inspection services by appointment in addition to other community services and resources.

OPERATIONAL DETAILS:

Hoffman Estates Police Department (HEPD) began its child safety seat inspection service in 1993 by holding a check-up event in the HEPD parking lot. Since then it has grown to a fixed site at the HEPD and the HEPD Hispanic Resource Center, as well as a mobile site at the local Babies 'R' Us. Services are provided at no cost to the general public. Daily inspections are conducted in the police station parking lot with access to a garage during inclement weather. The mobile inspections are held once a month from March through October. Inspections are also conducted at the HEPD's Hispanic Resource Center during the week.

Service Delivery Schedule:

Fixed site, set days/hours, drop-in basis: The general public can access HEPD's inspection services at the police station 24 hours a day, 7 days a week. Appointments are encouraged but walk-ins are usually accommodated.

Fixed site, set days/hours, by appointment: The general public can call to make an appointment for inspection services at the police station 24 hours a day, 7 days a week. Calls are funneled through the HEPD Community Relations Department. If callers do not connect with a live person, they have the option of leaving a voice message. The inspectors make their own appointments.

Fixed site, by appointment only: Inspection services at the HEPD's Hispanic Resource Center (HRC) are done by appointment only. Appointments are available Monday through Saturday between 8:00 a.m. and 4:00 p.m. Appointments are made by calling the HEPD headquarters or the HRC office.

Mobile site, set days/hours, drop-in basis: HEPD and other partners provide inspection services in the Babies 'R' Us parking lot once a month from March through October. These are open to the general public.

The HEPD does not charge the public for child safety seat inspections.

Tools and equipment used for inspections: HEPD's station is equipped with basic materials for inspections including up-to-date recall lists, CSS Manufacturer's Instructions, locking clips, belt-shortening clips, replacement seats, foam noodles, slip guard material, hemostats, vinyl gloves, and educational hand-outs.

Data Collection: HEPD uses a standardized "inspection checklist" distributed by the International Association of Chiefs of Police (IACP). Completed inspection forms are hand-tallied and filed. A database is used to track number of inspections completed and replacement seats distributed. A HEPD case number is issued for each inspection so that departmental activity and seats inspected can be tracked easily.

Inspection process: At the police station and the Hispanic Resource Center, a typical inspection begins with the CPS Technician radioing to the dispatcher for a case number. All these inspections are given a case number to help track number of inspections and officer's activity.

At all three sites (fixed and mobile), the parent/caregiver is asked to complete a form containing information about the child (children) whose seat(s) is to be inspected. A liability waiver is also included in the form. Inspectors strongly emphasize that children must be present to determine whether the child (children) is in an age and size appropriate safety seat, and whether the child is buckled into the seat correctly. However, inspections are still conducted when a child is not present.

The inspector observes how the seat is installed upon arrival and makes recommendations as needed. Participants receive hands on instructions and are encouraged to install the seat themselves after demonstration. Inspectors encourage parents to come back to have the safety seat installations in other family vehicles inspected as well. Inspectors discuss with families future safety restraint needs for the child and discuss restraint use for other children in the family. Inspectors involve children as age appropriate mainly by reinforcing safety restraint use and by asking older kids to adjust buckles and straps as necessary. Inspectors distribute parent education materials, complete seat registration cards, and distribute promotional material as appropriate.

Replacement Seat Policy: This station's policy is to replace seats free of charge on a selective basis. However, voluntary donations are accepted. Only seats that are older than 6 years, were purchased at a secondhand store or garage sale, are the wrong size/type for the child, have been in a crash, or have gross safety recall issues are replaced, if the child is present.

The average number of replacement seats provided per month at fixed and mobile inspection stations:

Infant seats	2
Convertible seats/Combination seats	8
Belt-Positioning Booster seats	4
TOTAL	14

Over 1,300 safety seats have been distributed since the beginning of this program (this includes seats distributed to families in need who didn't have a seat). The average number of replacement seats provided per month can range from a low of 10 to a high of 15. Approximately 10 percent of safety seat inspections result in a replacement seat being issued. Typically, 60 percent of seats replaced are forward-facing, harnessed seats (convertibles or combination seats), 30 percent are belt-positioning booster seats and 10 percent are infant-only seats.

HEPD also partners with the local health department to distribute new seats to families participating in WIC or other low-income programs that do not have one. Through this service they distribute an additional 5 to 6 seats per month.

Funding for the replacement seats comes from an Illinois Department of Transportation grant, corporate sponsors such as SAFECO and Babies 'R' Us, civic groups like the Rotary Club, and church organizations. Additionally HEPD received seats through national groups such as Ford's Boost America program and General Motors. Replacement seats are acquired directly from manufacturers through the city purchasing process. Seats are stored on-site in the prisoner access garage and a trailer in the parking lot. An additional garage off-site is also used to store replacement seats.

HEPD does accept used seats for destruction purposes. All seats replaced during an inspection are also destroyed.

This site advertises the availability of replacement seats in event flyers and articles with a statement that they are for those in need who cannot afford to purchase a seat. The site has not had a problem with abuse of the program, mainly because they are willing and do turn people down.

Liability Insurance: HEPD's program is covered under the city's general liability policy.

STAFFING

HEPD has a total of 142 employees. Ninety-seven are sworn officers; the other 45 are civilians. Thirty-two of the employees have job descriptions that include child passenger safety education and inspection duties for the fixed site. Twenty employees and volunteers from the community perform various functions at the mobile site.

<p>Administrator (fixed site and mobile site) Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Employee <input checked="" type="checkbox"/> (In-kind Compensation) # at this site: 1</p>	<p>Title: Assistant Chief of Police Training Required: Sworn Police Officer, Public Relations skills, management and budgeting skills, Current AAA/NHTSA CPS Technician Instructor certification. Time: CPS Program requires 5% of time. Duties: Oversees entire CPS program including inspections, training, ensuring officer and other staff availability, budgeting, fundraising, publicity, community outreach, education, scheduling events, and data tracking. Performs hands-on inspections when needed.</p>
<p>Senior Checker (mobile site only) Paid Position? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No (In-kind Compensation) # at this site: 3 Employee <input checked="" type="checkbox"/> Volunteer <input checked="" type="checkbox"/> <i>(HEPD pays overtime for up to 6 officers to work at the mobile site, the rest are volunteers or persons paid by their employer to assist with the inspections.)</i></p>	<p>Title: CPS Technician Instructor Training Required: Current AAA/NHTSA CPS Technician Instructor certification. Requiring CPS Training complies with Union rules for selective overtime. Time: 100% of 4 hours one Saturday a month (March - October) Duties: Oversee inspections and ensure quality and accuracy.</p>

<p>Inspector (fixed site) Paid Position? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 30 (rotating shifts) 8 - 9 from 8 a.m. to 4 p.m. 4 - 5 from 4 p.m. to 8:00 a.m. Employee <input checked="" type="checkbox"/></p> <p><i>(Paid as HEPD officers and civilian employee, no additional payment for inspection station services.)</i></p>	<p>Title: Community Relations Officer, Problem Oriented Police (POP) Officer, Traffic Sergeant, Traffic Officer, Traffic Service Officer (civilian), Patrol Officer</p> <p>Training Required: Sworn officer if applicable. Current AAA/NHTSA CPS Technician or Technician Instructor certification.</p> <p>Time: 15% of a 40-hour week - Community Relations Officer, POP Officer. 7% of a 40 hour week - Traffic Officers 5% of a 40 hour week - Traffic Sergeant, Traffic Services Officer</p> <p>Duties: Schedule appointments and perform child safety seat inspections. Interact with family, determine whether seat is installed correctly and whether seat is appropriate for child, remedy safety seat installation as needed, educate families/caregivers as to correct safety seat installation, and ensure all paperwork is complete.</p>
<p>Inspector (mobile site) Paid Position? <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 10</p> <p>Employee <input checked="" type="checkbox"/> Volunteer <input checked="" type="checkbox"/></p> <p><i>(HEPD pays overtime for up to 6 officers to work at the mobile site, the rest are volunteers or persons paid by their employer to assist with the inspections.)</i></p>	<p>Title: CPS Technician or Technician Instructor</p> <p>Training Required: Current AAA/NHTSA CPS Technician or Technician Instructor certification. Requiring CPS Training complies with Union rules for selective overtime.</p> <p>Time: 100% of 4 hours one Saturday a month (March - October)</p> <p>Duties: Perform child safety seat inspections. Interact with family at inspection, determine whether seat is installed correctly and whether seat is appropriate for child, remedy safety seat installation as needed and secure agreement with changes from senior checker, educate families/caregivers as to correct safety seat installation.</p>
<p>Recorder/Scribe/Assistant (mobile site only) Paid Position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No # at this site: 10 Volunteer <input checked="" type="checkbox"/></p>	<p>Title: Volunteer</p> <p>Training Required: none</p> <p>Time: 100% of 4 hours one Saturday a month (March - October)</p> <p>Duties: Records observations and comments during inspections and assists inspector as needed.</p>
<p>Traffic Control/Greeters (mobile site only) Paid Position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No # at this site: 2 Volunteer <input checked="" type="checkbox"/></p>	<p>Title: Volunteer</p> <p>Training Required: none</p> <p>Time: 100% of 4 hours one Saturday a month (March - October)</p> <p>Duties: Control traffic flow and greet families.</p>

Paid Staff: HEPD officers and 1 civilian are salaried employees. HEPD issued a Child Passenger Safety General Order requiring all sworn officers to attend the Operation Kids CPS training. Community Relations Officers, Traffic Division Officers, and the Traffic Division's civilian employee are required to be certified CPS Technicians and CPS activities are part of their regular duties. Additionally, the CPS General Order stipulates guidelines and procedures for traffic stops, transporting children in squad cars, child safety seat inspections, the child safety seat give-away program, and traffic crashes involving a child safety seat.

Use of Volunteers: Volunteers are used for the mobile site. The Citizen Police Academy Alumni Association provides most of the volunteers. The President of the Alumni Association recruits and schedules the volunteers. Surrounding communities' police and fire departments also provide assistance and usually pay their employees to assist.

The Alumni Association is a group of citizens who complete the HEPD's Citizen Academy and want to give back to the community by assisting the HEPD and its activities. There are approximately 50 members; 10 are involved in CPS activities. Volunteers are recruited through Association meetings, the Association newsletter, and emails.

Staff Turnover: This site does not have problems with turnover of staff. Since inception of the program only 3 patrol officers have not renewed their CPS Technician certification. The volunteer base fluctuates, but a fairly large pool is always available.

Staff Training and Continuing Education: All 97 of the HEPD officers have had at least four hours of child passenger training. Twenty-nine officers and one civilian employee are certified CPS Technicians. Additionally, the Assistant Chief of Police is a certified CPS Technician Instructor and the child passenger safety program coordinator. All officers and the civilian employee who are CPS Technicians or Technician Instructors are required to attend an 8-hour refresher course once a year. These trainings are attended during normal work hours and attendees receive their regular salary.

To ensure accurate information is being disseminated, inspections are regularly monitored by the program administrator, Assistant Chief of Police.

Updates and other emerging issues are disseminated via training memos and a quarterly newsletter to all personnel. An updated recall list is distributed every time there is a new recall.

PROMOTIONAL AND OUTREACH ACTIVITY

Various promotional activities are conducted to encourage the public to use the inspection station services including:

Give-away items (e.g. buttons, coloring books) – Early inspection station services were provided at the mobile site only. The site promoted its services by offering a free Beanie Baby to each child whose safety seat was inspected. This was a one-time promotion and was very successful.

Another promotion conducted early on was a check up event at a local "quick" oil change service provider. Every car that came in for a safety seat inspection received a free 10-point vehicle inspection. A radio station broadcasted live from the event. This promotion was also very successful.

These two activities raised CPS awareness in the community and started the Word of Mouth activity that sustains the program now.

Brochures/Flyers – The program distributes its "Did You know..." hand out at the police and fire department open houses, the city's 4th of July Festival, and local children's stores. The hand out is produced in bulk as a tear-off pad and is placed next to the child safety seat displays in the local children's stores. Staff believes that 20% of their business is related to the distribution of these handouts promoting the inspection station services.

During the early stages of the inspection station, flyers were distributed to all the local child care centers. Staff believes there was a minimal impact and discontinued this distribution method.

Newspaper ads/PSAs/articles – HEPD's services are featured in local newspaper articles occasionally throughout the year. The Village of Hoffman Estates employee newsletter mentions the inspection station two to three times a year. The inspection station is also a regular feature in the Hoffman Estates Citizen newsletter, which is published six times a year. Additionally, the city utility bills mention the site six to eight times a year. Initially, staff attributes this outreach to 60% of their business. Now that the site is established, staff believes that 10% of their business is related to these articles and ads.

Radio and Television ads/PSAs – This site does not use radio and broadcast stations to promote the services. Although it may get occasional mention in news stories, HEPD does advertise the inspection station on the city's cable channel, especially the week before the mobile site is scheduled. Staff believes this accounts for 5% of their business.

Word of Mouth – The program staff believes that 60% of their business comes via word of mouth.

Other – The program staff believes that the city's web site, which features a "Top Ten Common CSS Mistakes", and mentions the inspection station services and a list of contact numbers, is responsible for 5% of their business. The staff believes that 75% of the business at their mobile site is from people just "driving by" and word of mouth.

HEPD owns a large trailer with CPS messages; the Red, White, and Blue Team logo; and sponsoring agencies' logos painted on it. The trailer stores all the supplies necessary for the mobile inspection site.

"Specialized" activities - The HEPD program participated in Ford's Boost America program, with a focus on booster seat inspections and distributions.

Targeted Promotional and Outreach Activity: To further promote child passenger safety and raise awareness of the inspection station services, the Traffic Officers conduct 30 - 45 minute presentations at the local hospital's prenatal, infant CPR, and parenting classes twice a month. The county health department also refers families from their WIC (Women, Infants, and Children) and WINGS (Women In Need Growing Stronger) programs to HEPD for safety seat inspection services and the safety seat give-away program.

HEPD's Police Chaplain promotes the inspection station services through the NW Corridor Police Chaplain Association. This is a regional association with Chaplains taking the message to their local church sponsors. One church in particular raised money to purchase child safety seats for the program.

HEPD operates its Hispanic Resource Center out of an office in a predominantly Hispanic apartment complex. The hours of operation are 8 a.m. to 4 p.m. Monday through Saturday. HEPD officers are assigned to staff it 20 hours per week. Other city and county programs provide staffing the rest of the week. Several of the officers and other staff speak Spanish, and brochures are available in Spanish. The HRC promotes child passenger safety in general and provides inspection services by appointment in addition to other community services and resources.

Key Promotional Partnerships: The HEPD inspection station staff believes that relationships with the Illinois Department of Transportation (IDOT), the HE Citizens Police Academy Alumni Association, the HE Fire Department, Schaumburg Police Department (neighboring community), St. Alexis Hospital, Babies 'R' Us, SAFECO, and the HE Rotary Club have been critical to the success of their program. Additionally, seats made available through IDOT, SAFECO, Babies 'R' Us, the Rotary Club, the Police Chaplaincy, and through the Ford and General Motors programs were critical to the program's success.

FUNDING AND BUDGET

The estimated annual budget for program support and replacement seats is \$5,550, not including personnel costs provided in-kind by the HEPD. Additionally, program staff estimate that \$27,500 was spent initially to set up the mobile site program, including tents, mobile trailer, and other necessary equipment and supplies.

In-Kind Services and Materials: HEPD provides in-kind support of approximately \$73,000 for the salaries and benefits of staff members listed above for the time they spend in inspection station related activities. This amount includes \$5720 in overtime for 6 officers/technicians to work the monthly mobile inspection clinics. Additionally, HEPD and other city departments provide the following in-kind services: office space, storage, supplies, public relations support, public works signage, administrative oversight and personnel support, and transportation services.

HEPD CPS Inspection Station Budget Overview

Expense	Amount	Subtotal
Program Support: (Tools equipments, printing, banners, promotional materials, supplies, etc.)	\$2,800	
<i>Subtotal</i>		\$2,800
Seats	\$2,750	
<i>Subtotal</i>		\$5,550
In-kind Personnel Costs	\$73,000	
Total		\$78,550

Funding: Funds for the HEPD Child Passenger Safety Program come from multiple sources including the Hoffman Estates Police Department, Illinois Department of Transportation, a local Rotary club, Safeco Insurance Company, the Hoffman Estates Citizen Police Academy Alumni Association, Babies 'R' Us and donations from individuals.

DEVELOPMENT OF THE INSPECTION STATION

In 1993, Steve Casstevens, an HEPD Traffic Sergeant who had been interested in child passenger safety, received approval to hold a child safety seat inspection event in the HEPD parking lot. The turnout was low, but the positive response from those that did attend encouraged HEPD to continue. In order to raise public awareness of CPS issues, another event was held that year at The Baby's Room, a local store. This not only gave the event more exposure, but also provided easy access to child safety seats if families needed a new one. This second event resulted in 30 child safety seat inspections and many happy families. From 1994-1998, HEPD committed to doing an event once a year in the HEPD parking lot.

HEPD started conducting Operation Kids courses in 1996 and offered inspection services by appointment on a very limited basis. In July 1998, HEPD held its first AAA/NHTSA Standardized CPS certification course. The first inspection event using certified CPS Technicians was heavily promoted. Every child whose seat was inspected received a free Beanie Baby. The event was overwhelmingly successful and families had to be turned away. HEPD committed to providing the inspection services more often (3 per year in 1998 and 1999). HEPD also moved the mobile site to the Babies 'R' Us location in late 1998 due to the need for more parking lot space.

Many CPS certification courses were held during 1998 and 1999 to get enough officers trained to meet the need. In late 1999, HEPD recognized that the three times per year schedule was not meeting the needs of the community and started offering services at the fixed site by appointment and on a drop in basis, and operating the mobile site one Saturday a month during March through October.

The resources most helpful to HEPD in the development of the inspection station were the IDOT, SAFECO, and the Police Chaplaincy for support and funding for start-up costs, CPS training, and safety seats. The support from the Village Board and the HEPD Police Chief was a key component of this program's success.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Support of Chief of Police, Village Board, and Village Attorney	<ul style="list-style-type: none"> • Provided data showing liability not an issue • Emphasized that Village money would not buy the safety seats • Pointed out that Police usually get bad PR (too reactive, enforcer without educating) • Pointed out CPS program would result in good PR for the police department and the city; would be seen as caring for the community • Pointed out that most operating costs could be covered by grants and donations
Raising community awareness of CPS	<ul style="list-style-type: none"> • Provided incentives (Beanie Babies, Free 10-point inspection) to attend inspection events
Not enough trained staff; difficulty scheduling	<ul style="list-style-type: none"> • Concentrated on training staff, held numerous courses • Rearranged schedules of trained officers to accommodate need

Challenge	Solution
Infrequent events (2-3/year) became overwhelming; couldn't meet the need	<ul style="list-style-type: none"> Went to monthly Saturday events March through October Sought assistance from neighboring communities Added appointment and drop-in services
Initial Mobile site space (The Baby's Room) was too small; poor traffic patterns	<ul style="list-style-type: none"> Moved mobile site to Babies 'R' Us
Tracking number of inspections cumbersome, especially at fixed site; difficult to produce totals for annual reports, articles, etc.	<ul style="list-style-type: none"> Developed database to enter mobile site hand counts Began assigning case numbers to inspections done at fixed site (HEPD and HRC). Public Safety Education UCR Code is used exclusively for inspections; used to tabulate number of inspections Other data from the check up form is collected and tallied by hand and entered into a database; hard copies are filed.

ADMINISTRATIVE CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Providing too much written materials to participants, participants overwhelmed by information	<ul style="list-style-type: none"> Developed "Top Ten" list for participants, does not hand out anything else
Difficulty encouraging officers to work at mobile site on Saturday	<ul style="list-style-type: none"> Received IDOT grant money; used to pay overtime for up to 6 officers per Saturday Started Red, White and Blue CPS Team (Fire/Rescue, Medical, and Law Enforcement partnerships throughout the region focusing on CPS and assisting one another with resources and support)
Even with 30 officers holding CPS Technician or Technician Instructor certification, at times HEPD was still not meeting the need;	<ul style="list-style-type: none"> Encourage families to make an appointment If no one is available, make immediate referrals to others in the area; IDOT developed handbook that includes a list of all CPS inspection services in the state.
Large Hispanic community in Hoffman Estates; tend to mistrust police in general	<ul style="list-style-type: none"> HEPD officers and employees trained in "Command Spanish" and Spanish culture Spanish print materials produced Opened Hispanic Resource Center in predominantly Hispanic apartment complex; provide inspections by appointment; HEPD presence is appreciated by residents

Significant Changes Made to the Inspection Station Since It Began:

Administrative – Changed from strictly monthly drop-in services to fixed site with appointments available.

Location – Moved to larger parking lot for monthly inspections
Personnel – Additional, dedicated staff trained for inspections

Significant Changes to the Inspection Station Under Consideration or Imminent:

Personnel – Staffing monthly events may soon be more difficult, due to neighboring communities needing to staff their own sites, less time to help out one another. Would like to expand Community Relations Division and train more technicians and instructors in-house. Also, relying on the fact that the monthly event will become more manageable as families have many more options for service.

Circumstances That Would Cause the Inspection Station to Terminate:

A new Village administrator (Chief or Mayor) who no longer supported the program.
A new Village attorney that thought there was a liability risk and wouldn't support the program.
Lack of funds for child safety seats may cause a hindrance.

PROGRAM EVALUATION

The HEPD Child Safety Seat Inspection Station program is self-evaluated, based on the quantity and quality of inspections, customer satisfaction (mobile site only) and patterns of misuse. Evaluation activities include review of inspection forms, observation of staff during inspections, and at the mobile site a customer satisfaction survey is distributed. At one time, HEPD tracked where families came to the HEPD program from to help determine community need, but this became too time consuming and not very useful.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

The service is convenient, frustration with installing seat, do not understand car seat instructions.

Have you identified reasons why more people in your target DO NOT utilize your service?

Unaware service is available, lack of CPS awareness
Hispanic community - tend to have a mistrust of police in general; HRC has resolved a lot of this

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Encourage more people to be trained in surrounding communities sooner; HEPD was the only place for services for too long causing stressful workloads.

What would you recommend to other organizations starting an inspection station as the most important things to do? Get “buy-in” from top administrators, begin slowly (a few CPS Techs, appointments one day a week); build confidence in the program with small successes; team up with community groups and form a coalition to share staff, costs and resources; seek sponsors, establish funding partners, seek small amounts and build confidence--share successes (even incremental) of the program with administrators, partners, and sponsors; provide recognition to administrators, partners, and sponsors.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Don't try it alone; build partnerships.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt NOT holding seat tightly, locking clip used incorrectly or not used when needed, safety seat harness in the wrong slots.

The most common infant seat misuse observed is: infant facing forward too early.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in the wrong slots.

The most common booster seat misuse observed is: shoulder belt under arm or behind back of child.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

**Hoffman Estates Police Department
Sample Materials**

HOFFMAN ESTATES POLICE DEPARTMENT

General Order No. 34

CHILD PASSENGER SAFETY

Effective Date: April 23, 2001

CALEA Ref: N/A

**INDEXED: Child Passenger Safety
Child Seat Inspections**

I PURPOSE

The purpose of this Order is to establish guidelines and procedures when dealing with issues surrounding child passenger safety.

II POLICY

It is the policy of the Department to help ensure the safety of children traveling in motor vehicles on our roadways. This goal can be accomplished through means of enforcement, education, and by providing the means for citizens to obtain child safety seats.

III DEFINITIONS

Certified Child Passenger Safety Technician: Any person who has successfully completed the 32-hour NHTSA Standardized Child Passenger Safety Training Course, has been subsequently issued a Technician number, and whose certification is currently valid.

IV PROCEDURE

A. Traffic Stop Encounters

1. It is the responsibility of every officer to take appropriate action on a traffic stop when there is a violation of the child passenger safety law. Options for officers may include:
 - a. Issuing a citation when a child is not properly secured.

