

CALIFORNIA HIGHWAY PATROL

GENERAL ORDER 100.7

REVISED MARCH 2019

CHILD PASSENGER SAFETY PROGRAM

1. PURPOSE. The purpose of this General Order is to establish departmental policy and procedures concerning the Department's Child Passenger Safety (CPS) program.

2. BACKGROUND. On April 1, 1999, the California Highway Patrol (CHP) was awarded a grant to reduce the mileage death rate among children under four years old. In order to accomplish this goal, the Department began a public awareness campaign in which traffic safety presentations were conducted, child passenger restraint systems (CPRS) were provided to those in need, and CHP personnel were trained as National Highway Traffic Safety Administration (NHTSA)-certified CPS technicians and instructors.

3. POLICY.
 - a. The purpose of the Department's CPS program is to assist with the efforts of reducing the mileage death rate among children, by providing the motoring public with awareness and education relating to CPS laws and issues through traffic safety presentations, child safety seat (CSS) check-up events, and fitting stations.

 - b. Every Area office shall participate in the Department's CPS program by providing traffic safety presentations, conducting CPRS check-up events, and operating Area CPRS fitting stations to better educate the public on child passenger safety.

 - c. Every Area commander shall designate an Area CPS coordinator to manage the Area's program.

4. PROCEDURES.
 - a. Traffic Safety Presentations. The Area CPS coordinator shall coordinate with various entities (e.g., school districts, community centers, and allied agencies) to coordinate educational seminars and provide information to the public regarding CPS laws, current trends, and best practices.

b. Child Safety Seat Check-Up Events. Organized CSS check-up events provide the public with assistance on the installation of their child's CPRS, as well as education regarding potential misuse of a CPRS. During these events, trained personnel perform CPRS inspections for all children in the vehicle under sixteen years of age. To ensure the quality of the check-up events and limit liability concerns, the Department has established guidelines for conducting events and inspections at field offices. (Refer to Annex A.)

c. Fitting Stations. A fitting station is a location dedicated to providing the public with information, resources, instruction, and assistance in obtaining and installing a CPRS. Fitting stations and CPRS check-up events have proven to be an effective way to decrease the rate of CPRS misuse. Procedures for implementing a fitting station are as follows:

- (1) Every Area office shall provide one day a week for the public to make appointments to have their CPRS inspected.
- (2) All personnel shall use the following guidelines when scheduling appointments:
 - (a) Ensure the parent/caregiver brings their child's CPRS as well as the instructions with them to their scheduled appointment. Advise the parent/caregiver that the CPRS should not be defective, expired or recalled.
 - (b) Advise the parent/caregiver that the CHP may not have an appropriate seat to provide free of charge, and it is strongly recommended they arrive with their own CPRS.
 - (c) All technical questions, assistance with installation, and requests for a CPRS shall be referred to a certified CPS technician.
- (3) The following criteria shall be used during the operation of a fitting station:
 - (a) Technicians and instructors should guide the parent/caregiver through a hands-on demonstration on the proper use of a CPRS or seat belt as well as the proper installation of a CPRS in a motor vehicle.
 - (b) Prior to performing an inspection on a CPRS, the CPS technician shall check the recall list to ensure the CPRS has not been recalled. Recall lists are available on the Internet at www.nhtsa.gov, www.safercar.gov, and www.buckleupnc.org.
- (4) Upon completion of the demonstration, the parent/caregiver shall install the CPRS in the vehicle, place the child in the CPRS, and ensure the child is

properly restrained prior to leaving the Area office. The only exception would be if the parent/caregiver is incapable of performing the installation due to a physical limitation (e.g., arthritis or final stages of pregnancy).

(5) If a new CPRS is installed, the registration card from the CPRS shall be filled out by the parent/caregiver and either mailed to the manufacturer or registered on the manufacturer's Web site or the NHTSA Web site.

