

Low-Income Safety Seat
Distribution and Education Program

POLICIES AND PROCEDURES

January 2011

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POLICIES AND PROCEDURES

Revised January 2011

ROLE DEFINITIONS

VDH Program Manager – Manager of the VDH, Low-Income Safety Seat Distribution and Education Program. Individual maintains certification as a National Highway Transportation Safety Administration, NHTSA, instructor in the National Standardized Child Passenger Safety Training Program, NSCPSTP.

VDH Program Staff Trainer – Individual certified as either a NHTSA technician or NHTSA technician/instructor in the National Standardized Child Passenger Safety Training Program. This individual is also required to receive annual program instructor training provided by the VDH Program Manager.

VDH Safety Seat Program Assistant – Program assistant of the VDH, Low-Income Safety Seat Distribution and Education Program. This is a shared position and therefore only provides very limited assistance to sites and coordinators regarding supply orders and receipt of shipment confirmation.

District Coordinator – Individual who acts as the district coordinator and contact person for the entire Health District.

Site Coordinator – Individual who acts as the contact person for a local safety seat distribution site within a Health District.

Safety Seat Educator – Individual who has successfully completed the program's annual training and who is responsible for providing training and distribution of seats to clientele.

ROLE RESPONSIBILITIES

VDH Program Manager:

- Is responsible for managing the statewide safety seat distribution and education program
- Is the direct link to the District Coordinators and Site Coordinators
- Is responsible for development of program training curriculum and presentations

VDH Program Staff Trainer:

- Must utilize training curriculum developed and supplied by the VDH Program Manager
- Is responsible for conducting assigned, pre-approved trainings for the program staff, as designated by the VDH Program Manager
- Is responsible for reporting to the VDH Program Manager, those individuals who attended the annual training in its entirety and who completed requirements to be considered adequately trained to instruct and distribute the program seat to recipients
- Must collect training evaluation forms from all individuals who attend the training
- Must collect on-line training certificates from all individuals who attend the hands-on training

VDH Safety Seat Program Assistant:

- Is responsible for contacting District Coordinators and Site Coordinators for update requests
- Is responsible for contacting Site Coordinators for missing shipment verifications or reports
- Is responsible for mailing requested program materials to distribution sites

District Coordinator:

- Is responsible for the coordination of safety seat distribution efforts within their assigned health district.
- Will serve as the main point of contact for VDH to schedule staff training. The District Coordinator will ensure all staff that issue seats to clients complete both the on-line and hands-on training sessions. Following staff training sessions, VDH will send the District Coordinator a training follow-up memo, which lists the individuals who may issue restraints in behalf of the program. The District Coordinator will be responsible for maintaining the training follow-up memorandum on file for a period of five years. The District Coordinator will be responsible for issuing VDH provided attendance certificates to staff following successful completion of the training.
- Is responsible for ensuring timely completion of the On-line Monthly Safety Seat Activity Reports and submittal of monthly Exit Surveys by all sites within their assigned district to VDH.
- Is responsible for ensuring clientele applications, liability waivers, and other clientele program paperwork is maintained for a period of five years.
- Is responsible for ensuring program staff utilizes the most current version of program forms and surveys.

Site Coordinator:

- Is responsible for tracking the monthly safety seat activity and statistics for their assigned location(s) and completing the On-line Monthly Safety Seat Activity Report in a timely manner.
- Is responsible for collecting completed safety seat recipient Exit Surveys from all Site Educators and submitting them on a monthly basis to VDH. The site coordinator is responsible for educators utilizing only the most current version of surveys and that they are submitted via mail.
- Will maintain clientele eligibility and CSS issuance paperwork for a period of five years and staff utilizes the most current version of program forms.
- Will submit required paperwork to VDH Program Manager, when a change in the shipment allocation is necessary. The Site Coordinator is responsible for submitting a request to reflect the change on the Allocation Change Request Form to VDH in a timely manner.
- Is responsible for the submitting verification of quantities and conditions of safety seat shipments. The Safety Seat Shipment Fax Form should be completed and faxed with the delivery packing slip upon immediate receipt of the seats to VDH.
- Must attend and successfully complete both the on-line and hands-on training sessions annually

Safety Seat Educator:

- Is responsible for providing all safety seat recipients with accurate and thorough training, prior to the dissemination of any program safety seat.
- Is responsible for ensuring that clientele are eligible and application forms and appropriate waiver forms are completed prior to issuing a restraint.
- Is also responsible for ensuring current versions of the Exit Survey forms are completed by all recipients of restraints.
- At completion of each recipient training session, will submit forms and surveys to the Site Coordinator so that the monthly tracking reports can be completed on time.
- Must attend and successfully complete both the on-line and hands-on training sessions annually.

