



NATIONAL CHILD PASSENGER SAFETY BOARD

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CODE OF CONDUCT & COMMITMENT **Certified Child Passenger Safety Technicians**

For the Families You Serve:

- Provide the highest level of service.
- Be polite and professional.
- Give good service regardless of race, ethnicity, color, national origin, gender, sex orientation, religion, age, disability, social or economic level.
- Listen to people. Acknowledge their strengths. Build on their abilities. Learn from them.
- Respect parents and their right to make decisions for their children.
- Be an example for others, as a safe and courteous driver.
- Always wear your seat belt and be a positive role model for children.

For the Community You Serve:

- Participate in community events, as your agency or organization is part of the community.
- Support occupant protection programs, like Click It Or Ticket, teen buckle-up challenges and important legislation.
- Make services available to everyone, especially those at risk, such as rural, non-English speaking, and low income communities.
- Work toward safe transportation through education, research and advocacy.
- Support policies for safe transportation for children and families.

As a Colleague:

- Work with colleagues. Trust and respect them. Share resources.
- Support colleagues in meeting their professional needs and development.
- Respect everyone's personal dignity, especially in resolving disagreements and what you may think are behavior problems.
- Be careful and respectful when talking personally and professionally about colleagues.

As a Leader:

- Develop and maintain your competence, such as your current certification status.
- Document your work according to agency, state and national standards.
- Follow all CPS certification program content in your own education and training programs.
- Correctly enter information into the CPS online system.
- Maintain the integrity and security of tests and assessments.
- Protect confidential information about families you assist.

From the National Child Passenger Safety Board - October 2007