- b. If no child seat is present, the officer may provide the motorist with the information to contact the Traffic Section to obtain a child seat.
- c. For a child seat that is present, but not properly secured, the officer may either correct the seat (if a certified Technician) or refer the motorist to the Traffic Section to schedule an appointment for a child seat inspection.
- d. Providing the motorist with written brochures/educational material regarding child passenger safety.

B. Transporting Children in Squad Cars

- 1. Situations may arise where an officer may be required to transport a child who is required by law to be transported in a child seat (arrest of a parent, crash scene, etc). In these situations, officers should remember the following:
 - a. Do not transport a child in a child seat which is installed in the back seat of a squad car that is equipped with a cage. The distance between the cage and the child seat may not meet the required distance for head excursion.
 - b. Do not transport a rear-facing child seat in the front seat if the vehicle is equipped with a passenger side air bag.
 - c. When the situation requires the transportation of a child, officers should call for a vehicle that is not equipped with a cage.
 - d. If a child seat is present in the violator's vehicle, officers shall use this child seat for transportation unless involved in a crash. Officers will ensure that the seat is properly installed. Whenever possible, ask for assistance from a certified CPS Technician.
 - e. If no child seat is present, officers will request that a supervisor or other officer obtain an appropriate child seat from the station to use to transport the child properly.
 - f. In all cases, a Child Seat Inspection Form shall be filed. **(See Attachment A)**

- g. Officers shall transport children in child seats that are installed as required by the manufacturer.

C. Child Seat Inspections

1. As a service to the public, the department will make officers available to conduct "one-on-one" child seat inspections. Only those officers who have been nationally certified as "Child Passenger Safety Technicians" may inspect/install child seats.
2. Each time a child seat is inspected, the inspecting officer will file an "Operation Kids Child Seat Inspection Form." This includes all scheduled inspections, as well as traffic stop situations. The officer will also assign a case number to the form. The original form will be forwarded to the Traffic Section.
3. The officer will ensure that the parent/guardian understands the proper installation, is an active participant in the installation, and can reproduce the install.

D. Child Seat Giveaway Program

1. The department at times has child seats available for those motorists who are unable to obtain one.
2. To obtain a child seat, the motorist must contact the Traffic Section to request a seat. A Traffic Officer (who is a certified Technician) shall determine the appropriate seat to give the motorist based on the age, weight, and height of the child, as well as the type of vehicle seat and seat belt restraint system.
3. The officer shall explain the proper installation of the child seat to the motorist and assist the motorist with the installation.
4. The officer shall file an "Operation Kids Child Seat Inspection Form" and assign a case number.

E. Traffic Crashes Involving Child Seats

1. On occasion officers will investigate traffic crashes where a child seat was involved. **It is recommended that a child seat not be used after it has been involved in a crash.**

2. Except for cases of a very minor crash, with little or no vehicle damage, officers should inform the motorist that it is recommended that the child seat be replaced.
3. It is important that documentation of child seat performance in a crash is included in the crash report.
 - a. When a child is in a child seat and involved in a crash, officers will make every effort to not remove the child seat from the vehicle until full documentation of its installation has been made.
 - b. Whenever possible, a Traffic Officer or other certified CPS Technician should inspect the child seat and document as much information as possible about the seat and its installation.
 - c. If the child was already removed from the child seat prior to their arrival, officers should still document as much information about the child seat as possible, and inquire to Fire personnel or others on the scene who may have removed the child as to how the child was secured.
4. Officers will use, if available, the "**Danger - Do Not Use**" sticker for child seats involved in a crash. (**See Attachment B**)
 - a. The officer shall place the sticker in a visible place on the child seat, preferably not on the fabric where it may be easily removed.
 - b. The officer will inform the motorist of the recommendation and advise them that Illinois law requires insurance companies to provide coverage that includes the replacement of a child seat that was involved in a crash (215 ILCS 5/143.32). The officer will provide the motorist with a contact name/phone number of the Traffic Section for additional information or to obtain a replacement child seat.
 - c. Officers will also recommend that the motorist inform their insurance company, as well as the child seat manufacturer.

- d. A supply of the "Do Not Use" warning stickers will be maintained by the Traffic Section Commander.

By Order Of:

Clinton J. Herdegen
Chief of Police

DISTRIBUTION: All Personnel

DANGER

This car seat was involved in a crash!

DO NOT USE

- It is recommended that you REPLACE this seat.
- Be sure to mention this seat when contacting your insurance company.
- For additional information, call your car seat manufacturer.

For local details, call your Police/Fire Department
and ask for a child seat technician.



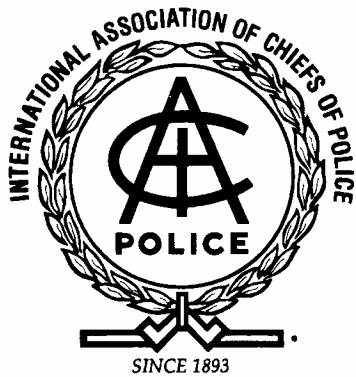
Red, White, & Blue Child Passenger Safety Team

This decal was provided by a member of your local Red, White, & Blue Team. Child seat safety information can be obtained from NHTSA at 1-800-DASH2DOT or online at www.nhtsa.dot.gov

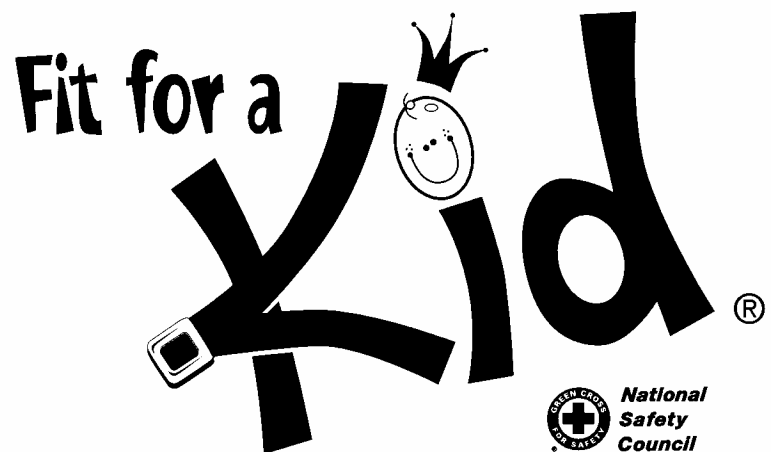
Copyright 1999 D'Signs (847) 882-1155

34-5

Child Safety Seat Inspection Form



Operation Kids



6. SEAT CAME IN REAR-FACING

Note: A child should be rear facing until **at least one year of age AND at least 20 lbs.** If a child is less than one year and over 20 lbs., then a seat with greater weight limits in the rear-facing position should be used. Keep child rear facing as long as possible.

Type of Vehicle System Used: Lap Only Lap/Shoulder LATCH
 Type of Retractor: ALR Switchable ELR
 Seat in Front of Air Bag Yes No
 Child Within Mfg.'s Recommended Weight/Height Range Yes No
 Seat Facing Appropriate Direction Yes No
 Seat Correctly Reclined (30-45 degrees) Yes No
 Harness Straps at or Below Shoulders Yes No N/A
 Harness Straps Snug (one finger test) Yes No N/A
 Harness Retainer Clip Present (if required in instructions) Yes No N/A
 Harness Retainer Clip Threaded Correctly Yes No N/A
 Harness Retainer Clip at Armpit Level Yes No N/A
 After Market Products Used Yes No
 Carry Handle in Proper Position Yes No N/A
 Safety Belt Routed Correctly Yes No
 Safety Belt/LATCH Holding Seat Tightly in Vehicle (one inch test) Yes No
 LATCH Used Correctly Yes No N/A
 Safety Belt in Locked Mode Yes No N/A
 How? Switched/ALR Retractor Locking Clip Latch Plate
 Locking Clip Installed Correctly (if used) Yes No N/A
 Tether Used (Not Recommended for most RF Seats) Yes No
 Rear Facing Tether Used Correctly Yes No

Proceed to Section 9

7. SEAT CAME IN FORWARD-FACING

Note: A child should be over one year of age and **at least 20 lbs.**

Type of Vehicle System Used: Lap Only Lap/Shoulder LATCH
 Type of Retractor: ALR Switchable ELR
 Type of Seat: 5 PT - Harness T - Shield Tray Shield Integrated
 Child Within Mfg.'s Recommended Weight/Height Range Yes No
 Seat Facing Appropriate Direction Yes No
 Seat Upright Yes No
 Harness Straps at or Above Shoulders (Reinforced Position) Yes No N/A
 Harness Straps Snug (one finger test) Yes No N/A
 Harness Retainer Clip Present (if required in instructions) Yes No N/A
 Harness Retainer Clip Threaded Correctly Yes No N/A
 Harness Retainer Clip at Armpit Level Yes No N/A
 After Market Products Used Yes No
 Safety Belt Routed Correctly Yes No N/A
 Safety Belt/LATCH Holding Seat Tightly in Vehicle (one inch test) Yes No
 LATCH Used Correctly Yes No N/A
 Safety Belt in Locked Mode Yes No
 How? Switched/ALR Retractor Locking Clip Latch Plate
 Locking Clip Installed Correctly (if used) Yes No N/A
 Upper Tether Present on Child Seat Yes No
 Tether Used Yes No N/A
 Tether Used Correctly Yes No N/A

Proceed to Section 9

8. CAME IN USING BOOSTER SEAT

Note: A child should be at least 40 lbs. before graduating into a booster seat.

Belt Positioning Booster:
 No Back (Booster Base) High Back (No Harness)
 Shield Booster (Not to be used for children over 40 lbs., best practice any child under 40 lbs. should be in FF child seat)
 Type of Vehicle System Used: Lap Only Lap/Shoulder
 Type of Retractor: ALR Switchable ELR
 Child Within Mfg.'s Recommended Weight/Height Range Yes No
 Safety Belt Routed Correctly Around Child Yes No
 Lap/Shoulder Belt Fits Child Properly [Belt Positioning Booster Only] Yes No N/A
 After Market Belt Positioning Products Used Yes No
 Safety Belt in Locked Mode [Shield Only] Yes No
 How? Switched/ALR Retractor Locking Clip Latch Plate
 Shield Snug Against Child Yes No N/A
 Safety Belt Holding Seat Tightly in Vehicle (one inch test) [Shield Only] Yes No N/A
 Locking Clip Installed Correctly (if used)[Shield Only] Yes No N/A

Proceed to Section 9

INSPECTOR MUST FILL OUT THIS SECTION

9. SAFETY SEAT INFORMATION (As the seat came in)

Type of seat: Infant Convertible Forward Facing Only
 Booster Other _____
 Make of seat: Century Graco Evenflo Cosco
 Britax Fisher-Price Other _____
 Name of Seat _____
 Model Number _____
 Date of Manufacture

MM	DD	YY
----	----	----

 Meets FMVSS 213: No Yes Do Not Know
 Seat Involved in Crash: No Yes Do Not Know
 Recalled: Yes No Unknown
 Original Owner of Child Safety Seat: No Yes
 Seat Installed: With Child Present Without Child Present
 Passenger Air Bag Present: No Yes
 Disabled or On/Off Switch in Off Position: No Yes

10. RECOMMENDATIONS

D	<input type="radio"/> X	<input type="radio"/> X
	<input type="radio"/> L	<input type="radio"/> L
	<input type="radio"/> X	<input type="radio"/> X
<input type="radio"/> L	<input type="radio"/> L	<input type="radio"/> L
<input type="radio"/> X	<input type="radio"/> X	<input type="radio"/> X
<input type="radio"/> L	<input type="radio"/> L	<input type="radio"/> L

D = Driver

- Mark with an **X** the position where seat or child came into inspection
- Mark with an **L** the position where seat or child left inspection

Seat came in installed and used correctly
 Seat came in installed but not used correctly
 Seat came in uninstalled
 Child came in with no seat

Loaner/new seat provided Yes No
 Convertible Booster

Tether anchor installed Yes No
 Tether strap present Yes No
 Recommended purchase new seat Yes No

Note: _____

I understand and accept the recommendations made by the child safety seat inspector. I was the last person to install the child safety seat in my vehicle and I was the last person to place my child in the restraint system.

Driver's Signature _____

over for additional comments

Additional Comments: _____

INSPECTOR RESOURCE INFORMATION

Child Safety Seat Manufacturer Hotlines:

Britax	888-427-4829	Evenflo/Gerry	800-543-8954
Graco/Century	800-837-4044	Fisher-Price	800-432-5437
Cosco	800-544-1108	Kolcraft/Playskool	800-453-7673

State Highway Safety Offices:

Alabama: 334-242-8672	Kentucky: 502-695-6356	North Dakota: 701-328-4865
Alaska: 907-465-4371	Louisiana: 225-925-6991	Ohio: 614-466-3250
Arizona: 602-255-3216	Maine: 207-624-8756	Oklahoma: 405-521-6023
Arkansas: 501-569-2648	Maryland: 410-787-4017	Oregon: 503-986-4192
California: 916-262-0990	Massachusetts: 617-973-8904	Pennsylvania: 717-787-7350
Colorado: 303-757-9799	Michigan: 517-333-5291	Rhode Island: 401-222-3024
Connecticut: 860-594-2363	Minnesota: 651-296-9507	South Carolina: 803-896-8391
Delaware: 302-739-3295	Mississippi: 601-359-7842	South Dakota: 605-773-3178
D.C.: 202-939-8018	Missouri: 573-751-4161	Tennessee: 615-741-2589
Florida: 850-488-5455	Montana: 406-444-7301	Texas: 512-416-3167
Georgia: 404-656-6996	Nebraska: 402-471-2515	Utah: 801-293-2481
Hawaii: 808-587-2150	Nevada: 775-687-5720	Vermont: 802-244-1317
Idaho: 208-334-8100	New Hampshire: 603-271-2131	Virginia: 804-367-8140
Illinois: 217-782-4972	New Jersey: 609-633-9300	Washington: 360-753-6197
Indiana: 317-232-4220	New Mexico: 505-827-0427	West Virginia: 304-558-6080
Iowa: 515-281-3907	New York: 518-474-5111	Wisconsin: 608-266-0402
Kansas: 785-296-3756	North Carolina: 919-733-3083	Wyoming: 307-777-4450

Please submit original inspection forms monthly to:

**Systems Imaging
800 Vinial Street, Suite 310
Pittsburgh, PA 15212**



Child Passenger Safety Team



Your Opinion Counts! Please help us evaluate our program.

Inspection Location: _____ Date: _____

How valuable was the car seat inspection to your family? 1 2 3 4 5 (1 = not 5 = very)

How knowledgeable was the inspection team? 1 2 3 4 5 (1 = not 5 = very)

How long was the wait to have your car seat(s) inspected? _____

Did you have an appointment prior to your arrival? Yes or No

Do you feel your car seat is more securely installed than before you attended this inspection event?
Yes or No

Do you feel your child is safer than before you attended this inspection event? Yes or No

Do you feel more confident in your own abilities to correctly install your car seat? Yes or No

How did you hear about this inspection event? ___driving by ___newspaper ___word of mouth
___flyer (instore/other) ___tv (cable/regular) ___radio ___other (please explain below)

Comments: _____



Messages on residential water bills, citizen newsletters, police website, etc.

The Hoffman Estates Police Department will be conducting child seat checkpoints at the Baby's-R-Us store on Roselle Rd. at Golf Rd. on the following dates in 2001: April 21, May 19, June 23, July 21, August 18, Sept 15 and Oct 13. For details contact Sgt. Perritano at 781-2846.



The Hoffman Estates Child Passenger Safety Trailer will be on display July 7 and July 8 from 2 to 7 p.m. on the Village Hall grounds.

PLEASE SEE OTHER SIDE FOR ADDITIONAL BILLING INFORMATION

BILL DATE: 03/01/01



Over 95% of car seats are installed wrong. Hoffman Estates Police provide free safety car seat inspections throughout the year. You can also call us at 847-882-1818 or e-mail us to schedule an appointment.

(left- A/C. Casstevens and a employee of Waste Management dispose of the used and unsafe child seats). Hoffman Estates Police win first place in Traffic Safety!

Free Child Seat Safety Check

Saturdays
July 21, Aug. 18
and Sept. 15
Noon to 3 p.m.
Babies R Us
Rt. 58 & Roselle Roads

Have your car's child seat inspected for damage, recalls and correct installation by nationally certified police officers.
Call Sgt. Joe Perritano at 781-2846



Citizen Police Academy Newsletter

"Without their assistance...we would not be as successful as we have been. Cudos to all who have helped us," notes A/C. Casstevens.

Department News You Can Use...

HECPAAA volunteers have been instrumental in assisting with the seven car seat check-up events held between April—October, 2001. In all, 508 child seats were checked at Babies 'R' Us. "I cannot thank the members of HECPAAA

enough for their help with each and every check-up event. Without their assistance, we would not be able to be as successful as we have been. Cudos to all who have helped us", noted A/C Steve Casstevens.

HEPD has also hired two new officers, Christina LaFrancis and Hugh Lynch (formerly of Elgin and Crystal Lake P.D., respectively). Ofc. Jorge Heredia has recently left HEPD to pursue a career with the Chicago P.D.

Indiana Automotive Safety Program, IN



Site Visit Summary

Inspection Station Location Name: Indiana Automotive Safety Program's

Statewide Inspection Station Network

Street Address: Riley Hospital for Children - Indiana University School of Medicine
575 West Drive, Room 004

City, State: Indianapolis, IN 46202 **Phone:** 317-274-2977

Email Contact: Justin Sims jsims@iupui.edu **Web site:** www.preventinjury.org

Date Visited: July 23, 24 2002 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: University, state agency contractor

Type of service: Fixed Site Mobile Both

Inspections Completed per Month: 350-375 Statewide (53 inspection stations)

Annual Budget:

\$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000 Over \$75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

The Automotive Safety Program (ASP) at Riley Hospital for Children, Indiana University School of Medicine provides support and coordination for 53 child safety seat inspection stations throughout the State of Indiana. The inspection stations are functioning under a variety of lead organizations including hospitals, fire departments, police departments, and health departments.

Populations Served:

All populations are served across the state. Some stations have special outreach programs targeting low income, urban, African American, and Hispanic populations.

OPERATIONAL DETAILS:

Sites were phased in over a three-year period. There are currently 53 funded inspection station sites. Each site received a mini-grant each grant year they were eligible. Sites 1-23 received funding each of the three years. Sites 24-44 received funding for two years, and the remaining sites only received funding for one year. The mini-grants are intended as seed money and to help offset any costs incurred by the site to function. This includes advertising or printing costs, and miscellaneous equipment or personnel costs. After the grant expires each site is encouraged to seek funding from local sources to continue functioning.

Each organization wanting to become an inspection station is required to complete an application/agreement and submit monthly activity reports to the ASP. Monthly activity varies from site to site. The heavily populated counties, such as Allen County in Northeast Indiana, may average 80-100 appointments a month. This county received three mini-grants, but actually has seven separate locations for appointments. Lutheran Children's Hospital in Ft. Wayne has 30 certified CPS technicians on staff for their inspection station. The Elkhart County SAFE KIDS Coalition in North Central Indiana operates three satellite locations throughout the county to better serve the residents. Counties in the southern part of the state, where the population is less heavily concentrated, typically schedule between 6-15 appointments per month. The Marion County Health Department's station in urban Indianapolis averages 12-15 inspections per month.

Families can locate an inspection station in their area by accessing the ASP web site or calling the statewide toll free hotline.

Service Delivery Schedules: Individual sites are required to provide a minimum of 10 hours per month for inspections. Schedules are set by the individual sites, taking into consideration the needs of the target audience. The sites' scheduling is as varied as the agencies that sponsor them. There are fixed and mobile sites. Nearly all the sites require an appointment; some do accept walk-ins.

Tools and equipment used for inspections: Individual sites equip their inspection stations with the typical tools and supplies including up-to-date recall lists, CSS Manufacturer's Instructions, CSS registration forms, locking clips, belt-shortening clips, foam noodles, slip guard material, vinyl gloves, baby wipes, first aid kit, tether manuals, special needs information, and a banner or sign.

Data Collection: All sites are required to use the ASP Car Seat Check Up Form for each inspection. If a safety seat is replaced with one of the program seats, an ASP Distribution Site Liability Release and Car Seat Check List form must be completed. Copies of all forms and a completed ASP Permanent Fitting Station Report Form detailing the total number of inspections, number of seats distributed, and types of misuses observed must be submitted to ASP every month. Additionally, at the end of a grant year individual sites must submit an ASP Financial Accountability Form detailing how the grant monies were spent.

Inspection process: All sites perform their inspections in the same general fashion. A typical inspection begins with the CPS Technician greeting the family and explaining the inspection process. The parent/caregiver is asked to complete a form requesting information about the child (children) whose seat(s) is to be inspected. A liability waiver is also included in the form. Inspectors strongly emphasize that children must be present to determine whether the child (children) is in an age and size appropriate safety seat, and whether the child is buckled into the seat correctly. However, most sites still do inspections when a child is not present.

The inspector observes how the seat is installed upon arrival and makes recommendations as needed. Participants receive hands on instructions and are encouraged to install the seat themselves after demonstration. Inspectors encourage parents to come back to have the safety seat installations in other family vehicles inspected as well. Inspectors discuss with families future safety restraint needs for the child and discuss restraint use for other children in the family. Inspectors involve children as age appropriate mainly by reinforcing safety restraint use and by asking older kids to adjust buckles and straps as necessary. Inspectors distribute parent education materials, complete seat registration cards, and distribute promotional material as appropriate.

Replacement Seat Policies: All sites receive 150 safety seats over the three-year grant period. Individual sites must provide replacement seats when deemed appropriate. The replacement seats provided by ASP may not be used to provide seats for special events or advertised as free give-away seats. Seats deemed appropriate for replacement are seats that are older than 6 years, are the wrong size/type for the child, have been in a crash, were purchased at a secondhand store or garage sale, or have gross safety recall issues. ASP encourages the sites to only replace a safety seat when the child is present, unless other extenuating circumstances are known.

Safety seats are shipped directly to the individual sites from the manufacturers in increments chosen by the site.

The total number of replacement seats provided by the network of inspection stations averages 150 per month. No breakdown by seat type was available.

Liability Insurance: ASP's program is covered under the university's general liability policy. Individual stations are encouraged to address this issue and seek legal advice. ASP does provide the sites with available information as to the historical lack of actual cases, judgments and/or settlements in the United States relative to child safety seat installation matters.

STAFFING

ASP employs one part-time (30 hours/week) staff person to coordinate its statewide inspection station network. The part-time position was 15-20 hours per week in year 1 and year 2 of the program and increased to 30 hours per week in year 3.

<p>Administrator Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Employee <input checked="" type="checkbox"/> # at this site: 1</p>	<p>Title: Project Manager</p> <p>Training Required: Public Relations skills, management and budgeting skills, Current AAA/NHTSA CPS Technician Instructor certification.</p> <p>Time: CPS Program requires 100% of 30-hour week.</p> <p>Duties: Oversees the inspection station network. Helps develop, establish, and maintain the child safety seat permanent fitting stations across the state of Indiana</p>
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ASP requires that individual sites use only AAA-certified CPS Technicians or Technician Instructors to perform the actual inspection and provide instructions to the participant.

Staff Training and Continuing Education: Regional CPS trainings are conducted throughout the year. These include the NHTSA Standardized CPS course and a CPS refresher course based on the current changes to the NHTSA curriculum and new CPS products and issues. All sites are required to send their inspectors to the annual CPS refresher course provided by ASP

To ensure accurate information is being disseminated and inspection stations are complying with the requirements, the project manager conducts at least one site visit.

Updates, recalls, and other emerging issues are disseminated via emails, topic specific mailings and a quarterly newsletter to all sites.

PROMOTIONAL AND OUTREACH ACTIVITY

In order to create greater awareness of the inspection stations to the general public a Public Service Announcement campaign was created for statewide dissemination. Phillips Communication Services was contracted to assist with the production. A partnership was formed with WTHR Channel 13 for the PSA production. A 30-second television spot, a 15- and 30-second radio spot and a 2-sided brochure were created. The television spot runs locally on WTHR Channel 13 on a fairly continuous basis. When it airs, sites notice an increase in requests for appointments.