STAFF TRAINING

Program Staff Training is a two-part training.

First Step: On-line Training including the basics regarding injury prevention and crash dynamics for motor vehicle crashes is required for all individuals participating with the application process or distribution of seats. The on-line training must be completed prior to attending the Hands-On Technical Training. After successful completion of the on-line training a certificate should be printed and presented during registration at the hands-on training.

Second Step: The half day Hands-On Technical Training is required for all individuals involved with education and/or dissemination of restraints. A copy of the Certificate of Completion for the On-Line Training must be presented to the VDH Staff Training Instructor during registration. Installation Technique exercises and skills testing must be successfully completed during the Hands-On training session.

The VDH Program Manager will contact the District Coordinator to schedule their district's training for all staff involved with education and/or safety seat distribution.

After the VDH Program Manager has notified the District Coordinator of the time-frame to complete the on-line training session and has scheduled the hands-on training session, she will either conduct the training session herself or assign a Program Trainer to conduct the hands-on training.

Necessary supplies, materials and forms will be provided for all individuals attending the staff training. At the completion of the program training for Safety Seat Educators and Coordinators, the Program Trainer will be responsible for submitting the required paperwork listing all of the participants who successfully completed the On-line training and attended the Hands-on training in its entirety along with their respective agency. In addition, the trainer will submit a list of individuals who successfully completed the required Installation Technique Exercises, tests and evaluations. Due to liability concerns, all individuals participating in the instruction and distribution of seats are required to successfully complete the LISSDEP training on an annual basis. Only currently certified Technicians of the National Highway Traffic Safety Administration's, NHTSA, certified National Standardized Child Passenger Safety Technician Program are exempt from Hands-On training. However, Technicians are required to complete the annual On-line training. A follow-up training memo will be sent to the District Coordinator listing the names of attendees and their training capability status.

Those individuals who have maintained the NHTSA child passenger safety technician status and who successfully complete annual two-day program training provided by the VDH Program Manager may train any additional staff at their participating site and/or district. These certified individuals who choose to train will be responsible for providing programmatic and technical updates to the staff by utilizing the VDH, Low-Income Safety Seat Distribution and Education Program's standardized curriculum.

PROGRAM REPORTING REQUIREMENTS

On-line Monthly Safety Seat Activity Tracking and Reporting:

Submission of the On-Line Monthly Safety Seat Tracking Report is a mandatory requirement. The form is used to capture the safety seat activity at each distribution site. Information collected includes the inventory and quantity of restraints issued, the identification of the children's ages who the seats were issued for, race and ethnicity of children as well tracking the level of training provided for each restraint. Data is collected to determine the number of applications denied with the reasoning, and the number of individuals who were approved to receive a restraint but failed to attend the training session.

Site Coordinators are responsible for completing a monthly report for each distribution location independently. Reports should be completed on a monthly basis whether or not any seats were distributed or any type of activity occurred during the reporting month. Forms may be accessed on Google.docs through an invitational process. A hardcopy version of the report may be downloaded from the coordinator's web address: www.vahealth.org/injury/safetysat/lissdep.htm.

Monthly safety seat activity reporting must be completed no later than 30 days following the end of the month, in which the clientele educational sessions were conducted.

Districts that fail to complete their On-line Monthly Safety Seat Activity Reports may have safety seat shipments temporarily suspended until reports are received by the VDH Program Manager. (Six-month Tracking forms are no longer required.)

Recipient Exit Survey Forms:

Exit Survey forms must be completed by all safety seat recipients to collect additional applicant demographic information and to evaluate training effectiveness. This process is also a mandatory requirement.

