

CPS Team Colorado Guiding Policy

Section 1: National Policy, Procedure, and Resources

Child Passenger Safety Team Colorado hereby adopts the National CPS Certification Policies and Procedures as set forth in the [National CPS Certification Policies and Procedures Manual](#) for all Standardized Child Passenger Safety Technician Training Courses and Certification Renewal Courses taught with Child Passenger Safety Team Colorado funds.

Section 2: Definitions

- A. Code of Conduct** - When referenced in this document, [Code of Conduct](#) refers to the National Code of Conduct as created and distributed by the National Child Passenger Safety Board.
- B. CPS Inspection Station** – Child Passenger Safety Inspection Stations are a central community resource that provide certified CPS Technicians with availability to inspect installation and use of car seats.
- C. Intellectual Resources** – Any resource found on CarSeatsColorado.com that may be printed, duplicated, and used without any involvement from the CPS Team Colorado program or Advisory Council. Examples: Printing flyers, Prescription for Safety Cards, Inspection Station and Event Guide, etc.
- D. Educational Resources** – Resources listed on CarSeatsColorado.com that are developed and distributed from the CPS Team Colorado Program Coordinator, using state funds. Examples: Brochures, posters, pocket guides, etc.
- E. Physical Resources** – Resources purchased with CPS Team Colorado funds, that include car seats, training simulators, training dolls, height charts, scales, etc.
- F. Marketing Resources** – These resources do not include the intellectual marketing resources found on CarSeatsColorado.com, but refers to the personalized marketing devices provided to individualized programs. Example: public service announcements.
- G. Equipment Resource Center** – A specific location, usually an agency or organization, that houses State-owned CPS Physical Resources for use by other CPS Inspection Stations and CPS Technicians with-in the State of Colorado.

Section 3: Training

- A. State of Colorado Funded Training (funded by CPS Team Colorado)
 - a. Prior to attending any course each student will be informed in advance of the training that the training is being provided at no additional charge to themselves or their agencies.

- b. Each person attending a certification course shall receive a printed copy of the National Code of Conduct.
 - i. Students will be required to sign a document acknowledging they have received the Code of Conduct.
- c. In addition to the mandated curriculum, or the approved CEU content, each training course will include information about the State program including but not limited to:
 - i. Reporting, resources, Colorado approved forms, the CPS Colorado Advisory Council, and funding structure for CPS Team Colorado, etc.
 - ii. Records Retention: Safe Kids recommends retaining records (seat check forms) for at least three years.
 - 1. If using an electronic application to conduct seat checks, the data including any signatures must be maintained either in a compiled database or individual records such as doc and pdf files for the length of the retention period.
- B. Other Training Courses (not funded by CPS Team Colorado)
 - a. The Lead-Instructor coordinating the course will be responsible for all information contained in the course(s). CPS Team Colorado shall have no bearing over the contents or quality of the class.
 - b. Safe Kids Worldwide, the certifying authority, shall take precedence over CPS Team Colorado additions.

Section 4: CPS Inspection Stations

- A. All CPS Inspection Stations listed on the CDOT website, CarSeatsColorado.com, will adhere to the following guidelines.
 - a. Each agency and/or facility wishing to be listed as an Inspection station must complete an Inspection Station Application on the CDOT Website.
 - b. In order to be approved as a CPS Inspection Station each inspection station must agree to the following:
 - i. The sponsoring agency must provide a station(s) or site(s) as a permanent location(s) where parents/caregivers can receive child restraint installation and/or inspection assistance and child passenger safety and occupant restraint education.
 - ii. If personnel are subject to emergency response calls, the sponsoring agency and/or technicians must advise the parents/caregiver of this possibility and ensure a back-up plan is agreed on in advance (i.e. call to reschedule, another agency available, an alternate technician, etc).
 - iii. Operate a minimum of 8 hours per month
 - iv. Require a nationally certified CPS Technician, with a CURRENT certification to provide the education when CRS are being inspected
 - v. Submit Data Reporting – at a minimum on a quarterly basis.
 - vi. If the sponsoring agency will provide car seats, there must be a plan in place for distributing new car seats and destroying, discarding, or recycling unsafe car seats.

- vii. Appropriate documentation must be made for each seat checked, distributed and/or installed. Documentation must be kept on file for at least three (3) years.
 - c. CPS Team Colorado recommendations for Inspection Stations and Events are listed on CarSeatsColorado.com, in the [Inspection Station and Event Guide](#).
- B. CPS Inspection Stations not listed on the CDOT website may utilize intellectual and educational resources provided by CPS Team Colorado. They are not eligible for physical equipment and/or marketing resources.