ASP maintains a statewide toll-free hotline for people to call with CPS questions and to locate an inspection station in their area. This phone number is included on all promotional materials ASP produces and the individual sites include it in their materials. The number is also included in the TV and radio spots. All sites are listed on the ASP web site.

Individual sites have used a variety of means to advertise their services to the public. Each site was given a sample press release to use with any local print publications. Local television news stations have interviewed a handful of sites. Some of the more creative advertising efforts include: Seymour State Police and Vigo County SAFE KIDS each had a billboard, Peru Police Department has placed a graphic on the back of every squad car, Tipton Hospital created a brochure that is provided to every family and Allen County SAFE KIDS/AMR sends letters to each new family identified through the county birth records.

Targeted Promotional and Outreach Activity: In May of 2002 a bi-lingual technician candidate class was held to assist in the establishment of inspection stations that can serve the growing Spanish speaking population. Another class is planned for November 2002. All of the inspection station forms are now translated into Spanish.

FUNDING AND BUDGET

ASP, through the Indiana Governor's Council on Impaired and Dangerous Driving, has utilized monies from NHTSA 157, 2003B, and 402 funds to establish and maintain a statewide network of inspection stations. The ASP has allocated \$672,250 to permanent fitting stations since 1999.

In-Kind Services and Materials:

ASP provides in-kind administrative support that is included in indirect costs. Individual sites provide in-kind services to operate their stations and receive in-kind services through local partnerships including: office space, storage, supplies, public relations support, public works signage, administrative oversight and personnel support, transportation services, classroom space, and safety seats.

Funding: ASP's statewide inspection station network is funded by a grant through the Governor's Council on Impaired and Dangerous Driving, Indiana's highway traffic safety office. The grant was a three-year award intended to establish at least fifty Permanent Fitting Station (PFS) sites across Indiana. The grant funding source is NHTSA monies as follows:

2003B: \$198,548
 402: \$160,302
 157: \$313,400
 Total: \$672,250

Indiana ASP Budget Overview

Item	1999-2000	2000-2001	2001-2002	Total
Personnel	\$11,419	\$11,876	\$29,283	\$52,578
Public Service Announcement	\$20,000	0	0	\$20,000
Mini-grants	\$57,500	\$93,000	\$78,500	\$229,000
Car seats	\$132,307	\$136,306	\$39,591	\$308,204
Printing	0	\$4,000	0	\$4,000
Indirect Costs (These funds provide overhead expenses as required by Indiana University. It helps pay rent, accounting, and payroll expenses.)	\$22,123	\$24,536	\$11,809	\$58,468
Total	\$243,349	\$269,718	\$159,183	\$672,250

The mini-grants to the individual sites were distributed in the following manner:

Year One: March 1, 2000 - February 28, 2001	\$2500
Year Two: March 1, 2001 - February 28, 2002	\$1500
Year Three: March 1, 2002 - February 28, 2003	\$1000

DEVELOPMENT OF THE INSPECTION STATION

ASP has been funded by the Governor’s Council on Impaired and Dangerous Driving since 1981 to conduct child passenger safety education and research in Indiana. Beginning in 1992, ASP provided inspections through a mobile site model assisting communities across the state to conduct "safety seat clinics." As the clinics became more popular, they also became more difficult to manage. ASP staff believed that the clinic model did not provide a means for quality control, was not a good learning environment for the family, sometimes required families to wait a long time in line, put stress on staff's time, and was difficult to find sponsors for. ASP began taking appointments in 1994 and encouraged other community groups to do the same.

In 2000, the ASP was awarded monies by the Governor's Council using National Highway Traffic Safety Administration 2003B and 157 funds to establish and maintain a network of child safety seat fitting stations across the state of Indiana.

The statewide network of inspection stations provides continuity and quality assurance for the State of Indiana. It is an effective use of resources, especially the coordinated promotional campaign.

ASP staff cited the following challenges and solutions during the initial development and setting up of this inspection station network.

Challenge	Solution
Having to integrate mini-grant awards and safety seat purchases within Indiana University (IU) system	<ul style="list-style-type: none"> • Researched IU requirements, carefully followed requirements, looked for alternative solutions when necessary
Integrating grant funds into some city systems, meeting the budget requirements	<ul style="list-style-type: none"> • Carefully followed city procedures and fiscal documentation requirements for acceptance of the grant funds. • Some sites found a non-profit organization to be the fiscal agent.
Some difficulty was experienced early in the project with obtaining safety seats. Car seat orders were not completed in a timely manner. The sites were unable to begin functioning as inspection stations immediately upon obtaining approval. Some sites were not able to begin accepting appointments until March or early April.	<ul style="list-style-type: none"> • Looked for options to meet safety seat demand • Waived some of the requirements for grant during the months seats were not available

Administrative Challenges and Solutions

ASP staff cited the following challenges and solutions involved in the on-going operation of this program.

Challenge	Solution
Obtaining the required monthly reports from the individual sites became problematic	<ul style="list-style-type: none"> • Each site received guidelines concerning late reports. • Guidelines include: A site in arrears of monthly reports greater than three months will be placed on probationary status. A site in arrears greater than five months will automatically have their inspection station status and grant funding terminated. A site that is terminated will be required to return any unaccounted safety seats and previously awarded grant funds. • Currently there are 3 sites on probationary status
Maintaining certification of technicians at sites	<ul style="list-style-type: none"> • ASP requires site staff to attend its annual CPS Refresher course; this helps with keeping technicians current and provides an avenue for the “hands-on” requirements to be completed. • ASP communicates regularly with the sites to determine training needs. • Regional trainings are offered annually.
Ensuring individual sites' top administrators remain supportive of the program	<ul style="list-style-type: none"> • Continually recognize sites for good work • Created an Inspection Station award category for the State of Indiana's annual Injury Prevention Luncheon and Awards Ceremony.
Project Manager was having difficulty completing site visits and meeting the needs of the individual sites because of time constraints	<ul style="list-style-type: none"> • Project Manager position increased to 30 hours per week
State of Indiana initiated an out-of-state travel freeze; because the funding comes from the state, ASP staff and sites couldn't attend any conferences, etc.	<ul style="list-style-type: none"> • ASP maintained contact with other programs and national organizations, and relied on proceedings from conferences when available to stay up-to-date • Provided updates through refresher courses, email, and newsletter

Significant Changes Made to the Inspection Station Since It Began: After the first year of operation, ASP held several regional "feedback" meetings with individual sites and incorporated some of the suggestions from the sites into the policies and procedures of the project. Some changes included more clear and concise grant requirements, disciplinary actions spelled out, and making reporting forms more user friendly. Recently, ASP has created a new inspection form that can be scanned.

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative - Revising grant criteria and data collection methods. Researching and requesting feedback on whether to continue to provide safety seats and grant dollars or just provide grant dollars and let individual sites purchase their own seats. Working on an evaluation process and then developing a response to the results. Will be changing grant award structure, awards will vary--depending on population and site activity.

Funding - Major funding will be expiring, looking to use more NHTSA 402 dollars and possibly secure more private/public grants.

Circumstances That Would Cause the Inspection Station to Terminate:

Loss of funding

PROGRAM EVALUATION

The ASP program is evaluated in two ways: self evaluation as to the quantity and quality of inspections, number of seats replaced, and number/type of misuses observed and by the Indiana Governor's Council on Impaired and Dangerous Driving as to whether the program has accomplished the goals established in their grant. Evaluation activities include review of inspection forms and site monthly report forms, and observation of staff during inspections (site visits).

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

Concerned about doing it right, know it's wrong but not why, new parents, location is convenient.

Have you identified reasons why more people in your target DO NOT utilize your service?

Hours not convenient, not aware of service or need, some populations fear police-based inspection stations.

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Set up more clear, concise guidelines at the beginning

What would you recommend to other agencies starting an inspection station network as the most important things to do?

Don't set policies you can't enforce. Secure HSO commitment and support. Hire a full-time coordinator (provides common thread for individual sites and consistent, timely support). Identify key local people to build partnerships. Think through seat distribution and storage issues. Know the demographics and the resources of the communities. Identify the passionate persons in the community with good CPS and Public Relation skills to be the community champions.

What would you recommend to other organizations starting an inspection station network as the most important things to avoid?

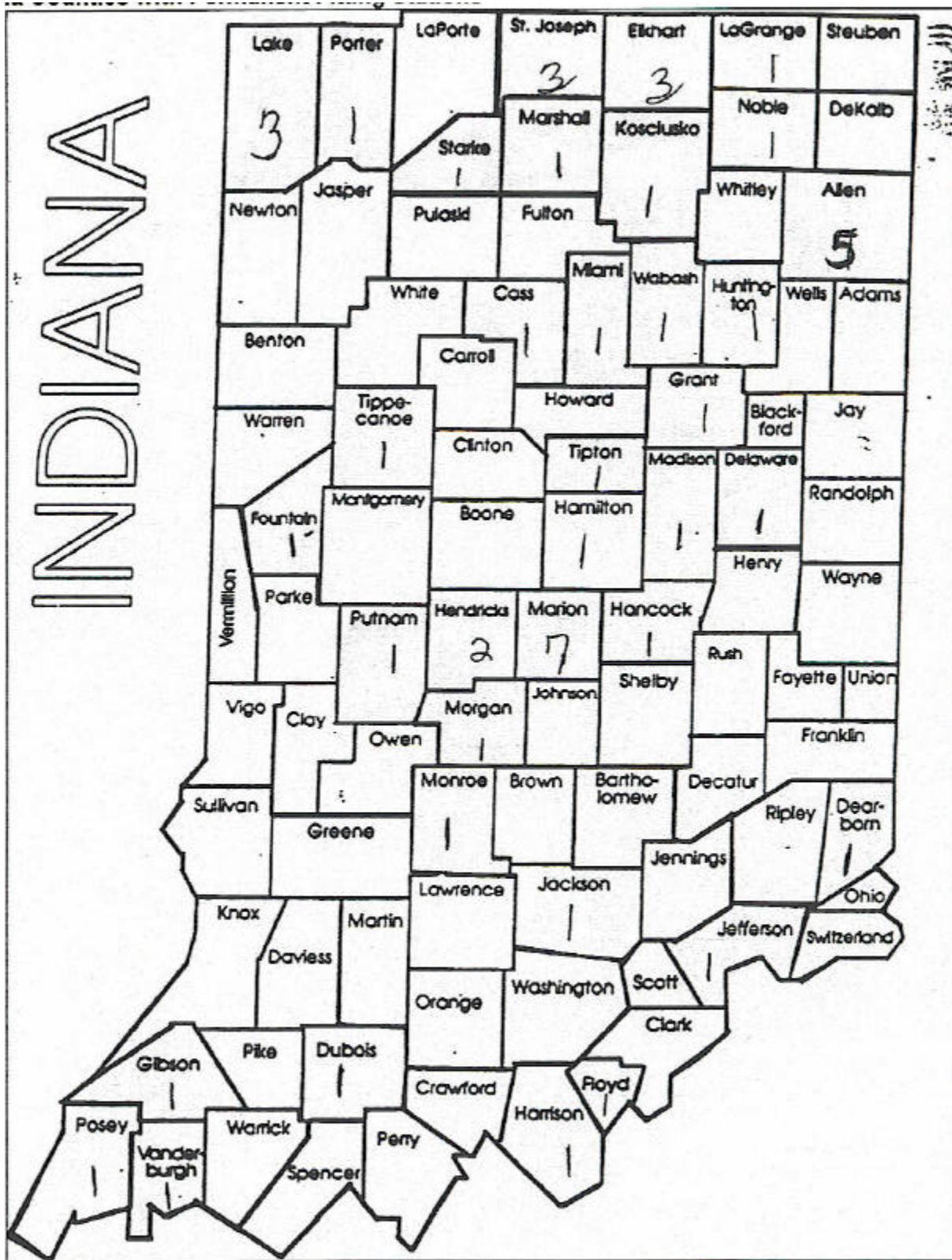
Advertising free seats.

CHILD SAFETY SEAT MISUSE TRENDS

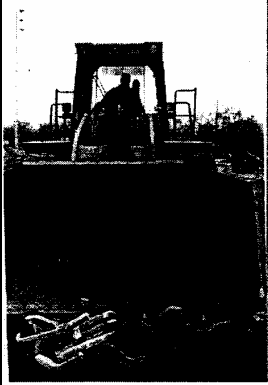
The 53 ASP-funded sites reported checking 4,283 child safety seats from January 2001-January 2002. In addition, 1,853 child safety seats were distributed through the permanent fitting stations. The sites reported an overall misuse rate of 88%, which mirrors national and local trends. Over 60% of the car seats checked moved more than 1 inch, and nearly 50% of the car seats had loose harnesses.

**Indiana Automotive Safety Program
Sample Materials**

Indiana Counties with Permanent Fitting Stations



Permanent Fitting Stations of Indiana: A brief sampling.



Defective car seats bite the dust in LaGrange County.



This label goes home on each seat from Peru, IN.



Mom learns how from a technician in Porter County.

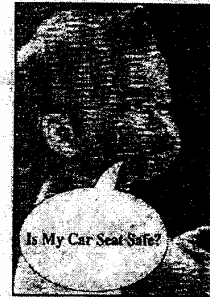
Tipton County Permanent Fitting Station Tipton County Memorial Hospital

County Profile:

Population: 16,577
Largest City: Tipton, pop. 5,251
Children below the poverty line: 4.5%
Ethnicity: 98% Caucasian, 1.2% Hispanic
Primarily Rural

The Tipton County PFS services the entire county in addition to some traveling from surrounding counties. The technicians focus on education by spreading brochures, attending health fairs, and prenatal classes.

Call for an
appointment
to schedule
your free
car seat
inspection at
(765) 675-8585



Is My Car Seat Safe?

Tipton County
Memorial Hospital

This ad ran in the Tipton County Tribune for three weeks.

Marion County Health Department PFS Indianapolis, IN

County Profile:

Population: 856,958
Largest City: Indianapolis (only city)
Children below the poverty line: 15.3%
Ethnicities: 70.5% Caucasian
24.2% African American
3.9% Hispanic
2.0% Other
1.4% Asian

Primarily Urban

The Marion County Health Department is the safety net for poor families in Indianapolis. The PFS works in conjunction with a local, low-income pre-natal program in an effort to further promote safety.

They are able to provide services to Spanish-speaking clients with an interpreter provided by the Hispanic Center. They focus on community outreach, especially to the African American community.

Elkhart County Permanent Fitting

Stations:

- Elkhart County Health Department
- Elkhart County Sheriff's Department

Local permanent car seat fitting stations established

A high percentage of the car seats in Elkhart County are reported to be unsafe.

According to the Elkhart County Safe Kids Coalition, 80 percent of the car seats inspected in Elkhart County have something wrong in its installation or with the seat itself.

In an effort to promote car seat safety, three permanent fitting station locations have been established. The inspection and corrective service provided is free and open to the public by appointment.

Starting June 21, those who

have concerns about their infant or child car seat may call and go to:

• Elkhart County Sheriff's Department, 111 N. Third St., Goshen; for an appointment call (319) 533-8118.

• Nappanee Police Department, 301 W. Lincoln St., Nappanee, contact officer Brad Balasa and for an appointment call (319) 773-4111.

• Wakarusa Police Department, 102 S. Spring St., Wakarusa, contact officer Noe Gonzales and for an appointment call (319) 862-4300.

County Profile:

Population 184,186

Largest City: Elkhart (pop.51, 000)

Children below the poverty line: 10.2%

Ethnicities: Caucasian: 86.4%

Hispanic: 8.9%

Other: 5.4%

African American: 5.2%

Equal parts Urban and Rural.

Elkhart County PFS's have provided outreach through the local newspaper through listings, articles (left), and special features (below).

Elkhart County has shown their dedication to child passenger safety in the proliferation of PFS's throughout the county. The four stations have been active in providing inspections not only by appointment but through the many clinics they offer monthly.



**Automotive Safety Program
Indiana University School of Medicine
Agreement/Application for Permanent Fitting Station Sites**

As a Permanent Fitting Station, _____ (organization), agrees to the following terms and requirements.

The purpose of a Permanent Fitting Station (PFS) is to reduce injury and death in infants and children due to automobile crashes by increasing the proper installation and usage of car seats, encouraging best practice use and providing education and training to parents and caregivers of children. The Automotive Safety Program is providing funding through the Governor's Council on Impaired and Dangerous Driving to encourage the start up of such stations. Once established, the Automotive Safety Program encourages permanent fitting stations to pursue additional funding sources in order to support the stations after this grant expires.

PERMANENT FITTING STATION REQUIREMENTS

Once you have read and understand each item please initial on the line next to the item.

PERSONNEL/SERVICES

- _____ Each site must be staffed with at least one National Highway Traffic Safety Administration (NHTSA) Child Passenger Safety (CPS) Technician or Instructor certified through A.A.A. at their facility.
- _____ The child passenger safety technician or instructor will provide instruction to parents and caregivers on child safety seat use and installation.
- _____ Each site must provide the Automotive Safety Program (ASP) with documentation of technician or instructor status.
- _____ Each technician or instructor at the site must attend a yearly refresher course provided by the Automotive Safety Program.
- _____ Each site must be available a minimum of 10 hours per month for appointments, during times convenient for the technician or instructor.
- _____ Each site must provide replacement seats to parents / caregivers if seats are deemed unsafe. Unsafe car seats include seats that have been recalled, are older than 6 years old, have been in a crash (minor or severe), were purchased at a second hand store or garage sale or are an inappropriate size car seat for the child. Replacement car seats are to be used for the Permanent Fitting Station appointments at the PFS site only and may not be used to provide seats for special event clinics or advertised as free give away seat.
- _____ Each PFS is encouraged to advertise services. The ASP will provide sample press materials and each site should advertise its services at least once a year. Each PFS will be listed on a website promoting permanent fitting stations.

DOCUMENTATION

- _____ A *Car Seat Check Up* form is filled out, signed and dated for each car seat checked. The site keeps this form.
- _____ A *Distribution Site Liability Release* and a *Car Seat Check List* form is filled out, signed and dated for each car seat distributed. The site sends the top copies of these forms the first of every month to the ASP.
- _____ Each site is required to keep a file of completed *Car Seat Check Up*, *Distribution Site Liability Release* and *Car Seat Check List* forms. These forms need to be kept indefinitely and are for liability/legal purposes.
- _____ A *Permanent Fitting Station Report Form* that tallies the number and types of misuses/incompatibilities observed is filled out and submitted the first of every month to the ASP.
- _____ A *Financial Accountability* form detailing all grant monies spent is to be filled out and submitted to the ASP by February 28th of each eligible year of funding. Receipts from applicable expenditures will need to be attached.

All of these forms are important.

They show our accountability for car seat distribution, which is required by the grants to support the funding for the car seats and the sites. The Automotive Safety Program will ship car seats to your site in increments up to the allocated number of seats for your station. ***In order to replenish car seats to your site, paperwork must be sent to the Automotive Safety Program on a timely basis.***

SITE

- _____ PFS site must provide storage space for all equipment including car seats, towels, locking clips, forms and the NHTSA car seat instruction manual;
- _____ PFS site must provide a safe and appropriate site for inspection (approved by a designated representative of ASP);

USE OF GRANT MONEY

- _____ Grant money provided by the ASP to each PFS may only be used for personnel costs (10 hours a month @ \$15/hour), advertising and printing costs, and miscellaneous equipment such as locking clips, foam noodles, towels, car seats, etc.

NONCOMPLIANCE

- _____ If at any point a permanent fitting station is non-compliant the Automotive Safety Program reserves the right to revoke permanent fitting station grant monies and car seats awarded to that site.

EACH APPROVED SITE WILL RECEIVE THE FOLLOWING FROM THE AUTOMOTIVE SAFETY PROGRAM:

1. All paperwork required to maintain PFS, which includes *Car Seat Check Up*, *Distribution Site Liability Release*, *Car Seat Check List* and *Financial Accountability* forms;
2. Educational brochures covering various aspects of car seat safety;
3. Free annual refresher course for all certified CPS Technicians who take part in the PFS site.
4. Up-to-date resources and consultation;
5. Car seats to replace unsafe seats (up to 150 seats per site);
6. Grant money distributed according to the following schedule:

	sites 1 - 23	sites 24 - 35	sites 36 - 50
March 1, 2000 - February 28, 2001	\$2500	\$0	\$0
March 1, 2001 - February 28, 2002	\$1500	\$2500	\$0
March 1, 2002 - February 28, 2003	\$1000	\$1500	\$2500

This grant money does not roll over into the next year. Each site must have their money spent and accounted for by February 28th of each year. If this money has not been spent the site will be required to reimburse Automotive Safety Program for the remainder of the grant money for that year.

APPROVAL PROCESS

To be considered for approval an organization must complete the following and submit all documentation to the Automotive Safety Program:

1. An official completed agreement/application form (duplicate copy form which will be mailed to you at your request).
2. Copies of all certified Child Passenger Safety Technician & Instructor certificates.
3. A letter explaining how your organization is planning to support the PFS site once this grant expires.

All of the above may be mailed to the Automotive Safety Program or faxed to 317-278-0399 for approval.

I have read the information in the above Permanent Fitting Station agreement and will adhere to all of the guidelines as stated.

PFS Representative name: _____ (please print)

PFS Representative signature: _____ Submittal date: _____

Organization: _____ County: _____

Address: _____ Phone: _____

_____ Fax number: _____

_____ e-mail address: _____

Phone # for individuals to call to
set up car seat check appointment: _____

Organization's Federal Tax ID #: _____

Shipping address for *car seats* if different than above:

Address to mail *financial grant* if different than above:

**Permanent Fitting Station
Report Form**

Site: _____ Month/Year: _____

Please complete the following information entirely:

- 1. Number of appointments made: _____
- 2. Number of appointments kept: _____
- 3. Number of car seats checked (Do not include seat uninstalled): _____
- 4. Number of new installations (Seats not installed upon arrival, does not include seats given as replacement.): _____
- 5. Number of seats checked with no child present: _____
- 6. Number of car seats without instructions present: _____
- 7. Number of new seats distributed as replacement: _____
- 8. Number of car seats with at least one misuse: _____
- 9. Percentage of seats with misuse (#of seats with misuse/total# of seats): _____

- 10. Number of restraints inspected (total of #3&4 above):
 Infant _____ Convertible _____ Shield booster _____
 Combination booster _____ Belt positioning booster _____ Seat Belt _____
 Unrestrained _____ Other (explain) _____

11. Total number of restraints inspected: _____

12. Types of misuses/incompatibilities observed:

Only include seats that were installed upon arrival.

- | | | | |
|----------------------------------|-------|------------------------------------|-------|
| CSS did not meet 213 | _____ | CSS with visible damage | _____ |
| CSS inappropriate size | _____ | Retainer clip threaded incorrectly | _____ |
| CSS involved in crash | _____ | Incorrect belt path used | _____ |
| CSS on recall | _____ | Locking clip not used | _____ |
| CSS in front of airbag | _____ | Locking clip used incorrectly | _____ |
| CSS not buckled to vehicle | _____ | Improper seat belt fit | _____ |
| CSS moved more than one-inch | _____ | Child riding unrestrained | _____ |
| Seat belt not converted | _____ | Seat greater than 6 years old | _____ |
| Harness loose | _____ | Vehicle seat too slick | _____ |
| Harness not locked | _____ | CSS missing parts | _____ |
| Incorrect harness slots | _____ | CSS missing labels | _____ |
| Harness straps twisted | _____ | Second hand seat | _____ |
| Retainer clip not used | _____ | Heavy objects/projectiles in car | _____ |
| Incorrect retainer clip position | _____ | Other | _____ |
| Incorrect CSS angle | _____ | | _____ |
| Incorrect CSS direction | _____ | | _____ |

Fill out this section only for seats that were not installed when they arrived. This does not include seats given as replacement. Do not include this information in totals for number 12 above.

