

**Low Income Safety Seat
Distribution and Education Program**

POLICIES AND PROCEDURES

January 2019

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POLICIES AND PROCEDURES

Revised January 2019

ROLES AND RESPONSIBILITIES

VDH, Virginia Department of Health

Managing agency of the Low Income Safety Seat Distribution and Education Program. VDH Program Coordinator serves as the direct link to the LISSDEP District Coordinators and Site Coordinators. Point of contact maintains instructor certification status with the National Highway Transportation Safety Administration's National Standardized Child Passenger Safety Training Program, NSCPSTP. VDH is responsible for administering statewide restraint procurement scheduling, overseeing online reporting, development of program training curriculum and recipient handouts.

VDH Program Staff Trainer

This individual is required to maintain certification as a an instructor with the National Standardized Child Passenger Safety Training Program. Participation in LISSDEP Programmatic Instructor training on an annual basis is also required. VDH Staff Trainers are responsible for conducting pre-approved training sessions for distribution site staff through utilization of the training curriculum developed and supplied by VDH. Upon immediate completion of a training session, this individual is responsible for providing VDH with assessment documentation demonstrating capabilities of attending staff to educate and distribute program safety seats to recipients. Training evaluation forms, staff online training certificates, and skills/assessment forms must be collected from all attendees and submitted to VDH.

VDH Program Assistant

Program assistant of the Low Income Safety Seat Distribution and Education Program. This is a shared programmatic position and therefore only allows for very limited assistance to coordinators. Duties include fulfilling site supply orders, ensuring receipt confirmation for safety seat shipments and administrating online access privileges for the monthly reporting system.

District Coordinator

This individual is responsible for coordination of safety seat distribution efforts within an assigned Health District. The District Coordinator will serve as the main point of contact for VDH to schedule staff training and will ensure all staff who issue seats to clientele complete both the online and hands-on training sessions.

District Coordinators are responsible for ensuring timely submittal of the online monthly reporting, registry and promotional reports by all sites within the assigned district to VDH and when imposed by grant requirements submittal of monthly Exit Surveys.

District Coordinators are responsible for ensuring program staff utilization of the most current version of program forms and surveys. This individual is also responsible for ensuring distribution sites are maintaining clientele applications, liability waivers, clientele documentation and training follow-up memos and for a period of five years. Upon meeting retention requirements, the District Coordinator will make certain outdated files are purged in accordance with VDH policy and procedures.

Site Coordinator

This individual is required to successfully complete the program's annual staff training and act as the contact person for designated safety seat distribution site(s) within a Health District. The Site Coordinator is responsible for tracking monthly safety seat inventory, instruction, dissemination, demographics and promotional activities for the assigned location(s) and ensuring timely submittal of the online monthly reporting, registry, and promotional reports. When imposed by grant requirements, this individual is responsible for collecting safety seat recipient Exit Surveys from all Site Educators and submitting them on a monthly basis.

Site Coordinators should provide and ensure Site Educators are utilizing the most current version of programmatic forms and handouts. Additionally, should maintain clientele eligibility and issuance paperwork for a period of five years and upon meeting retention requirements, purge outdated files according to VDH policy and procedures.

When a change in the shipment allocation is necessary, the Site Coordinator is responsible for submitting the request to VDH in a timely manner on the Allocation Change Request Form. The Site Coordinator is responsible for verification of safety seat shipments at the time of delivery, followed by immediate reporting of quantities and conditions of safety seat shipments to VDH.

Safety Seat Educator

This individual is required to successfully complete the program's online and hands-on training prior to providing training and issuance of seats to clientele. The Safety Seat Educator is responsible for ensuring eligibility of clientele and correct restraint selection. Educators are responsible for providing all safety seat recipients with accurate and thorough training prior to the dissemination of a restraint. All application and waiver forms, training documentation and surveys should be submitted to the Site Coordinator at the completion of each training session so that the monthly reports can be completed on time.

