

REMOTE / VIRTUAL CAR SEAT EDUCATION TIPS & TRICKS

Safe Kids Certification has resources for technicians on the Resource Page <https://cert.safekids.org/resources-faqs>

There is a webinar and links to educational handouts, worksheets, a guide for conducting remote education, videos, and more. There are other examples that you can follow.

This is what we at Safe Kids Northeast Florida, Jacksonville, FL are doing. Click the name in the footer of this document to e-mail if you have any additional questions or comments.

• PLATFORMS & SITES used

- Video Conferencing - Zoom - we have an encrypted version through our lead agency.
 - Other options include – iPhone FaceTime or Google Duo (reveals your phone number), Skype (can be hooked to an e-mail vs. phone #), Webex, and other video conferencing.
 - My suggestion is to find one or two that you are willing, and able, to use and become familiar with them.
- Phone - Google Voice – Use this to screen ‘work’ calls to your own phone. You can set Do Not Disturb options for when you are not working which sends the caller to your Google Voice voicemail. You can also text and call through Google Voice through an app on your phone or on the web.
- E-mail – Gmail – this is connected to our Google Forms. We use Outlook for communication to clients but you will need a Google account if you are using the free products mentioned.
- Forms & data tracking – Google Forms & Google Sheets
 - Other online options are JotForm, Survey Monkey, etc. Be aware that these have limitations
- Scheduling – Appointlet.com (more details below)

• SUPPLIES

- Device with camera – I use my laptop &/or iPad. You could use a phone but would want a tripod so you can demonstrate with two hands
- Lighting – Be aware of the lighting where you are working. I have an LED light with multiple settings behind my laptop to light my face and show the demos more clearly.
- Car seats - RFO, Convertible, HBB This is enough of a variety that I can show most anything I would need to demonstrate even though it may not be the seat that they have. You need at least one harnessed seat.
- Vehicle or demo vehicle seat a.k.a dial-a-belt- If you do not have access to a demo vehicle seat, you may need to use your vehicle. Make sure your lighting is adequate.
 - Things to consider
 - Weather
 - Time of day the appointments will occur
 - Connectivity (do you need to turn off your WiFi)
- Doll or stuffed animal – Be prepared to show how to harness a child properly! The caregiver may not have something to practice with but they can watch you do it. If you do not have one, find a good video to share. UltimateCarSeatGuide.org has some short videos.
- LATCH Manual – If you do not have one, consider ordering one!
 - [Safe Ride News](#) is the place to go!

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- **SCHEDULING**

- We are using Appointlet to schedule appointments. (Same thing that Evenflo uses)
 - **NOTE:** Appointlet does have a free version. You will automatically be put on a 15-day trial. However, once the trial is complete, you will have access to the Free version.
- It is connected to our Safe Kids Gmail account so I can block out times that are not available to schedule. It will not connect to Outlook.
- There are a lot of settings that can help customize your availability, length of appointment, breaks between appointments, etc.
- The site sends confirmation e-mails and reminders.
 - These are not customizable in the free version.
- See ours here -- <https://sknefl-virtual-education.appointlet.com>

- **GATHERING INFORMATION for the consultation**

- Once an appointment is booked, a confirmation e-mail goes out from Appointlet
 - The confirmation page for our Appointlet has the link to our Pre-Appointment form I invite you to play around with the responses to see the logic.
 - Duplicate of our live form. <https://forms.gle/hoM27jfeN1BAUpRR8>
 - If you would like to see the behind-the-scenes working of this form, click on my name in the footer to send an e-mail. I will add you to the list of editors.
- Information needed
 - Liability waiver
 - Number of children under 13
 - Car Seat information
 - Vehicle information
 - Any questions the client may have
- Other information that is helpful
 - Pre-test to assess some occupant protection knowledge
 - Seating positions
 - Other occupants

- **PREPARING for the consultation**

- Pull up the car seat manual to have available during the consultation
 - If it is a car seat that you are not very familiar with in-person, look up videos and information on the manufacturer's website or YouTube channel
- Look up the vehicle manual & information in the LATCH manual.
 - If it is a vehicle that you aren't familiar with or one that you know has challenging LA or tether attachments, look at the [Safe Ride News](#) LATCH Gallery to see if there may be photos available.
 - Also, if you need more help, look up pictures of the vehicle on the internet.

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- **DURING THE CONSULTATION APPOINTMENT**

- Often the client is at the vehicle when they join the video conference.
 - Let that guide where you start.
- Chat with the client, introduce yourself, ask questions, whatever is needed depending on their level of comfort with the virtual format.
- Discuss the parts of the seat with the names of the parts you will use. As you discuss the parts, have the client touch each part.
 - *Pay attention to details such as shapes, colors, etc. which will allow you to be as descriptive as possible. Remember that the clients are often expectant parents & likely will not know what you are saying unless you start on the same page.*
 - *Remember to be patient. The client cannot see you pointing to your screen! Notice details like a ring on the left hand or something that you can use to tell them which hand to move or which hand is near a part you are referring to.*
- Take notes (in an e-mail or Word doc) if you need to look up something that you don't have time to do during the session.
- Take screen shots or screen prints (paste into Word or PowerPoint). You can send these in a follow-up e-mail or keep for your reference.
- Make sure you follow the steps of a regular seat check.
- Maybe use a check form or the National Digital Check Form to guide your conversation.
- Ask if they have questions! Have them show you what they have learned. Revisit things like weight limits of padding, when to move the harness or crotch buckle, etc. later in the conversation to help them remember.

- **AFTER THE CONSULTATION APPOINTMENT**

- Record your notes, complete your checklist, or however you are tracking your appointments
- Send follow-up e-mail including --
 - Information you said you would provide
 - Digital handouts, links, etc.
 - Google Form with post-test, customer service survey, etc.
 - Duplicate of our live form <https://forms.gle/obSUsnMWbEuaGk4i8>
 - If you would like to see the behind-the-scenes working of this form, click on my name in the footer to send an e-mail. I will add you to the list of editors.

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Some screen shots of actual sessions. All photos used with permission of clients for educational purposes only. Please do not copy or share.