Both the clientele and the Educators may benefit from the survey being read to the group. Some clients are illiterate or may speak English as a second language, but cannot read English. These individuals are not always willing to share their inability to read the form and answer the questions appropriately. By reading the Exit Survey as a standard practice, Educators will not have to publicly identify participants who need assistance and will be able to control the timing of the activity more closely. Forms are available in English and Spanish. The most recent version of forms may be downloaded from the coordinator's web address: www.vahealth.org/injury/safetysat/lissdep.htm.

Current versions of Exit Surveys need to be submitted on a monthly basis by mail; not faxed. Survey forms are scanned into a Teleform machine and therefore faxed forms, poorly lined up copies of the surveys and forms reduced in size cannot be scanned into the system. For identification purposes, always mail in the surveys with a cover sheet or attach a copy of the on-line monthly report. Surveys should be received by VDH no later than the end of the month, following the month that the surveys were conducted. Example; surveys collected during the monthly of July, should be received by VDH no later than the end of August.

Safety Seat Shipment Verification Forms:

Site Coordinators are responsible for tracking the receipt and condition of their site's scheduled delivery of safety seats. Upon receipt of delivery, the Site Coordinator should immediately inspect the condition and quantities of seats.

Since both seats are institutional products, both types of seats are usually shipped two to a box to reduce cost. Evenflo has the discretion of shipping single packs at no additional cost. Therefore report on the quantities of each style of seat, not the quantity of boxes received.

Seat shortages and refusal due to damages, must be documented on the trucking company's Proof of Delivery slip, POD. The Safety Seat Shipment Fax form should also reflect any issue of shortages or damages that occurred with the shipment. Refusal of seats is permitted whenever substantial damage to the boxes is noticeable. Random refusal of an entire or partial shipment of unwanted seats is not permitted. Prior authorization must be requested to reduce quantities and then the allotment change must be confirmed by Evenflo, so that our contractual agreement with the vendor is not jeopardized. Seat allotment alteration requires adjustments to the pre-set shipment schedule by VDH and Evenflo. If an unauthorized refusal of unwanted seats occurs, the cost of the incoming and return freight will be charged to the refusing distribution location.

The program's fax form serves as a verification of receipt for payment purposes, as well as a notification and request for the VDH Program Manager to assist with resolution of an issue. Immediately after delivery, inspection, and documentation of any issues on the POD, the Site Coordinator should fax the Safety Seat Shipment Verification Fax form and the POD to the VDH Program Manager.

The trucking company is contracted for inside delivery; if a problem arises with delivery service contact the Program Manager directly.

Evenflo's End-User Warranty allows for removal of seats from their boxes for storage reasons.

The most recent version of forms may be downloaded from the coordinator's web address: www.vahealth.org/injury/safetyseat/lissdep.htm.

Safety Seat Allocation Change-Request Forms:

All safety seat shipment allocation change requests must be submitted using the Shipment Allocation Change – Request form. This form should be completed in its entirety. Submit the completed form no later than the 20th of the month prior to the month of the desired change. This will allow the manufacturer processing and rescheduling time. (Example: Request for an August shipment allocation change, must be submitted no later than July 20th.)

Requests for changes should only occur once in a six-month time period, per distribution site. Forms may be submitted either by fax or as an e-mail attachment. A confirmation of receipt of the site's request will be emailed by VDH to the Site Coordinator. Upon receipt of confirmation from the manufacturer, the form will be faxed to the Site Coordinator with an approval or denial signature from the VDH Program Manager.

Allocation Cancellation Policy:

Emergency cancellations may be scheduled through utilization of the Shipment Allocation Change – Request form. Refusal of delivery by a shipment site, without prior allocation change submittal and approval, will result in freight and handling fees charged directly to that distribution site by Evenflo, Inc. If a properly submitted allocation request form is approved and delivery of canceled restraints was not adjusted accordingly by Evenflo, the site has the option of refusing that delivery without penalty.

