

Maine Bureau of Highway Safety



Technician Mentoring Program

The Child Passenger Safety Program is managed by the State of Maine Bureau of Highway Safety.

**Bureau of Highway Safety
Attention: CPS Coordinator
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Introduction

The Bureau of Highway Safety would like to offer an easier way for Child Passenger Safety Technicians to gain experience in the field, remain active, and network with fellow Technicians. We have designed this **volunteer** Technician Mentoring Program to try to achieve these goals. We encourage all Technicians, newly certified or otherwise, to consider taking part in this program. Albeit volunteer, this program is designed to benefit all those that take part based on the experience that you will gain in strengthening and broadening your knowledge of Child Passenger Safety. Highway Safety hopes that you see a potential place for yourself in this program!

“When and why you should consider using a Child Passenger Safety (CPS) Technician Mentor...”

- You are a new CPS Technician , therefore you are less skilled;
- You do not have skilled contacts to discuss issues or situations with, or ask questions;
- You are uncertain of your role as a Technician in an individual or group setting;
- You do not attend car seat check events because you are unsure of your abilities;
- You have been primarily inactive as a technician since becoming certified, therefore have not strengthened your CPS skill.

“Why and when should you consider becoming a CPS Mentor...?”

- You are a certified CPS Technician that has gone through recertification at least once;
- You remain active within the CPS field;
- Is familiar with other Technician in the CPS Community;
- You work within a specific field and can help other technicians in that field (i.e., fire, police, medical).

Mentor Role

The mentor should be someone who has completed one full recertification cycle as well as being regularly active in some capacity in CPS. The mentor should also be willing to work with the technician in need of assistance. All effort will be given to placing the mentor with a technician who has a similar occupation background and lives in a similar geographical location.

Once potential mentors are approved by the State CPS Coordinator they will be given a **brief orientation session** by an approved Instructor selected by the State CPS Coordinator. Orientation will make sure mentors are fully up to date and aware of the resources available to them both statewide and nationally. Mentors will then be added to a “mentor resource list” for selection as needed by the State CPS Coordinator for technician’s seeking assistance.

The **brief orientation session** will be based on an interactive PowerPoint located on the Bureau of Highway Safety website that an instructor and mentor can directly access for remote discussion. **Mentor materials** include fundamental Child Passenger Safety resources that may ensure a technician is outfitted with the right tools to remain active in the field.

Mentor Materials (include but are not limited to):

1. Current recommendations;
2. Overview of websites that provide up-to-date information. Educate that websites may present information in ways that are misleading or confusing.

- <http://www.chop.edu/service/car-seat-safety-for-kids/index.html>
- <http://www.cpsboard.org/index.htm>
- <http://www.nhtsa.gov/Safety/CPS>
- <http://cert.safekids.org/>
- <http://www.carseat.org/>
- <http://www.saferidenews.com/srndnn/>

CPS Advocates

- <http://saferidenews.com/srndnn/CPSTsProfessionals/CRManufacturerContactsForCPSTs/tabid/211/Default.aspx>
- <https://www.usaaedfoundation.org/>
- www.carseat.org (note: They have some printable handouts that can be useful)

Installing child safety seats brochure

- https://www.usaaedfoundation.org/Safety/safety_544_child_safety_seats

3. Familiarization with the Safe Kids certification website
4. Where to find information:
 - Websites and Materials (i.e., LATCH books, manufacturing CD from Safety Belt Safe)
5. CEU opportunities online

When a mentor is selected to provide assistance to a technician, the mentor will contact the technician either by phone or email to review the technician’s pre-survey scenario selection(s). The mentor will then work to support the technician at the level of assistance the tech is seeking. The mentor technician relationship will increase confidence and skills – this may be done in several ways including attending events together, assisting on an appointment with the tech, going over areas of the curriculum that the

tech is still unsure of, etc. The mentor should keep a contact log of their interaction with the technician they are mentoring, and evaluate the technician's progress and need to continue with the program.

Technician Role

The technician can enter the program through several different means – one, all new techs should be invited to join as they complete the technician training; two, existing techs can self refer; three, a fellow tech can suggest a technician be invited to participate.