STAFF TRAINING

Annual program staff training is a two-step process:

First Step: The LISSDEP Online Training prerequisite component covers the basics regarding injury prevention and crash dynamics of motor vehicle crashes as well as an overview of programmatic operations. All individuals participating with the application process, education, and/or dissemination of restraints are required to successfully complete the LISSDEP Online Training prior to attending the LISSDEP Hands-On Technical Training. Upon successful completion of the online training, the online training certificate must be printed and presented during registration at the Hands-On Technical Training.

Second Step: The Hands-On Technical Training is required for all individuals involved with education and/or dissemination of restraints. This component of the staff training covers correct usage and installation techniques for the program's institutional restraints according to the manufacturer's guidelines. Successful completion of this component is contingent on demonstration of correct installation technique exercises and skill assessments conducted during the Hands-On Technical Training session.

Staff training sessions are conducted annually for Health Districts. VDH and District Coordinators will work together to schedule the relative district training for all staff involved with education and/or safety seat distribution. The technical training session will be conducted either by VDH directly or by an assigned contracted Program Trainer. Training is conducted free of charge by VDH and necessary supplies and materials will be provided for all individuals attending the staff training.

After completion of the program training for Safety Seat Educators and Program Coordinators, the Program Trainer will be responsible for submitting the supporting documentation and roster identifying all of the participants who successfully completed the LISSDEP Online Training and the LISSDEP Hands-On Technical Training to VDH. Only currently certified Technicians of the National Highway Traffic Safety Administration's Standardized Child Passenger Safety Technician Certification Program are exempt from the installation assessment portion of the Hands-On Technical Training. At the time of registration, Technicians are required to provide the annual Online Training certificate and present a copy of their National CPS Technician certificate. Follow-up training memorandums will be mailed to District Coordinators by VDH; listing the names of attendees and their training capability status.

Only those individuals who maintain a NHTSA child passenger safety technician/instructor status and who successfully complete an annual two-day Train-The-Trainer training provided by VDH, may train any additional staff at their participating site and/or district. These certified individuals who choose to train will be responsible for providing necessary training equipment, 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

Monthly Safety Seat Activity Tracking and Reporting

Submission of the LISSDEP Online Monthly Safety Seat Activity Report, inclusive of the applicant registry and promotional report, is a mandatory requirement. The monthly report is used to capture the safety seat activity at each distribution site. Information collected includes inventory movement, quantity of restraints issued, identification of children's ages, race and ethnicity for whom the seats were provided, level of training provided for each restraint issued, tracking of applicant requests, eligible clientele failure to attend training rates and site promotional efforts.

Site Coordinators are responsible for completing a separate monthly report for each distribution location. Reports should be submitted on a monthly basis whether or not any seats were distributed or any other type of activity occurred during the reporting month. Monthly reporting must be completed no later than the 10th day of the following month. Failure to submit timely Monthly Safety Seat Activity Reports may result in site suspension.

Promotional Reporting

Promotional Reporting is a mandatory requirement for each distribution site. Capture any effort made to promote the program through displays, exhibits, presentations, and/or special events and training sessions by entering the information into the monthly report. The date of the promotion, event name/location and type of promotional effort is all that is required.

Recipient Exit Survey Form

Periodically, completion of Exit Surveys will be required by all safety seat recipients to collect additional applicant demographic information and to evaluate training effectiveness. During grant survey sampling periods, this process is a mandatory requirement. District and Site Coordinators will be notified by VDH when survey collections are enforce.

Both clientele and LISSDEP Educators may benefit from the survey being read aloud to the group. By reading the Exit Survey to the group as a standard practice, Educators will be able to control the timing of the activity more efficiently and will collect results from illiterate participants with better representation of intended responses.

Shipment Verification Form

Site Coordinators are responsible for tracking the receipt and condition of safety seat deliveries.

To reduce cost, both types of the program's institutional products are usually shipped two seats per box. Evenflo does however have the discretion of shipping single packs at no additional cost. Therefore, Site Coordinators should report on the quantities for each type of seat; not box quantities.

Site Coordinator should immediately inspect the condition and quantities of seats upon delivery. Seat shortages and refusal due to damages, must be documented on the trucking company's Proof of Delivery slip, POD, or on the trucking company's Electronic Scanner. The trucking company does not recognize notes written on Evenflo's packing slip as proof of a delivery discrepancy.