The most recent version of forms may be downloaded from the coordinator’s web address:
www.vahealth.org/injury/safetyseat/lissdep.htm

RECORD RETENTION REQUIREMENTS

Site Coordinators are responsible for maintaining completed Application Forms on file for a period of at least *five* years for liability and site visit evaluation purposes. The Safety Seat Waiver of Liability signed by the safety seat recipients must also be maintained for a period of at least *five* years (Waiver Permission Slip attached, if applicable).

ORDERING SUPPLIES AND MATERIALS

Coordinators should utilize the most current version of the LISSDEP Order Form, whenever additional materials are needed. Fax the form to VDH at (804) 864-7748, for the most rapid response. Upon receipt of the order form, the VDH Assistant will email the Site Coordinator confirmation; materials should be received within two weeks.

Due to funding restrictions, some of the program material quantities are limited and must correspond with the number of the safety seats distributed by the requesting site.

*The most recent version of forms may be downloaded from the coordinator’s web address:
www.vahealth.org/injury/safetyseat/lissdep.htm*

QUALIFICATIONS TO RECEIVE A SAFETY SEAT

Clients must meet all mandatory requirements in order to be eligible to receive a safety seat.

- § The applicant must be the parent, foster parent or legal guardian. If an applicant files as a legal guardian, court documentation must be provided.
- § The applicant must provide proof of identification for themselves and for the child or children for whom they are applying for seats. This requirement may be relaxed, if the applicant and child are already identified as an agency's clients.
- § The applicant must provide proof that they reside within the health district boundaries that the agency is representing for LISSDEP. (All clients must reside within Virginia's boundaries.)
- § Applicants must provide proof of meeting income guidelines. This requirement may be relaxed, if the applicant and child are already entered into the agency's system as receiving other low-income services.
- § A pregnant mother may apply for her unborn child as soon as she reaches her last trimester of pregnancy.
- § Children are eligible between the ages of birth and seven years of age, as long as the child fits within the guidelines set by the safety seat manufacturer for the seat being issued.
- § Applicants must attend a Safety Seat Installation and Usage Class and sign the program's Waiver of Liability form, prior to receiving a restraint. These are not optional requirements.

Safety seats should be issued per child, *not* per family. A safety seat should be issued to a child based on the manufacturer guidelines and NHTSA's best practice taught during the program's staff training. The child may be eligible for another type of seat when they outgrow their current seat. Program seats cannot be given or donated to agencies, or used for raffles and door prizes.

The Low-Income Safety Seat Distribution and Education Program requires proof of identification, residency and income eligibility by each applicant and child.

Proof of Identification and Residency

Parents (mothers or fathers), foster parents and legal guardians are eligible to apply for child safety seats. Proof of identification is required for all applicants and for the child or children for whom they are applying. This requirement may be relaxed only if the applicant and the child or children are already enrolled as your agency's clients. If an applicant files as a legal guardian, court documentation must be provided.

Proof of residency must be provided for determination of residency within the distribution site's coverage area and within Virginia's boundaries. In a situation where the client cannot present proof of residency, the client may submit a notarized Verification of Support form. This situation may arise when multiple families live together and the client's name is not on a utility bill, lease, title or Virginia Driver's License.

Examples of proof of identification and residency:

- Birth Certificate
- Drivers License
- Alien Registration Card
- Voter's Registration Card
- Social Security Card
- Notarized Verification of Support Form
- Work or School Identification Card
- WIC Card
- Insurance or Medicaid Card
- Utility Bills
- Passport

Examples of Proof of Meeting Income Guidelines

Examples of proof of meeting income include receiving services from a government assisted program such as WIC, Medicaid, TANF a program for Temporary Assistance for Needy Families, FAMIS or FAMIS Plus (a Family Access Medical Insurance Security Plan), Food Stamps, and/or participation in the National School Lunch program.

In the event an applicant does not have documentation that they already participate in another government assisted program, income eligibility should be determined by referring to the LISSDEP Income Guideline grid. Current pay stubs or a notarized Employment Income Verification form or Verification of Support form should be provided to determine income eligibility.

The most recent version of forms may be downloaded from the coordinator's web address: www.vahealth.org/injury/safetyseat/lissdep.htm.