5. TRAINING. Personnel interested in becoming a CPS technician may make a request to their Area commander. Commanders are to ensure personnel selected to be trained as CPS technicians are familiar with the duties (e.g., participate in a minimum of two CHP-sponsored CPRS check-up events per year, work at Area office CPRS fitting stations, and contribute to the Department's CPS program in some fashion for at least two years). If for some reason they cannot attend a CHP-sponsored CPS course, personnel may take the course from another entity. The Office of Primary Interest, Research and Planning Section (RPS), shall be the point of contact to obtain approval and make arrangements for CHP personnel to attend a CPS course not sponsored by the Department. All CPS technicians and instructors shall notify the Area's CPS coordinator of their CPS technician status upon reporting to any new office.

a. The Department has established the following three levels of training and expertise for uniformed and nonuniformed personnel relating to CPS.

(1) Level I – Child Passenger Safety Technician Training. The Department utilizes the training guidelines set forth by NHTSA and the National Child Passenger Safety Certification Training Program (CPS certification program) under Safe Kids Worldwide. Safe Kids is the certifying body for the CPS certification training program. This nonprofit agency administers all aspects of CPS certification. Safe Kids provides course materials, registration and customer service to CPS technicians and instructors. Using the guidelines set forth by Safe Kids, CHP employees train and certify employees and allied agency personnel as CPS technicians and instructors. This course is certified by the Commission on Peace Officer Standards and Training. The training includes a four- to five-hour check-up event on the last day of class as a final exam. After successful completion of the training course and certification as a CPS technician, personnel are approved to perform the following:

- (a) Select an appropriate CPRS and properly secure a child.
- (b) Install a variety of CPRSs in multiple types of vehicles according to CPRS and vehicle manufacturer's instructions following CPS guidelines.
- (c) Instruct others on how to correctly install a CPRS in their vehicle.

- (d) Instruct others on how to properly restrain children in motor vehicles.
- (e) Act as a vital resource to the Department and the community on CPS issues.
- (f) Complete the required documentation form (CHP 273, Child Safety Seat Checklist) for all inspections and installations.

(2) Level II – Technician Proxy. Technician proxies can review and approve the seat checks required for recertification. The role of technician proxy was created by Safe Kids Worldwide to streamline the recertification process when certified instructors are unavailable.

(a) Personnel who have been CPS-certified for at least six months may apply to be a technician proxy. When the employee is eligible to apply, the action item "Apply to be a Technician Proxy" in the CPS online profile will be visible. The policy can be viewed online at www.cert.safekids.org.

(b) To become a technician proxy, an application, including two testimonials, shall be submitted through RPS. Once received and approved, RPS will forward the request, along with the certification fee, to Safe Kids Worldwide.

(3) Level III – Instructor Training. The Department utilizes the training guidelines set forth by Safe Kids Worldwide. Current CPS technicians interested in becoming a CPS instructor must meet the following requirements:

(a) Be certified as a CPS technician for a period of one year when applying.

(b) Observe as a CPS technician assistant in a certification course assisting with hands-on exercises as well as setting up the classroom and the check-up event.

(c) Complete the required documentation forms available at Safe Kids Worldwide, www.cert.safekids.org, and submit four testimonials testifying to technical and teaching skills. Additional information can be viewed at www.cert.safekids.org under the heading "I'm a Tech."

(d) Provide a copy of current CPS technician certification, résumé of participation in CPRS activities (clinics, individual checks, health and safety fairs, etc.), and instructor experience. Instructor experience is not limited to the subject of CPS.

(e) The aforementioned, including a memorandum of interest to become an instructor, must be received by RPS through channels **eight weeks** prior to the scheduled class in which the applicant wishes to participate as an instructor candidate. This will allow sufficient time for RPS to review/approve the required documentation and forward to Safe Kids Worldwide.

(f) Upon approval by Safe Kids Worldwide, the instructor candidate shall coordinate from the current pool of certified CPS instructors and RPS to locate a mentor. The mentor will assist and evaluate the instructor candidate and work with the candidate to select a CPS course to be evaluated and recommended as an instructor.