CSS did not meet 213	_____	CSS inappropriate size	_____
CSS involved in crash	_____	CSS on recall	_____
CSS greater than 6 yrs. old	_____	CSS missing parts	_____
CSS with visible damage	_____	Second hand seat	_____
Other	_____		_____

white copy - Auto Safety

yellow copy - Permanent Fitting Station

Rev. 12/01—D16819

**Child Restraint Checkup Form
Automotive Safety Program
Indiana University School of Medicine**

Parents / Caregivers:

Please read, sign and date:

I understand and agree that

- 1) the only purpose of this program is to help reduce improper installation and use of child safety seats;
- 2) this inspection is being provided as a free service to me;
- 3) this program does not fully evaluate the quality, safety or condition of my child safety seat, the child safety seat provided or any component of my vehicle, including the seats or safety belts;
- 4) this program cannot guarantee my child's safety in a vehicle.

I understand it is important to read both the child safety seat manual and the vehicle owner's manual and to check my child safety seat periodically for recalls.

For all the reasons above, I hereby release _____, and any program participants and organizations, from any present or future liability for any injuries or damages that may result from a vehicle crash or otherwise.

Signature _____ Date _____ / _____ / _____

Please fill in below

Driver's Name: _____ Relationship to child: _____

Parent's Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

Child's Name: _____ Unborn Child's birth date: _____ / _____ / _____

Child's Weight: _____ lbs. Child's Height: _____ ft. _____ in.

How did you find out about this program or event? friend or family newspaper radio TV other _____

Vehicle Information

Make: _____ Model: _____ Year: _____

Is the instruction manual for the vehicle present? Yes No

Is there a passenger side airbag? Yes No

Are there any side airbags? Yes No

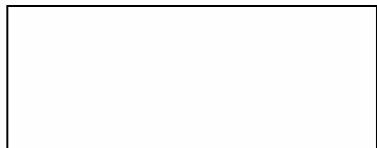
Is there an On/Off switch for any of the airbags? Yes No

Scribe name: _____

Technician name: _____ Certification # _____

2777502190

11/22/02



Have any of the airbags been disabled? Yes No Unknown

Location: _____ County: _____

Seat installed: with child without child seat not installed seat belt only

New installation: Yes No If yes, was CSS provided: Yes No

CSS manufacturer: _____ Model #: _____

CSS model names: _____

Manufacturer date: ____/____/____ Check here if no label present

Does CSS meet FMVSS 213? Yes No Unknown N/A

If NO or UNKNOWN, please explain: _____

CSS instructions present: Yes No N/A

CSS on recall list: Yes No N/A

If YES, was CSS repaired? Yes No

CSS and seatbelt involved in crash: Yes No Unknown

Original owner of CSS: Yes No N/A

Potential projectiles present: Yes No

Child arrived unrestrained: Yes No No Child

Aftermarket products present: Yes No

If YES, please comment below:

Was a new CSS provided? Yes No

If yes, complete below only.

CSS mfr: _____

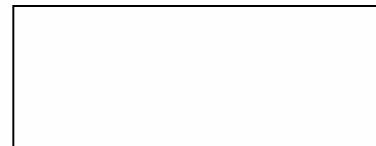
Model #: _____

Mfr date: _____

Mark an **X** where child/seat found.
 Mark **M** where child/seat moved.
 D = driver

D		

5506502193



Fill out one form per car seat. Fill in all appropriate bubbles. Choose the column below that is relevant to how the child is using the car seat when it arrived. Fill in either Y (Yes), N (No) or NA (Not Applicable) for each item listed. Fill in NC if the misuse was Not Corrected and explain in the comment section below. If an error is made please put an X through the incorrect bubble and fill in the correct bubble.

REAR-FACING SEAT: Infant only Convertible

FORWARD-FACING SEAT: Convertible Combination
 Integrated (with harness)
 Forward facing only

Type of harness: 3pt. 5 pt. T-shield Tray shield

Type of harness: 5 pt. T-shield Tray shield

- | Y | N | NA | NC | |
|-----------------------|-----------------------|-----------------------|-----------------------|--|
| <input type="radio"/> | <input type="radio"/> | | | Seat arrived installed |
| <input type="radio"/> | <input type="radio"/> | | | Child within mfr's recommended wt./ht. |
| <input type="radio"/> | <input type="radio"/> | | | CSS facing front |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | CSS in front of airbag |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS between 30°-45° angle |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS handle in down position |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness snug |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness at or below shoulder |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip used if required |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip threaded correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip at armpit level |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS moves more than 1" |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Vehicle seat belt routed correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS buckled to vehicle |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Seat belt converted, if needed |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Tether strap used correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | LATCH system used correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip needed |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip used |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip placed and routed correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness routed through seat correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | O-ring threaded properly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness damaged |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness twisted |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS shell/frame damaged |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS missing parts (if so comment below) |
| <input type="radio"/> | <input type="radio"/> | | | Parent installed the CSS after instruction |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | CSS installed correctly upon arrival |
| <input type="radio"/> | <input type="radio"/> | | | All corrections made |

Comments:

- | Y | N | NA | NC | |
|-----------------------|-----------------------|-----------------------|-----------------------|--|
| <input type="radio"/> | <input type="radio"/> | | | Seat arrived installed |
| <input type="radio"/> | <input type="radio"/> | | | Child within mfr's recommended wt./ht. |
| <input type="radio"/> | <input type="radio"/> | | | CSS facing front |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | CSS in front of airbag |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS in upright position |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness snug |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness at or above shoulder— <i>above reinforcement</i> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip used if required |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip threaded correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Retainer clip at armpit level |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS moves more than 1" |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Vehicle seat belt routed correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS buckled to vehicle |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Seat belt converted, if needed |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Tether strap used correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | LATCH system used correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip needed |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip used |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Locking clip placed and routed correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness routed through seat correctly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | O-ring threaded properly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness damaged |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Harness twisted |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS shell/frame damaged |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | CSS missing parts (if so comment below) |
| <input type="radio"/> | <input type="radio"/> | | | Parent installed the CSS after instruction |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | CSS installed correctly upon arrival |
| <input type="radio"/> | <input type="radio"/> | | | All corrections made |

Comments:

0892502196

BELT POSITIONING BOOSTER SEAT:

- Backless Highback Integrated (using as belt positioning booster)

Y N NA NC

- Seat arrived installed
- Child within mfr's recommended wt./ht.
- Lap & shoulder belt available to use
- Lap belt correctly positioned
- Shoulder belt correctly positioned
- Locking clip used
- Parent installed the CSS after instruction
- CSS installed correctly upon arrival
- All corrections made

SHIELD BOOSTER only:

Y N NA NC

- Seat arrived installed
- Child within mfr's recommended wt./ht.
- Shield snug against chest
- Seat belt routed correctly
- Locking clip used
- Parent installed the CSS after instruction
- CSS installed correctly upon arrival*
- All corrections made

***Note: Usage of shield boosters is not encouraged.**

LAPTOP only

Y N NA NC

- Seat arrived installed
- Child within mfr's recommended wt./ht.
- Laptop sitting as close to child's body as possible
- Laptop resting comfortably on child's lap
- Seat belt routed correctly
- Shoulder & lap belts pulled uniformly & firmly
- Buckle or any hard parts of seat belt located on the side of the restraint, outside the belt guide
- Locking clip used
- Parent installed the CSS after instruction
- CSS installed correctly upon arrival**
- All corrections made

****Note: Locking clips should not be used with laptop.**

0781502193

VEHICLE SEAT BELT:

- Lap belt only Lap/Shoulder belt
- Automatic Lap/Shoulder belt

Y N NA NC

- Lap & shoulder belt available to use
- Child's legs bend over vehicle seat w/o slouching
- Child's back against vehicle seat back
- Shoulder belt correctly positioned
- Lap belt correctly positioned
- All corrections made

Comments:

[Empty rectangular box for comments]

**Distribution Site Liability Release
1-800-KID-N-CAR**

Please complete all sections of this form.

Name of Distribution Site: _____

This child restraint is being issued as a result of:

___ ASP car seat assistance program (An administrative fee of \$10 is required for participation in this program.)

___ Project B.S.E.A.T.E.D - voucher number: _____

___ Permanent Fitting Station Inspection

___ Other _____

* When returning paperwork to the Automotive Safety Program, please include the voucher redeemed.

Type of child restraint given:

___ Infant Seat ___ Combo ___ Futura

___ Convertible Seat ___ BPB ___ Other _____

The Automotive Safety Program is a child car seat / safety restraint device and education program offered by the Indiana University school of Medicine and local and community organizations. Its purpose is to make available to the community a number of child restraint safety devices for use in motor vehicles for an infant or young child. Indiana University School of Medicine and the affiliated distribution sites are not dealers in this type of goods, and makes no warranty; expressed or implied, as to the fitness of said seat.

The recipient must initial the following items:

___ 1. I have been instructed and understand the correct way to secure a child in the child restraint I have also been instructed and understand the correct way to secure the child restraint in a vehicle.

___ 2. I have been given a copy of the manufacturer's instructions and will use the child restraint in accordance to those instructions at all times. I also understand that if I do not use the child restraint as stated in the manufacturer's instructions, the restraint may not be effective in a crash.

___ 3. I understand that if the child restraint has been in a crash, it may no longer be effective and should be replaced.

___ 4. I have received a car seat checklist with hands-on demonstration. I have also had the opportunity to ask questions about the child restraint I am receiving.

___ 5. **I would like to make a \$ _____ donation to assist with the continuation of this program.**

Please sign on the line provided indicating that you have read this form and fully understand it and accept the conditions set forth. By your participation in this program, you agree to accept any and all responsibility for the installation and use of the child restraint. You are also agreeing to hold harmless the Trustees of Indiana University, Clarian Health Partners, Inc., representatives of affiliated distribution sites, and anyone for whom each or either of them may be legally responsible.

_____/_____/_____/_____/_____/_____ / _____ / _____
Signature Date Signature of Witness Date

Child: _____ Date of birth: _____
Adult: _____ Phone: _____
Address: _____ City, State, Zip _____
Fee Receipt #: _____ Referring Agency / Dept.: _____

Car Seat Check List

Please read all of the following information and sign at the bottom.

In General:

- ☆ Read the car seat instruction manual.
- ☆ **Rear facing:** Infants who are under 1 year old or weigh under 20 pounds must be in the rear facing position, they must be in the recline position and the harness straps must be threaded through the slots that are at or below the baby's shoulders.
- ☆ **Forward facing:** When the child is one year old **and** at least 20 pounds he/she may be turned forward facing. However, rear facing is recommended until the child has outgrown the rear facing weight limits of the convertible car seat. The harness straps must be threaded through the slots that are at or above the child's shoulders and many car seats require they be in the top slots only. The upright position of the car seat is recommended. Children should remain in the convertible seat until they reach the weight and height limits of the seat, which is typically 40 pounds or 40 inches.
- ☆ **Booster seats:** All children should be in a belt-positioning booster seat from 40 pounds until their knees can comfortably hang over the edge of the vehicle seat with their bottom and back scooted all the way back. This is usually around 80 pounds, 4' 9" and between 8-12 years old. *Belt-positioning boosters must be used with a lap and shoulder belt system.*
- ☆ All children under 13 should ride in the back seat.

Securing your child in the car seat:

- ☆ Place your child in the seat with bottom and back flat against the seat.
- ☆ Never place anything behind or under the child. Always place blankets *over* the harness straps.
- ☆ Bring the harness over the shoulders (and hips if the car seat is a 5 point harness).
- ☆ Fasten the buckle between the legs (clothing should not interfere) and make sure it is locked securely.
- ☆ Adjust the harness to a snug fit. The harness straps must lie flat and you should not be able to pinch webbing from the strap at the child's collarbone between your fingers.
- ☆ The harness retainer clip must be at armpit level so that the harness is held securely on the shoulders.

Installing your car seat in the vehicle:

- ☆ *Never* place a rear-facing child in a position with an airbag (including the middle front position when a driver's air bag is present).
 - ☆ Thread the lap belt or shoulder/lap belt through the location directed by the car seat manufacturer. Apply weight to seat and pull out all slack so the lap belt is tight.
 - ☆ Car seats should not be used in side facing or rear facing vehicle seats and the vehicle seat must lock in place. (See child restraint section in vehicle owner's manual.)
 - ☆ The middle-most position of the vehicle is recommended for placement of the car seat as long as it can fit securely in that position and doesn't go against the car seat or car manufacturer's recommendations.
 - ☆ Some seat belts cannot be used to secure a car seat, including automatic seat belts and seat belts that come out of the door. (See child restraint section in vehicle owner's manual.)
 - ☆ All car seats, excluding belt-positioning boosters, must be secured by a seat belt system that locks during normal circumstances. A locking clip may be required to secure a car seat with a lap/shoulder belt system. (See child restraint section in vehicle owner's manual.)
 - ☆ Once installed, grab the car seat with two hands, one on each side where the seat belt goes through and slide the seat from side to side, then pull toward the windshield. The seat shouldn't move more than one inch in any direction.
 - ☆ Any items in the vehicle should be secured to prevent them from flying freely in the vehicle during a crash.
- ☆ I will show understanding of how to use the car seat by demonstrating back what has been explained.

I have read and understand the above information regarding my car seat.

Signature _____ Date _____ Witness _____ Date _____

Child's name _____ Car Seat Type _____

white copy - Auto Safety/ ISSKC

yellow copy - Distribution Site

pink copy - Client

Two-sided Card

one size does not **FIT** ALL!



Just like kids, child safety seats come in all shapes and sizes. And the right size car seat, properly used and installed, can save your child's life.

If you have questions about your child's car seat, the Automotive Safety Program can help. Turn this card over to learn more.



Governor's Council on
Impaired & Dangerous Driving



Call **1-800-KID-N-CAR** for more information.

Did you know that as many as nine out of ten car seats are not used or installed correctly?

That's right! Most car seats have at least one misuse, and misuse can endanger your child's life.

Are you using your child's car seat correctly?



Correctly used infant only seat.

The Automotive Safety Program sponsors free car seat inspection stations throughout Indiana where certified car seat technicians will make sure you have the car seat that fits your child best and fits in your vehicle properly.

To locate the inspection station nearest you, call the Automotive Safety Program today!
1-800-KID-N-CAR
(1-800-543-6227)
or visit their website at www.preventinjury.org



Correctly used convertible seat.



Correctly used belt-positioning booster.

And remember, the safest place for children is in the back seat.

One Size Does Not Fit All!

• Guidelines for proper car seat fit •

Rear facing infant only seat	Until at least one year of age and at least 20 pounds.
Rear facing/forward facing convertible seat	Rear facing until at least one year of age and at least 20 pounds. Forward facing from at least one year of age and 20 – 40 pounds.
Forward facing seat	At least one year of age and 20 – 40 pounds.
Belt-positioning booster seat	Over 40 pounds, approximately 4 – 8 years of age.
Vehicle lap/shoulder belt	Approximately 4'7" tall and 80 pounds (about 8 – 12 years of age).

Make sure you always read your car seat and vehicle manufacturer's instructions for further recommendations.

Call **1-800-KID-N-CAR**
for more information.

Front

Back

Mahube Community Council, Park Rapids, MN



Site Visit Summary

Inspection Station Location Name: Mahube Community Council, Inc.

Street Address: 120 N. Central Ave.

City, State: Park Rapids, MN 56470

Phone: 218-732-7204

Email Contact: Jennifer Booge mjbooge@unitelc.com

Date Visited: April 29-May 1, 2002

Observation conducted by: Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Community Organization

Type of service: Fixed Site Mobile Both (3 fixed sites, 1 mobile)

Inspections Completed Per Month: 20+

Annual Budget (including in-kind salaries and in-kind replacement seats):

\$0 - 5,000 \$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

Mahube Community Council (MCC) is a private, non-profit corporation that provides services for low income and elderly persons living in Mahnomen, Hubbard and Becker counties. This tri-county region is located in northwestern Minnesota, 250 miles from the Minneapolis-St. Paul metro area and 80 miles from Fargo, ND. The region covers approximately 3,000 square miles and has a population of 54,300.

Populations Served:

Primarily made up of farming communities, the average household income in the tri-county area is \$27,800. MCC's tri-county service area has one of the highest poverty rates in the state of Minnesota.

In addition to the child passenger safety program, MCC offers the following services to families and individuals: Head Start, Early Head Start, Emergency Food and Shelter, Rental and Budget assistance, Energy Assistance, Child Care Resource and Referral, Family Loan Program, Transitional Shelter, Weatherization, Family Child Care, Tax Aid, Health Insurance Counseling, Self-Sufficiency resources, and the Retired and Senior Volunteer Program.

OPERATIONAL DETAILS:

Mahube Community Council (MCC) began its inspection service through its Head Start program in September 1999. This site conducts approximately 20 inspections per month. The inspections are provided at no cost to Head Start families and the general public. Inspections are conducted year-round in a climate-controlled garage at the Detroit Lakes office. At the Park Rapids and Mahnomen offices inspections are held outside or in the local fire department garages. The mobile inspections are held once a month from May through October at various outlying community locations. Inspections are open to the general public and conducted free of charge.

Although MCC does not charge for its inspection service, it does have a prerequisite for using its inspection station services. Any one wanting their child's safety seat inspected must first attend a Parent Training. The Parent Training is a one and a half-hour presentation on the Minnesota CPS laws, choosing and using a CSS, recalls, and proper installation. A meal and childcare is provided at these trainings. Head Start teachers and staff encourage all families to attend these trainings.

At the completion of the training, participants sign up for an inspection appointment time. MCC strongly emphasizes that children must be present during the inspection appointment to ensure proper assessment of the child in the seat.

MCC also has a child safety seat distribution program for families who cannot afford a seat. These families must also attend the Parent Training and make an inspection appointment. All inspections require an appointment; drop-ins are only accommodated if it is deemed a crisis situation.

Service Delivery Schedule:

Fixed site, set days/hours, by appointment: Schedules are set every August for the following year (September through August, except December). Parent Trainings are scheduled at the beginning of each month and inspection appointments are scheduled at the end of each month. To accommodate all family situations some trainings and inspections are scheduled during the day and some are scheduled during the evening on various days Monday through Friday. An occasional Saturday is also included.

Mobile site, set days/hours, by appointment: Like the fixed sites, schedules are set every August for the following year (May through October). Likewise, Parent Trainings are scheduled at the beginning of the month and inspection appointments are scheduled at the end of the month during the day and evening. MCC schedules about 4 mobile sites per year at various locations. Mobile sites are set up to accommodate those families living in the very rural areas of the tri-county region that make traveling to one of the fixed sites prohibitive.

Tools and equipment used for inspections: MCC's inspection station administrator transports plastic tote boxes from site to site in her personal vehicle (she receives a mileage-based reimbursement). The boxes contain up-to-date recall lists, CSS Manufacturer's Instructions, CSS registration forms, CSS Defect reporting forms, locking clips, belt-shortening clips, foam noodles, slip guard material, vinyl gloves, baby wipes, hemostats, pliers, screwdriver, tape (for noodles), rubber bands (to keep unused tether coiled), baggies (for removed harnesses), bungee cords (aid with vehicle belt threading), scale and height chart (for borderline kids), first aid kit, tether manuals, special needs information, listing of vehicles with possible shoulder belt retrofit kits available, and a banner. Replacement seats are stored at each of the three fixed sites. Additionally, each fixed site has a dedicated filing cabinet for inspection-related paperwork and educational handouts.

Data Collection: MCC uses a standardized "inspection checklist" developed and distributed by the State of Minnesota's Child Passenger Safety Program. Completed inspection forms are hand-tallied and filed. A database is used to track number of inspections completed and replacement seats distributed.

Inspection process: Families receive a reminder call the day before their scheduled inspection. Not only are they reminded about the appointment, but also are reminded to bring the safety seat instructions and vehicle owner's manual with them. Families are to have their own vehicle at the inspection or the vehicle the child rides in most frequently.

A typical inspection begins with the CPS Technician greeting the family and explaining the inspection process. The parent/caregiver is asked to complete a form containing information about the child (children) whose seat(s) is to be inspected. A liability waiver is also included in the form. Inspectors strongly emphasize that children must be present to determine whether the child (children) is in an age and size appropriate safety seat, and whether the child is buckled into the seat correctly. However, inspections are still done when a child is not present.

The inspector observes how the seat is installed upon arrival and makes recommendations as needed. Participants receive hands on instructions and are encouraged to install the seat themselves after demonstration. Inspectors encourage parents to come back to have the safety seat installations in other family vehicles inspected as well. Inspectors discuss with families future safety restraint needs for the child and discuss restraint use for other children in the family. Inspectors involve children as age appropriate mainly by reinforcing safety restraint use and by asking older kids to adjust buckles and straps as necessary. Inspectors distribute parent education materials, complete seat registration cards, and distribute promotional material as appropriate. Additionally, children receive a "goodie bag" with coloring sheets, a "sippy" cup and a Band-Aid holder.

Replacement Seat Policy: This station's policy is to replace seats free of charge or for a donation on a selective basis. All registered Head Start children who are in need of a safety seat receive one free of charge. Siblings of Head Start children and the general public pay a \$20 donation for each seat. Seats are only distributed if the child is present. Reasons for replacing a seat include older than 6 years, purchased at a secondhand store or garage sale, wrong size/type for the child, involved in a crash, or have gross safety recall issues.

Over 300 safety seats have been distributed since the beginning of this program. The number of replacement seats provided per month can range from a low of 10 to a high of 15. Approximately 65 percent of safety seat inspections result in a replacement seat being issued. Typically, 62 percent of seats replaced are forward-facing, harnessed seats (some convertibles, but mostly combination seats), 37 percent are belt-positioning booster seats and 1 percent are infant-only seats.

MCC also distributes new seats to families that do not have one. Through this service they distribute an additional 5 to 6 seats per month.

Funding for the replacement seats comes from local auto dealers, civic groups (Eagles and American Legion), and individual donations. Additionally MCC received seats from Ford's Boost America program (300 boosters) and continues to receive convertible seats through the Minnesota Department of Public Safety's safety seat distribution program (265 to date). Replacement seats are purchased at the local Wal-Mart; MCC receives a 10 percent discount. Seats are stored on-site in a storage building at the Detroit Lakes office and off-site at a rented storage unit for the Park Rapids Office. Seats are transported to the Mahnommen office and the mobile sites the day of the inspections.

All seats replaced during an inspection are destroyed.

This site only advertises the availability of free replacement seats to the Head Start families. Replacement seat availability is not mentioned in advertising to the general public.

Liability Insurance: MCC's program is covered under its general liability policy. The program administrator is a contract employee who elected to purchase additional personal liability insurance through AAA.

STAFFING

This site has a total of 3 staff members that perform various functions as outlined below.

<p>Administrator Instructor Senior Checker Inspector Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Direct Program Expense)</p> <p># at this site: 1 Contractor? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Title : Child Passenger Safety Consultant, Head Start Parent Training Instructor</p> <p>Training Required: Public Relations skills, management and budgeting skills, Current AAA/NHTSA CPS Technician Instructor certification. At least one year of CPS experience.</p> <p>Time : CPS Program requires 100% of a 20-hour week, 50-week year</p> <p>Duties: Oversees entire CPS program including setting policies and procedures, training, inspections, recordkeeping, fundraising, publicity, community outreach, general public education activities, scheduling events, and data tracking.</p> <p>Conducts Head Start CPS Parent Training sessions.</p> <p>Oversees individual inspections done by other inspectors and ensures quality and accuracy.</p> <p>Performs child safety seat inspections. Interacts with family at inspection, determines whether seat is installed correctly and whether seat is appropriate for child, remedies safety seat installation as needed and secures agreement with changes from senior checker, educates families/caregivers as to correct safety seat installation.</p>
<p>Scheduler/Assistant Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 1 Employee <input checked="" type="checkbox"/></p>	<p>Title : Special Projects Coordinator</p> <p>Training Required: At least 2-day MN CPS training certification. Public Relations skills, organizational Skills</p> <p>Time : CPS Program requires 50% of 40-hour week, 40-week year</p> <p>Duties: Schedules Parent Trainings and inspection appointments. Secures sites for Parent Trainings and ensures sites have all the necessary supplies and props. Conducts telephone intake, flyer distribution, and recordkeeping.</p> <p>Records observations and comments during inspections and assists inspector as needed.</p>

<p>Inspector Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No # at this site: 1 (Direct Program Expense) Contractor? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Title: CPS Technician or Technician Instructor Training Required: Current AAA/NHTSA CPS Technician or Technician Instructor certification. Time: Approximately 20 hours per year Duties: When additional inspection station help is needed, performs child safety seat inspections. Interacts with family at inspection, determines whether seat is installed correctly and whether seat is appropriate for child, remedies safety seat installation as needed and secures agreement with changes from senior checker, educates families/caregivers as to correct safety seat installation.</p>
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Paid Staff: One staff member is a salaried employee of MCC with the CPS program a part of the regular job responsibilities. The other two staff members work as contracted employees specifically for the CPS program.