Examples of proof of income eligibility include:

- Medicaid card
- TANF (Temporary Assistance for Needy Families) printout with case number
- WIC (Women, Infants, and Children) participant verification card
- FAMIS or FAMIS Plus (Family Access Medical Insurance Security Plan)
- Current pay stub noting the pay period the income was earned, plus the previous month's pay stub(s); refer to program income grid
- Food Stamp "Notice of Eligibility"
- National School Lunch participation verification
- Notarized Verification of Support Form
- Notarized Employment Income Verification Form

Program's Income Guidelines Grid:

The Program's Income Guideline grid will assist with determination of income eligibility for applicants who are not currently enrolled in any other type of government assisted program. All sources of gross income should be added together from each household parent or guardian to determine eligibility. Types of income include their job or jobs, child support, unemployment compensation, disability payments, etc. Use a current pay stub noting the pay period the income was earned for calculation. Also request previous month's pay stub or stubs for validation. In a situation where the client cannot present proof of participation in a government assisted program or present current pay stubs, the client may present a notarized Employment Income Verification or Verification of Support form as acceptable proof.

Eligibility Discretions:

The decision to render program services to undocumented immigrants is left up to the discretion of each agency representing a Health District. If an agency has a policy in force for denial of services to undocumented immigrants, then the site may deny seats to these applicants. However, a program safety seat should be provided after the birth of a child, because children born in the U.S. are considered citizens.

Hopefully expecting parents will prepare early for the arrival of their unborn child. Waiting until the last moment to apply for a safety seat may cause extreme stress for parents, if the child is born earlier than expected. A distribution site may not have any seats available at a moment's notice to issue to a client because of pre-set training schedules or due to lack of supply. Therefore, distribution sites should encourage pregnant families to plan ahead and encourage them to apply for a safety seat and attend the training session as soon as the mother enters her last trimester of pregnancy.

Another example of site eligibility discretion is when a child who is eight years of age or older may need special consideration because they are short of stature and may require a booster seat to position an adult safety belt correctly and safely across their body. In these types of situations, a child may be issued a booster seat if the child weighs less than 100 pounds and meets all other seat guidelines; as long as ample supply of booster seats are on hand.

Safety Seat Replacement Policy:

Whenever a safety seat is stolen or damaged due to fire or a motor vehicle collision, an applicant should first file a claim with the responsible insurance company. If denied, an applicant should request replacement directly from Evenflo by providing the insurance denial letter, and a copy of the police or fire marshal's report.

If both of these agencies refuse replacement or if the restraint cannot be issued in a timely manner, then with proof of attempt and copies of either a fire or police report, the site may reissue the client a safety seat. Whenever a safety seat is replaced, copies of the attempts and a copy of either the fire or police report must be filed with the application paperwork or site's written justification should be maintained on file.

The client will not need to repeat the training session, only if the original training session was conducted within the past six-months, the seat being replaced is the same model, and will be used in the same mode.

APPLICATION PROCEDURE

Application forms must be completed by all safety seat applicants for screening, processing, and tracking purposes. All applicants *must* be assigned an identifier; referred to as the "Applicant Program Code". The applicant's program code consists of the applicant's last name plus the applicant's last four (4) digits of the Social Security Number. No spaces should be inserted between the last name and their 4 digit number. This identification code will be utilized statewide when the automated forms and tracking reports are implemented into the program.

After an approved applicant has attended the training session, signed the waiver form, and received a safety seat, ensure that all the information in the grayed, boxed area of the form designed for Program Staff has been completed. The information can be transferred from the Waiver of Liability form utilized during the training session. This includes the type of safety seat issued to the client and the position it was instructed to be used. If installation assistance was not provided due to inclement weather or the client arrived by public transportation and no other vehicle was available for demonstration of correct installation practices, then the only alternative is to provide the client with a Permanent Fit Station or a certified NHTSA technician's contact information. Referral information must also be documented on the application form along with the reason the hands-on installation was not provided. Refer to the Applicant Installation Referral section for more details regarding referrals.