6. RECERTIFICATION.

a. The CPS technician certification status is valid for a two-year period. All CPS technicians should receive recertification notification from Safe Kids Worldwide within four months of their expiration date. Should the CPS technician not receive their notification within one month of their expiration date, it is the technician's responsibility to contact Safe Kids Worldwide to proceed with the recertification process prior to their CPS technician status expiring.

b. To remain certified, the technician needs to conduct five different types of seat checks, participate in at least one community event, and have completed at least six continuing education units. This process can also be accomplished by attending one day refresher training, when available. Refresher/recertification training is typically conducted at the Division level. It is recommended that a CPS instructor assist the Division CPS coordinator with refresher/recertification training to sign off on CPRS checks which are required for recertification. The training curriculum must be approved by RPS prior to conducting a course. The curriculum shall include, but is not limited to: technical updates/studies; new products on the market; current traffic collision statistics; hands-on exercises; as well as current policy and procedures pertaining to the Department's CPS program.

c. Upon completing the required seat checks, the CPS technician shall document the seat checks at www.cert.safekids.org. Check-up event forms are not to be used for annual recertifications. If a CPS technician is unable to locate an instructor to sign off on the required seat checks, they shall notify the Division CPS coordinator who will assist in locating a certified CPS instructor within the Area. Should the CPS coordinator be unable to locate an instructor, RPS should be contacted for assistance.

d. All recertification requirements, including the date of a verifiable check-up event within a two-year period, must be documented on the Safe Kids Worldwide

Web site and payment must be made prior to obtaining a new CPS technician expiration date. The employee must contact RPS to obtain payment information.

e. Employees should retain a copy of all recertification information and activities as they may be subject to an audit by Safe Kids Worldwide.

7. REPORTING REQUIREMENTS.

a. CHP 273, Child Safety Seat Checklist. The CHP 273 was developed to ensure all CPRS inspections are properly and thoroughly documented and to account for all CPRS distributed by the Department. The form contains all the elements required by NHTSA that are essential for the inspection of a CPRS. Each item on the checklist is crucial in determining if a CPRS is adequate and properly installed for the transportation of an infant or child. The Department has approved the following guidelines:

(1) Any CPS technician conducting a CPRS inspection shall document all information, instructions, and adjustments on a CHP 273. (Refer to the departmental electronic version.)

(2) The CPS technician's name and CPS technician number shall be printed legibly in ink on the form.

(3) The back side of the CHP 273 shall be completed and signed by the parent/caregiver prior to the CPRS inspection and assistance with the installation.

(4) The CPS technician shall complete one CHP 273 for each CPRS inspected. Each of the items on the checklist that apply shall be checked while performing the inspection and installation.

(5) The Area CPS coordinator shall review each form for accuracy or missing information prior to submission. Should the coordinator find an incomplete or inaccurate form, they shall contact the CPS technician who performed the CPRS inspection, advise the CPS technician of the omissions or errors, and provide additional training, if necessary. No corrections may be made to the CHP 273 after a parent/caregiver has left the inspection location.

b. The CHP 273 may be ordered from Supply Services Unit or accessed electronically.

8. RETENTION. The original CHP 273 shall be retained at the Area and/or Division office for a period of not less than one year. Additionally, the CPS technician/instructor should keep a copy of the CHP 273 for their own records.

9. DISPOSAL OF CHILD SAFETY SEATS. Section 11580.011 of the California Insurance Code (IC) provides replacement of a CPRS that was in use by a child during a traffic collision. Section 11580.011(f) IC states that an insured party may surrender the CPRS that was replaced to the nearest CHP office. If an individual surrenders a CPRS to their local CHP office, the command is responsible for destroying and disposing of the CPRS. Area offices shall establish policy for the destruction of the CPRS. The process for destroying the CPRS to prevent any future usage should include cutting the harness straps, removing any padding, and writing "Do Not Use" in permanent marker on the CPRS.