The Safety Seat Shipment Verification form should also reflect any issue of shortages or damages that occurred with the shipment. Whenever substantial box damage and/or quantity overages are detected, seat refusal is permitted. Random refusal of an entire or partial shipment of unwanted seats is not permitted. Due to contractual agreements and freight costs, prior authorization must be obtained by VDH and Evenflo to change the agreed upon allocated quantity. Otherwise the contractual agreement with the vendor may be 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.

For payment processing purposes the program's shipment form and either a packing slip or trucking POD, that is signed and dated by our program's receiving staff, may serve as verification of receipt. In the event of a delivery discrepancy issue, VDH will need a copy of the trucking POD to assist with resolution of the delivery issue.

The trucking company is contracted for limited inside delivery; if a problem arises with delivery service contact VDH for assistance.

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

Safety Seat Allocation Change-Request Form

All safety seat shipment allocation change requests must be submitted on 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 by fax or as an e-mail attachment. Following receipt of the request by VDH and approval confirmation from the manufacturer, the signed form will be faxed back to the Site Coordinator with an approval or denial signature from VDH.

Emergency 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. In the event a properly submitted allocation request form is approved and the vendor erroneously ships the canceled restraints, the site should refuse that delivery overage; without penalty.

RECORD RETENTION REQUIREMENTS

Site Coordinators are responsible for maintaining completed Application forms, Safety Seat Waiver of Liability and Agreement forms, Proxy Waiver forms, and supporting documentation on file for a period of at least *five* years for liability and site visit evaluation purposes. Following this mandatory retention period, proper purging of outdated files should be conducted according to VDH policy and procedures.

SUPPLY AND MATERIAL ORDERING

Coordinators should utilize the new online ordering method to request additional materials. Hard copy order forms are being phased out and will not be accepted after March 2019. The VDH Program Assistant will ship the requested materials within two weeks following receipt of the request.

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.

SAFETY SEAT ELIGIBILITY CRITERIA

Application forms must be completed by all safety seat applicants for screening, processing, and tracking purposes. Supporting documentation must be presented, unless the applicant's child is an established client who is already approved for low income services.

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

- The applicant must be a custodial parent, legal guardian or foster parent. Parents must provide custodial proof, when applicable. If an applicant applies 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 of proof may be relaxed, only if the applicant and child are already identified as a client of your agency.
- All clients must reside within Virginia's boundaries and applicants must provide proof of residing within the distribution site's coverage area.
- Non-citizens temporarily allowed into the U.S. with a student visa, tourist visa, or H1-B work visa are not eligible for LISSDEP benefits since these applicants are not Virginia residents.
- Applicants must meet all income eligibility criteria for either WIC, FAMIS, Medicaid, SNAP or TANF; however are not required to be a participant of one of these programs.
- A pregnant mother may apply for her unborn child as soon as she reaches her last trimester.
- Applicants must attend a Safety Seat Installation and Usage Class in its entirety and sign the program's Waiver of Liability Release/Agreement form, prior to receiving a restraint. If a client is unwilling or unable to attend a training session in its entirety, the client cannot be issued a seat until the training is completed.
- Applicant's child must fit within the guidelines set by the safety seat manufacturer for the seat being issued.

Safety seats should be issued one per eligible child, not per family. A safety seat must be issued for a child based on the manufacturer guidelines as well as NHTSA and AAP's best practices taught during the staff's hands-on training session.

Distribution sites should encourage pregnant families to plan ahead and apply for a safety seat and attend the training session as soon as a mother enters into her last trimester of pregnancy. Waiting until the last moment to apply for a safety seat may cause extreme stress for parents when a child is born earlier than expected. Client's should be made aware that a distribution site may not have a seat available at a moment's notice to issue to a client due to training schedules or due to lack of supply.

A child may be eligible for another type of seat when he/she outgrows the current seat. Only one of each type of restraint may be issued for a child.

Program seats cannot be given or donated to agencies, nor 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 for each child.