Use of Volunteers: This site does not use volunteers for its inspection station. However, the program administrator does assist with two to three community inspection events by recruiting volunteers from in and out of the tri-county region.

Staff Turnover: This site has not had problems with turnover of staff.

Staff Training and Continuing Education: Initial training for inspectors is accomplished by completion of a 2-day Minnesota CPS course or the AAA/NHTSA Standardized CPS course. AAA certification is required for the inspectors that work at the fixed and mobile sites. At community clinics, where Senior Checkers are utilized, inspectors must have a 2-day Minnesota certification or the AAA certification. All Head Start staff is encouraged to take an annual 6-hour CPS course presented by the program administrator; any staff involved in transporting Head Start children is required to attend the course. Seventy-five percent of the entire Head Start staff have attended the course.

Continuing education is received through refresher courses, safety newsletters, conferences, and the Internet. Updates and other emerging issues are disseminated via memos and email. An updated recall list is distributed every time there is a new recall.

PROMOTIONAL AND OUTREACH ACTIVITY

Various promotional activities are conducted to encourage the public to use the inspection station services.

Give-away items (e.g. buttons, coloring books) – The program uses give-aways as a "thank you for coming" gift and as a way to stimulate word of mouth. Children receive "sippy" cups, coloring books, and a Band-Aid holder.

Brochures/Flyers – The program distributes a flyer announcing the Parent Training and the availability of inspection appointments. This is distributed to Head Start families, Social Services agencies, schools and pre-schools, parent and grandparent groups, police agencies, fire departments and county health departments. Staff believes that 75% of their business is related to the distribution of these handouts promoting the inspection station services.

Newspaper ads/PSAs/articles – MCC's services are featured in local newspaper articles occasionally throughout the year. Periodically, an article about the program is featured in the Child Care Resource and Referral newsletter. Staff believes that 5% of their business is related to these articles.

Radio and Television ads/PSAs – MCC partnered with the local Minnesota State Patrol's Safety Education Officer to promote the program on the Officer's frequent radio appearances. Staff believes this accounts for 5% of their business.

Community Events – The MCC inspection station program staff participate in several community events that target families. Staff believes this accounts for 7% of their business.

Word of Mouth – The program staff believes that 7% of their business comes via word of mouth.

"Specialized" activities - The MCC program participated in Ford's Boost America program, with a focus on booster seat inspections and distributions.

Targeted Promotional and Outreach Activity: To further promote child passenger safety and raise awareness of the inspection station services, MCC partners with local school districts by setting up an exhibit promoting the inspection station service at the annual spring preschool screenings and "kindergarten roundup." The local school districts also include CPS awareness education and promotion of the inspection station through community education activities and ECFE (Early Childhood Family Education) classes. The health departments in all three counties also refer families from the WIC (Women, Infants, and Children) program and through the visiting nurse program.

Key Promotional Partnerships: The MCC inspection station staff believes that relationships with the Minnesota Department of Public Safety (MNDPS), the tri-county health departments, local school districts, and fire departments have been critical to the success of their program. Additionally, seats made available through MNDPS and Ford's Boost America program were critical to the program's success.

FUNDING AND BUDGET

The estimated annual budget for program support and replacement seats is \$11,500. This amount includes the contract program administrator and relief inspector, but not employees paid in-kind by the MCC or in-kind safety seats received.

In-Kind Services and Materials: MCC provides in-kind support of approximately \$8,141 for the salaries and benefits of staff members listed above for the time they spend in inspection station related activities. The program administrator provides in-kind services of approximately 20 hours per week, 50 weeks per year above her compensated service, valued at \$10,000. These in-kind personnel contributions total \$18,141. Additionally, MCC and other agencies and organizations provide the following in kind services: office space, classroom space, storage, supplies, public relations support, administrative oversight, personnel support, transportation services, and safety seats.

Funding: Funds for the MCC Child Passenger Safety Program come from multiple sources including the U.S. Department of Health and Human Services (Head Start grant, Community Services Block Grant), MN Department of Public Safety (Safe Communities grant), local Eagles club, local Women of Today club, local auto dealers, and donations from individuals.

MCC Budget Overview

Expense	Amount	Subtotal
Program Support: Printing, equipment, supplies, postage, training, storage, promotional materials, etc.	\$900	
<i>Subtotal</i>		\$900
Seats: 15 per year x \$40 per seat	\$600	
<i>Subtotal</i>		\$1500
Personnel (Direct Program Expense): Contractors' fee	\$10,000	
<i>Subtotal</i>		\$11,500
In-kind Seats Supplied: 175 per year x \$40 per seat	\$7,000	
In-kind Personnel Costs	\$18,141	
Total		\$36,641

DEVELOPMENT OF THE INSPECTION STATION

In 1998, a Head Start parent, Jennifer Booge, heard about child safety seat inspections from a friend who lived in the Minneapolis-St. Paul metro area (Twin Cities). She later learned of an opportunity for CPS training in the Twin Cities and received funding from the Head Start Parent Training program to attend. Jennifer then shared what she learned at a Parent Training. This presentation sparked the interest of the Head Start staff and other parents. MCC sponsored its first 2-day Minnesota CPS training course in early 1999. Head Start staff and administrators were excited about the community response and sent Jennifer to a 4-day AAA/NHTSA Standardized CPS course. In September 1999, MCC officially began its inspection station at the Detroit Lakes office. Policies and procedures and a staff training curriculum were developed. After nearly the entire Head Start staff was trained, the staff asked for the CPS inspection station program to include a Parenting Training component. In 2000, MCC sponsored a 4-day course to build a base of local CPS Technicians.

The MCC executive director and Board of Directors believe that the safety of children is paramount. The CPS program ties in with MCC's mission of promoting self-reliance and serving the community. The CPS program has been great PR for the agency and MCC administrators and staff feel that many children's lives have been saved or injuries prevented. MCC administrators are committed to keeping the program in place regardless of funding even if only on a smaller scale.

The resources most helpful to MCC in the development of the inspection station were a very supportive MCC Executive Director and Board of Directors, the availability of Head Start funding for Parent Training, and the safety seats and print materials provided by MNDPS.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Liability Issues	<ul style="list-style-type: none"> • Provided data showing liability not an issue • MCC passed its insurance company's review of the CPS program; CPS activities are covered under MCC's general liability policy • MCC requires the parent to install the seat
<p>Funding: how to allocate; limitations of grant stipulations; grant-required paperwork very confusing, time consuming</p> <p>MCC wants to be able to serve whole community. Head Start funds can only be used for Head Start families. Need for additional funding.</p>	<ul style="list-style-type: none"> • Good collaboration among MCC programs key • Researched and found Community Service Block Grant can be used for CPS activities • Received Safe Communities grant for program • MCC accountant keeps track of budget; ensures individual grant stipulations are being followed
Raising CPS awareness among Head Start staff; getting "buy-in" from staff	<ul style="list-style-type: none"> • Set written policies for staff to follow when referring families to program and when staff is transporting Head Start Children • Developed 6-hour staff training; urged all staff to take training, required staff who transported Head Start children to take training
Location: tri-county region very rural; many families have long distances to travel; Northern Minnesota's weather includes a long winter and a short summer.	<ul style="list-style-type: none"> • Chose 3 locations as fixed sites; strategically located to be accessible to nearly the whole tri-county region • Developed a mobile service that travels to the outermost areas of the tri-county region • Ensured all sites at sheltered space during inclement weather. (Heated garage at Detroit Lakes office, Fire Stations in Park Rapids and Mahnomen)
Raising community awareness of CPS and the need for inspections; getting families to attend Parent Trainings	<ul style="list-style-type: none"> • Worked with local paper and radio station to report on CPS issues • Offer child care and a meal at the Parent Trainings • Educate service providers of families and enlist their support to refer families to program

Challenge	Solution
Initially, replacement seats were not provided MCC could no longer consciously send so many families away with dangerous or damaged safety seats, or no safety seat at all.	<ul style="list-style-type: none"> • Wrote grant request to MNDPS to receive seats • Applied for Ford's Boost America program seats • Approached local retailers and service organizations for funds to buy seats
Determining what to charge for replacement safety seats	<ul style="list-style-type: none"> • Head Start children would not be charged • Initially charged others \$40 donation per seat; too difficult for families to afford; lowered cost to \$20 per seat
Initially, Parent Trainings and Inspections were done as needed and by appointment; presentations done by a volunteer; too difficult to manage; paperwork overwhelming	<ul style="list-style-type: none"> • Hired contract employee to administer program and conduct trainings and inspections • Allocated support staff to the program • Scheduled all the Parent Trainings and inspection appointments once a year for the entire following year • Allowed for some one-on-one training and inspections on a crisis basis

ADMINISTRATIVE CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Storage of safety seats in Park Rapids and Mahnomen sites	<ul style="list-style-type: none"> • Rented a storage unit near Park Rapids site • Must transport seats to Mahnomen as needed at this time
Decreased funding for seats; MNDPS granting less seats	<ul style="list-style-type: none"> • Researching and writing more grants • Strictly following guidelines for requesting a donation for a replacement seat
Shipping seats and materials to tri-county region costly due to rural status	<ul style="list-style-type: none"> • Including a line item in the budget for shipping
Rural area tends to be overlooked by state agencies; community needs not always represented	<ul style="list-style-type: none"> • MCC staff stay involved at the state level; several serve on various state advisory boards

Significant Changes Made to the Inspection Station Since It Began:

Administrative - Contracted with Jennifer Booge to administer program and conduct trainings and inspections

Location - Added 2 fixed sites and 1 mobile site

Funding - Continued to request funding for seats from various organizations and agencies

Personnel structure - Allocated Head Start support staff to assist with the program; contracted with another CPS Technician to help with inspections as needed

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative - Considering some program component changes, specifically developing methods to keep children entertained and safe during inspections

Location - Hoping to improve sites' storage capacity; looking to make Park Rapids site more welcoming

Funding - Developing strategic fundraising plan for safety seats

Personnel structure - possibly having more staff take advanced training; more people to assist with inspection appointments

Circumstances That Would Cause the Inspection Station to Terminate:

Loss of state funding or other funding of safety seats for non-Head Start families would force MCC to only serve Head Start families.

Significant, relevant liability issue arising

PROGRAM EVALUATION

The MCC Child Safety Seat Inspection Station program is self-evaluated, based on the quantity and quality of inspections, customer follow-up and patterns of misuse. Evaluation activities include review of inspection forms, observation of staff during inspections, and, for Head Start families, contact and referral forms are kept in the school records of each child that receives services. Follow-up to Head Start families occurs periodically to determine if correct use lessons learned were retained. MCC is planning to develop a customer satisfaction survey.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

The service is convenient; opportunity to receive new seat, childcare and meal.

Have you identified reasons why more people in your target DO NOT utilize your service?

Lack of CPS awareness-don't think they need the service, feel it's not a priority, conflicts with work schedule.

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Set guidelines early and follow them.

What would you recommend to other organizations starting an inspection station as the most important things to do? Get "buy-in" from top administrators, think the process through--take baby steps; complete a community assessment to determine needs of families and where and how to meet them; use contract employee(s) as opposed to full-time salaried staff--saves money, allows flexibility; use only inspectors who have at least 16 hours of CPS training and are current on CPS issues; have a core group fully trained; work with state highway safety office; build local and state partnerships.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Don't start too big--be realistic; carefully select inspection locations--avoid conflict with other program schedules and having to share the same space; don't let untrained personnel provide any CPS information.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt NOT holding seat tightly, safety seat harness loose on child, and safety seat too old.

The most common infant seat misuse observed is: infant too heavy for infant seat.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in the wrong slots.

The most common booster seat misuse observed is: safety belt loose.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

**Mahube Community Council, Inc.
Sample Materials**

**MAHUBE COMMUNITY COUNCIL
HEAD START
CAR SEAT SAFETY PROGRAM PLAN**

GOAL: Provide car seat safety education to families and offer car seat replacement if necessary.

FUNDING:

The Car seat Safety program receives grants and donations to purchase car seats for distribution at clinics. The program is a revolving one. To continue the program, we ask for a donation that is used to purchase more car seats. A donation will not be asked for an enrolled Head Start child for a car seat, but a \$20.00 donation per car seat will be asked for each sibling who needs a car seat. If a non Head Start family completes the training (example- an ECFE family), they attend the clinic and they need a new car seat, we will ask for a \$20.00 donation per car seat, (the donation may be paid for by the family or the program they are involved with).

DEFINITIONS:

Parent Training: Car Seat Safety education provided by the Car Seat Safety Consultant as a topic for Parent Meetings. Parents learn about the law, car seat recalls, which car seat would best meet their child's needs and the need for proper installation of the car seat.

Parent Clinics: Families that have completed the Car Seat Safety education training at a Parent Meeting can sign up for the Car Seat Safety clinic. **Attendance at the car seat clinic is required to obtain a car seat.** Appointments are set up for one-half hour per child. **Children must be present with their car seat.** The technician will access the car seat and checks for proper installation, check the recall list and make a recommendation, if necessary for the car seat to be replaced. Car Seat will only be issued at clinics, by technician, no seats will be issued by Head Start staff.

GUIDELINES:

1. All parents will have the opportunity to attend Car seat Training through parent meetings.
2. All parents will have the opportunity to attend a clinic to have their seats evaluated.
3. *Only those parents* who have attended a Car Seat Training will be able to sign up for the clinics.
4. A Head Start *enrolled child* may receive a car seat at no cost if the parent has completed the training and the car seat safety technician finds they need a new car seat at the clinic. Car seats for sibling of a Head Start enrolled child will be eligible to receive a car seat for a donation of \$20.00. No seats will be issued to extended family members or daycare children.

5. Children *must be present at clinics*. Parents should expect to spend a half-hour per child, per car seat at the clinic. **NO** car seat will be given out to a child not present at the clinic. Parents will be expected to have their own vehicle at clinics.
6. Trainings and clinics will be held in each county. Centers, Home based options and Family Child care will be asked to join together for Car Seat Safety trainings. Combining parent Meetings is necessary to accommodate the schedule of the trainer.
7. Program staff will track who receives a car seat, the number and type of car seats distributed to families, This information is necessary for our accountability, grant reporting, and outcome measures.

MINNESOTA CHILD PASSENGER SAFETY CHECK UP FORM



Clinic Location _____ Date _____ Time _____

Parent/Guardians name _____

Child's name _____ Age _____ Weight _____ lbs Height _____ in

Address _____ Child Present? (Y) (N)

City _____ State _____ Zip Code _____ Phone: () _____

Make of Vehicle _____ Model _____ Year _____

I understand that the sole purpose of this check up form is to help reduce the incidence of improper installation and use of child safety seats. That this inspection is being provided as a free service to me. I further understand that this program cannot fully evaluate the quality, safety, or condition of my child safety seat or any component of my vehicle, including the seats or safety belts and that this program cannot guarantee of my child's safety in a vehicle collision. However, I understand that a properly used child safety seat can reduce fatal injury by 71% and that it is important to read both my vehicle and safety seat instruction manuals.

Signature _____ Date _____

Mark an **X** where the seat was found
 Mark an **M** if / where it was moved
 Mark an **A** where an airbag is present

D			

D represents driver

Safety Belt, Tether and LATCH Information

Safety Belt: Lap Lap/Shoulder Other, explain: _____

Retractor: ELR ALR Switchable: Locked? (Y) (N) NONE Other, explain: _____

Latch plate: Locking Free sliding Fixed/sewn Switchable Locked? (Y) (N) Other, explain: _____

Locking Clip necessary: (Y) (N) Used (Y) (N) Correctly? (Y) (N) If No, explain: _____

Top Tether used (Y) (N) Correctly? (Y) (N) If No, explain: _____

Lower Anchorage used? (Y) (N) Correctly? (Y) (N) If No, explain: _____

Original owner? (Y) (N) (UNK)	<input type="checkbox"/> New Seat provided
Seat involved in a crash? (Y) (N) (UNK)	Manufacturer _____
Meets FMVSS 213? (Y) (N) (UNK)	Model Name _____
Recall/safety notice issued? (Y) (N) (UNK)	Model # _____
Has recall been repaired? (Y) (N) (UNK)	Date of Manufacture _____
Registration card sent in? (Y) (N) (UNK)	Registration card completed and mailed in by: <input type="checkbox"/> Clinic host <input type="checkbox"/> Parent
Address current? (Y) (N) (UNK)	<input type="checkbox"/> Information Missing

<p>REAR FACING SEAT <input type="checkbox"/> SEAT ARRIVED UNINSTALLED <input type="checkbox"/> CONVERTIBLE <input type="checkbox"/> INFANT ONLY</p> <p>(Y) (N) (N/A) Seat appropriate for child's ht/wt? (Y) (N) (N/A) Seat appropriate for child's age? (Y) (N) (N/A) Seat rear facing? (Y) (N) (N/A) Seat in proper location (Not in front of air bag, or arm rest, advise parents of options) (Y) (N) (N/A) Seat reclined at no more than a 45 degree angle? (Y) (N) (N/A) Infants head does not flop forward? (Y) (N) (N/A) Handle in down position? (Y) (N) (N/A) Harness in proper slots? (At or below shoulder level) (Y) (N) (N/A) Harness adjusted for a snug fit (one finger test) (Y) (N) (N/A) Harness retainer clip attached? (Y) (N) (N/A) Retainer clip threaded correctly? (Y) (N) (N/A) Retainer clip at arm pit level? (Y) (N) (N/A) Buckle latched securely? (Y) (N) (N/A) Crotch strap between legs? (Y) (N) (N/A) Safety belt routed properly? (Y) (N) (N/A) Safety belt holding seat tightly (one inch test) (Y) (N) (N/A) Harness attached and threaded correctly</p>	<p>BOOSTER SEAT <input type="checkbox"/> SEAT ARRIVED UNINSTALLED <input type="checkbox"/> BACKLESS <input type="checkbox"/> HIGH BACK</p> <p>(Y) (N) (N/A) Seat appropriate for child's ht/wt? (Y) (N) (N/A) Seat appropriate for child's age? (Y) (N) (N/A) Child sitting up straight, not slouching? (Y) (N) (N/A) Lap belt stays low and snug on hips? (Y) (N) (N/A) Lap/shoulder belt correctly positioned?</p> <p>SHIELD BOOSTER SEAT <input type="checkbox"/> SEAT ARRIVED UNINSTALLED</p> <p>(Y) (N) (N/A) Seat appropriate for child's ht/wt? (Y) (N) (N/A) Seat appropriate for child's age? (Y) (N) (N/A) Seat appropriate for location? (Lap belts only) (Y) (N) (N/A) Safety belt routed properly? (Y) (N) (N/A) Safety belt holding seat tightly? (one inch test)</p> <p>OTHER CHILD RESTRAINT <input type="checkbox"/> SEAT ARRIVED UNINSTALLED</p> <p>(Y) (N) (N/A) Child within recommended ht/wt range (Y) (N) (N/A) Restraint used according to manufacturer's instructions</p>	<p>Discussion items</p> <p><input type="checkbox"/> Bulky clothing <input type="checkbox"/> After market products <input type="checkbox"/> Hazards inside vehicle <input type="checkbox"/> Turn around time <input type="checkbox"/> Arm rest <input type="checkbox"/> Next step education</p>
<p>FORWARD FACING SEAT <input type="checkbox"/> SEAT ARRIVED UNINSTALLED</p> <p>CONVERTIBLE: <input type="checkbox"/> T Shield <input type="checkbox"/> 5 PT Harness <input type="checkbox"/> Tray Shield <input type="checkbox"/> INTEGRATED <input type="checkbox"/> COMBINATION</p> <p>(Y) (N) (N/A) Seat appropriate for child's ht/wt? (Y) (N) (N/A) Seat appropriate for child's age? (Y) (N) (N/A) Seat forward facing? (Y) (N) (N/A) Seat in most upright position? (Y) (N) (N/A) Seat in proper location (Not in front of air bag, Advise parents of options) (Y) (N) (N/A) Harness straps through top slot for convertible seats (unless mfr. states otherwise)? (Y) (N) (N/A) Harness adjusted for a snug fit (one finger test) (Y) (N) (N/A) Harness retainer clip attached? (Y) (N) (N/A) Retainer clip threaded correctly? (Y) (N) (N/A) Retainer clip at arm pit level? (Y) (N) (N/A) Buckle latched securely? (Y) (N) (N/A) Crotch strap between legs? (Y) (N) (N/A) 5-Point harness: lap portion of straps low on hips? (Y) (N) (N/A) Safety belt routed properly? (Y) (N) (N/A) Safety belt holding seat tightly (one inch test) (Y) (N) (N/A) Harness attached and threaded correctly</p>	<p>SAFETY BELT (Y) (N) (N/A) Appropriate for child's ht/wt? (Y) (N) (N/A) Child sitting up straight, not slouching? (Y) (N) (N/A) Lap belt stays low and snug on hips? (Y) (N) (N/A) Lap/shoulder belt correctly positioned? if no, where has shoulder belt been placed? behind back, under arm, Other, explain:</p> <p>Comments:</p> <p>Checker: <input type="text"/> Recorder: <input type="text"/></p> <p>Senior Checker Sign off: <input type="text"/></p>	<p>Materials given:</p> <p><input type="checkbox"/> Printed Materials <input type="checkbox"/> Locking clip <input type="checkbox"/> Belt shortening clip <input type="checkbox"/> Slip guard materials <input type="checkbox"/> Vehicle mfr. phone <input type="checkbox"/> Noodle/towel/newspaper <input type="checkbox"/> CSS mfr. phone <input type="checkbox"/> Coupon/voucher for seat</p> <p>(Y) (N) Participant installed seat and secured child in seat If No: explain:</p> <p><input type="checkbox"/> Installation and correct use instructions given</p>

Recipient Release Form

Parent's Name _____ Child's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____

Recipient Staff

- _____ _____ I have been instructed and can demonstrate how to properly secure my child in the car seat according to manufacturers instructions.
- _____ _____ I have been instructed on proper installation and can demonstrate this in the vehicle I am currently using.
- _____ _____ I understand the importance of using this restraint correctly every ride and understand that if I do not use the restraint according to manufacturers instruction, my child could be injured.
- _____ _____ I have received all necessary items for use with this child restraint, including manufacturers instructions.
- _____ _____ I understand that if this restraint should ever be involved in a crash, regardless of severity, I will not use it again and will replace it with a new one.
- _____ _____ I agree not to bring any claim against this organization or any member there of for damages resulting from the use of this seat.

I understand and agree that the sole purpose of this service is to reduce the incidence of improper installation and use of child restraints; that this inspection is being provided free of charge. I further understand that this inspection cannot fully evaluate the quality, safety or condition of my child safety seat or any component of my vehicle, including the seats or safety belts and that this program cannot guarantee my child's safety in a vehicle collision. However, I understand that a properly used restraint can reduce fatal injury by 71% and that it is important to read both the vehicle and safety seat instruction manuals.