OFFICE OF THE COMMISSIONER

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ANNEX A

CHILD PASSENGER SAFETY CHECK-UP EVENT GUIDELINES

1. **ATTIRE.** Refer to Highway Patrol Manual 73.5, Uniform/Grooming and Equipment Standards Manual, Chapter 2, General Requirements, for general requirements as well as the exceptions to the standard uniform. If civilian attire is approved by the commander, attire must be conservative, contemporary, and consistent with a business environment. Officers electing to install a child passenger restraint system (CPRS) while armed should be conscientious of their weapon.

2. **STAFFING.** Every check-up event shall have an officer in uniform present to address media questions, provide interviews, and be available for photographic opportunities. A sufficient number of certified Child Passenger Safety (CPS) technicians is required to perform the actual inspections of the CPRS/seat belt system of the vehicle. It is recommended there be at least four check-up teams to serve the public more efficiently. The roles and responsibilities for event staff are outlined below.

3. **CHECK-UP TEAM.** A check-up team consists of a certified CPS technician and a recorder/scribe. Although most events only require four check-up teams, it is suggested metropolitan areas have eight to ten check-up teams.
 - a. **Child Passenger Safety Technician.** Such a designation requires attendance and certification in the National Highway Traffic Safety Administration's (NHTSA) Standardized Child Passenger Safety Technical Training. Event coordinators shall ensure CPS technicians utilized from allied agencies are certified. All CPS technicians from allied agencies must legibly print their name, agency, technician number, and telephone number on the CHP 273, Child Safety Seat Checklist. The roles and responsibilities of the CPS technician include:
 - (1) Possession of CPS technician card.
 - (2) Ensuring vehicles are turned off with the parking brake engaged prior to inspections.
 - (3) Inspection of CPRS for children under eight years old, who are less than 4 feet 9 inches in height, and proper seat belt use for children eight years old and over, but less than 16 years old.
 - (4) Thoroughly covering the CHP 273 with the parent/caregiver while allowing time for the recorder/scribe to document required items on the form.

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CHILD PASSENGER SAFETY CHECK-UP EVENT GUIDELINES (*continued*)

- (5) Instructing parents/caregivers on how to properly install the CPRS into the vehicle and how to secure the child within the CPRS.
 - (6) Assigning tasks to the recorder/scribe, or other volunteers as necessary, such as looking up the CPRS on the manufacturer recall list, obtaining instructions for a particular seat, locating a locking clip, and sharing appropriate handouts with family members or caregivers.
 - (7) Consulting with the lead CPS technician or instructor for special circumstances or difficult situations, prior to offering a grant-funded replacement seat, and for final approval of each CPRS installed by the parent/caregiver.
- b. Recorder/Scribe. The recorder/scribe position does not require any specialized training, but is a good way for those interested in CPS to gain experience before becoming a CPS technician. The recorder/scribe is the notetaker for the CPS technician. The roles and responsibilities of the recorder/scribe include:
- (1) Assisting the CPS technician with documentation of items dictated by the CPS technician on the CHP 273 as well as recording all required information on the form.
 - (2) Locating manufacturer's instructions for safety seats and/or vehicle owner's manual, if necessary.
 - (3) Verifying if the safety seat is on a recall list.
 - (4) Ensuring parents/caregivers receive educational materials relating to CPS.
 - (5) Ensuring children are kept safely away from any moving vehicles.
- c. Child Passenger Safety Instructor/Technician Proxy. Instructors and technician proxies should be readily available to all team members; therefore, it is not recommended they conduct individual CPRS checks. The roles and responsibilities of the CPS instructor/technician proxy include:
- (1) Supervising CPS technician teams to ensure CPRS checks are completed accurately and CPRS is installed and utilized properly. The instructor/technician proxy shall perform a final brief inspection of every CPRS

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prior to the parent/caregiver departing the event as well as signing the appropriate area of the CHP 273.

