

Email Templates:

For Virtual Car Seat Checkup Scheduling and Follow-Up

The following three email templates can be used by CPSTs to guide communication with a caregiver before and after a virtual checkup. Using these templates will help CPSTs remember to relay essential information to make the interaction as positive as possible. While highlighted areas indicate where specific information should be entered, any part of the template can be further edited to personalize and/or customize it for the given situation.

First Email: Introduction

Hi [insert caregiver name],

Thanks for your interest in a virtual car seat check. As a certified child passenger safety technician, I can assist you in learning about your car seat and its proper use via [insert names of apps CPST can access].

Let's work on scheduling. Note that this checkup could take a half hour or more, depending on your situation. Select a time when you'll have access to the car seat and the car in a quiet place with minimal distractions. Ideally, your child will also be available for at least part of the time in order to assess harness fit and adjustment. (If your child is unborn, we can use a doll or teddy bear for practice, if possible.)

During a virtual checkup, we'll need to be able to see each other well, so if you have multiple devices available, consider using the one with the largest screen. Since you'll need to use both hands during the checkup, it's ideal to have another adult available to operate the camera. If this isn't possible, you'll need to anticipate another solution for positioning your phone or tablet effectively so I'll be able to see you work with your car seat.

Please provide the following information so we can schedule an appointment:

Select from the following dates/times: [insert dates/times CPST is available.]

Which meeting app do you prefer?: [insert list of apps available; leave this question out if only one app option is available, as stated in the first paragraph, or if the app was already prearranged]

Important: Also, please open, complete, and sign the attached pre-check form. Then send it back to me with the above information and I'll contact you ASAP to confirm our virtual checkup appointment.

[Be sure to attach the pre-check form to this email.]

Second Email: Appointment Confirmation

(Send once a date has been set, after all requested information has been returned, including the signed hold-harmless agreement.)

Hi [insert caregiver name],

Thanks for returning the information to set up a virtual car seat check:

Date/time: [insert date/time]

Format: [insert app type]

How we'll connect: [insert app-specific details for connecting.]

Remember, my role is to assist you in learning about your car seat and its proper use. You should expect this to be a hands-on meeting in which you'll practice installation and use of your car seat. We should both arrange to be in quiet areas with limited distractions and reliable connectivity.

Please gather these items and have them available for the virtual checkup.

- The car seat (including base, if applicable)
- All accessories that came in the car seat's box*
- The car seat owner's manual (*please review this before the checkup*)
- The vehicle owner's manual (*please review the child seat section before the checkup*)
- A doll or teddy bear (if the child is not born or cannot be present)

* Note: Additional accessories not provided by the car seat manufacturer are not recommended. However, if you intend to use other accessories, please have them available to show during the virtual checkup.

Please also practice using the harness and try to install the car seat at least once before our appointment. If your plans change, please contact me ASAP to cancel or reschedule.

Third Email: Follow-up

Hi [insert caregiver name],

It was a pleasure working with you during our recent virtual checkup on [insert date]. I'm glad we could schedule this time to help you learn about how to keep your family safe in the car. Please let me know if you have any further questions.

As we discussed, plan to regularly refer to your vehicle and car seat owner's manuals, especially as adjustments are needed due to your child's growth or other changes. Also, remember that the manufacturer's customer service information is located on your car seat label and in the manual. Its website is another great resource that's likely to have videos, answers to frequently asked questions, and other online support.

You may also want to follow up by having an in-person checkup. You can learn about upcoming opportunities in the area by [insert online or call-in instructions for local resource, or provide a link to the SK Find-A-Tech page].

[The CPST may want to add any number of additional follow-up details or resources, depending on the specific outcomes of the virtual checkup.]