Recipient Signature: _____ Date: _____

Instructor Signature: _____ Date: _____

Car Seat information

MANUFACTURER: _____ MODEL NAME: _____

MODEL # _____ DATE OF MANUFACTURE: _____

**MAHUBE HEAD START
CAR SEAT SAFETY PROGRAM**

Staff,

Parent Training on Car Seat Safety has been scheduled for you. Please meet with your Family Service Worker and make any additional plans. You will be asked to make arrangements for child care, room reservations, flyers to parents and any food that you want to serve. Please work with others included in your training, joint trainings are necessary to fit trainers schedule. If you have any questions, please talk with Marcia or Kathie.

PARENT TRAININGS AND CLINICS

OCTOBER 2001

Parent Meeting

Oct, 9th Tuesday 12-1:00 PM

Tech Pre-School, Toddler I & II

Location: Detroit Lakes Vo-tech

Parent Meeting

Oct 11th Thursday 9:30-11:00 AM

Audubon/Lake Park Center & Home Base

Audubon School

Parent Meeting

Oct 16th Tuesday 5:00 - 7:00 PM

Michele, Robin(DL Centers) and DL Combo

Location: Detroit Lakes Mahube Office

Clinics :for parent trainings held in Oct.

October 23,24,25

Detroit Lakes Office

9:00-3:00 PM

NOVEMBER 2001

Parent Meeting

Nov 6th Tuesday 5:00 - 7:00 PM

DL EIC, Partners/Parenting, DL Family Childcare

Location: Detroit Lakes Mahube Office

Parent Meeting

Nov 8th Thursday 5:00 - 7:00 PM

Frazee Center, Frazee Homebase,

Frazee Family Childcare, DL/Frazee Homebase

Location: Frazee school

Clinics: for parent trainings held in Nov
November 13,14,15
Detroit Lakes Office
9:00-3:00 PM

FEBRUARY 2002

Parent Meeting
Feb 5th Tuesday 9:30 - 11:00 AM
Akeley- Nevis Homebase
Location: Nevis Early Learning Center

Parent Meeting
Feb 7th Thursday 9:30-11:00 AM
Laporte Homebase
Location: Laporte ECFE Room

Clinics: for parent trainings held in Feb
Feb 20 &21
Park Rapids Office
9:00-3:00 PM

MARCH 2002

Parent Meeting/Clinic
March 1st Friday 9:00-1:00 PM
Mahnomen Center & Mahnomen FCC
Location: Mahnomen Mahube Office

Parent Meeting
March 7th Thursday 5:00 -7:00 PM
Park Rapids Center, LDC Combo
Park Rapids Homebase
Preg Moms Homebase
Park Rapids FCC
Location: Park Rapids Mahube Office

Clinics :for parent trainings held in March
March 21 & 22 9:00 - 3:00
Park Rapids Office



Car Seat Safety Training

Tuesday, October 16th from 5:00-7:00PM.

Jennifer Booge will present valuable information regarding proper installation and use of car seats. She will answer questions and address any concerns parents may have. Supper and child care will be provided.

***Parents who attend the training may also sign up for the Car Seat Clinic on October 23, 24, or 25. Car seats will be inspected for proper installation, manufacturer recalls, defects, damage, and appropriate fit for your child. If your car seat needs to be replaced, car seats are available free of charge for the enrolled Head Start Child, and for a minimal donation for siblings.

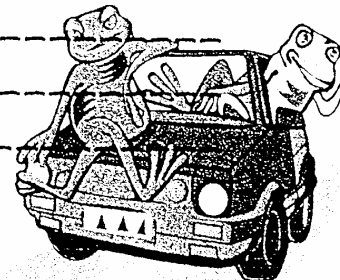
Family Name _____

Yes/No we can come _____

Number of Adults _____

Number of Children _____

Transportation to Head Start? _____



Pat Clark GMC-Pontiac/Clark County SAFE KIDS Coalition, Las Vegas, NV



Site Visit Summary

Inspection Station Location Name: Pat Clark Pontiac GMC/Clark County SAFE KIDS Coalition

Street Address: 2575 E. Sahara Ave.

City, State: Las Vegas, NV 8910

Email Contact: Kiki Rogers - brazenone@hotmail.com

Jeanne Cosgrove - jeanne.cosgrove@hcahealthcare.com

Date Visited: July 16, 17, 2002 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Auto Dealership with co-sponsorship from SAFE KIDS Coalition

Type of service: Fixed Site Mobile Both

Inspections Completed Per Month: 50+

Annual Budget (Including in-kind salaries):

\$5001 – 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000 Over \$75,000

Geographical Setting: Urban Suburban Rural

Program Setting:

Pat Clark Pontiac GMC, a long established Las Vegas auto dealership, is located within the city limits. Clark County SAFE KIDS Coalition is sponsored by Sunrise Children's Hospital & Medical Center.

Populations Served:

All populations are served. In partnership with Clark County SAFE KIDS Coalition, special outreach efforts are made and incentives offered to encourage low-income families to use the service.

OPERATIONAL DETAILS:

The Pat Clark Pontiac GMC/Clark County SAFE KIDS Coalition Inspection Station began conducting monthly child safety seat inspections in the summer of 1999. The site sponsored quarterly inspection clinics from August 1997 to 1999. The site completes approximately 50 inspections every month, operating in the service intake area of the dealership. Inspections are provided at no cost to participants.

Service Delivery Schedule:

Fixed site, set days/hours, drop-in basis: The inspection station is held from 6-8 pm on the 3rd Wednesday of every month, families attend on a drop-in basis.

Fixed site, set days/hours, by appointment: The site conducts a limited number of inspections on Friday mornings for overflow from the monthly inspection clinics or for customers of the dealership.

Tools and equipment used for inspections: Materials used during the inspection clinics are in the inspection areas. These materials include up-to-date recall lists, CSS manufacturer's instructions, locking clips, belt-shortening clips, replacement seats, foam noodles, slip guard, screwdrivers, hemostats and informational materials.

Data Collection: This station uses the standardized SAFE KIDS inspection checklist form. Completed inspection forms are hand-tallied and forwarded to Clark County SAFE KIDS for compilation into the local and national SAFE KIDS databases.

Inspection process: A typical inspection involves two-three persons greeting the family/caregivers and having permission/information forms completed. The inspector evaluates installation of the seat upon arrival of the vehicle. Whenever inspectors are not certified CPS technicians, a senior checker must review and sign-off on inspection procedure and recommendations.

Children are weighed and measured to determine the appropriate safety seat needed for the child. If a new or different safety seat is needed for the child, parents are offered the opportunity to obtain a seat through the inspection station and are asked to cover the cost of the seat by a donation of \$40. Inspectors involve the parents in the correct installation of seats according to the parent's willingness to participate. Inspectors educate parents/caregivers as to future restraint needs of the child, restraint use in other vehicles, numbers to call for more information and state laws regarding restraint use for children.

Replacement Seat Policy: This station's policy is to replace seats on a selective basis. For those families who are obviously in need of a seat and without resources, the station will provide a seat free of charge. The majority of families (4 of 5) who need a replacement seat make a donation of \$40 to the Clark County SAFE KIDS Coalition to cover the cost of the seat. Seats are also available for purchase through the parts department of the dealership.

The average number of replacement seats provided per month is:

Infant seats	0
Convertible seats/Combination seats	3
Belt-Positioning Booster seats	<u>2</u>
TOTAL	5

The Clark County SAFE KIDS Coalition makes replacement seats available through their SAFE KIDS Buckle Up program, the Boost America program, and from funds donated by inspection station users and other donation sources.

Replacement seats are purchased directly from manufacturers and are stored at Sunrise Hospital.

This site does not advertise the availability of replacement seats; rather they focus on the availability of the free car seat check up service.

Liability Insurance: Liability coverage for the inspection station services is provided through the dealership’s general liability policy and through the National SAFE KIDS Buckle Up policy.

STAFFING

This site has two core staff members and numerous volunteers that perform various functions as outlined below.

<p>Administrator for Pat Clark Pontiac/GMC Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In kind Compensation) # at this site: 1</p>	<p>Title: Special Projects Coordinator- Pat Clark Pontiac GMC Training Required: Certified CPS Technician/Instructor Time: 5-10 hours per week Duties: Staff monthly inspection stations, conduct inspections by appointment, prepare area service area for inspections, conduct trainings for volunteers, stock equipment and materials for clinics, and distribute promotional materials for clinics.</p>
<p>Administrator for Clark County SAFE KIDS Coalition Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In kind Compensation) # at this site: 1</p>	<p>Title: Executive Director Clark County SAFE KIDS Coalition Training Required: Certified CPS Technician/Instructor (plus additional training for general coalition work) Time: 5-10 hours per week Duties: Staff monthly inspection stations; recruit, coordinate and train volunteers to conduct inspection stations; acquire child safety seats; store and transport seats; distribute promotional materials for clinics.</p>
<p>Senior Checker Paid Position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Volunteers # at this site: 4-5 for monthly inspections clinics</p>	<p>Title: Local law enforcement officers, EMTs and other technicians in the Las Vegas area. Training Required: Certified CPS Technician Time: 3-5 hours per month Duties: Serve as senior checkers</p>

<p>Inspector Paid Position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Volunteers</p> <p># at this site: 5-6 for monthly inspection clinics</p>	<p>Title: Nursing students from local community college</p> <p>Training Required: Seminar in CPS as part of pediatric rotation</p> <p>Time: 8 hours total to fulfillment of rotation requirements</p> <p>Duties: Interact with family at inspection clinic, determine whether seat is installed correctly and whether seat is appropriate for child, remedy safety seat installation as needed and secure agreement with changes from senior checker, educate families/caregivers as to correct safety seat installation.</p>
<p>Recorder/Scribe/Assistant Paid Position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Volunteers</p> <p># at this site: 5-6 for monthly inspection clinics</p>	<p>Title: EMT Technician students, Key Club student volunteers, others</p> <p>Training Required: Seminar and/or individual instruction with close supervision.</p> <p>Time: 3-5 hours per month</p> <p>Duties: Records observations and comments during inspections.</p>

Paid Staff: The two core staff members are salaried employees of their respective organizations. Inspection station services are considered a part of their overall duties.

Use of Volunteers: This site uses volunteers extensively for inspection station services. The Clark County SAFE KIDS Coalition’s relationship with the local community college nursing school has been a very effective source for securing the services of nursing students. SAFE KIDS hopes to expand this internship model to EMT and medical students as well. The use of volunteers to the extent seen at this inspection station is only possible because certified CPS technicians are readily available to answer questions and to review all inspections.

Staff Turnover: Although staff turnover has not been a problem for this site, retaining volunteer inspectors has at times been difficult. Often the students do not continue volunteering for the inspection clinics once their school requirements have been met. The program has been able to increase retention of volunteers by making available the 32-hour CPS technician training classes and encouraging volunteers to take this training. In addition, SAFE KIDS/Sunrise Hospital offers free continuing education units to nurses and EMTs as appropriate for participation in inspection clinics.

Staff Training and Continuing Education: Initial training for senior inspectors was accomplished through two 32-hour certified CPS technician training courses annually. Program administrators offer seminar training to nursing and EMT students.

Technical updates for area CPS technicians are held twice a year.

PROMOTIONAL AND OUTREACH ACTIVITY

The most effective promotional activity to encourage families/caregivers to have their child's safety seat inspected through the Clark County SAFE KIDS Coalition inspection stations has been drawings for pre-paid, 4-year college scholarships. Beginning in 1999, the name of every child whose car seat was checked at any SAFE KIDS event, including Pat Clark Pontiac GMC, was entered into a drawing for two scholarships. The Clark County SAFE KIDS Coalition obtained approximately \$8000 in donations for each scholarship. Inspection station staffers believe that public interest in the scholarship program, named "A Future Worth Living", helped to increase participation in the Clark County inspection stations from 600 inspections in 1998, to 1800 in 1999 (initial year of scholarship offerings), 3000 in 2000, and 3300 in 2001.

Brochures/Flyers – Flyers promoting monthly inspection station are widely distributed to day care centers, physician offices, child specialty stores, fire stations, police departments, etc. Also, volunteers put post card size cards offering a complimentary car seat check on windshields of vehicles observed with an incorrectly installed safety seat.

Advertising – Pat Clark Pontiac GMC sometimes includes notices of the monthly inspection stations in its newspaper and radio advertising.

Community Events – The monthly inspection stations are promoted through other Clark County SAFE KIDS Coalition inspection events and activities.

Word of Mouth – Inspection station staff believe that word of mouth contributes to a substantial volume of inspections.

Pat Clark Pontiac GMC contributed to a trailer sponsored by the SAFE KIDS Coalition. The trailer will be used for mobile inspection services and community events.

Targeted Promotional and Outreach Activity: In order to reach lower income and ethnic populations, the inspection station/SAFE KIDS Coalition conducts outreach activities to community resource programs, including Head Start and Family to Family (state sponsored resource) programs. Presentations at child birth classes encourage car seat check participation as well.

Key Promotional Partnerships/Activities: According to the inspection station staff, four factors have been key to promoting the inspection station program: establishing a fixed schedule for inspections at a consistent time and place, interacting with new parents at hospital-based child birth education classes, distributing flyers about the program, and offering college scholarships as incentives to encourage car seat checks.

FUNDING AND BUDGET

The estimated annual budget for program support and replacement seats is \$3,300.

In-Kind Services and Materials: In-kind services provided by Pat Clark Pontiac GMC and Sunrise Children’s Medical Center are approximately \$25,000 for personnel/administrative services. Additionally, these organizations provide inspection site and office space, supplies, refreshments, access to information hotline, computer equipment, and storage space.

Pat Clark Pontiac/GMC – Clark County SAFE KIDS Inspection Station Budget Overview

Expense	Amount	Subtotal
Program Support: Flyers	\$300	
<i>Subtotal</i>		\$300
Seats: (75 per year x \$40 per seat)	\$3,000	
<i>Subtotal</i>		\$3,300
In-kind Personnel Costs	\$25,000	
Total		\$28,300

Funding: Funds for this inspection station come from Pat Clark Pontiac/GMC and Sunrise Children’s Medical Center, Clark County SAFE KIDS Coalition, Nevada Office of Traffic Safety and public donations for child safety replacement seats.

DEVELOPMENT OF THE INSPECTION STATION

The impetus for the development of this station occurred in 1997, when General Motors Corporation selected Pat Clark Pontiac GMC as the site for a national kick-off of one of the General Motors child safety seat distribution programs. The appreciation shown by a dealership employee when his child's outdated safety seat was replaced helped convince management to support on-going inspection clinics. The Clark County SAFE KIDS Coalition's co-sponsorship of the inspection station, along with their training and offer of replacement seats were particularly important in the establishment of this station.

Inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Developing the dealership management's support for the inspection station service. (Although the owner of the dealership was very supportive, winning the support of the general manager was essential.)	<ul style="list-style-type: none"> Arguments for the inspection station in terms of the need, benefit to community and to dealership personnel, and potential marketing opportunities helped to convince management to support service. Encouraging management to observe actual inspections was helpful as well.
Identifying an operating schedule that worked for both the dealership and the public.	<ul style="list-style-type: none"> Initially, the dealership held inspections on Saturdays with ½ of the service intake area conducting dealership business and ½ available for inspections. This arrangement did not work well for safety, traffic flow and other reasons. Inspections were then moved to 6-8 pm on a week night after the service area was closed for dealership business.
No onsite storage for replacement seats.	<ul style="list-style-type: none"> Sunrise Children's Medical center offered to store replacement seats. A staff member brought the seats to the dealership in the SAFE KIDS van when needed for the inspection nights.

ADMINISTRATIVE AND OPERATIONAL CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Excessive waiting times when inspections were held on a quarterly basis	<ul style="list-style-type: none"> The sponsors of the program increased frequency of the inspection services to monthly and added inspections by appointment. Not only did this allow the inspection clinics to run more smoothly, it reduced stress on staff and volunteers.
Volunteer burn out	<ul style="list-style-type: none"> Staff and sponsors are continually trying to increase the volunteer pool and develop incentives for continued volunteer support of the service. Enlisting nursing school and EMT students helped provide a steady stream of inspectors; however, this required strict adherence to a senior checker protocol.
Liability concerns by dealership legal council	<ul style="list-style-type: none"> Information regarding the historical lack of legal suits, judgments and/or settlements related to child safety seat inspections was presented to the dealership’s attorney. The owner of the dealership decided to continue support of the service although legal council remained very concerned about liability exposure.

Significant Changes Made to the Inspection Station Since It Began:

Administrative – Moved the inspections from quarterly to monthly and from Saturdays to week nights
 Personnel structure – Increased reliance on student/volunteer checkers.

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative – Continued concern from legal council about liability exposure for dealership.
 Location – In the event that the inspection station could not be held at the dealership, the location would change to Sunrise Children’s Hospital.

Circumstances That Would Cause the Inspection Station to Terminate:

Availability of funds for replacement child safety seats; Concern about liability exposure to dealership;
 Substantial change in management (general manager) support at dealership and/or hospital SAFE KIDS sponsor.

PROGRAM EVALUATION

The Clark County SAFE KIDS Coalition self-evaluates the inspection station effort for quantity and quality of inspections using the SAFE KIDS inspection forms and the SAFE KIDS standard protocol. Operational and volunteer issues are discussed at monthly SAFE KIDS meetings.

The site is planning changes to the evaluation process by tracking frequency of repeat customers and misuse patterns. The sponsors hope this information will enable them to provide more feedback to the community.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most frequent reasons people give you for using your service? Convenience, location, fixed schedule and comfort in dealing with a familiar, long-established business.

Have you identified reasons why more people in your target do not utilize your service?

The staff believes that the reason more people do not utilize the service is that the public doesn't appreciate the risk from incorrectly installed child safety seats.

What would you recommend to other organizations starting an inspection station as the most important things to do? Dealership should identify a key community partnership(s), have a primary CPS trained contact at the dealership (preferably someone with a flexible schedule), develop working relationships with law enforcement and other CPS programs in the community, establish a fixed location and schedule, seek acknowledgement for sponsoring agency's efforts through media and community outreach, and conduct a site survey prior to selecting inspection site with special attention paid to traffic flow, space, storage, and weather conditions.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Over-dependence on volunteer base without adequate technical back-up/resources.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt not holding safety seat tight, safety seat harness loose on child, harness in wrong slots.

The most common infant seat misuse observed is: infant too heavy for infant seat.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in wrong slots.

The most common booster seat misuse observed is: child too small/young for booster seat.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

**Pat Clark Pontiac-GMC/Clark County SAFE KIDS
Sample Material**

Two-sided Card

Front

Warning!

We share your commitment to protecting your loved ones. It appears your car seat may be installed incorrectly, may be defective or have a recall.

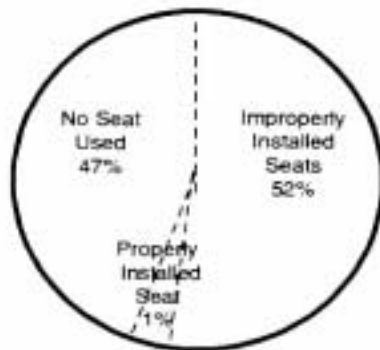
For a complimentary car seat check, please call Clark County SAFE KIDS Coalition at Kiki Rodgers at Pat Clark Pontiac GMC to arrange an inspection of your child safety seat. We will accommodate your request as soon as possible.



Back



Child Safety Seat Use in Clark County



4 out of 5 car seats are installed improperly.
Make sure yours isn't one of them!

Last year, in Clark County alone, we checked 3,151 car seats. Only 42 were installed properly.

www.ccsafekids.com

"HAS MY CHILD'S CAR SEAT BEEN RECALLED?"

FREE CAR SEAT CHECK UP

Have your car seat checked free of charge

Pat Clark Pontiac-GMC
2575 E. Sahara Blvd.
3rd Wednesday of Every Month
6:00 PM – 8:00 PM

Register to win a college scholarship for your child
under the Nevada Pre-pay Tuition Program.

Ask for Details!!

This event is brought to you by

Results from previous
safety checks shown
that *four out of five* car
seats are used
incorrectly.

***Be Sure Yours is Not
One of Them!***

Clark County
**SAFE
KIDS**

Coalition



A Non-profit organization dedicated to the prevention of
injury to children. For more information
check out our website at www.ccsafekids.com

"WHEN CAN I TURN MY BABY'S CAR SEAT AROUND TO FACE FORWARD?"

"IS MY CHILD'S CAR SEAT TOO OLD?"

"WHY DOESN'T MY CAR SEAT STAY TIGHT IN THE CAR?"



CHILD PASSENGER CHECKLIST

Use one form per child and per CSS to document the way the child arrives

A	B	C	D	E	F	G	H	I
---	---	---	---	---	---	---	---	---

For optimum accuracy, please print in capital letters and avoid contact with the edge of the box. See above examples.

CSS=Child Safety Seat

Parent Grandparent Other

Participant's First Name: _____ Participant's Last Name: _____

Child's first name: _____ Age(yrs) (mos): _____ Weight(lbs): _____ Height(in.): _____ Child present? Y N
 Expectant parent? Y N

Address: _____ NOTE: If child < 1 mo, please indicate 1 mo.

City: _____ State: _____ Zip code (required): _____ (Area Code) Telephone Number: _____
 Make of vehicle: _____ Vehicle year: _____ Vehicle model: _____

Front-passenger air bag? Y N How did you hear about this event? Flyer Television Internet Radio Newspaper Friend/Relative Other
 If yes, is air bag active? Y N

I understand and agree that the sole purpose of this program is to help reduce the incidence of the improper installation of car seats. That this responsibility is being provided as a free service to me. That the program cannot fully evaluate the quality, safety, or condition of the car seat, the car seat provided or any vehicle, including the vehicle or safety belts, and that the program cannot guarantee my child's safety in a vehicle outside Illinois. I understand that a properly installed child safety seat can reduce fatal injury by 71% for infants and by 24% for toddlers and that it is important to read the vehicle and car seat instruction manuals. For these reasons I hereby release Children's Hospital of Pittsburgh, Inc. National SAFE KIDS Campaign and each of the SAFE KIDS Coalition's General Members and each of its divisions, subsidiaries and other operating entities, and any program participants, from any present or future liability for any injuries or damages that may result from a vehicle collision or otherwise.

Signature: _____ Date: ____/____/____

COMMENTS: Please describe any other misuse observed/recommendations, instructions

Senior checker initials: _____ Event ID: _____

Scribe initials: _____ Coalition ID: _____

Team captain: _____

Check up location: _____

Event at GM Dealership? Y N

Date of event (MM/DD/YYYY): ____/____/____

STOP THIS SECTION MUST BE COMPLETED!!!

No misuse observed Child arrived without CSS
 All corrections made CSS arrived uninstalled
 Not all corrections made CSS provided by coalition
 (Explain in comment section) Recommended a new CSS (No new CSS provided)

Participant helped install CSS

Materials given to participant:

Looking Clip Printed Materials
 Towel/Nozzle Slip guard material
 Other _____

Complete below ONLY if new CSS is provided by Coalition.

Briar Fisher-Price Century Greco
 Cosco Kolcraft Evenflo Other

CSS Name: _____

CSS model number: _____

Registration card completed SK Coalition Participant and mailed to by: _____

TO CAR SEAT CHECKERS: Observe child in CSS first. Then identify CSS in which child is restrained. Completely fill in appropriate ovals. Discuss the findings with participants.

Child Arrives REAR-FACING

Infant w/ Base Infant w/o Base RF Convertible

Y N N/A

CSS in back seat (not in front of air bag)

Child within recommended age/ht range

Rear-facing appropriate for child

CSS appropriate for rear-facing use

Appropriate recline (no more reclined than 45 degrees/head does not fall forward)

Harness straps at or below shoulders

Harness straps snug (no slack)

Harness attached securely and threaded correctly

Harness retainer clip used (if required in instructions)

Harness retainer clip at armpit level

Harness retainer clip threaded correctly

Carrying handle in the correct position for travel

Safety belt routed correctly

Safety belt locking CSS tightly in vehicle with locking latchplate, switched retractor, locking clip, look-off, etc. (1 inch test)

Locking clip used correctly (if needed)

Converted CSS to forward-facing

Recommended different CSS

CSS manufacturer:

Britax Fisher/Price

Century Graco

Cosco Kwikraft

Evenflo Other _____

CSS name _____

CSS model number _____

Child Arrives FORWARD-FACING w/ Harness

5 Pt. Harness T-Shield Tray Shield

Combination CSS Integrated Other _____

Ex. Special needs/convertible not properly used when CSS, etc.