- (2) Assisting CPS technicians, as needed, on special circumstances or difficult situations, as well as assisting with dissemination of technical information to parents/caregivers.
- (3) Assisting with explaining best practices to parents to enable them to make their own informed choices about the safest way to transport their child.
- (4) Consulting with event sponsors on criteria for distributing a grant-funded safety seat.
- (5) Ensuring the overall process of the event is running smoothly and ends at the time stated.
- (6) Ensuring all the necessary equipment is available.
- (7) Ensuring the manufacturer recall list is current.
- (8) Briefing all CPS technicians before and after the event.

NOTE: At the time of the briefing, it would be advisable to discuss the criteria for giving a grant-funded CPRS to a participant.

d. Additional Staff. For successful and smooth-running events, the assistance of additional volunteers is critical. The recommended number of positions and their duties are outlined below.

- (1) Traffic Flow Coordinators – Two Positions.
 - (a) Directing vehicles safely in and out of check-up areas.
 - (b) Monitoring the entrance and exit locations.
 - (c) Ensuring all occupants are buckled up when a vehicle is moving in and around the check-up area. **Do not allow participants to hold children in their lap while a vehicle is in motion.**
- (2) Greeters – Two Positions.
 - (a) Welcoming the participants and explaining the process.

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(b) Ensuring the waiver portion of the CHP 273 is completed by the parent/caregiver.

(c) Explaining the time per CPRS inspection and installation is approximately 25 to 30 minutes.

(3) Runners – Two Positions.

(a) Assisting check-up teams as necessary by bringing grant-funded child safety seats to vehicles or other items as requested.

(b) Monitoring the vehicle line and keeping traffic flowing smoothly and safely.

(c) Directing stray children back to their parent/caregiver.

4. LOCATIONS AND INSTRUCTIONS FOR SETTING UP. Check-up events can be held indoors or outdoors. Indoor locations (e.g., service bay at a local car dealership or fire department) may be preferable during inclement weather as there is less equipment to set up at these locations. Outdoor locations may include parking lots adjacent to a department store, shopping center, Area office, or day care center. It is important to check with the managers at these locations to ascertain if any special permits are required. When selecting a location, consider the following:

- a. Is it easy to locate?
- b. Is it near a park or a place frequently visited by parents?
- c. Is it away from busy streets where entering and exiting would be difficult?
- d. Is there ample space to set up the event?

5. SETTING UP AN INDOOR LOCATION.

- a. Designate with traffic cones where the vehicles will wait in line. Ideally, vehicles will enter in one side and exit out the other side of the service bay (avoid having vehicles drive in reverse).
- b. Display enter and exit signs.

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- c. Ensure there are no obstacles or safety hazards in the service bay areas.
- d. Have a table set up for various materials accessible to check-up teams.
- e. Designate an area for grant-funded CPRS, as well as discarded CPRS.

6. SETTING UP AN OUTDOOR LOCATION.

- a. Set up in a parking lot or other controllable site out of the flow of traffic.
- b. Rope or tape off the area to create a contained safe zone.
- c. Designate, with traffic cones, where the vehicles will wait in line. Ideally, vehicles will enter in one way and exit another way (avoid having vehicles drive in reverse).
- d. If available, car canopies can be used in inclement weather.
- e. Display enter and exit signs.
- f. Ensure there are no obstacles or safety hazards in the area.
- g. Have a table set up for various materials accessible to check-up teams.
- h. Designate an area for grant-funded CPRS, as well as discarded CPRS.
- i. Use traffic cones to funnel traffic in and out of the safe zone and to delineate check-up lanes.
- j. Guide vehicles into and out of the check-up lane (each team will be responsible for their lane).