Section 5: Equipment Resource Center

- A. Any facility that receives and/or stores equipment provided through CPS Team Colorado funds with the intent of using and/or distributing/loaning to local partners is considered a CPS Team Colorado Equipment Resource Center.
 - a. Each equipment resource center will be listed on CarSeatsColorado.com, with a list of equipment they can distribute or loan to other CPS Technicians.
 - i. Those wishing to become equipment resource center must:
 1. Report car seat check data and/or activity data on CarSeatsColorado.com.
 2. Be willing to loan and/or provide equipment to other technicians as they request it.
 3. Request equipment from the Colorado CPS Team Colorado Coordinator or their District Representative.
 4. Keep accurate records of equipment inventory, information about who the equipment was loaned to and date the equipment is picked up and returned.
 5. Inform Colorado CPS Team Colorado Program Coordinator if equipment is damaged and/or not returned within a reasonable amount of time following the due date.
 - b. Resource Centers that distribute car seats will supply other inspection stations and technicians in their area with a reasonable amount of car seats to satisfy their need.
 - i. Once an agency has received car seats they will be required to report their car seat check data on CarSeatsColorado.com
 - ii. Each time car seats are distributed to another inspection stations or technician, they will be advised of the reporting requirement on CarSeatsColorado.com. An email will then be sent to the CPS Team Colorado Coordinator or an on-line inventory adjusted to reflect the transfer.
 - iii. A resource center should contact the CPS Team Colorado Coordinator to determine if they are meeting the reporting requirements. Seats for future use can only be provided by the State when reporting has been established.
- B. If at any time an agency/organization withdraws from being a registered Inspection Station and/or equipment resource center, the agency will be required to return all state-owned equipment and car seats in its possession to a CPS Team Colorado facility approved by the State Coordinator.

Section 6: CPS Quality and/or Complaints

- A. Any question of quality or any complaint that is received by a member of the CPS Advisory Council will be handled in accordance with this section.
 - a. Complaints about an individual's CPS competence and/or skill.
 - i. If the complaint came from a member of the public receiving the service of a CPS Technician:
 - 1. The CPS Advisory Council member will contact the CPS Technician in question to clarify the circumstances of the information that was received.
 - a. Refer to [Safe Kids recommendations](#) about approaching another technician.
 - ii. If the complaint came from another CPS Technician:
 - 1. Refer the complaining technician to [Safe Kids recommendations](#) about approaching another technician.
 - iii. If problems persist with this technician or a mutual resolution cannot be made, the CPS Advisory Council member will refer the complaint to the CPS Team Colorado Training Coordinator.
 - 1. The Advisory Council Chair will work with the Training Coordinator to find a reasonable resolution to the problem.
 - 2. If the problem persists after all avenues are exhausted the Advisory Council Chair and/or Training Coordinator will work with the involved parties to document the circumstances of the complaint and may complete a [Safe Kids Appeals Form](#), if appropriate.
 - b. Complaints about an individual's behavior and/or attitude
 - i. Any complaint received in regards to this section will be referred to the CPS Technicians employment agency.
 - ii. If the CPS Technician is providing services as a community volunteer (no employment agency) the complaint will be referred to the appropriate Advisory Council District Representative and/or the Advisory Council Chair.
 - c. Complaint about a CPS Inspection Stations and/or Equipment Resource Facility.
 - i. The CPS Advisory Council District Representative will contact the appropriate site.
 - 1. The Advisory Council District Representative can conduct an outreach visit. This visit shall include information from the Representative about the opportunities CPS Team Colorado provides as well as receiving information from the site about what their CPS needs are. The Representative will bring the information back to the Advisory Council for discussion.
 - d. Complaint about CPS Instruction (CEU/Renewal/Initial Certification/Other)
 - i. If the complaint refers to a State-funded (CPS Team Colorado funded) training course refer the complaint to the CPS Team Colorado Coordinator.

- ii. If the complaint refers to a course not funded by CPS Team Colorado the Advisory Council member receiving the complaint will refer the complainant to the lead-instructor for the course.
 - 1. If the complainant does not want to contact the lead-instructor the CPS Team Colorado Coordinator and Training Coordinator will be contacted.
 - 2. If all avenues for a mutual solution are exhausted the CPS Team Colorado Coordinator and/or Training Coordinator will work with the involved parties to document the circumstances of the complaint and may complete a [Safe Kids Appeals Form](#), if appropriate.
 - iii. If formal complaint is determined necessary, we will work within the [Safe Kids guidelines](#).
- B. Documentation
- a. Each time a complaint is received pertaining to a CPS Technician and/or Instructor it will be documented by the Advisory Council member. Any steps taken to resolve the issue will also be documented.
 - i. Student course evaluations may constitute a complaint and as documentation of an event.
 - ii. This documentation will be forwarded to the Advisory Council Chair for retention.