Y N N/A

Child within recommended age/ht range

Forward-facing appropriate for child

CSS appropriate for forward-facing use

CSS adjusted to upright position

Harness straps in top slots unless other slots reinforced (at or above shoulders)

Harness attached securely and threaded correctly

Harness straps snug (no slack)

Harness retainer clip present (if required in instructions)

Harness retainer clip at armpit level

Harness retainer clip threaded correctly

Safety belt routed correctly

Safety belt locking CSS tightly in vehicle with locking latchplate, switched retractor, locking clip, look-off, etc. (1 inch test)

Locking clip used correctly (if needed)

Tether used correctly (if supplied)

Converted CSS to rear-facing

Converted CSS to belt-positioning booster

Recommended different CSS

Counselor participant as follows _____

SHIELD BOOSTER/LAPTOP

Y N N/A

Child within recommended wt./ht. range

Shield snug against child

Safety belt routed correctly

Safety belt locking CSS tightly in vehicle with locking latchplate, switched retractor, locking clip, look-off, etc.

Locking clip used correctly (if needed)

*Note: Currently, shield boosters are only for children between 30 and 40 lbs. Best practice: harness up to 40 lbs

Removed shield, used base with lap/shoulder belts

Recommended retrofitting vehicle with shoulder belt

Recommended Y-harnessed

Recommended different CSS

OTHER CHILD RESTRAINT

Y N N/A

Child within recommended wt./ht. range

Restraint used according to manufacturer's instructions

VEHICLE SAFETY BELT

Y N N/A

Child's legs bend over vehicle seat w/o slouching

Child's back against vehicle seatback

Belt over center of shoulder

Lap belt over upper thighs

Recommended booster seat

Recommended CSS with harness

BELT-POSITIONING BOOSTER (No Harness)

Backless High Back

Y N N/A

Child within recommended wt./ht. range

Safety belt routed correctly

Lap/shoulder belt correctly positioned

Tether used correctly (if supplied)

Converted CSS to forward-facing with harness

Moved child to safety belt

Has this CSS been checked before? Y N

Original CSS manufacturer known? Y N

Registration card written? Y N

CSS in crate? Y N

CSS in back seat? Y N

CSS labeled to indicate it meets U.S. federal standards? Y N

Is CSS on recall list? Y N

If yes, has defect been repaired? Y N

Shade the X where you found CSS. Shade the M if/where it was moved.

D	<input type="checkbox"/> X <input type="checkbox"/> M	1
	<input type="checkbox"/> X <input type="checkbox"/> M	2
	<input type="checkbox"/> X <input type="checkbox"/> M	3

Please describe any misuse observed:

01/09

Primary Children's Medical Center, Salt Lake City, UT



Site Visit Summary

Inspection Station Location Name: Primary Children's Medical Center (PCMC)

Street Address: 100 Medical Center Drive

City, State: Salt Lake City UT **Phone:** 801-588-3683

Email Contact: Janet Brooks pcjbrook@ihc.com

Date Visited: June 4 – 6, 2002 **Observation conducted by:** Janet Dewey-Kollen and Julie K. Prom

Type of Agency/Organization: Children's Hospital operated in concert with Utah SAFE KIDS Coalition

Type of service: Fixed Site Mobile Both

Inspections Completed Per Month: 110 Total = 50 from daily walk-in hours, 60 from twice-a-month events

Annual Budget (Including in-kind and paid advertising):

\$0 - 15,000 \$15,001 – 25,000 \$25,001 – 50,000 \$50,001 – 75,000 Over \$75,000

Geographic Setting: Urban Suburban Rural

Program Setting:

The Primary Children's Medical Center (PCMC) is located in Salt Lake City and is a level 2 trauma center with a 232-bed capacity. An agency of the Intermountain Health Care organization, PCMC serves the largest geographical service area of any children's hospital in the U.S., reaching the states of Idaho, Montana, Nevada, Utah, and Wyoming.

Populations Served:

The primary populations served by the PCMC car seat check program are hospital patients and the Salt Lake City community. Ten percent of the hospital's patient base includes the following groups: Hispanic, African American, Native American, and Pacific Islander. Special community outreach efforts are made to serve low-income populations.

OPERATIONAL DETAILS:

PCMC began its child safety seat inspection service in January 2000. Services are provided at no cost to hospital patients or the public. Daily inspections are conducted in the patient drop-off area in front of the hospital. Twice-a-month evening inspection clinics are held in the hospital parking area. The program also works closely with Larry H. Miller Honda dealership, holding the monthly inspection clinics at this location on occasion. Inspections are conducted free of charge to participants.

Service Delivery Schedule:

Fixed site, set days/hours, drop-in basis: Members of the Child Passenger Safety Squad are stationed at a designated location in the hospital lobby from 10-11am and 4-5 pm on weekdays for inspections. Families come to the lobby during these set hours for safety seat inspections. These families can be referred for help with child safety seat installation as a part of their hospital discharge preparation, at the hospital for a routine clinic visit, or even hospital employees. Clients referred from other hospitals and/or individuals from the community are encouraged to come to the PCMC for assistance during the standard hours, as well.

Fixed site, set days/hours, by appointment: On the 2nd and 4th Thursday nights of every month, the PCMC holds inspection stations from 3pm to 6pm in the hospital parking facility. These inspections are open to the community and inspections are conducted by appointment.

Fixed site, by appointment only: If a family cannot schedule a child safety seat inspection during the day or cannot attend the twice a month inspection clinics, the staff will schedule a special appointment for the family. For children discharged after normal business hours and during weekend hours, hospital staff will contact Safety Squad members in the PCMC's Safety and Security Department for a seat inspection.

Tools and equipment used for inspections: PCMC provides stocked rolling carts to the Safety Squad member on call and to the Safety and Security Department. The carts contain the following items: Up-To-Date Recall List, CSS Manufacturer's Instructions, Locking Clips, Belt-Shortening Clips, Replacement Seats, Foam Noodles, Slip Guard, Toys for Children, and Disinfectant

Data Collection: This station uses a standardized "inspection checklist." The form includes a liability waiver to be signed by the participant along with a section documenting seat replacement if needed. Completed inspection forms are hand-tallied and then entered into a database.

Inspection process: A typical inspection begins with one or two Safety Squad members stationed in the PCMC lobby greeting a parent/participant who has a child with him or her. The group moves to the parking lot or circle in front of the hospital for the inspection. The parent completes permission and information forms while the inspector and recorder note seat(s) and installation method in use by the family on arrival. The inspector verifies information on the form then makes recommendations for suggested changes, including appropriate seat for child and correct installation of seat. The Inspector fits the child in the seat and involves the child in the installation process as age appropriate. The inspector has the parent help in the installation process and/or discusses appropriate options with the parent. Inspectors distribute parent education materials, complete seat registration cards, and distribute promotional material as appropriate.

Replacement Seat Policy: PCMC replaces/provides seats to patients and/or siblings of patients as needed at no cost to the recipient. The program asks for a \$20 donation for seats replaced at community events or for those clients referred from other agencies. Only special needs seats are loaned to patients on a short term basis. These loans are typically handled through the Rehabilitation Department.

The average number of replacement seats provided per month:

Infant seats	11
Convertible seats/Combination seats	17
Belt-Positioning Booster seats	<u>16</u>
TOTAL	44

Funding for the replacement seats comes from multiple sources including: the PCMC Foundation, AAA of Utah grant, Utah Highway Safety Office, SugarHouse Rotary Club, Larry H. Miller Honda dealership, Babinski Baby Store, Utah SAFE KIDS Coalition, PCMC Child Advocacy Department, and National SAFE KIDS Buckle Up grants.

Replacement seats are purchased directly from manufacturer. The hospital provides both on site and off site storage. Distribution of seats is handled by the PCMC’s Materials Management Department with staff ordering seats in the same manner as other hospital materials/equipment.

This site does not advertise the availability of replacement seats because they believe they would be overwhelmed with requests. They believe they can control distribution of seats best by providing seats on a situation-specific basis.

Liability Insurance: Liability insurance coverage for the inspection services provided by this site is through the PCMC’s policy. Additional liability insurance for SAFE KIDS check up event is provided through the National SAFE KIDS Campaign. Inspectors are not required to have individual liability coverage.

STAFFING

This site has a total of 5 core staff members who perform various functions as outlined below.

<p>Administrator Employee? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation) # at this site: 1</p>	<p>Title: Child Advocacy Manager in PCMC’s Community Relations Department</p> <p>Training Required: BS Degree; Health Education; CPS Technician Training</p> <p>Time: CPS program requires 50% of time</p> <p>Duties: Oversees entire CPS program including inspections, training, budgeting, hiring, publicity, education, scheduling, and data tracking. Directly involved in hands-on inspections, community outreach and education, and public relations activities. As a part of other job functions, Administrator coordinates the Holds On To Dear Life program including media buys, injury prevention activities and legislative advocacy.</p>
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<p>Assistant Administrator Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 1</p>	<p>Title: Patient/Family Community Education Manager</p> <p>Training Required: CPS Technician and Health Education training</p> <p>Time: 25% of time currently (During the first two years of the program, 50% of this employee's time was dedicated to CPS inspection station work. Initial responsibilities included conducting the twice-daily in-hospital inspection station program, initial training of all hospital staff, and community outreach.)</p> <p>Duties: Current duties include staffing bi-monthly community fitting stations, conducting staff and community education activities.</p>
<p>Senior Checker Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Direct Program Expense)</p> <p># at this site: 1</p>	<p>Title: Staff Inspection Leader</p> <p>Training Required: CPS Technician Training</p> <p>Time: 23 hours per week</p> <p>Duties: Coordinate and staff bi-monthly community inspection stations, man daily inspection stations and support general program activities.</p>
<p>Inspector Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 4 at hospital and 2 at outpatient rehabilitation clinic</p>	<p>Title: Staff Participants</p> <p>Training Required: Child Passenger Safety technician and/or safety seat installation training.</p> <p>Time: 10-15% of time</p> <p>Duties: PCMC staff including 2 physical therapists, 1 occupational therapist, and a therapy aide who primarily address special needs fittings for both inpatients and outpatients. Two security officers also conduct fittings on an on-call basis for weekend and after work hour discharges, and also assist with bi-monthly clinics.</p>
<p>Scheduler Paid Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (In-kind Compensation)</p> <p># at this site: 1</p>	<p>Title: Administrative Assistant, Community Relations Department</p> <p>Training Required: CPS Technician Training</p> <p>Time: 25% or 8 hours of a 32 hour work week</p> <p>Duties: Answers the CPS 588-CARS hotline and responds to questions from the public; advises people of hours for PCMC's daily and bi-monthly inspection stations and schedules appointments as needed. Because this staff person is a CPS Technician, the scheduler can also answer basic CPS questions from callers. This staff person also assists with ordering and organizing supplies and assists in budget tracking.</p>

Paid Staff: Salaried staff members' regular responsibilities include child passenger safety inspection work. The Staff Inspection Leader is a contracted position funded by the Utah Highway Safety Office.

Use of Volunteers: On site, the only volunteers this inspection station uses are the PCMC language interpreters. Off-site, the program works with a limited number of volunteers, primarily associated with community safety events.

Staff Turnover: This site has not had problems with turnover of the core staff members. However, since staff members come from several departments throughout the hospital, the amount of time individual staff members are authorized to spend in CPS activities can vary and change according to the level of support provided by the respective staff members' department heads.

Staff Training and Continuing Education: All key program personnel and Safety Squad members receive the 32-hour certified CPS technician training.

When the PCMC committed to providing CPS inspection services in January 2000, hospital administrators agreed to make CPS skills training mandatory for all hospital staff. The Inspection Station program manager and program assistant manager conducted training for 1000 employees through the hospital "mandatory skills" education program. Staff members were trained to identify the basic safety seat needs of a patient and to refer families for a complete safety seat inspection as needed. Once existing staff was trained, the CPS module was integrated into the new hospital employee training.

Additional training for direct patient care providers is accomplished through PCMC's Quarterly Education Module, a mandatory, self study program. Ongoing training opportunities are available through two-day and 8-hour training courses, annual hospital mandatory skills review courses, special department trainings, and special refresher courses.

To ensure that accurate information is being disseminated, inspections are regularly monitored by the program manager and/or assistant manager.

Updates, recalls, and/or other emerging issues are disseminated directly to key Safety Squad members and indirectly through updates via the hospital newsletter and e-mail announcements

PROMOTIONAL AND OUTREACH ACTIVITY

Various promotional activities are conducted to encourage the public to use the inspection station services including:

Give-away items (e.g. buttons, coloring books) – The program makes available various traffic safety focused items including zipper pulls, stencils, hats, etc. In addition to use with families, these items are provided to groups requesting traffic safety information for distribution at special meetings.

Brochures/Flyers – The program distributes three core educational handouts to patients, referral sources, and special consumer groups. Two of the handouts are developed in-house and a third handout on booster seats is made available by the Utah Highway Safety Office. Staff believes that 30% of their total referrals from physician offices, day care centers, and law enforcement agencies and other sources are related to the distribution of these flyers promoting the inspection station services.

Posters – Special posters, "Stop Before You Go," promoting the inspection station services are framed and posted by elevators in the patient areas of the hospital.

Newspaper ads/PSAs/articles – PCMC rarely uses traditional newspaper advertising or editorial outreach, but does place ads promoting use of the inspection station services on pharmacy bags, and in community and other newsletters.

Radio and Television ads/PSAs/articles – The PCMC’s Hold On To Dear Life (HOTDL) program has for the past 11 years been the beneficiary of a grant in the amount of \$100,000 for public information and education activities about traffic safety and childhood injury prevention. The appeals are usually based on real-life traffic tragedies and/or saves. Public recognition of the HOTDL program and message is 67% according to a 2002 public survey.

The HOTDL program buys \$25,000 in radio ad time annually. Seventy-five percent of this buy promotes traffic safety programs and the 588-CARS hotline specifically. The HOTDL program buys \$75,000 - \$100,000 in local television ad time annually and has maintained this level of television messaging since 1990. All of the television advertising promotes traffic safety programs and the 588-CARS hotline specifically.

Although three times as much is spent on television for overall awareness activities, the program staff believes that radio advertising of the 588-CARS hotline results in approximately 50% of the calls the hotline receives requesting car seat information and inspections.

Community Events – The PCMC inspection station program staff also participates in check up events with other community partners, which they believe result in about 10% of their referrals.

Word of Mouth – The program staff believes that approximately 10% of their referrals come via word of mouth.

Other – The program is considering mailing “follow-up” or “reminder” cards to families. The cards would encourage families to return to the PCMC for re-inspection services at particular milestones in their child’s development.

“Specialized” activities - The PCMC program participated in the Boost America program, with a focus on booster seat inspections and distributions.

Targeted Promotional and Outreach Activity: To further promote child passenger safety and raise awareness of the inspection station services, the program manager and assistant managers present CPS information to Head Start groups, women’s church groups, parenting groups, grandparenting groups, and foster parent/case worker groups. The program also participates in annual School Nurse Conferences, PTA Conferences, school-based special needs resource fairs, and the Larry Miller Honda Child Safety Day (their community auto dealership partner.)

Key Promotional Partnerships: The PCMC inspection station staff believes that relationships with the Utah Highway Safety Office, National SAFE KIDS Campaign and Utah SAFE KIDS Coalition and the PCMC Foundation have been critical to the success of their program. The program credits television and radio advertising through the HOTDL effort as a key outreach activity. Additionally, seats made available through the AAA of Utah and through General Motors programs were critical to the program’s success.

FUNDING AND BUDGET

The estimated annual PCMC inspection station budget for program support, replacement seats and direct personnel costs is \$81,500. In-kind personnel and paid advertising bring the estimated total cost of this program to \$250,250.

In-Kind Services and Materials: PCMC provides in kind support of approximately \$75,000 for the staff members listed above who contribute substantially to the inspection seat program. In addition, hospital staff from rehabilitation, neonatal intensive care unit (NICU), outpatient, public relations, materials management, accounting, administration, and other departments support the program. Additionally, staff offices and space for inspections are provided in-kind. HOTDL funds used to help promote traffic safety messaging and educational outreach, including the child safety seat inspection services program, total \$93,750.

PCMC CPS Inspection Station Budget Overview

Expense	Amount	Subtotal
Program Support: Printing, equipment, supplies, postage, training, storage, promotional materials, etc.	\$50,500	
<i>Subtotal</i>		\$50,500
Seats: (525 per year x \$40 per seat)	\$21,000	
<i>Subtotal</i>		\$71,500
Personnel (Direct Program Expense): Contractor/Staff Inspection Leader	\$10,000	
<i>Subtotal</i>		\$81,500
In-kind Personnel Costs	\$75,000	
<i>Subtotal</i>		\$156,500
Paid Advertising	\$93,750	
Total		\$250,250

Funding: Funds for the PCMC Child Safety Seat Program come from multiple sources including the Huntsman Foundation, PCMC Foundation, PCMC Child Advocacy/Community Relations Department, Union Pacific, BMW Bank, Sinami Foundation, Utah Office of Highway Safety, AAA of Utah, Larry Miller Honda, National SAFE KIDS Campaign, Utah SAFE KIDS Coalition, SugarHouse Rotary, Babinski Baby Store.

DEVELOPMENT OF THE INSPECTION STATION

In 2000, former National Transportation Safety Board Chairman Jim Hall visited the PCMC and issued a call to action for more child safety seat inspection stations across the country. The PCMC responded by creating their Child Passenger Safety Program in order to respond directly to consumer requests for inspection station services generated in large part by the Hold on to Dear Life safety awareness program. PCMC's association with the National SAFE KIDS Campaign and GM SAFE KIDS Buckle Up program also stimulated development of the permanent inspection station.

The resources most helpful to PCMC in the development of the inspection station were the Utah Highway Safety Office, the National and Utah SAFE KIDS organizations, the Hold on to Dear Life Program, groups willing to donate funds for car seats and the availability of the standardized child passenger safety training program.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Identifying available hospital staff to conduct safety seat inspections.	<ul style="list-style-type: none"> • The program manager identified departments that had natural connections to the prevention goals of the program, including community education, rehabilitation department, neonatal intensive care unit (NICU). • Creative use of staff support and training opportunities.
Securing hospital support for: <ul style="list-style-type: none"> • Institutionalization of the program throughout hospital, • Establishing regular inspection service hours (10-11am and 4-5pm daily) • Addition of service to discharge policy 	<ul style="list-style-type: none"> • Presented statistics on need for program to hospital administrators and to key management groups including the policy and procedures committee, department directors committee and the quality education module (QEM training) committee.
Lack of trained inspectors and limited training opportunities.	<ul style="list-style-type: none"> • Program solicited hospital staffers who were willing to respond to calls for inspection station services during 8-5, M-F hours. Provided inspector level training for these "Safety Squad" members • Developed on-site, 1-2 day training program for all staff • Met with unit educators to identify special training needs and program for specific units • Integrated training into new employee orientation • Program managers made themselves readily available for special training and consultations as needed.

ADMINISTRATIVE AND OPERATIONAL CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-going operation of this service.

Challenge	Solution
Regular patient care duties limited the amount of time many trained safety squad members were actually available to respond to inspection requests. Pager-based request for inspections became increasingly difficult to staff.	<ul style="list-style-type: none"> • Received grant from Utah Highway Safety Office to hire staff inspection leader to serve as primary responder for inspection requests. • Relied on initial safety squad members for referrals and back up assistance • Established structured hours for safety seat inspections
Encourage staff to refer patients/families for inspections	<ul style="list-style-type: none"> • Provided education about seat inspection program, supporting statistics and availability of services to all staff through mandatory training programs and new employee orientation.
Storage of safety seats	<ul style="list-style-type: none"> • Rented off-site storage unit.

Significant Changes Made to the Inspection Station Since It Began:

- Administrative – Changed from pager-based request for services to set times for services.
- Location – Added twice monthly evening community safety seat inspections to respond to requests from community.
- Funding – Additional funds available from community and from PCMC Foundation
- Personnel – Additional, dedicated staff trained for inspections

Significant Changes to the Inspection Station Under Consideration or Imminent:

- Location – Considering location for community inspections that is more centrally located in community.
- Funding – Received \$50,000 Phase II SAFE KIDS Buckle Up grant for expanded services and outreach.
- Personnel – Plan to train more technicians and instructors and to provide additional continuing education.

Circumstances That Would Cause the Inspection Station to Terminate:

- Lack of funds for child safety seats
- Lack of grant funds for staff inspection leader position
- Substantial change in administrative and/or departmental support for program

PROGRAM EVALUATION

The PCMC Child Safety Seat Inspection Station program is self-evaluated, based on the quantity of inspections and patterns of misuse. Evaluation activities include review of inspection forms, observation of staff during inspections and on-going program review for grant performance requirements. In addition, the program is reviewed annually by PCMC administration, the PCMC Foundation Board of Trustees, the PCMC Policy and Procedures Task Force. The program plans to begin distributing customer satisfaction surveys at the time of inspection.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service?

Referral by doctor or nurse, heard radio or television message about high CSS misuse rates, frustration with installing seat, do not understand car seat instructions, other hospitals do not offer to help in child passenger safety.

Have you identified reasons why more people in your target DO NOT utilize your service?

Location out of the way, don't offer rentals, don't offer free seats to the general public, unaware of service provided

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Evaluate and match staffing needs and available budget more carefully, establish hours of service rather than relying on "on call" system.

What would you recommend to other organizations starting an inspection station as the most important things to do? Begin slowly adding improvements in services in steps, establish funding partners, get "buy-in" from administrators and staff, establish relationship with public relations department to promote availability of service to community, share successes (even incremental) of the program with sponsoring agency administrators, recognize support of administrators and funders.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Avoid depending on a volunteer base, do not commit to service level before knowing fiscal and staffing resources available, do not overlook potential program supporters because they are not "traditional caregivers," e.g. at PCMC the security staff technicians are an integral and motivated part of the team and provide critical coverage during "off-peak" hours.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt NOT holding seat tightly, locking clip used incorrectly or not used when needed, safety seat harness loose on child.

The most common infant seat misuse observed is: harness retainer clip in the wrong place.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in the wrong slots.

The most common booster seat misuse observed is: harness used beyond weight limit.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

**Primary Children's Medical Center
Sample Materials**

Car Seat Distribution and Education



Policy Statement

Every child leaving Primary Children's Medical Center (PCMC) is entitled to leave in the safest manner possible. This may include receiving a new child safety seat from the hospital if the family cannot provide their own. Or, it may mean the parents of the child bringing a child safety seat to the hospital to have a safety evaluation and proper placement of the seat in the vehicle. PCMC receives special donations from local and national organizations to purchase infant/child safety seats or special needs child safety seats for use in motor vehicles. These child safety seats may be given out at no cost or charge to the parent or guardian. A loaner program for special needs child safety seats requires a small deposit, refundable on return of the special needs child safety seat. The purpose of this policy:

- A. To provide direction to employees on how child safety seats and special needs child safety seats may be obtained for PCMC patients.
- B. To properly fit a child in a child safety seat.
- C. To inform families of the times staff will be available to help them properly install the child safety seat in their vehicle.
- D. To inform staff of who to contact if special assistance is needed to fit a child for a physiologic child safety seat trial (ext. 3683 or 4071; beeper #6715 or #6793; or a PT/OT).

Scope

All PCMC hospital staff and patients.

Definitions

- A. Child Passenger Safety Technician: Has attended a four-day training class and received certification.
- B. Skills Lab: Room located on the 3rd Floor in the Education Department.
- C. Appropriate child safety seat is one that:
 1. is less than 6 years old;
 2. has manufacturer date and model number on it;

***Requires physician order for implementation.

2

3. has never been in a crash; and
4. has no visible defects and no missing parts.