7. ADDITIONAL RECOMMENDATIONS. Grant-funded CPRS should be available to replace seats that are unsafe, too old (expired), inappropriate for the child, or have a manufacturer recall or defect that cannot be repaired. All new seats shall be marked with an Area number (e.g., 061/CHP). Seats should also be made available to those who arrive without a CPRS and can articulate a legitimate need to receive a new CPRS. Ask parents/caregivers to leave unsafe seats behind so they may be properly destroyed or used for instruction/display purposes only. **No child should have to leave without a safe, properly installed CPRS.** However, if a child has to leave the event without a

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CPRS because a new one is not available, it shall be thoroughly documented on the CHP 273 and the existing CPRS installed according to the law and best practice guidelines.

- a. Conducting a check-up event adjacent to a store that sells new CPRSs allows for immediate replacement of an unsafe seat or ill-fitting seat.
- b. Appointments may be set prior to the event and processed through an appointment-only lane during the event. Using the appointment system is optional but is helpful when forecasting the need for supplies and grant-funded car seats, if available. The appointments should be advertised in advance with contact information. Appointments should allow 30 minutes for each CPRS inspection and installation.
- c. To prevent complaints, remaining open for advertised times is mandatory.
- d. **Safety should be the number one priority for all staff and participants.** **Never** insert your hand in a place where you have not checked for items that could possibly cause injury. If the seat belts have become retracted into the vehicle seat, have the owner of the vehicle retrieve them.

8. NECESSARY MATERIALS AND EQUIPMENT.

- a. Sufficient amount of CPRSs for the event
- b. Banners/signage (California Highway Patrol Child Passenger Safety Seat Check-Up Event)
- c. CHP 273
- d. Canopies
- e. Educational materials with CPS information
- f. Child restraint manufacturer recall information (NHTSA's current list)
- g. Traffic cones
- h. Crime scene tape or rope
- i. Pool noodles

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CHILD PASSENGER SAFETY CHECK-UP EVENT GUIDELINES (*continued*)

- j. Grip liner
- k. Locking clips
- l. The LATCH Manual
- m. Totes or similar containers to hold supplies
- n. Clipboards
- o. Bath scale(s)
- p. Pens
- q. Markers
- r. Hand wipes
- s. Rubber gloves
- t. Scissors
- u. Tables
- v. Chairs

9. MARKETING A CHECK-UP EVENT. Seek out potential locations and/or businesses interested in partnering with the CHP for a check-up event. Determine locations which would be the most feasible, visible, and accessible to the public desiring to attend.

- a. At least six weeks prior to the event:
 - (1) Prepare a media advisory and/or an event flyer announcing the event.
 - (2) Inquire with public service directors at local television and radio stations to ascertain if they are interested in a Public Service Announcement (PSA). A PSA is a quick announcement that runs when the station does its required station identification twice an hour.

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- (3) Contact the traffic reporters in the area to request they mention the check-up event in their traffic reports the day prior to and the day of the check-up event.
 - (4) Send information about the event to the calendar editor of all newspapers and local cable channels. Follow-up by telephone a few days later to ensure the media advisory was received.
- b. Approximately one to two weeks prior to the event:
- (1) Send out a media advisory announcing the event.
 - (2) Send the media advisory to the assignment editor of all newspapers, radio stations, and television stations in the area. Include all critical information (who, what, when, where, why, and visuals), a contact name, and telephone number.
 - (3) It is important to follow-up a few days later to ensure the media advisory has been received and encourage promotion of the public service event. Ask if they would like to send a reporter or photographer to cover the event.
 - (4) Post signs at the Area office, the local police department, public health department, fire department, and department stores where CPRs are sold.
- c. One week prior to the event:
- (1) If possible, promote the event on social media prior to the date of the event and post pictures the day of and after. Remember to have any participants who have been photographed sign the CHP 464, Photograph/Video Authorization.
 - (2) Recontact the radio traffic reporters to ensure they will be announcing the PSA.
 - (3) Advise parents of local day care centers, pre-schools, and elementary schools of the upcoming check-up event.