The technician will have several customized scenarios (provided as a pre-survey) to choose from and will have the option of including additional issues or topics they would like to include in their mentoring or may design their own scenario from elements of the customized scenarios. Once a technician enters the program, a selected mentor will contact them. The technician must expect to self evaluate their needs and be willing and able to work with their mentor to improve their skills and confidence. Technicians should make themselves available to work with their mentor at events or individual appointments, as well as reviewing the curriculum to reinforce the information learned, but may be unsure of. The technician will conduct a pre & post survey, not only to help evaluate the program effectiveness, but more importantly to evaluate their progress.

Mentoring Scenarios

SCENARIO #1

1. A reminder/overview of essential CPS information and resource links.
2. Options for housing a CPS education location:
 - Appointment based location providing car seat inspections;
 - Monthly Seat Check events with additional technicians available to the public for set days/times; and
 - Evolution of an appointment based location to include monthly events.
3. Information a technician will need to gather when scheduling an appointment:
 - Childs age, weight, height, any special considerations;
 - Type of car make and model;
 - Current car seat make and model; and
 - Car seat manufacture date, if known;
 - Ask the parent/caregiver to bring car seat manual and vehicle manual
4. Explanation and review of forms to use for appointment based or monthly activities:
 - Appointment:
 - Bureau of Highway Safety Checklist
 - Child Passenger Safety Seat Defect Notice, as needed
 - Child Passenger Safety Monthly Summary Form (if partnered with the Bureau of Highway Safety)
 - Monthly Events:
 - Bureau of Highway Safety Checklist
 - Child Passenger Safety Seat Defect Notice, as needed
 - Child Passenger Safety Event Summary (request a revised version from Bureau of Highway Safety)
5. Explanation and review of materials needed for appointment based or monthly activities:
 - weight scale
 - tape measure
 - latch manual
 - dolls for installs (for use when a child is not present)
 - locking clips
 - noodles
 - scissors
 - hand sanitizer
 - Manufacturing CD
6. Methods for advertising events “getting the word out”:
 - Signage:
 - town office message board
 - transfer station message board
 - local cable access
 - local businesses electronic message boards
 - Handouts/information
 - Facility web page
 - Dr. offices
 - Facebook
 - Twitter

SCENARIO #2

1. All of the services provided in scenario #1
2. A scheduled site visit to provide:
 - Car Seat Inspection/Installation Troubleshooting:
 - Hands on examples
 - Methods for problem solving
3. An inspection station site visit:
 - Observe a scheduled car seat inspection and installation education

SCENARIO #3

1. All of the services provided in scenario #1 and scenario #2
2. Attending a seat check event with mentee to provide car seat inspection/installation education

SCENARIO #4:

Build your own scenario. Technicians can select aspects from the above scenarios or propose additional services to develop a customized scenario.

Appendix

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**Maine Bureau of Highway Safety
Technician Mentoring Program
Entrance Evaluation
-TECHNICIAN MENTEE-**

Technician Certification
Number:

Technician Expiration
Date:

The Bureau would like to thank you for your dedication and interest in Child Passenger Safety. Certified Child Passenger Safety Technicians are an invaluable resource to the residents of Maine.

The Bureau of Highway Safety and members within the CPS Community would like to provide mentoring assistance to interested CPS Technicians. If you are interested in being mentored please complete this entrance evaluation and submit it to the CPS Coordinator at the Bureau of Highway Safety at the following address:

**Maine Bureau of Highway Safety
Attention: CPS Coordinator
45 Commerce Drive, Suite 1
Augusta, ME 04333-0164**

1. How long have you been a Certified CPS Technician?
2. Have you ever allowed your certification to lapse resulting in becoming expired? If yes, please explain.
3. How would you classify yourself: new technician, relatively inactive technician, or a technician that would like to become more active in the field?

Please select from the mentoring scenarios below. The Bureau will pair you with a CPS Mentor in your area that will assist you.