GENERAL GUIDANCE FOR SELECTING / ISSUING RESTRAINT TYPES

Refer to these generalized and brief overview guidelines to help select the proper restraint for applicant's children. Each child is unique in body size and behavior and therefore Safety Seat Educators should always rely on the program's staff training and Evenflo's instruction booklet to ensure proper selection and usage for each child.

Titan Convertible Safety Seat:

- Child must weigh at least 5 lbs. and no more than 50 lbs.
- Child must be at least 19 inches in height and no more than 47 inches
- Rear-face all children until they reach the age of one and weighs at least 20 lbs.
- Child may remain rear-facing up to 35 lbs.
- Child may be positioned forward-facing if he/she is at least one year of age and weighs at least 20 lbs.
- Child should be issued the convertible seat with the harness system until he/she weighs at least 40 lbs and is at least three years old, unless they have out the seat
- Child cannot be restrained in this seat if he/she weighs more than 50 lbs., exceeds 47 inches, or has outgrown the height guidance set by the manufacturer for proper harnessing alignment

Maestro Belt-Positioning-Booster:

- Child must weigh at least 40 lbs. and no more than 100 lbs.
- Child's height must be between 44 inches and 57 inches in height
- Child must be at least three years of age
- Vehicle that the child will be transported in must have a lap and shoulder seat belt

SPECIAL NEEDS RESTRAINTS

Although the Evenflo Titan child safety seat is rated from 5 pounds to 50 pounds and has the five-point harness system, some babies will require the use of a special safety seat designed for children that are born premature, of low birth weight, or have another medical condition.

One of the most common types of special needs restraints used, are car beds. Car beds are provided by VDH, when supply permits, if currently certified NHTSA technicians are available to assist with proper usage and installation.

Special Needs safety seats may be issued if a child's medical condition warrants the use of a car bed. The client will be required to produce an equipment prescription written by the child's physician. Most insurance companies cover the cost of the restraint; therefore the demand for car beds should be very infrequent.

Applicants will need to meet routine eligibility criteria, complete the regular program application and waiver forms and view the program's video. Program Staff should contact the VDH Program Manager when a need occurs. Program staff will need to complete the program's Special Needs Voucher form and maintain a copy of the equipment prescription with the client's paperwork. If the required special needs restraint is available, the program manager can only send the seat directly to a certified technician. If a currently certified technician is on staff at the distribution site, a special needs restraint can be issued at that location. If no one on site holds technician status, the site must form a partnership with a local safety seat check station. This station must be listed on the VDH website and the station must be willing to install the restraint for clients. Once a partnership has been established, clients will be able to take the completed Special Needs Voucher form to the referral site demonstrating that they have met income eligibility and were referred by LISSDEP to receive the restraint. Upon completion of issuing the restraint, the agency will fax back the completed Special Needs Voucher form to VDH and the referring distribution site.

On occasion, a child will require a restraint with higher weight guidelines to accommodate obesity issues. VDH may be able to provide a restraint for these children as well. The same procedure will apply with the exception of the need for a medical equipment prescription.

APPLICANT TRAINING

All safety seat recipients are required to attend an interactive educational session addressing the type of restraint that they will be issued. The Safety Seat Installation and Usage Class is not optional. Clients who refuse to attend a training session cannot be issued a program safety seat. In addition, the safety seat recipient must attend the entire educational session; including the hands-on portion. No exceptions are permitted for issuance of a safety seat without provisions for training.

The mandatory Safety Seat Installation and Usage Class should be an interactive learning experience. The training should begin with the program's Waiver of Liability form being signed by attendees and then collected by the Educator before the educational session begins.

All clients must view the most recent version of the program's video for a holistic overview of safety seat types, how they protect children during a crash, and how to secure the seats in various types of vehicles. This comprehensive video helps ensure that all safety measures required for transporting a child safely are addressed. Even though this is a wonderful training tool used to convince clients about the importance of using a safety seat correctly every time they transport their child, it may be overwhelming. So, at the completion of the video, program staff should help reinforce the message by showing the clientele the parts and features of the safety seat that they are being given. Then an interactive demonstration of the correct way to use the safety seat to secure a child in the restraint and the correct way to install the program's restraint in a vehicle should be conducted. This interactive training should enable them to install the safety seat for themselves now and at a future date.