D. Scheduled hours for proper placement of child safety seat in vehicles:

10:00 a.m. – 11:00 a.m., Monday through Friday

4:00 p.m. – 5:00 p.m., Monday through Friday

Provisions

A. Determination of a Car Seat Need

1. Infants and children at PCMC will be assessed by staff to identify if a child safety seat or special needs child safety seat is needed.
2. The health care provider (RN, LPN, CNA, Physical Therapist (PT), Occupational Therapist (PT), or Nurse Case Manager) may assess and identify a patient child safety seat need on admission or at any time during hospitalization. Providing parent/guardian education and training, or obtaining the child safety seat after receiving a discharge order is discouraged. Discharge delays should be avoided.

B. Patient/Family education

1. Encourage the family to watch the video "Don't Risk Your Child's Life" either on Channel 38 or by going to the skills Lab.
2. The health care provider will assist the family in properly fitting child into the child safety seat.
3. During scheduled hours (see definitions), families wishing help installing their child safety seat in their vehicle will be able to have it done at that time.
4. Health care providers should make every effort to assist parents with proper fitting of the child into the child safety seat.
5. Health care providers will inform the families of the scheduled hours to have their child safety seat properly fitted in their vehicle by a certified passenger safety technician in a timely manner so as to be ready to leave the hospital without delay upon discharge.

C. Scheduled hours

1. Monday through Friday, 10:00 a.m. – 11:00 a.m., and 4:00 p.m. – 5:00 p.m.
2. Weekends and holidays: contact security for assistance by dialing "0."
3. Families unable to obtain assistance during scheduled hours may be referred to PCMC's 2nd and 4th Thursday of the month community check points by calling the Car Seat Safety Hotline at 588-2277.

D. Child safety seats

***Requires physician order for implementation.

3

1. When necessary, child safety seats are provided free of charge by PCMC Foundation and can be obtained through Materials Management.
2. In special circumstances, a sibling may need a child safety seat. Follow the same procedure.

E. Special assistance

1. All families leaving the hospital are encouraged to view "Don't Risk Your Child's Life" and participate in the child safety seat installation.
2. A Child Passenger Safety Technician can be contacted at #6715 to help with children with special needs, car beds or special needs seats to fit a child in a child safety seat prior to a physiologic car seat trial.

F. Staff education

Staff will be educated through the QEM, mandatory skills and New Employee Orientation.

Description of Procedural Steps

A. General Child Safety Seat (infant, convertible, or booster)

1. The Nurse, PT, OT or Nurse Case Manager will assess and identify a patient child safety seat need. Once identified, the seat will be ordered from Materials Management. The seat will be delivered to the patient's room.
2. The health care provider will have the families:
 - i. Watch the video *Don't Risk Your Child's Life* passenger safety video available on PCMC closed circuit educational TV channel 38 or have them preview it in the skills lab.
 - ii. Assist the family in the proper fitting of the child in a child safety seat.
 - iii. Have the family participate in proper installation of child safety seat into the vehicle during scheduled hours by a child passenger safety technician.

B. Special Child Safety Seat or Restraint Device (Easy On Vest, car bed or Spelcast child safety seats, etc.)

1. The health care provider will assess and identify when a special needs child safety seat or restraint device is needed.
2. Health care provider will contact either a PT/OT or a Child Passenger Safety Technician for further assistance.

***Requires physician order for implementation.



Quarterly Education Module

1st Quarter 2002 Issued 01/21/02– Due 3/4/02

Topics	1 Car Seat Distribution and Education	Page 1
	2 Peripheral IV Therapy.....	Page 3
	3 Enteral Tube Database.....	Page 6
	4 Patient Identification Policy.....	Page 9
	5 Other Policy and Procedure Updates.....	Page 10
	<i>TPA in Pigtail Catheters Procedure</i>	Page 10
	<i>Nursing Task List and Delegation Standard</i>	Page 10

Instructions

1. Read the topics appropriate to your department and discipline.
2. Follow the instructions in the "Training and reinforcement activities" section in each topic for required and/or suggested training. Clarify with your department educator or manager what specific requirements are for you.
3. Date and initial the **QEM checklist** for each topic you complete.
4. Turn in the **QEM Checklist** to your unit Educator or Manager on or before **Monday, March 4, 2002**.

Note: This QEM is almost entirely clinical. Nonclinical persons (except for Security Personnel in Topic 1) do not need to do this QEM.

Topic 1:

Car Seat Distribution and Education

Departments: All Inpatient Units, SDS, ED, Security

Disciplines: RN, LPN, CNA, Clerk, PT, OT, Security Personnel

Motor vehicle crashes are the leading cause of death in children over 1 year of age. Every child leaving Primary Children's Medical Center (PCMC) is entitled to leave in the safest manner possible. This may include receiving a new child safety seat from the hospital (if the family cannot provide their own) or the parents may bring a child safety seat to the hospital. Either way, they may have a safety evaluation and proper placement of the seat in the vehicle.

PCMC receives donations to purchase infant/child safety seats and special needs child safety seats. Regular child safety seats may be given out at no cost to the parent or guardian. Special needs child safety seats are available through a loaner program and require a small deposit, refundable on return.

Determining Need for a Car Seat

- Staff (RN, LPN, CNA, Physical Therapist (PT), Occupational Therapist (PT) or Nurse Case Manager) identifies if a safety seat or special needs safety seat is needed by asking the parents "Do you have a car seat?" on admission or at any time during hospitalization.
- If needed, obtain the proper car seat for the patient. Do not wait till the discharge order is written before obtaining the child safety seat or providing education as this will delay discharge.

Patient/Family education

- Encourage the family to watch the video "Don't Risk Your Child's Life" either on Channel 38 or in the skills Lab.
- Assist the family to properly fit the child into the safety seat.
- If a family wants help to install the child safety seat in their vehicle, inform them of the scheduled hours this service is available from a Child Passenger Safety Technician (see below).

Scheduled hours for a Child Passenger Safety Technician:

- Monday through Friday: 10:00 a.m. – 11:00 a.m. and 4:00 p.m. – 5:00 p.m. (extension 3683 or 4071; beeper #6715 or #6793).
- Weekends and holidays: contact security for assistance (dial "0")
- Families unable to obtain assistance during scheduled hours may be referred to PCMC's 2nd and 4th Thursday of the month community check points (call the Car Safety Seat Hotline: 568-2277).

Infant/Child safety seats:

- Child safety seats are provided free of charge by PCMC Foundation and can be obtained through Materials Management.
- In special circumstances, a sibling may need a child safety seat. Follow the same procedure.

Special assistance

- A Child Passenger Safety Technician can be contacted at #6715 to help with children with special needs, car beds or special needs seats. They can fit the child in a child safety seat prior to a physiologic car seat trial.

Training and reinforcement activities

1. Policy InfoBase: *Folio Views* → *Primary Children's Medical Center* → *Patient Care* → *General Patient Care Related Policies and Procedures* → *Car Seat Distribution and Education*
2. All RNs, LPNs, CNAs, PT and OT will receive mandatory training in properly fitting children into child safety seats. This training will occur in a unit mandatory training pass-off session or during New Employee Orientation. If you have any questions about the mandatory training, contact your unit Educator or Manager.
3. Video "Don't Risk Your Child's Life"
4. "Let's Talk About...Child Safety Seat Guidelines"

What you should be able to do

- Assess need for a child safety seat.
- Identify appropriate child safety seat in the appropriate size (for height and weight).
- Properly fit a child into a child safety seat.
- Access a Child Passenger Safety Technician to fit the safety seat into the car or inform families how to obtain this assistance.

QEM Checklist

1st Quarter 2002 Due 3-4-2002

Name: _____ Position: _____

Dept. Name: _____ Dept. No: _____

1. Read the topics appropriate to your department and discipline.
2. Follow the instructions in the "Training and reinforcement activities" section in each topic for required and/or suggested training. Clarify with your department educator or manager what specific requirements are for you.
3. Date and initial the QEM checklist for each topic you complete.
4. Turn in the **QEM Checklist** to your unit Educator or Manager on or before Monday, March 4, 2002.

Topics	Departments	Disciplines	Date and Initial When Complete
1 Car Seat Distribution and Education	All Inpatient Units, SDS, ED, Security	RN, LPN, CNA/Ped Tech Clerks, PT, OT, Security Personnel	
2 Peripheral IV Therapy	All inpatient units, OPD, SDS, ED, OR, Nuclear Medicine, MRI, CAT Scan	RN, LPN, LIP, any personnel placing or caring for peripheral IV catheters	
3 Enteral Tube Database	All Patient Care areas, Outpatient Clinics, Radiology, Surgery	RN, LPN, NP, Radiology Tech, Dietitians	(attach worksheet)
4 Patient Identification Policy	All inpatient nursing units, Laboratory, Radiology	RN, LPN, CNA/Ped Tech, Unit Clerk, Laboratory Personnel, and Radiology Techs	
5 Other: Procedure: Administering TPA in Pigtail Catheters; Nursing Task List and Delegation Standard	All patient care areas	Read key points and reference protocols/procedures as they apply to your position.	

Staff Acknowledgment (please read carefully): My signature below indicates that I have read and understood the information contained in the Quarterly Education Module associated with this document. I understand my responsibility and accountability in the areas indicated for my position, and feel I have the knowledge and training to assimilate these competencies in my everyday work as appropriate to my position.

Staff Signature: _____ Date: _____ Mgr/Educ Init: _____ Rec'd Date: _____

CHILD SAFETY SEAT CHECKPOINT FORM Revised 10/3/00

Participant's Name: _____ Telephone# _____
 Address _____ City _____ State _____ Zip _____
CHILD INFORMATION: Age _____ MR# _____ Weight _____ Height _____
VEHICLE INFORMATION: Manufacturer _____ Model _____ Year _____

I understand and agree that the purpose of this program is to help reduce the improper use of car safety seats; that this inspection is being provided as a free service to me; that this program does not evaluate the quality, safety, or condition of my safety seat or any component of my vehicle, including seats or safety belts; that this program will not guarantee my child's safety in a car crash. I understand that a properly used safety seat can reduce fatal injury by 69% for infants and 47% for toddlers. For these reasons, I hereby release Primary Children's Medical Center and any program participants, from any present or future liability for any injuries or damages that may result from a car crash or otherwise.

Participant's Signature: _____ Date: _____

Checker(s) Name(s): _____ Site: _____ Date: _____

Is there a passenger-side air bag? No Yes (Children age 12 and younger should ride secured in the back seat)
 Seat Type: Infant Convertible Forward-Facing Only Belt-Positioning Booster Shield Booster Built-In
 Mfg: _____ Model(#): _____ Mfg Date: _____
 Recalls (Explain) _____
 How did the parent obtain this child restraint? New Used (obtain a used CSS checklist and go through it)
 Has the seat ever been in a crash? Yes (Destroy) No Unknown (used seat checklist and/or Destroy)
 Child present for car seat check? Yes No
How did participant learn of car seat safety check? Flyer/Brochure TV Radio Newspaper Friend

Mark an X at where you found the safety seat
Mark an M at where it was moved
 If possible, check the belt system for compatibility in all seating positions
 the safety seat is placed in and advise parent of proper installation!

Driver		

REAR-FACING INFANT SEAT OR CONVERTIBLE SEAT

NOTE: a child should be rear-facing until at least one year of age and at least 20 lb. If a child is less than 1 year and over 20 lb., a seat with a greater rear facing weight limit should be obtained.

- Seat in front of air bag..... **Corrected**
- Child NOT within mfg's recommended weight/height range..... **Recommend Seat**
- Seat NOT facing rearward..... **Corrected**
- Seat NOT reclined to 45° (use rolled towel/funnoodle in crack of vehicle seat)..... **Corrected**
- Thick blanket or padding placed between child and harness or safety seat..... **Corrected**
- Harness NOT snug (1 finger rule)..... **Corrected**
- Harness NOT at or below shoulder level..... **Corrected**
- Retainer clip NOT present IF REQUIRED..... **Corrected**
- Retainer clip NOT at armpit level and used correctly..... **Corrected**
- Safety belt NOT routed correctly..... **Corrected**
- Safety belt NOT holding seat tightly in vehicle (no more than 1 inch movement)..... **Corrected**
- Safety belt NOT in locked mode (no locking clip, switched retractor, locking latchplate)..... **Corrected**
- Regular locking clip NOT used correctly, IF REQUIRED (½ inch from latchplate)..... **Corrected**
- Harness ends are NOT secured correctly (harness double-backed through slide adjuster) **Corrected**
- Harness NOT threaded correctly **Corrected**
- Carry Handle in upright position..... **Corrected**

Problems/Comments:

FORWARD-FACING ONLY OR FORWARD-FACING CONVERTIBLE SEAT

NOTE: A child should not be forward facing until 1 year of age and 20 lb. If a child is less than 1 year and over 20 lb., a seat with a greater rear facing weight limit should be obtained.

Seat Type: 5-point harness T-Shield Tray-Shield

- Seat in front of air bag..... Corrected
- Child NOT within mfg's recommended weight/height range..... Recommend Seat
- Seat NOT forward facing..... Corrected
- Seat NOT upright (be sure to check recline adjuster)..... Corrected
- Harness NOT snug (1 finger rule)..... Corrected
- Harness NOT in top slots (at or above shoulder level / over reinforcement bar)..... Corrected
- Retainer clip NOT present IF REQUIRED..... Corrected
- Retainer clip NOT at armpit level and used correctly..... Corrected
- Safety belt NOT routed correctly..... Corrected
- Safety belt NOT holding seat tightly in vehicle (no more than 1 inch movement)..... Corrected
- Safety belt NOT in locked mode (no locking clip, switched retractor, locking latchplate)..... Corrected
- Regular locking clip NOT used correctly IF REQUIRED (½ inch from latchplate)..... Corrected
- Harness ends are NOT secured correctly..... Corrected
- Harness NOT threaded correctly..... Corrected
- Seat NOT complete (shield is in use if required, etc.)..... Corrected

Problems/Comments:

BOOSTER SEAT

NOTE: A child should not be moved into a booster until they have outgrown their convertible or toddler seat.

Seat Type: Belt-positioning Shield High-back (if a harness is being used, use the checklist above)

FOR BELT-POSITIONING BOOSTERS:

- Seat in front of air bag..... Corrected
- Child NOT within mfg's recommended weight/height range..... Recommend Seat
- Lap and shoulder belt does NOT fit child properly..... Corrected
- Shoulder belt NOT being used..... Corrected
- Locking clip used but NOT needed..... Corrected
- Head NOT supported by vehicle seat back (use high back booster for head restraint)..... Corrected

FOR SHIELD BOOSTERS:

If the booster has a removable shield, and there are shoulder belts in the back seat, the shield should be removed and the seat be used as a belt-positioning booster (if child's weight/height meets mfg's range).

- Seat in front of air bag..... Corrected
- Child NOT within mfg's recommended weight/height range..... Recommend Seat
- Seat belt NOT routed correctly (check both the lap and shoulder belt placement)..... Corrected
- Safety belt NOT holding seat tightly in vehicle (no more than 1 inch movement)..... Corrected
- Safety belt NOT in locked mode (no locking clip, switched retractor, locking latchplate)..... Corrected
- Regular locking clip NOT used correctly, IF REQUIRED (½ inch from latchplate)..... Corrected
- Shield NOT snug..... Corrected

Problems/Comments:

REPLACE SEAT AT CHECKPOINT

New Seat/Make/Model: _____

Registration card completed and mailed to manufacturer by checkpoint organizer: Yes No

APPENDIX C

Resource Site Information

Community Traffic Safety Organization

Inspection Station Name: Northern New England AAA - Auto Car Care Center

Address: 191 Marginal Way, Portland, ME 04108

Contact: Terri Gilpatrick **Phone:** 207-228-4855 **Email:** teg144@maine.rr.com

Annual Budget (Not including salaries): \$0 - 5,000

Program Information:

Inspections are done at the Northern New England AAA (NNEAAA) Car Care Center on the third Thursday of every month from 2:00 p.m. to 6:00 p.m. The station averages 20 inspections per month.

The inspection station is located at the AAA Car Care Center with access to a sheltered, climate-controlled environment to inspect seats.

NNEAAA contracts with a CPS Technician to administer the program and conduct the inspections. The program plans to expand its CPS Tech base and begin advertising the service more heavily. NNEAAA recently had three of its staff members attend the NHTSA Standardized CPS course.

Emergency Medical Service Agency

Inspection Station Name: Mecklenburg EMS Agency

Address: 4525 Statesville Rd, Charlotte, NC 28269

Contact: Eric Morrison **Phone:** 704-943-6163 **Email:** ericm@medic911.com

Annual Budget (Not including salaries): \$5,001 - 15,000

Program Information:

This agency began providing inspection services on an events basis in November 2000. In June 2002, the agency received a \$5000 grant from North Carolina Buckle Up to set up a fixed site, operating two four-hour days each month. In August 2002, the schedule was further supplemented when the local SAFE KIDS Coalition was awarded a grant for expanded permanent inspection services.

Currently, 23 staff members of the Mecklenburg EMS Agency are Certified CPS Techs. Typically, 5 Techs provide inspection services on an inspection day. The station averages 100 inspections per month. The inspection station is located at the agency's 65,000 square foot facility, providing a sheltered, climate-controlled environment.

In addition, the agency has formed several valuable partnerships with other local agencies that do not have the resources to staff/fund a permanent checking station on their own. These partnerships have allowed the agency to reduce their payroll expenditures by approximately one-half.

Whenever possible, the Mecklenburg EMS Agency partners with local businesses to promote the checking station. The partners assist in promoting the event as well as providing "giveaways" to help encourage participation. Typically, the sponsors have been Chick-Fil-A and Subway and have provided food coupons as incentives.

The program is expanding within the Latino community. A bilingual CPS technician is on site at least one of the two checking days each month. She also assists in producing targeted promotions for Latinos.

Government - Corporate Partnership

Inspection Station Name: Montgomery County-Fitzgerald Auto Mall

Address: 5501 Nicholson Lane, Rockville, MD 20852

Contact: John Lehman **Phone:** 301-370-0057 **Email:** lehmanj@fitzmall.com

Annual Budget (Not including salaries): over \$75,000

Program Information:

In conjunction with the Montgomery County Division of Consumer Affairs, Fitzgerald Auto Mall sponsors an inspection station that operates one Thursday per month (February - December) at the dealership on a drop-in basis from 10:00 a.m. to 1:30 p.m. The station is staffed by numerous city, county, state and federal employees in the area who are either compensated by their agency or they volunteer.

Over 85 CPS Technicians, CPS Instructors, other CPS-trained staff and others staff this station each month. An average of 350 safety seats are inspected per month at this station. Several inspectors are Spanish speaking and are available at all times. Replacement seats are provided for those who need them and a donation is suggested; although, no one is turned away for inability to pay. Fitzgerald Auto Mall provides a catered breakfast and lunch for all the staff, all inspection/installation supplies and equipment, and rents two 40 by 60-foot tents. The Montgomery County SAFE KIDS Coalition provides the replacement seats.

The station is advertised heavily through flyers, emails, newsletters and the county CPS hotline. On the day of the event, highway variable message signs are used.

Multi-Agency Group Including Police Agencies, Fire Departments and Health Care Providers

Agency Name: "Nurses and Cops Caring for Contra Costa Children" (Walnut Creek Police Department)

Inspection Station Name: Walnut Creek Police Department

Address: 1666 N. Main Street, Walnut Creek, CA 94596

Contact: Officer Scott Hansen **Phone:** 415-744-3089 **Email:** hansen@ci.walnut-creek.ca.us

Annual Budget (Not including salaries): \$5,001 - 15,000

Program Information:

Contra Costa County has several small cities with one to two person police departments. Because of the limited personnel, the agencies collaborated with each other. Twenty police agencies, fire departments and health care locations in Contra Costa County participate in the "Nurses and Cops Caring for Contra Costa Children" program. Twenty-five car seat inspections are held each year with each participating agency hosting events.

Inspections are held from 10:00 a.m. – 12:00 p.m. An average inspection event day results in 50 – 80 car seat inspections. On numerous occasions the group has inspected as many as 135 car seats in a two-hour period.

Every November, the group sets the inspection schedule for the upcoming year. Each participating agency is required, through a memorandum of understanding, to assist in three other car seat inspection clinics. This arrangement allows the group to staff the events. The host agency is required to provide

lunch for each of the attending car seat technicians. Although the lunch is the only cost for an agency, the bill typically does not exceed \$200.

There are now more than 150 technicians in the “NC5” organization. Personnel are compensated by their agency or they volunteer. The group has a \$250,000 grant from the California Office of Traffic Safety, along with financial support from John Muir Medical Center. These funds are used to purchase equipment.

Approximately 6 – 10 car seat events a year are conducted in conjunction with insurance companies and other sponsors. Often, professional marketing agencies are paid by the sponsors to advertise these events. While sponsors get credit for the event, the participating agencies receive additional advertising to attract people that may need inspection services. These events have resulted in live radio broadcasts and numerous television segments during the weeks of national campaigns and during changes in California’s safety restraint laws.

State Police Agency

Agency Name : New York State Police

Inspection Station Name: Troop “B” Headquarters, SP Ray Brook

Address: Route 86, Box 100, New York, 12977 - 0100

Contact: Tech. Sgt. Kevin Mulverhill **Phone:** 518-897-2000 **Email:** kmulverh@troopers.state.ny.us

Annual Budget (Not including salaries): \$0 - 5,000

Program Information:

This permanent fitting station is one of 18 found at state police installations throughout New York. The station is sited at Troop “B” Headquarters, a regional headquarters of the New York State Police, located in Essex County, NY. This inspection station began operation in January 1999 and conducts an average of 30 inspections per month, depending on the season. Twelve inspectors working on a rotating basis are typically based at this station.

This inspection station is funded through a combination of State Police funds and federal highway safety grant funding. The station serves several communities within the geographical coverage area of the Troop. The community served by this fitting station is predominantly rural. State troopers who staff this station are full-time officers. Their performance of these fitting station duties is above and beyond the regular duties they perform.

The New York State Police typically partners with other agencies and volunteers to promote occupant protection and child passenger safety education. Partners include police departments, hospitals and physicians’ offices, health care providers and social services. The troopers who staff this permanent fitting station also participate in other public events, including child safety seat checks, speeches, training programs and public demonstrations.

Because parents and children must come to a state police installation to obtain these services, they have an opportunity to see troopers in a role other than that of law enforcement officer – that of a supportive, friendly public servant who teaches them how to be safer in the car.

APPENDIX D

Maryland Child Passenger Safety “Good Samaritan” Law

**Maryland Child Passenger Safety “Good Samaritan” Law
Enacted in 2001**

Courts and Judicial Proceedings

§ 5-640.

(a) (1) In this section the following words have the meanings indicated.

(2) "Child passenger safety technician" means an individual who holds a current certification as a child passenger safety technician or technician instructor by the National Highway Traffic Safety Administration of the United States Department of Transportation, the American Automobile Association, or other entity designated by the National Highway Traffic Safety Administration.

(3) "Child safety seat" has the meaning stated in § 22-412.2 of the Transportation Article.

(4) "Sponsoring organization" means a person that:

(i) Employs a child passenger safety technician;

(ii) Offers or arranges free child safety seat checkup events or fitting station programs for the general public; or

(iii) Owns property on which a free child safety seat checkup event or fitting station program for the general public takes place.

(b) A child passenger safety technician or sponsoring organization is not civilly liable for an act or omission that occurs solely in the inspection, installation, or adjustment of a child safety seat in a motor vehicle, or in giving advice or assistance regarding the installation or adjustment of a child safety seat, if:

(1) The child passenger safety technician acts in good faith and within the scope of the training for which the technician is currently certified;

(2) The act or omission does not constitute gross negligence or willful or wanton misconduct;

(3) The inspection, installation, or adjustment of the child safety seat, or the advice or assistance, is provided without fee or charge to the owner or operator of the motor vehicle; and

(4) The inspection, installation, or adjustment of the child safety seat is not provided in conjunction with the for profit sale of the child safety seat.