Proof of Identification and Residency

Proof of identification requires two forms of identification; of which one must be a picture ID.

Custodial parents, foster parents and legal guardians are eligible to apply for child safety seats. Proof of identification is required by all applicants and for the child or children for whom they are applying. This requirement of proof may be relaxed only if an applicant and relevant children are already enrolled to receive low-income services by your agency. Additional documentation is required if an applicant files as a legal guardian. These individual must also provide court documentation. Custodial parents must also provide custody documentation.

Proof of residency must be provided for determination of residency within Virginia's boundaries and within the distribution site's coverage area. In a situation where a 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 a client's name is not listed on a, lease, title, utility bill or Virginia Driver's License.

Individuals that are allowed temporarily into the U.S. with a student visa, tourist visa, and/or H1-B work visa are not eligible for LISSDEP benefits. These individuals are not considered to be residents of the U.S. and therefore are not considered as Virginia residents.

Applications should be denied, if proof of identification, residency or relationship cannot be provided.

Examples of proof of identification and/or residency:

- Birth Certificate
- Driver's License
- Insurance or Medicaid Card
- SNAP, TANF, WIC, or FAMIS documentation
- Social Security Card
- Voter's Registration Card
- Alien Registration Card
- Notarized Verification of Support Form
- Work or School Identification Card
- Utility Bills
- Passport

Proof of Income Eligibility

Clientele are required to meet all income eligibility requirements for WIC, Medicaid, SNAP or FAMIS. However, clients are not required to participate in any of these programs.

If a client is enrolled in one of the following government assisted programs, proof of meeting income has been met: WIC, Medicaid, TANF, (Temporary Assistance for Needy Families), FAMIS or FAMIS Plus (Family Access Medical Insurance Security Plan), Food Stamps-SNAP (Supplemental Nutrition Assistance Program), and/or participation in the National School Lunch program.

In the event an applicant does not have documentation that they already participate in a 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.

Examples of proof of income eligibility include:

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

Applications should be denied, if proof of income cannot be provided.

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 when income was earned for calculation. Also request previous month’s pay stub or stubs for validation. In a situation where a 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

Discretion may be allowed for children eight years of age or older when he/she is short of stature and may require a booster seat to position an adult seat belt correctly and safely across his/her body. In these types of situations, a booster seat may be issued as long as the child meets all other seat guidelines and program eligibility requirements.

The decision to provide program services to undocumented immigrants is left up to the discretion of each distribution site's agency. If an agency has a policy in force for denial of services to undocumented immigrants, then the site may also deny program seats to these applicants.

Discretion does not apply to individuals with a student visa, tourist visa, or H1-B worker visa; nor any other out of state residents.

REPLACEMENT POLICY

Whenever a safety seat is reported as stolen or damaged due to fire or a motor vehicle collision, an applicant must first file a claim with the appropriate insurance company.

The LISSDEP site may step in and reissue a safety seat to a client, only if the insurance company refused replacement. The client must provide the following documentation; a copy of the fire marshal's report and/or police report and a copy of the insurance company's denial letter.

Whenever a safety seat is replaced, copies of the supporting documentation must be maintained with the application paperwork. If documentation is lacking, the site must maintain written justification for issuing a replacement restraint.

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

BASIC GUIDANCE FOR SELECTING / ISSUING RESTRAINT TYPES

Refer to these generalized guidelines to help select the proper restraint for a child at time of issuance. Since each child is unique in body size and behavior, Educators should always rely on guidance provided in Evenflo's instructions, vehicle owner's manual, LISSDEP's staff training, and NHTSA and AAP's best practice recommendations to ensure proper selection and usage.

Titan65 Convertible Safety Seat

Rear-facing Position - Basic Guidelines

- Child must weigh at least 5 lbs. and no more than 40 lbs.
- Child must be at least 19” in height and no more than 40”; and the child’s head must rest at one inch below the top of the back of the restraint shell
- Child must rear-face until he/she is at least two years of age and weighs at least 22 lbs. and 28” in height.
- Encourage parents to transport children rear-facing for as long as the restraint’s instructions permit. (Refer to NHTSA/AAP best practices.)