Understanding the correct method of installing a restraint in a vehicle is an extremely important component of clientele training. Individual hands-on installation training in the client's vehicle is considered the optimum method. However, this is not always feasible. The next best choice is to demonstrate to the clients as a group how to install the restraint in a vehicle provided by your agency or in one of the client's vehicles. A vehicle demonstration seat may be used as an alternative. Whenever one of these options is not followed, follow the guidelines stated in the Applicant Installation Referral section stated below.

Before concluding the training session, be sure to provide brochures and handouts to help reinforce the information shared. Conduct the Exit Survey evaluations for all clients and submittal on a monthly basis.

APPLICANT INSTALLATION REFERRAL

The hands-on installation will preferably be demonstrated in the client's vehicle. However, if a client arrives via public transportation, the demonstration may be conducted in another client's vehicle, an agency vehicle or through utilization of a vehicle demonstration seat. Any of these practices will count as hands-on installation training. When hands-on installation demonstrations cannot be provided due to inclement weather or if clients arrived by public transportation with no other vehicle available for installation demonstration, a referral can be made to a visit a Safety Seat Check Station. Distribution sites located in a metropolitan area without close by parking access for clients or sites located in an unsafe environment for demonstrating outside installations may also use the referral system.

Check to be sure that a Safety Seat Check Station is a credible referral with currently certified Technicians on hand to assist. The best way to locate a credible Safety Seat Check Station is to visit: www.vahealth.org/injury/safetyseat/lissdep.htm. If a station is not listed close to your distribution site, visit the national web site, <http://cert.safekids.org/>, and click on the "Find a Tech or Instructor" link to locate assistance from someone local with NHTSA Technician certification status.

If a client only received training with the video viewing and hands-on training and were referred to a Safety Seat Check Station, be sure to list the name of the referred Safety Seat Check Station or currently certified, NHTSA Technician on the On-Line Monthly report. Referral reason must also be documented on the application form stating why the hands-on installation was not provided. Maintain a referral listing of Safety Seat Check Station locations and their contact information with other program paperwork for reference during VDH site visits.

SPANISH-SPEAKING CLIENTS

Even if a translator is not available, you may provide seats to Spanish-speaking clients. Their training needs can be met by...

- Using the Spanish version of the waiver form for signature.
(If a translator is present, request them to sign beside the recipient's name.)
- Showing the most current Spanish version of the program video
- Distributing the Spanish handout, "Buckle-Up Virginia" brochure.
- Distributing the Spanish version of the Virginia Child Passenger Safety Law Sheet.
- Distributing Evenflo's Spanish version of the safety seat instructions. Instruction booklets attached to the safety restraints are not bi-lingual; Spanish booklets are included in shipping boxes.
- Displaying and referring to the "Buckle-Up Virginia" poster.
- Displaying and referring to the "Buckle-Up Virginia" growth chart.
- Utilizing NHTSA's Child Passenger Safety Translation of Terms reference tool.

Contact VDH to order additional copies of the Spanish versions of the program's safety seat instructions.

LIABILITY SAFEGUARD MEASURES

Abide by the following liability safeguards to help protect yourself, your agency, and the State in the event a lawsuit is ever filed:

- All individuals participating in the instruction and/or distribution of program seats must complete the annual program training adapted from the NHTSA National Child Passenger Safety Certification Course. This more in depth child passenger safety training is available by contacting the national agency, Safe Kids Worldwide, at www.cert.safekids.org. For those individuals who successfully complete the National Standardized 4-Day Child Passenger Safety Certification Course and maintain a current technician status, will be exempt from the program's annual Hands-On training portion of the course. Technicians will only be required to successfully complete the On-line training portion.
- Only disseminate accurate, up-to-date, approved program materials and handouts during seat recipient's training. Do not incorporate any other materials into course without prior written consent from the VDH Program Manager.