Section 7: Emergency Response Plan

- A. Requests for car seats are to be made through the CPS Team Colorado Coordinator.
 - a. CPS Team Colorado Coordinator will confirm request through emergency and disaster channels as well as the CPS Advisory Council as there may be additional needs in other areas.
 - b. The CPS Team Colorado Coordinator and local Advisory Council Representative will work together to determine needs and how to distribute.
- B. CPS Advisory Council Members will be a point of contact for local coalitions that can assist in determining needs and distribution sites.
 - a. CPS Advisory Council: Members will assist in the recruitment and scheduling of certified CPS technicians.
- C. No Individual should pursue resources without contacting the CPS Team Colorado Coordinator first.
- D. No car seat will be given out without education. A certified CPS Technician must be on-site and provide a consultation (class or individual format).
- E. Agencies to Connect With: CO Emergency Preparedness Office, Division of Homeland Security, FEMA, Emergency Management, American Red Cross, United Way, Salvation Army, Car Rental Companies, Car Seat Manufacturers, etc.
 - a. Contact Information is listed below:

CO Emergency Preparedness	Community Outreach Program Manager	303.915.8115
Division of Homeland Security & Emergency Preparedness	PIO	720.852.6630
FEMA	Region 8 Office	303.235.4800
American Red Cross	Mile High Region	303.722.7588
	Northern Colorado Region	970.226.5728
	Pikes Peak Region	719.632.3563
United Way		211
Salvation Army	Centennial	303.779.9662
	Fort Collins	970.207.4472
	Colorado Springs	719.636.3891
	Greeley	970.346.1661
	Pueblo	303.866.9275
Hertz	DIA	303.342.3800
	Colorado Springs Airport	719.596.1863
	Fort Collins	970.377.1266
	Grand Junction	970.243.0747
Avis	DIA	303.342.5500
	Colorado Springs Airport	719.596.2751
	Fort Collins	970.229.9115
	Grand Junction	970.244.9170
Enterprise	DIA	303.342.7350
	Colorado Springs Airport	719.591.6644
	Fort Collins	970.224.2592
	Grand Junction	970.254.1700

Child Restraint Manufacturers:

Angel Guard Products	330-723-5928	www.angelguard.com
Aprica	888-927-7422	www.aprica.com
Baby Trend Inc.	800-328-7363	www.babytrend.com
Bergeron Health Care	800-371-2778	www.adaptivemall.com
Britax Child Safety	888-427-4829	www.britaxusa.com
BubbleBum	800-969-6586	www.bubblebum.co.us
CARES	800-299-6249	www.kidsflysafe.com
Chicco	877-424-4226	www.chiccousa.com
Clek Inc.	866-656-2462	www.clekinc.com
Columbia Medical	800-454-6612	www.columbiamedical.com
Combi USA,	800-992-6624	www.combiusa.com
Cybex c/o Regal Lager	800-593-5522	www.regallager.com

Diono	855-463-4666	http://us.diono.com
Dorel Juvenile Group	800-544-1108	www.djgusa.com
Dream on Me	877-768-5500	www.dreamonme.com
Evenflo	800-233-5921	www.evenflo.com
EVS Ltd.	800-364-3218	www.evsltd.com
EZ Lock Inc.	888-952-5625	www.ezlock.net
EZ On Products	800-659-8323	www.ezonpro.com
Graco Children's Products	800-345-4109	www.gracobaby.com
Harmony Juvenile Products	877-306-1001	www.harmonyjuvenile.com
Kiddy USA	855-925-4339	www.kiddyusa.com
Kids Embrace	866-947-3287	www.kidsembrace.com
Lilly Gold Div. TriplePlay Products	800-829-1625	www.lillygold.com
Merritt Manufacturing	317-409-0148	www.eztether.com
Nuna	855-686-2872	www.nuna.eu/USA/index
Orbit Baby	877-672-2229	www.orbitbaby.com
Ortho Safe Systems International	609-587-9444	www.orthosafe.com
Q'Straint USA	800-987-9987	www.qstraint.com
Peg Perego U.S.A. Inc.	800-671-1701	www.pegperegousa.com
Recaro Child Safety Systems North America	888-973-2276	www.recaro-cs.com
Safe Traffic System	847-233-0365	http://safetrafficsystem.com
SafeGuard	877-447-2305	www.safeguardseat.com
Safety Angel/Safe Start	561-732-1233	www.safetyangel.com
Snug Seat	800-336-7684	www.snugseat.com
Snugli	800-233-5921	www.snugli.com
Summer Infant	800-268-6237	www.summerinfant.com
Team Tex	877-912-1313	
Teutonia USA	877-838-8664	www.teutonia.com
Thomashilfen North America	866-870-2122	www.thomashilfen.us
UPPAbaby	781-413-3030	http://uppababy.com