Forward-facing Position - Basic Guidelines

- Child forward-facing must minimally be at least two years of age, weigh at least 22 lbs. and 28”
- Child must be at least 28” in height, but no more than 54” in height.
- Child may continue to forward-face up to 65 lbs. and up to 54” in height, as long as the top of the child’s ears are below the top of the back of the restraint and as long as the harnesses can be threaded through a harness slot positioned above the child’s shoulders
- The convertible seat should be issued for a child until he/she weighs at least 40 lbs., 38” in height and is at least four years of age; unless he/she has outgrown the seat by other height guidelines.
- Encourage parents to transport children in a safety seat with an internal harness system for as long as the restraint’s instructions permit. (Refer to NHTSA/AAP best practices.)

Maestro Belt-Positioning-Booster

- Child must weigh at least 40 lbs. and no more than 110 lbs.
- Child’s height must be between 38” and 57” in height
- Child must be at least four years of age
- Maestro BPB must be positioned in vehicle seat that is equipped with a lap and shoulder belt

ALTERNATIVE RESTRAINTS FOR MILD MEDICAL CONDITIONS

Although the Evenflo Titan65 child safety seat is rated from 5 lbs. to 65 lbs. and has the five-point harness system, some infants will require the use of a special safety seat designed for children born premature or have other mild medical conditions.

One of the most commonly used types of special needs restraints are car beds. Other varieties of retail restraints may be available for a child with Autism, poor head or trunk control, and obesity. Car beds and other types of alternative seats may be provided by VDH, when medically warranted, when supply permits and if a designated NHTSA Technician is available to assist with proper usage and installation.

Clients will be required to produce an equipment prescription, written by the child's physician, to demonstrate that their child's mild medical condition warrants the use of an alternative seat. Most insurance companies cover the cost of car beds; therefore the demand for car beds should be very infrequent. The distribution site should maintain a copy of the equipment prescription with the client's paperwork.

When a need arises, Program Educators should contact VDH to determine if assistance can be provided. If the required alternative restraint is available, VDH will only be able to ship the alternative seat directly to a designated technician for issuance and training provisions. If a currently certified technician is on staff at the distribution site, an alternative restraint may be issued at that location by the technician. If no one on site holds technician status, VDH will contact the closest regional technician to request assistance. If the designated regional technician is available to provide assistance for the client, it will be responsibility of the client to travel to a meeting location set by the technician.

Applicants will need to meet routine eligibility criteria, complete the regular program application and waiver/agreement form and then view the program's video. Program staff will need to complete the program's Alternative/Special Needs Voucher form. This form should be given to the client to present to the technician. The voucher form will identify the client and demonstrate that the client has met income eligibility and that the client was referred by LISSDEP to receive the restraint. The voucher should also provide the name and phone number of the technician that the client is being referred to for assistance.

The client will then be responsible for contacting the technician to schedule an appointment. With voucher in-hand the client will meet the technician for additional training regarding correct usage of the restraint. Upon completion of issuing the restraint, the technician will email/fax the completed Alternative/Special Needs Voucher to VDH and the referring distribution site. Both the voucher and the prescription will need to be maintained with the program application and waiver/agreement forms.

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. If a client needs to leave the training early, he/she must reschedule and complete the training prior to being issued a program safety seat. No exceptions are permitted.

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/Agreement 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 safety seats protect children during a crash, and how to install seats in various types of vehicles. This comprehensive video helps ensure that all safety measures required for transporting a child safely are addressed. The video 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 for new parents. Therefore, Educators should provide various demonstrations and types of installation methods during the training.

Upon completion of the video viewing, program staff should help reinforce the injury prevention message and AAP best practices recommendations. Briefly share with clients that the Virginia Child Passenger Safety Law is a primary law and enforced to protect the well-being of children. Fines are collected for non-use, as well as incorrect usage of restraints and seat belts.