SCENARIO #1

1. A reminder/overview of essential CPS information and resource links.
2. Options for housing a CPS education location:
 - Appointment based location providing car seat inspections;
 - Monthly Seat Check events
 - Evolution of an appointment based location to include monthly events.
3. Information a technician will need to gather when scheduling an appointment:
4. Explanation and review of **forms** to use for appointment based or monthly activities:
5. Explanation and review of **materials** needed for appointment based or monthly activities:
6. Methods for advertising events “getting the word out”:

SCENARIO #2

3. All of the services provided in scenario #1
4. A scheduled site visit to provide:
 - Car Seat Inspection/Installation Troubleshooting:
 - Hands on examples
 - Methods for problem solving
3. An inspection station site visit:
 - Observe a scheduled car seat inspection and installation education

SCENARIO #3

3. All of the services provided in scenario #1 and scenario #2
4. Attending a seat check event with mentee to provide car seat inspection/installation education

SCENARIO #4:

Build your own scenario. Technicians can select aspects from the above scenarios or propose additional services to develop a customized scenario.

4. What scenario would you like to be mentored?

5. If you would like to build your own scenario please detail what you would like.

Upon completion of the program you will be asked to submit a Technician Mentoring Program Completion evaluation with any feedback of the service you were provided.



**Maine Bureau of Highway Safety
Technician Mentoring Program
Communication Log
-TECHNICIAN MENTEE-**

Technician Certification
Number:

Technician Expiration
Date:

Date:
Technician Name:
Mentor Contact Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):

Date:
Technician Name:
Mentor Contact Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):

Date:
Technician Name:
Mentor Contact Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):

Date:
Technician Name:
Mentor Contact Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):



**Maine Bureau of Highway Safety
Technician Mentoring Program
Communication Log
-TECHNICIAN MENTOR-**

Technician Certification Number:
Technician Expiration Date:

Date:
Mentor Name:
Technician Mentee Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):
What answer or help was provided to technician mentee (please explain):

Date:
Mentor Name:
Technician Mentee Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):
What answer or help was provided to technician mentee (please explain):

Date:
Mentor Name:
Technician Mentee Name:
Method of Contact (i.e., email, phone, in person):
Time spent with Contact:
Reason for Contact (i.e., question, concern, problem, etc.):
What answer or help was provided to technician mentee (please explain):



**Maine Bureau of Highway Safety
Technician Mentoring Program
Completion Evaluation
-TECHNICIAN MENTEE-**

Technician Mentor Name:
Technician Mentor Certification Number:
Program Start Date:
Scenario Selected:

You are being asked to provide feedback about your experiences with and thoughts about the Maine Bureau of Highway Safety Technician Mentoring Program. Your input will help us continually develop a stronger more meaningful program for all others that are considering being mentored as well as those mentors that are providing assistance. Please submit completed evaluation to the CPS Coordinator at the Bureau of Highway Safety at the following address:

**Maine Bureau of Highway Safety
Attention: CPS Coordinator
45 Commerce Drive, Suite 1
Augusta, ME 04333-0164**

Did the Technician Mentoring Program meet your expectations, please provide three examples and explain.
What aspects of the Program do you feel needs improvement, please provide examples and recommendations.
Did your Program Mentor provide timely response to your questions, concerns, problems, etc.?
What is one thing you would change about the Program if possible?
What is one thing you feel your Mentor could have done differently or better to address a problem, concern, etc.?
Based on your overall experience, would you recommend mentoring to other technicians?
Please offer any additional thoughts...



**Maine Bureau of Highway Safety
Technician Mentoring Program
Completion Evaluation
-TECHNICIAN MENTOR-**

Technician Mentee Name:
Technician Mentee Certification Number:
Program Start Date:
Scenario Selected:

You are being asked to provide feedback about your experiences with and thoughts about the Maine Bureau of Highway Safety Technician Mentoring Program. Your input will help us continually develop a stronger more meaningful program. Please submit your completed evaluation to the CPS Coordinator at the Bureau of Highway Safety at the following address:

**Maine Bureau of Highway Safety
Attention: CPS Coordinator
45 Commerce Drive, Suite 1
Augusta, ME 04333-0164**

Based on your technician interactions do you believe the Program is effective, please explain?
What aspects of the Program do you feel needs improvement, please provide examples and recommendations.
Was the Technician Mentee interested and involved in participating in the Program, please explain?
What is one thing you would change about the Program if possible?
What is one thing you feel your Mentee needs to work on?
Based on your overall experience, would you consider being a mentor in the future?
Please offer any additional thoughts...