- Waiver of Liability form must be signed and kept on file for a period of at least five years. Attach a copy of the permission slip when applicable, note any problems or concerns with installation on bottom of form and note if the participant was referred to a certified NHTSA Child Passenger Safety Technician for assistance with the installation. Encourage translators, interpreters, councilors, and/or parents of underage applicants to sign the waiver form, too.
- Ensure all seat recipients attend an interactive educational session addressing the type of restraint that they will be issued. This educational session is not optional; clients who refuse training cannot be issued a program safety restraint.
- Viewing of the most recent installation video is a requirement of all safety seat recipients without exception. English and Spanish copies are provided for every distribution site.
- The recipients must be provided with hands-on installation techniques and clientele should actively participate with the installation exercise. This exercise will enable them to install the seat for themselves now and in the future. Remember this training is designed as a learning experience for the recipients, not as an installation service. In the event of inclement weather or a client arriving by public transportation and no other vehicle is available for demonstration of correct installation; the only alternative is to provide the client with referral contact information. Safety Seat Check Stations or Technician referral information must be documented on the application and waiver form. Refer to the Applicant Installation Referral section of these Policies and Procedures for detailed guidance.

PERMISSION SLIP FORM

All approved applicants are required to attend an interactive educational training. If an extreme circumstance such as hospitalization or risk of loss of employment occurs and prevents the applicant from attending the training, a Permission Slip Form may be used to delegate another individual to attend in their behalf.

The applicant will complete the form by listing their name, the name of the individual who will be attending the training and listing the reason the applicant is unable to attend. In addition, the applicant will sign the form stating that the applicant understands that the individual attending the training session in their behalf will be held responsible for relaying the educational information back to the applicant.

The Site Coordinator or Educator has the authority to review the request and approve or deny the request. The individual who determines the approval status should sign and date the form and with their name printed.

This Permission Slip Form must be presented at the training by the attendee along with proof of identification. The Waiver of Liability Form must be signed by the attending individual during the training session. The Permission Slip Form should be attached to the Waiver of Liability Form and maintained with the client's application form for a period of five years.

WAIVER OF LIABILITY FORM

The Waiver of Liability form must be signed by the applicant for each child receiving a restraint or by the approved individual who is attending in their behalf. This form must be kept on file for a period of at least five years. The Permission Slip form must be attached to the Waiver form when applicable. Encourage attending interpreters, councilors, and/or parents of underage applicants to sign the waiver form, too.

The Educator should mark the type of restraint issued for each child and the positioning of the restraint.

Any problems or concerns with installation should be documented on the form in the designated area. Whenever a safety seat is issued to an applicant, but not installed in a vehicle, document that the safety seat was issued uninstalled. Document the reason the seat left uninstalled. (i.e., incompatibly issues with the vehicle, client left by public transportation, inclement weather, etc.)

Examples of incompatibilities are as follows:

- Recipient of the seat refused to follow recommended installation methods; released uninstalled. (State the recommendation the parent refused to follow.)
- Safety seat was released without hands-on installation training; the reason why stated and referral agency or technician name must be listed. (Refer to the program website for listing of Safety Seat Check Stations in your community.)
- Safety seat issued uninstalled due to incompatibly issues with the vehicle (note specific issue).
- Safety seat issued uninstalled due to client arriving by public transportation.
- Booster seat was installed in the front passenger side of the vehicle because rear seating positions only equipped with lap belts. Air bags turned off. (If applicable) Positioned vehicle seat as far away from dash area as possible.
- Booster seat was issued uninstalled due to the client's vehicle only having a lap belt. Warned the client about the dangers of using a lap belt only with a BPB and recommended for the child to be transported in another vehicle equipped with both lap and shoulder belts.

The Educator should mark whether or not follow-up brochures and/or handouts were provided to the clients. These materials are provided to sites by VDH free of charge and should always be available. If brochures or handouts were not disseminated, a justification statement should be documented on the form.

The Educator who conducted the training session should sign the bottom of the form and print their name legibly.

PROGRAM CONTACT INFORMATION

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Low-Income Safety Seat Distribution and Education Program
109 Governor Street, 8th Floor
Richmond, VA 23219

LISSDEP Web Site Address :

<http://www.vahealth.org/injury/safetyseat/lissdep.htm>

For clarification or comments, please contact the Program Manager at the above contact listing.