Educators should demonstrate correct usage according to the program's child restraint manufacturer. The parts and features of the safety seat should be identified and education provided on how they help protect a child during a crash and sudden braking. Followed by conducting an interactive demonstration on the correct way of securing a child in a rear-facing convertible, forward-facing convertible seat and the booster seat. Various methods of installations should be demonstrated in either vehicles or a simulator seat. This interactive training should enable clients to install the safety seat 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 simulator 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.

Before concluding the training session, ensure that the most recent version of the program's safety seat recipient training guide booklets were provided to help reinforce the information shared. During grant required sampling periods, sites will be instructed to conduct the Exit Survey evaluations at the end of the educational session for all seat recipients.

APPLICANT INSTALLATION REFERRAL

The hands-on installation demonstrations in the applicant's vehicle is the preferable training method. However, if a client arrives via public transportation, a 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. For risk management purposes, be consistent and maintain the same level of training for all recipients throughout the district. When hands-on installation demonstrations cannot be provided due to inclement weather or if a client arrived by public transportation with no other vehicle was available for installation demonstration, a referral can be made to a visit a VDH Safety Seat Check Station. The referral method may also be utilized by distribution sites located within a metropolitan area without access to nearby clientele parking or when clientele parking is not conducive for conducting safe demonstrations.

Ensure referral locations are credible and listed as a VDH, Safety Seat Check Station with currently certified Technicians on hand to assist. The best way to locate a credible Safety Seat Check Station is to visit: <http://www.vdh.virginia.gov/child-passenger-safety/safety-seat-checks/>. If a station is not listed close to the distribution site, visit the national web site: <https://cert.safekids.org/> and click on the "Find a Tech" link to locate assistance from someone local with NHTSA Technician certification status.

Whenever a client receives training inclusive of only the mandatory video viewing and classroom training, without the aid of a demonstrator seat, ensure recipients are provided contact information for VDH Safety Seat Check Station(s). Document the name of the referred VDH Safety Seat Check Station on all appropriate Waiver forms along with the reason why the hands-on installation was not provided.

SPANISH SPEAKING CLIENTS

Even if an interpreter is unavailable, you may provide seats to Spanish speaking clients. Their training needs can be met by requesting the client to bring someone to act as an interpreter and/or by:

- Using the Spanish version of the waiver/agreement form for signature.
- Showing the most current Spanish version of the program video
- Distributing the Spanish program's "Guide for Titan65 and Maestro Seats"
- Distributing the Spanish version of "Child Passenger Safety In Virginia" brochure.
- Referring to the Spanish section of the guide addressing Virginia's Child Passenger Safety Laws
- Distributing Evenflo's Spanish version of the safety seat instructions. Safety seat and booster seat instruction booklets are not bi-lingual; Spanish booklets are included in shipping boxes or tucked into the storage compartment located on the side of the restraint shell.
- Displaying and referring to the "Child Passenger Safety In Virginia" poster.
- Utilizing NHTSA's Child Passenger Safety Translation of Terms reference tool.

LIABILITY SAFEGUARD MEASURES

Abide by the following liability safeguards to help protect yourself, your agency, and the State in the event a complaint:

- All individuals participating in the instruction and/or distribution of program seats must complete the annual LISSDEP training adapted from the NHTSA Standardized Child Passenger Safety Certification Course or maintain current certified as a National CPS Technician for exemptions.
- Ensure all seat recipients attend an interactive educational session addressing the type of restraint issued. This educational session is not optional; clients that refuse training in its entirety cannot be issued a program safety restraint.
- Viewing of the most recent installation video is a requirement of all safety seat recipients without exception. An English and Spanish copy is provided for every distribution site.
- Only disseminate accurate, up-to-date, and approved programmatic materials and handouts during seat recipient's training. Do not incorporate any other materials or videos into the course without prior written consent from VDH.
- Hands-on installation techniques should be demonstrated during training and clientele are expected to actively participate with the installation exercise. This exercise will enable clients to install the seat themselves now and in the future. 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 with no other vehicle available for demonstrations 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 forms and monthly safety seat activity report. Refer to the Applicant Installation Referral section of these Policies and Procedures for detailed guidance.
- Applications, waiver of liability/agreement forms must be signed by all recipients and kept on file for a period of at least five years. When applicable, the signed permission slips must also be maintained. Interpreters, translators, councilors, and/or parents of underage applicants should be encouraged to sign the waiver form.
- Educators should ensure all Waiver/agreement are completed. This is inclusive of documenting type of restraint issued, installation problems or concerns, notations regarding issuance of a restraint uninstalled, level of training provide, and referrals to a VDH Safety Seat Check Station for assistance with installation.
- Educators are encouraged, but not required, to attend the National Standardized Child Passenger Safety Course. This in depth child passenger safety training is available by contacting the national agency, Safe Kids Worldwide, at www.cert.safekids.org. Individuals who successfully complete this national certification course and maintain current technician status will be exempt from the program's annual Hands-On training skills/testing portion of the course.

