



**CHILD PASSENGER  
SAFETY ASSOCIATION  
OF CANADA**



**L'ASSOCIATION POUR  
LA SÉCURITÉ DES ENFANTS  
PASSAGERS DU CANADA**

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## **Child Passenger Safety Technician Code of Conduct**

*Adapted with permission by the National Child Passenger Safety Board (USA)*

The Child Passenger Safety Association of Canada (CPSAC) has established the following Code of Conduct for Child Passenger Safety Technicians, Instructors, and Instructor Trainers (hereafter referred to as Technicians) to guide their efforts to support the mission of providing Canadians with the skills and knowledge to safely transport children.

Technicians shall adhere to the following:

- Child Passenger Safety Technician training curriculum;
- Child Passenger Safety Association of Canada policies and procedures;
- Car seat, booster seat, and vehicle manufacturers' instructions; and,
- The laws, statutes, and regulations of the Province or Territory in which the technician is practicing.

Technicians shall provide technically correct education in a respectful and professional manner, whether in person or online. While educating and supporting families in their pursuit of safety, Technicians must:

- Trust that caregivers want to do the best for children.
- Engage and empower caregivers.
- Respect a caregiver's decisions, while keeping in mind the concept of good, better, best.

Technicians shall educate caregivers that the best seat is one that:

- Fits the child's weight, height, age, and development.
- Fits the caregiver's budget and vehicle.
- The caregiver will use correctly as per manufacturer's instructions each time.

Technicians may provide information to help caregivers select a seat, making certain that recommendations are based on the specific needs of the family and features of the seat(s) that support those needs.

Technicians shall not make recommendations based solely on brand and/or personal preference.

Technicians shall not discriminate based on race, colour, religion, sex (including pregnancy, sexual orientation, or gender identity), national or ethnic origin, mental or physical disability, age, language, or socioeconomic status.

At all times, while working alone or with other technicians, partners, or colleagues, technicians shall:

- Engage in behaviour that honours the dignity and contribution of everyone.
- Collaborate respectfully to achieve our shared mission.

Adhering to the Code of Conduct maintains the quality of services provided by Technicians and applies to all verbal, non-verbal, and written communication while interacting with colleagues, partners, and caregivers (online or in-person). For more information and resources, visit [www.cpsac.org](http://www.cpsac.org).