WAIVER OF LIABILITY / AGREEMENT FORM

At the beginning of every training session, Educators should pass out the Waiver of Liability Agreement Forms to clients and ensure everyone signs the forms. Additionally, Educators need to inform the clientele that NHTSA and AAP safety seat best practices will be discussed throughout the training and ensure that the forms are initialed documenting that they have been made aware.

To help reduce the risk of injury during a crash, clients should be made aware of best practice recommendations. Discuss the following best practices during the training: keep a child rear-facing for as long as the safety seat allows, keep a child in a forward-facing seat with harnesses for as long as the seat permits and that a child should remain in a booster seat for as long as the booster seat permits. Best practices are mentioned in the video, stated in the program's recipient guide and should be reiterated during the classroom training.

In addition, best practice warns against the dangers of using second-hand seats. In an effort to protect other children from injury that may be caused by the use of second-hand seats, clientele should be instructed to render their used seats unusable by others and then discard. Staff should also inform clientele that they are not allowed to sell any program seat issued to them. Violation of this policy will jeopardize any future eligibility with the program and clients may be required to reimburse the program for the cost of the restraint. Program staff will be actively looking for violations of this policy.

Before proceeding with the training, Educators should collect the waiver/agreement forms ensuring that all forms are signed by the applicants for each child receiving a restraint or by the approved proxy attending in their behalf. Encourage attending interpreters, translators, councilors, and/or parents of underage applicants to sign the waiver/agreement form on the designated line.

Educators should mark the type of restraint issued for each child and the restraint positioning. 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 and concerns are as follows:

- Safety seat issued uninstalled due to incompatibly issues with the vehicle (note specific issue).
- Safety seat issued uninstalled in client's vehicle due to client arriving by public transportation.
- Recipient of the seat refused to follow a best practice recommendation for installation; released uninstalled. (State the recommendation the parent refused to follow.)
- Booster seat installed in the front passenger side of the vehicle, because rear seating positions were only equipped with lap belts. Air bags turned off. (If applicable) Positioned vehicle seat as far away from dash area as possible.

- Booster seat 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.
- Safety seat was released without hands-on installation training; the reason why and the referral agency name documented, technician name and/or www.safetyseatva.org website must be listed. (Reference the program's website for a current listing of active VDH Safety Seat Check Stations.)

The Educator should mark whether training guides, brochures, handouts were provided to the clients. These materials are provided to sites by VDH free of charge and should always be on site for training. If brochures or handouts were not disseminated, a justification statement must be documented.

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

Waiver forms must be kept on file for a period of at least five years. The Permission Slip form must be maintained with the Waiver and Agreement form when applicable.

PROXY PERMISSION SLIP FORM

All approved applicants are required to attend an interactive educational training. If an extreme circumstance such as hospitalization or risk of employment occurs and prevents an applicant from attending the training, a Proxy 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 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 should review the request and has the authority to approve or deny the request. The individual who determines the approval status should sign and date the form and with their name printed legibly.

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

*The most recent version of forms may be downloaded from the coordinator's web address:
<http://www.vdh.virginia.gov/child-passenger-safety/low-income-safety-seat-program/>*

PROGRAM CONTACT INFORMATION

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Richmond, VA 23219

LISSDEP Web Site Address :

<http://www.vdh.virginia.gov/child-passenger-safety/low-income-safety-seat-program/>